

Agenda Item	9
Report No	ECI/23/2023

HIGHLAND COUNCIL

Committee: Economy and Infrastructure

Date: 4 May 2023

Report Title: Performance Monitoring Quarter 4 to 31 March 2023

Report By: Executive Chief Officer Infrastructure & Environment

1 Purpose/Executive Summary

- 1.1 The report details relevant performance data and contextual information as outlined in the Directorate Service Plan. Future reports will bring together revenue and performance information into a single monitoring report to support financial governance, inform decision making, and enable improvement actions to be identified. This approach is intended to strengthen Member scrutiny and improve accessibility for a wider audience including the public.

2 Recommendations

- 2.1 Members are asked to **note and scrutinise** the Directorate's performance information.

3 Implications

- 3.1 **Resource** - There are no implications arising as a direct result of this report.
- 3.2 **Risk** - There are no implications arising as a direct result of this report. However, the Directorate Service Plan has a section on the Corporate Risks that the Directorate is responsible for, and monitoring of the mitigating actions is undertaken on quarterly basis. Work is ongoing to develop a Service risk register.
- 3.3 **Community (Equality, Poverty and Rural), Climate change/ Carbon Clever, Legal, and Gaelic** - There are no implications arising as a direct result of this report.

4 Performance Information

4.1 The following table at paragraph 4.2 provides the quarterly performance information for the Directorate as outlined in the Draft Directorate Service Plan approved by Committee on 25 August 2022, and the services contribution to the Corporate Performance Indicators. In addition to the below, the Directorate Service Plan has several service delivery areas that are still under development and will come forward to the next meeting of the Committee for Member scrutiny. Please note that due to the placement of the Committee meeting for this quarter, not all information regarding Q4 was available at the time of writing. Similarly, indicators covering Financial Year 2022/23 will come forward to the next meeting of the Committee.

4.2

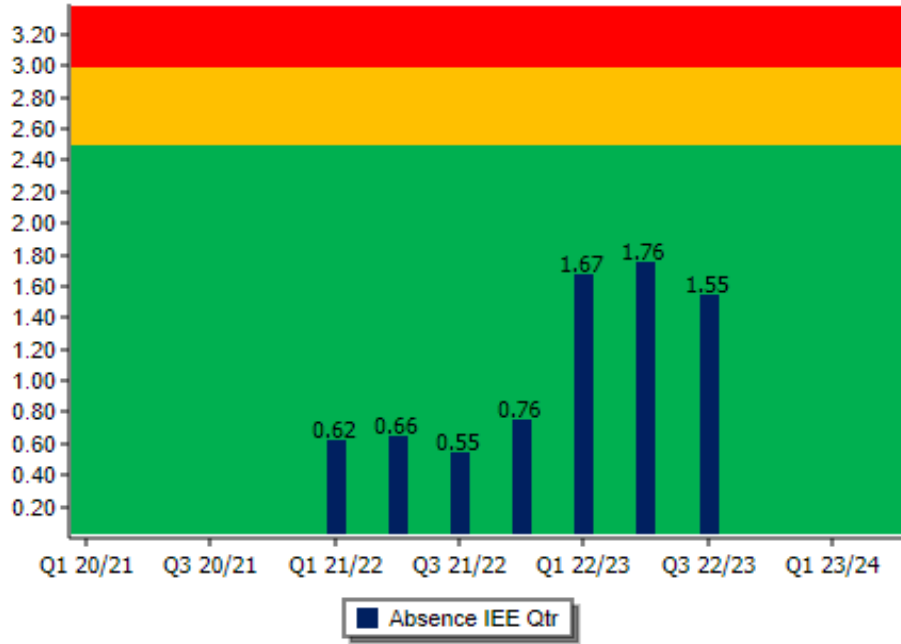
Planning, Env. & Low-Carbon Transport: Low-Carbon Transport Projects Q4 22/23						
Actions PIs being Monitored in Service Plan	Period	Data	Period	Data	Target Value	Target Date
Achieve member approval for consultation on Transport Strategy	Q3 22/23	On Target	Q4 22/23	Not Updated		due to complete Q3 22/23
Deliver Active Travel infrastructure	Q3 22/23	On Target	Q4 22/23	Not Updated		due to complete Q4 22/23
Transport Strategy: BSIP document approved	Q3 22/23	On Target	Q4 22/23	Not Updated		due to complete Q4 22/23

5 Contribution to Corporate Indicators

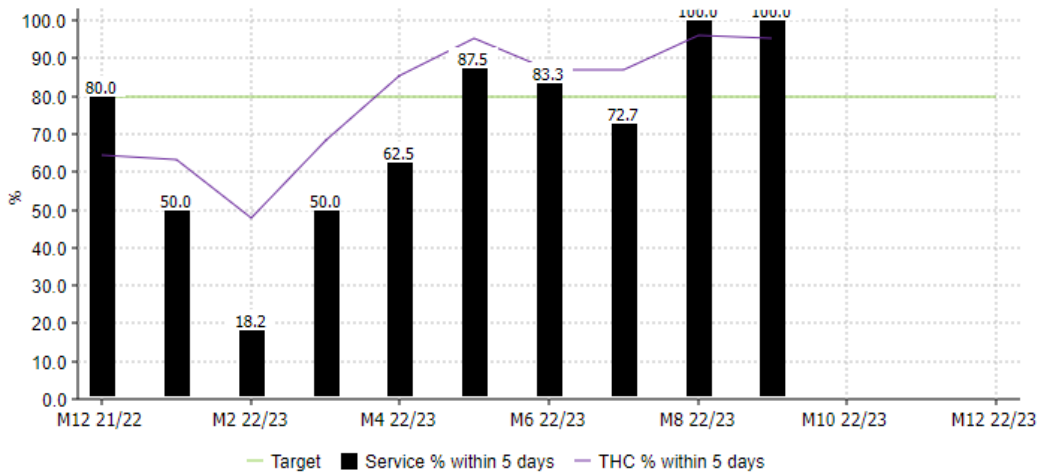
The Infrastructure and Environment Service contributes to a range of Corporate Plan Indicators. The following section shows the Service performance for Absence, Complaints, FOIs and Invoice payments.

- 5.1 Absence rates have continued to be well below the Council average of 2.03 days with Q3 showing an average of 1.55 working days lost.
- 5.2 For frontline complaints, following a concerted effort to improve performance, the Service is now consistently meeting or exceeding the target of 80% of complaints being responded to within 5 days. This focus will continue to ensure this performance is maintained. Similarly, for those complaints reaching the investigation and escalation stages, the target of responding within 20 days has been met for the most recent months and continues to be a focus for the service.
- 5.3 For invoice payments, the Service is performing well, with consistently over 90% of invoices paid within 30 days and meeting over 95% in the majority of months.
- 5.4 FOI responses are an area where the Service is making particular effort to make improvements in response times. The Corporate target is for 90% of cases to be responded to within the statutory 20-day deadline and the Service has shown it has a good consistent performance level from which to improve to ensure that the Service is consistently meets or exceeds the target in future.

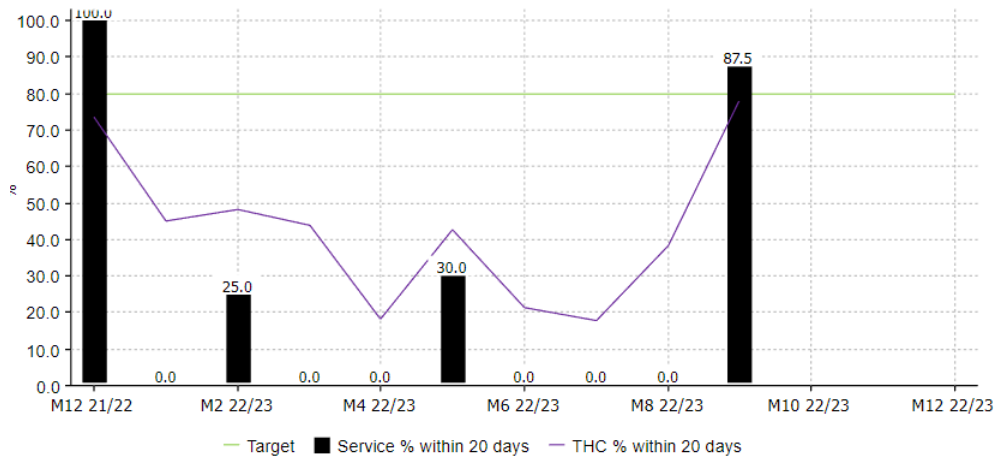
Absence IEE Qtr



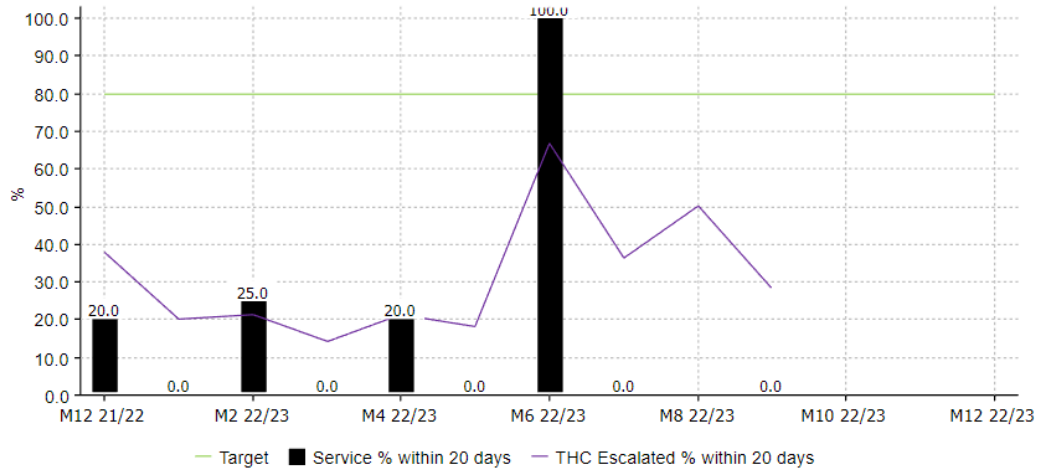
P5 Complaints Frontline - closed within 5 days IEE Mon



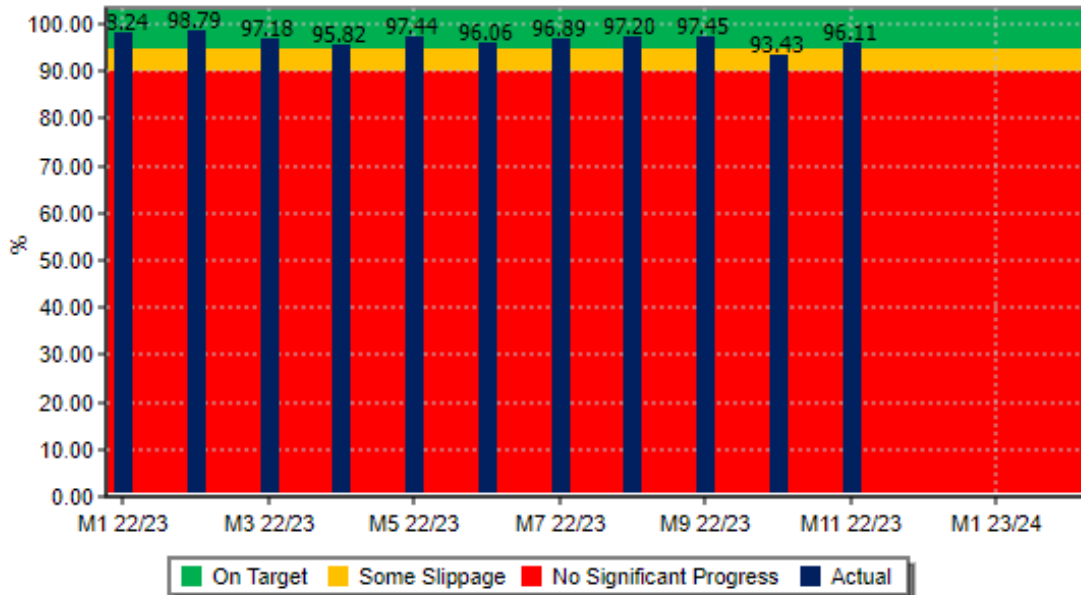
P5 Complaints Investigation - closed within 20 days IEE Mon



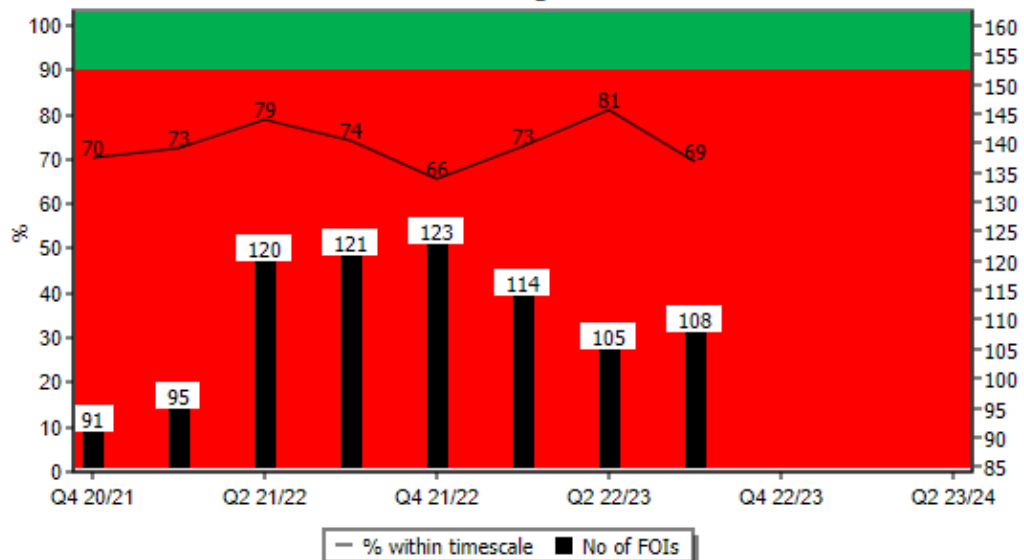
P5 Complaints Escalated - closed within 20 days IEE Mon



Invoices Payment <30 days Mon IEE



IEE FOI Legislative



- 6 With the support and guidance of the Corporate Performance Team, Performance and Risk Management System (PRMS) and Power BI will be used to report quarterly on Service performance. We will identify and develop visualisation tools used in current systems to improve and develop the information reported.
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Designation: Executive Chief Officer Infrastructure & Environment

Date: 4 April 2023

Author: Ailsa Mackay, Business Manager