

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
CHIEF EXECUTIVE	OPERATIONAL MANAGEMENT COMMITTEE	15 JUNE 2022	11
PERFORMANCE REPORTING 2021/22			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the financial yearend 2021/22. Performance is reported against the targets set for the year and commentary is provided by performance exception.

SOURCE OF INFORMATION

The operational teams have input data into the corporate online system (called InPhase) for service-based performance data.

LINK TO INFORMATION

<http://fyldeperformance.inphase.com> - Full Corporate Performance suite for Fylde Council

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The performance information is relevant to the committee terms of reference and the responsibility of the committee to monitor the performance of the services within its remit.

FURTHER INFORMATION

Contact: Alex Scrivens, Performance & Improvement Manager (alex.scrivens@fylde.gov.uk).

Year-end 1st April 2021 to 31st March 2022 Commentary by Performance Exception

******* PERFORMANCE ABOVE TARGET *******

Commentary is provided to explain why progress has exceeded target, with details of how this will be maintained.






None to report.

******* PERFORMANCE BELOW TARGET *******



Commentary is provided to explain why performance is currently not on target, with details of any corrective action.

None to report.

PERFORMANCE KEY ICON STATUS

	Over Performance – the indicator is over performing against target
	On Track – the indicator is performing within tolerance of target.
	Cautionary Under Performance – the indicator is moderately under performing. Whilst the indicator has slipped from target it maybe a minor blip overall or minor action will remedy it.
	Under Performance – the indicator is under performing against target.
	Missing Data – the indicator is missing data, this could be due to lag in data in the way the information is collated, or because its currently unavailable.
N/A	Not Applicable – no comparable data available. This could be due to the methodology being change or being a new measure created.

APPENDIX 1: Performance Measures year-end performance (1st April 2021 – 31st March 2022)

Operational Management						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2020 MAR 2021	APR 2021 MAR 2022	Year-end Target	Performance Status
PM101: Kg of residual waste per household (quarterly only for LG Inform)	Quarterly	Smaller is Better	134	130	130	
PM102: Current Operator Compliance Risk Score (traffic light)	Quarterly	Bigger is Better	Green	Green	Green	
PM132: Number of proactive dog enforcement patrols	Monthly	Bigger is Better	New	1280	1200	
PM55: Missed bins as a percentage of all collections	Quarterly	Smaller is Better	0.05	0.05	0.05	
PM56: Percentage of household waste recycled	Quarterly	Bigger is Better	44	40	40	
PM74: Percentage first time HGV fleet MOT passes	Quarterly	Bigger is Better	86	90	90	
PM96: Percentage of customers satisfied with MOT experience	Quarterly	Bigger is Better	100	100	100	