

Commentary on Targets Not Achieved 2020/21

	Target	Responsible Officer/Committee	Commentary
1.	Identify the potential for a shared service for Grounds Maintenance by 31 March 21	Ian Dyer; Environment & Safe Communities Committee	Target was put on hold due to second lock down. For 21/22 this has been identified as a service review for to support the savings outlined in the Medium Term Financial Strategy which will be reported to S&R.
2.	Graffiti – remove 95% of graffiti on council owned land within 5 working days of being reported to Operational Services.	Ian Dyer; Environment & Safe Communities Committee	Strong performance with 100% achievement across 5 months of the year. Performance was lowest in August and September when staff absences were at their highest; quarter 2 achievement was 40%. This together with variable performance across the remaining months impacted overall achievement.
3.	Graffiti – remove offensive graffiti within two working days of being reported to Operational Services.	Ian Dyer; Environment & Safe Communities Committee	Monthly performance was generally strong with 100% achievement for 7 months of the year. February and March percentages were lower at 50% and 67% respectively, affecting overall performance achieved, although this represented low case numbers, n=2/4 and n=2/3 respectively.
4.	Hold an Opening Event for the new cemetery extension in accordance with appropriate COVID Secure arrangements by 31 March 21.	Rod Brown; Community & Wellbeing Committee	Event pushed back to 2021/22 due to Government COVID-19 restrictions in place. Awaiting a date to be agreed by Head of Housing & Community
5.	Less than 40 households living in emergency nightly paid temporary accommodation per month.	Rod Brown; Community & Wellbeing Committee	Whilst the number of households in nightly paid accommodation remained high, the overall numbers did not significantly increase, despite having to making 43 new placements during quarter 4. The majority of new placements were as a result of Lockdown 3 and the government's requirements under 'Everyone In'. Additional households have been prevented from becoming homeless through the extra private rented tenancies secured through the Rent Deposit Scheme". For 21/22

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			this will continue to be monitored and action taken through the Homelessness Reduction Strategy and action Plan
6.	At least 5 additional households accommodated through the private sector leasing scheme by 31 March 2021.	Rod Brown; Community & Wellbeing Committee	Achievement was linked to recruitment to a new Temporary Accommodation Assistant post. Originally this was planned for February 2020. However recruitment was unsuccessful and the post was put on hold during the COVID-19 pandemic. Post recruited to mid-January 2021. However, resources were redirected to other priorities which had arisen and target pushed back for completion in 2021/22. This will continue to be monitored
7.	<u>Local Plan</u> Complete the next stages in preparation for the Regulation 18 Consultation reporting to the LPP Committee by 31 December 20.	Viv Evans; Licensing & Planning Policy Committee	The previous Local Plan Programme was published in August 2020. It identified a number of different milestones including public consultation under Regulation 18 in November – December 2020. Timescales slipped due to various Government announcements proposing specific changes to the planning system and more wider significant reforms to planning. This was compounded by the continued challenges created by the coronavirus pandemic. Following clarification from the Government regarding the various proposals for change and on the likely timeframe, the local plan programme was revised and approved by the Licensing & Planning Policy Committee on 4 March 2021. The Regulation 18 consultation is now proposed for the winter 2021.
8.	<u>Local Plan</u> Start preparation for the Regulation 19 stage by 31 March 21.	Viv Evans; Licensing & Planning Policy Committee	Revised Local Plan timetable approved by the Licensing & Planning Policy Committee March 2021.

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9.	<p><u>ICT Road Map</u></p> <p>Implement Phase 2 of Abavus for Operational Services by 31 March 21</p>	Judith Doney; Strategy & Resources Committee	<p>This project was delayed due to the COVID-19 pandemic.</p> <p>Work is progressing on Phase 2 of Abavus with the next module for Bulky Waste collection due to go live in Q1 of 2021/22. This will be monitored through the SDP.</p>
10.	<p><u>ICT Road Map</u></p> <p>Improve the remote working experience for members and officers by introducing collaborative working tools by 31 March 21</p>	Judith Doney; Strategy & Resources Committee	<p>This project has been delayed due to the COVID-19 pandemic.</p> <p>The roll out of Microsoft 365 is underway and is expected to be completed by 30 November 2022. This will be monitored through the SDP</p>
11.	<p><u>ICT Road Map</u></p> <p>Test the ICT Business Continuity Plan once the new datacentre is fully operational by 31 March 21</p>	Judith Doney; Strategy & Resources Committee	<p>This project was delayed due to the COVID-19 pandemic.</p> <p>The ICT Business Continuity Plan test is due Quarter 1 of 2021/22 and the ICT Road Map will be monitored through the SDP.</p>
12.	Support delivery of the Finance Peer Review by the LGA team reporting findings and an Action Plan to S&R Committee by 31 March 21.	Lee Duffy; Strategy & Resources Committee	Peer Review undertaken. Report to Strategy & Resources Committee in May 2021, a slight delay due to the purdah period. For 21/22 the Action Plan will be implemented and monitored
13.	Deliver the HR work plan for 2020/21 by 31 March 21.	Shona Mason; Strategy & Resources Committee	The majority of the individual elements of this target were implemented; the HR Work Plan comprises the delivery of numerous guidance documents to support the Council's recovery and to support staff. Guidance on a working from home strategy has yet to be completed as further development of the strategy was required by the Human Resources Panel in December 2020. A virtual Managers' Huddle is yet to be held. For 21/22 this will continue to be monitored through the SDP.

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14.	Develop a Communications Review Action Plan and implement short and medium term recommendations by 31 March 21.	Shona Mason; Strategy & Resources Committee	Action Plan presented to Strategy & Resources Committee on 22 September. An Interim Communications Manager has been appointed to progress work against the targets. This will continue to be monitored
15.	Review and update Part 5 of the Constitution and agree a planning Code of Practice by 31 March 21	Amardip Healy, Strategy & Resources Committee	Not all of Part 5 was updated by year end. A report on Standing Orders on Public Questions went to the Standards Committee on 18 January 2021. For 21/22 a Working Party has been established to review current arrangements which will report on progress to the Standards Committee ..
16.	At least 99.0% of Business Rates to be collected.	Judith Doney; Strategy & Resources Committee	1.84% under target
17.	At least 98.4% of Council Tax collected.	Judith Doney; Strategy & Resources Committee	0.4 % under target