

PERTH AND KINROSS COUNCIL

6 October 2021

PERTH & KINROSS COUNCIL ANNUAL PERFORMANCE REPORT 2020/21

**Report by Interim Chief Executive
(Report No. 21/179)**

PURPOSE OF REPORT

The annual report provides an overview of how the Council performed in 2020/21 against the strategic objectives for Perth and Kinross, as set out within the Council's Corporate Plan 2018-2022.

1. BACKGROUND

- 1.1 Perth and Kinross Council's Annual Performance Report (APR) is a statement of the progress made towards achieving our strategic objectives and meeting our statutory duty to deliver best value during the year 2020/21. It provides elected members, officers and the public with a clear understanding of the performance achieved, our success in making a positive difference to people's lives and lessons learned along the way.
- 1.2 The APR is supported by additional information which shows our performance against a set of Corporate Performance Indicators. This information can be accessed through our online performance dashboard, [PK Performs](#), which is hosted on the Perth and Kinross Council website.
- 1.3 Maintaining a stringent and effective performance management framework that includes public reporting is critical to the success of the Council in delivering and improving outcomes for individuals and our communities.

2. ANNUAL PERFORMANCE REPORT 2020/21

- 2.1 The Council's APR for 2020/21 is a high level summary of the impact that Council services collectively had in the period 1 April 2020 to 31 March 2021. While the Council has continued to record notable successes in service areas, the unprecedented impact of COVID-19 on activities in 2020/21 means that the data available is not necessarily comparable with that of previous years. For this reason, the 2020/21 APR document does not detail the trends for performance indicators as compared to previous years, ie the red, amber, green indicator summary which is part of the APR in more typical years. It also does not include a performance summary. However, a more detailed examination of key performance indicators, including the data from previous years, is included in the information published through the PK Performs dashboard. Public facing communication summarising the key information contained within the APR will also be prepared once the report is approved and published.

2.2 Within the APR, information is reported against the five strategic objectives and arrangements that support organisational delivery. These are organised as follows:

- **Key achievements** – this summarises the progress we have made in delivering outcomes for people and communities over the past year.
- **Performance to deliver strategic objectives** - this narrative provides more detail about performance highlights and information about areas where the service is not delivering against planned outcomes.
- **Measures of performance** – hyperlinks to our PK Performs portal. This provides information on the performance against the corporate performance indicators.

The APR also contains hyperlinks to other sources of performance information, which provides more indepth detail on specific areas.

2.3 To provide a fuller understanding of the performance against each indicator, information has been included alongside the charts published on PK Performs to explain:

- what the indicator is about
- why we measure it
- what can affect performance
- commentary on performance
- how our performance compares to other areas/similar organisations
- actions we are taking to improve performance

2.4 Throughout the report, there are many examples of how services have continued to have a positive impact on outcomes for individuals, businesses and communities through day-to-day services over and above the specific COVID-19 related challenges. This includes: 1,140 hours of early learning and childcare available for all eligible children; increasing numbers of children who could not live at home with their parents being cared for by family or friends; fewer families presenting as homeless; extending the range of learning subjects available to young people by establishing a virtual campus; successfully bidding to move the Stone of Destiny to Perth; completing the transformation of St Paul's church; improving digital inclusivity by providing devices to children, young people, adult learners, clients and tenants at risk of exclusion; meeting record housing completions across affordable and private sector since 2008; keeping communities involved in all greenspace projects delivered; completing first Community Asset Transfer; fixing more faults on the traffic network within target times.

2.5 However, the impact of COVID-19 on Perth and Kinross has been significant, and is likely to have long-term effects on our businesses and communities. This has meant a significant amount of unplanned work alongside communities and partners to support those affected. This work is reflected within the body of the APR where day-to-day services have responded and flexed quickly to accommodate changing needs and service provision throughout the year. Appendix 1 of the APR specifically looks at the response

to the pandemic, highlighting the achievements of the Council, partners and communities working together to support the people of Perth and Kinross throughout this most challenging of years.

- 2.6 In addition to recognising the positive performance of the organisation, the APR also outlines key areas of focus and improvement going forward. It outlines specific improvements made in relation to particular performance areas and how the Perth & Kinross Offer will be developed to tackle challenges and deliver improvement priorities. The Offer is a key part of ensuring that we build on recent progress and work more closely with communities to achieve significant change in how services are created and delivered. There are five agreed workstreams which will underpin the aims of the Offer: economy and entrepreneurship; equalities, empowerment and fairness; education and learning; environment, and enabling the Perth & Kinross Offer.

3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The impact of COVID-19 on the communities within Perth and Kinross continues to be significant, and is likely to continue for some time to come. Throughout 2020/21, we have continued to deliver key services and have worked alongside communities, businesses and partners to support those most affected by the pandemic. The Perth & Kinross Offer provides the Council and the people of Perth and Kinross with a way to build on the positive relationships and sense of community which have supported the area through these challenging times, and achieve the aim of the Offer *“Working together so that everyone in Perth and Kinross can live life well.”*
- 3.2 It is recommended that Council approves the Perth and Kinross Council Annual Performance Report for 2020/21.

Author

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Approved

Name	Designation	Date
Barbara Renton	Interim Chief Executive	3 September 2021

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ANNEX

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	None
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	None
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan/Single Outcome Agreement

1.1 None.

Corporate Plan

1.2 This report supports the delivery of the strategic objectives within the Corporate Plan 2018-2022.

2. Resource Implications

Financial

2.1 None.

Workforce

2.2 None.

Asset Management (land, property, IT)

2.3 None.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

None.

Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.3 However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:
- in the way best calculated to delivery of the Act's emissions reduction targets;
 - in the way best calculated to deliver any statutory adaptation programmes; and
 - in a way that it considers most sustainable.

- 3.5 None.

Legal and Governance

- 3.6 None

Risk

- 3.7 None

4. Consultation

Internal

- 4.1 The Executive Officer Team and Service Management Teams were consulted and commented on this report.

External

- 4.2 None.

5. Communication

- 5.1 The Council's social media channels, website and direct emails will be used to highlight the contents of the Annual Performance Report and the detailed information available via PK Performs.

2. BACKGROUND PAPERS

None

3. APPENDICES

Perth and Kinross Council Annual Performance Report 2020/21.