



## **ANNUAL PERFORMANCE AND CUSTOMER FEEDBACK REPORT 2021/22**

**To:**

Councillor Anna Smith, Leader of the Council  
Strategy & Resources Scrutiny Committee 11/07/2022

**Report by:**

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**Wards affected:**

All

Not a Key Decision

### **1. Executive Summary**

1.1 This report covers the Annual Report against the Corporate Plan 2021/22 and associated key performance indicators; the Annual Complaints and Customer Feedback Report 2021/22; and a State of the City profile.

1.2 The Corporate Plan 2019-22 set out the objectives the Council has been planning to achieve over the past three years, grouped under three key themes. The Annual Report attached at Appendix A provides a summary of progress against those objectives during 2021/22. Appendix B provides the latest available figures for the key performance indicators in the Corporate Plan 2019-22.

1.3 The Annual Complaints and Customer Feedback Report 2021/22 at Appendix C provides an overview and summary of complaints, compliments and feedback received during 2021/22.

1.4 The State of the City profile at Appendix D provides a brief analysis of how Cambridge measures up on a range of social, economic and environmental factors. This provides a broad overview of the context in which the council and its partners operate. It is intended that a fuller analysis will be developed over the coming year to provide a richer “City Portrait”, which would then be replicated, developed and reported each year.

## **2. Recommendations**

2.1 The Executive Councillor is recommended to:

Note the contents of the Annual Report against the Corporate Plan 2021/22, the Annual Complaints and Customer Feedback Report 2021/22, and the State of the City profile.

## **3. Background**

3.1 The Council’s Corporate Plan 2019-22 set out the council’s priority objectives under three themes:

- Tackling poverty and inequality and helping people in the greatest need
- Leading Cambridge’s response to the climate change emergency and biodiversity crisis
- Delivering quality services within financial constraints whilst transforming the council

3.2 The Annual Report 2021/22 at Appendix A provides a summary of progress against the detailed objectives under those themes, as well as a context-setting introduction. It covers objectives for services across the council, including many of our shared services (rather than those needing to produce separate annual reports).

3.3 Appendix B provides the latest available data for the key performance indicators in the Corporate Plan.

3.4 The Annual Complaints and Feedback Report 2021/22 at Appendix C includes:

- A summary of complaints received, their trends and action taken
- Details of compliments and comments
- Complaints escalated to the Local Government Ombudsman
- Complaints relating to conduct of councillors

3.5 As well as complaints the Council also received 131 compliments and 3,507 positive comments about the Council's services and staff through the GovMetric system, out of a total of 7,475 comments received via this channel. A section on compliments is included in the report because in terms of providing a good service to residents, knowing where things are working well and are appreciated is as important as knowing where things are not working well.

3.6 The report shows that the total number of complaints recorded (973) returned broadly towards pre-pandemic levels (1100+ in 2018/19 and 2019/20) after falling during 2020/21, when the council's ability to deliver some services was constrained by the coronavirus pandemic and various lockdown restrictions. For context, the Customer Service Centre received 245,000 contacts phone or electronic contacts during 2021/22.

3.7 Taken together on the same agenda as the Council's financial outturn report, these reports provide a picture of the council's performance, how far it achieved its priority objectives, the service performance levels attained, and the quality of service achieved (as indicated by the level of complaints). Bringing this suite of reports to committee is an important part of the council's transparency and accountability framework.

3.8 The key points arising from the financial outturn report (also on this committee agenda) are summarized as:

3.9 In 2021/22 the Council spent just over £65m on General Fund services. This was funded by £21m of council tax, business rates and grants from central government, including nearly £2.7m of COVID-related grants and furlough income.

3.10 The balance of £44m was made up of income from fees and charges. During the year, the council spent £3.5m less than originally budgeted due to services being disrupted and delayed by COVID restrictions, and difficulties in recruiting and retaining staff. However, £2.1m of this underspend will be carried forward to support the delivery of the delayed work in 2022/23.

3.11 Alongside this, the council collected £44m of rents and service charges through the Housing Revenue Account. This was used to provide services to the council's housing tenants and leaseholders and to support the construction of new council housing and improvements to existing properties.

## **4. Implications**

### **a) Financial Implications**

No financial implications of this report.

### **b) Staffing Implications**

No staffing implications of this report.

### **c) Equality and Poverty Implications**

There are no equality or poverty implications arising from this report. (A separate annual report on the Council's Single Equalities Scheme is on the agenda for Environment & Communities Scrutiny Committee).

### **d) Net Zero Carbon, Climate Change and Environmental Implications**

There are no net zero carbon, climate change or environmental implications arising from this report.

### **e) Procurement Implications**

Officers have procured a professional designer to produce a designed version of the report for publication on the website, from a single quote (value less than £500).

### **f) Community Safety Implications**

No community safety implications from this report.

## **5. Consultation and communication considerations**

The appendices to this report will all be published on the council's website, including a "designed" version of the annual report. An infographic of key statistics and information from the report will also be produced and published. A press release will be issued, and internal communications produced.

## **6. Background papers**

Corporate Plan 2019-22

## **7. Appendices**

Appendix A	Annual Report 2021/22 on the Corporate Plan
Appendix B	Key Performance Indicators from the Corporate Plan
Appendix C	Annual Complaints and Feedback Report 2021/22
Appendix D	State of the City profile

## **8. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact Andrew Limb, Assistant Chief Executive, tel: 01223 - 457004, email: [andrew.limb@cambridge.gov.uk](mailto:andrew.limb@cambridge.gov.uk)