

REPORT TO	ON
SCRUTINY BUDGET AND PERFORMANCE PANEL	Monday, 10 February 2020
CABINET	Wednesday, 12 February 2020



TITLE	PORTFOLIO	REPORT OF
Period 1 Performance Monitoring Report (Oct – Dec 2019)	Leader of the Council	Interim Chief Executive

Is this report a KEY DECISION (i.e. more than £100,000 or impacting on more than 2 Borough wards?)	No
Is this report on the Statutory Cabinet Forward Plan ?	Yes
Is the request outside the policy and budgetary framework and therefore subject to confirmation at full Council? This should only be in exceptional circumstances.	No
Is this report confidential?	No

PURPOSE OF THE REPORT

1. This report provides Cabinet with an update for the first period of performance against the objectives of the Corporate Plan 2019-23.

PORTFOLIO RECOMMENDATIONS

2. Cabinet and Scrutiny Panel Members to note that the performance summary outlined starts a new reporting period, referred to as period 1. This reflects the deliverables and priorities of the Corporate Plan approved by Council in September 2019.

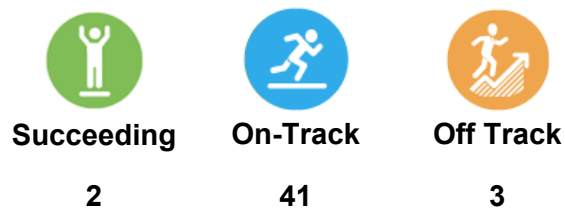
REASONS FOR THE DECISION

3. The Council's performance framework sets out the process for reporting progress against the objectives of the Corporate Plan. The performance framework has been recently updated and the new reporting periods will be reflected in the framework. All reports will continue to be considered by the Council's Leadership Programme Board, Scrutiny Budget and Performance Panel and Cabinet.

EXECUTIVE SUMMARY

4. Following approval of the Corporate Plan at Full Council in September 2019, there has been a significant amount of work to fully develop, scope and define projects.

5. Projects and activities that have been carried forward from the previous Corporate Plan (February 2019) have been rescoped against the new Corporate Plan's aims and outcomes.
6. Members should note that the information on performance is reported as commencing from October 2019 in line with the newly agreed Corporate Plan. This is to ensure that what is reported reflects the revision and agreed milestones and performance indicators for both new activities and those carried forward.
7. At the end of Period 1 we can report that of the projects in the Corporate Plan there were:



CORPORATE OUTCOMES

8. The report relates to the following corporate priorities: (tick all those applicable):

Excellence, Investment and Financial Sustainability	✓
Health, Wellbeing and Safety	✓
Place, Homes and Environment	✓

Projects relating to People in the Corporate Plan:

Our People and Communities	✓
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BACKGROUND TO THE REPORT

9. Within the last quarter a revised Performance Framework has been developed and approved, which is supplemented with a revised Data Quality Policy.
10. To enable the Council to effectively demonstrate its performance, a Leadership Programme Board has been established to manage and monitor delivery of the Corporate Plan. The Board which consists of senior leadership and senior responsible officers meets quarterly to review performance and ensure effective project management is in place.
11. There is significant work ongoing to develop and ensure fully robust performance measures are reported within the period performance reports.
12. Due to the report detailing period 1 performance, it is to be expected that the full suite of performance measures is not included at this stage. This is due to the

need to effectively baseline and or collate appropriate data. As future reports are provided, further measures will be included and reported to demonstrate performance.

13. Measures that have previously been reported may not be included going forward, as measures and indicators that are reported will be directly linked to specific projects and objectives in the Corporate Plan. Where certain measures are no longer included within the report, they will be reported at a service level and to relevant committees.
14. Included within the attached Performance Report at Appendix 1, is a high-level summary of all activities against the agreed Corporate Objectives. They provide an outline of their performance status as either on track, off track, completed or succeeding.
15. Further details are provided in the report at Appendix 1 which provides narrative on those activities that were new to the Corporate Plan, of which there were 14.
16. In each of the Outcomes on the Corporate Plan there are several indicators that are directly obtained from the Residents Survey. This is scheduled to take place in February/March with full results from June 2020. The results will be used to provide a robust baseline and it is expected that they will be reported in period 3 (April - June 2020)
17. The resident survey will be repeated at intervals on at least two further occasions before the end of 2023.
18. It should be noted that officers are working on how best to demonstrate the delivery of the Capital Programme. By year end the Council will have available a clear picture of what has been delivered within the Capital Programme for the year 2019/20 against what was expected. To support performance in this area, a Capital Programme Board is being established, linked to the Leadership Programme Board, which will monitor and drive forward Capital Projects, so they are delivered in line within agreed timescales.
19. **Matters from Previous Scrutiny Panel**
20. Two matters were raised by the Scrutiny Budget and Performance Panel in November 2019. These matters have been addressed and are detailed below;
 - ▶ **Further information on the average length of call waiting times be provided to the Panel members and the pre-recorded message be reviewed:** A report is attached at Appendix 2 providing the further information requested.
 - ▶ **The measure for licensed taxis inspected be reviewed:** Further information was requested on the measure for “licensed taxis inspected” to understand what is being measured. In reviewing the measure, the Licensing Team record the total number of inspections made. A vehicle may require more than one inspection due to either the issuing of an order to stop or improve. Once an improvement has been made a further check is undertaken and recorded as a completed inspection. Therefore, the number of inspections reported is the total number of inspections undertaken and not the total number of individual taxis.

21. PROPOSALS (e.g. RATIONALE, DETAIL, FINANCIAL, PROCUREMENT)

22. Shared Services Update

- 23.** Within period 1, shared services implementation has progressed and is on target. Staff consultation on the shared senior roles was completed and appointments have been made with and they will commence their management duties from the 1st April.

Governance arrangements (Shared Senior Project Team and sub-teams) are now in place which has allowed key decisions to be progressed. A TUPE plan has been developed and is being delivered to provide a smooth transition for staff who are transferring between councils.

Regular communications have been delivered to keep stakeholders informed and to provide employees with further information about the new shared services.

24. City Deal

- 25.** As members will be aware, the future of the City Deal is yet to be considered. This is reflected in the performance against the review the projects listed in the City Deal Business and Delivery Plan 2017- 20 which is off track. Discussions continue with City Deal Partners to consider the schemes future.

26. Period 1 Highlights

- 27.** Reporting is by exception. Further information is provided within the report at Appendix 1. The information below summarises those key areas highlighted within the report at Appendix 1. This is broken down by each objective.

28. Objective: Excellence, Investment & Financial Sustainability

- 29.** In this period all activities are reported as on track.

- 30.** The following are noted for exceeding initial performance targets:

31. EIFS05 – Implement first year of the Council's Digital Strategy

There have been significant improvements to the Council's handling of calls with reductions in the number of calls being abandoned and an increase in the number of calls answered within 90 seconds.

32. EIFS03 – Conference and Business Centre

- ▶ Income from commercially operated assets – the income generated from the business and conference centre is up 42% when compared with 2018.
- ▶ The number of hours that the business and conference centre has been externally booked has increased 40% based on a comparison with 2018-19

33. Objective: Health, Wellbeing and Safety

- 34.** In this period all activities are reported as on track.

- 35.** The report at Appendix 1 details the activities and progress of the new activities included within the Corporate Plan.

- ▶ HWS07 - Community Safety to tackle Crime and Disorder
- ▶ HWS11 - Mind the Gap
- ▶ HWS12 - First Class Advice Services

36. The following is noted for completing their expected target:

37. HWS01 - South Ribble Dementia Action Alliance

South Ribble Dementia Action Alliance has retained the status of Dementia Friendly Community for South Ribble. This will run for a further 12 months with renewal due in December 2020.

38. Objective: Our People and Communities

39. In this period all activities are reported as on track with one activity completed.

40. The report at Appendix 1 details the activities and progress of the new activities included within the Corporate Plan.

- ▶ OPC01 - Review Community Involvement approach
- ▶ OPC04 - Community Bank/Credit Union
- ▶ OPC06 - Develop a Youth Council
- ▶ OPC07 - Gain Accreditation as a Living wage Employer

41. The following is noted for completing their objectives:

42. OPC01 - Review Community Involvement approach

The review has been completed and is moving to its second phase of implementation.

43. The following is noted for completing their expected target:

44. OPC09 - Apprentice Factory Phase 2

The target per public sector organisation is for a minimum average 2.3% apprentice starts from 2017/18 to 2020/21 based on headcount. This means that the Council are required to recruit an average of 7 apprentices per year (based on a headcount of 290 staff) to be compliant. We continue to meet the target and have previously exceeded this target. In the first year of the target being set South Ribble Borough Council were the best performing public sector organisation in Lancashire.

45. Objective: Place, Homes and Environment

46. In this period 15 activities are reported on track, 3 are off track and 1 activity has exceeded its target.

47. The report at Appendix 1 details the activities and progress of the new activities included within the Corporate Plan.

- ▶ PHE01 - Develop a strategy and action plan to halt overall loss of England's biodiversity
- ▶ PHE02 - Plant 110,000 trees in South Ribble
- ▶ PHE03 - Carbon Neutral by 2030
- ▶ PHE04 - Single Use plastics

48. The following is noted for completing their expected target:

49. PHE02 - Plant 110,000 trees in South Ribble

50. A target of 30,000 trees was set to be planted by March 2020. In period 1, this target has been exceeded. A significant contributor to the total has been the number of trees planted along the new Penwortham bypass (27,292 trees). There was also a further successful tree giveaway was held in November with over 3,375 trees provided to the public. As part of the green links scheme there were 38 trees planted. At Longton Brickcroft 450 trees were planted. At Withy Grove Park and Walton Park, there was 900 trees given away through the Woodland Trust.

51. The following is noted for being off track:

52. PHE03 - Carbon Neutral by 2030

The Cross-Party Group have met on a number of occasions and are working to finalise the scope of the project. This project is currently off track as the scope has not yet been agreed. The next meeting is scheduled for 4 February 2020.

53. PHE05 - Borough's Air Quality Action Plan

An Anti-Idling Campaign had commenced before Christmas, however due to lack of resources (staffing) the educational phase of the campaign and enforcement has not commenced. The resource issue has now been addressed and a Climate Change officer is due to be recruited in January which will seek to bring the plan back on track.

The council has met with Lancashire County Council (LCC) with regard traffic light sequencing, however, they have resource issues but acknowledged that there is further work to be done to optimise traffic light sequencing to keep traffic flowing and help improve the air quality in South Ribble. The Council are seeking a plan/timescale from the LCC.

54. PHE14 - Review the projects listed in the City Deal Business and Delivery Plan 2017- 20

A report is due to Cabinet in January 2020. This will support a Homes England application for £60m to help reduce the projected deficit. However, a final decision as to whether we stay in City Deal will not be taken until late spring early summer 2020.

CONSULTATION CARRIED OUT AND OUTCOME OF CONSULTATION

55. N/A

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

56. N/A

AIR QUALITY IMPLICATIONS

57. The activities for addressing Air Quality has been reported off track as detailed at point 53.

RISK MANAGEMENT

58. Risk registers have been completed for all approved projects and recorded on the Corporate Performance management system, InPhase.

59. Risks are managed through the Leadership Programme Board.

EQUALITY AND DIVERSITY IMPACT

60. N/A

COMMENTS OF THE STATUTORY FINANCE OFFICER

61. This report provides Cabinet with an update for Period 1 of performance against the programmes and projects which were agreed by Council within the Corporate Plan and approved in September 2019.

62. The Quarter 3 budget monitoring report for 2019/20 is a separate item on this

agenda. The budget monitoring report sets out the key outturn variances to budget which are anticipated and reflects some of the financial implications of the improvements and reductions in performance highlighted in this report.

- 63.** The budget and MTFS forecasts have been updated to reflect the full financial implications (revenue and capital) of the Corporate Plan projects and will be submitted to Cabinet and Council in February for approval.

COMMENTS OF THE MONITORING OFFICER

- 64.** This report is part of our commitment to acting in an open and transparent manner. Clearly it is imperative that members and the general public should be able to assess the performance of the council. We need to be as accountable as possible.

BACKGROUND DOCUMENTS

- 65.** There are no background papers to this report

APPENDICES

- ▶ Appendix 1 Corporate Plan 2019-23 Performance Monitoring report Period 1, 2019-2020
- ▶ Appendix 2 Supplementary Item Call Waiting Times

LT Member's Name
Interim Chief Executive

Report Author:	Telephone:	Date:
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