

PERFORMANCE REPORT TO	ON
CABINET	19 June 2019
SCRUTINY COMMITTEE	27 June 2019



TITLE	PORTFOLIO	REPORT OF
Corporate Performance Report: Quarter 4 (31 st March 2019)	Council Leader	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 ?	No
Is the request outside the policy and budgetary framework and therefore subject to confirmation at full Council?	No
Is this report confidential?	No

PURPOSE OF THE REPORT

1. The delivery plan of the Corporate Plan for 2018-19 established a number of programmes, projects and measures for delivery across the financial year.
2. This report provides Cabinet with the update for Quarter 4 against those programmes, projects and the key performance indicators agreed by the council. Performance reports for all quarters (Quarters 1, 2, 3, and 4) are considered by the Council's Leadership Team, Scrutiny Committee and Cabinet.

PORTFOLIO RECOMMENDATION

3. Members to note that the performance summary outlined within this report reflects the progress made under the previous administration and their agreed Corporate Plan deliverables for 2018-19.
4. Members to note that existing performance measures are to be reviewed in line with the review of the Corporate Plan in coming months.

EXECUTIVE SUMMARY

5. Overall performance against the Corporate Plan for 2018-19 can be rated as good and the Council continues to provide good quality services. The Council has set itself an ambitious Corporate Plan and has achieved against the majority of its projects the intended outcomes and outputs. A small proportion of projects are rated as off track, (either amber or red), however there are recognised reasons and in most cases are the result of external conditions.

6. At the end of Quarter 4, we can report that of the 46 projects on the corporate plan,
 - ▶ 12 projects are complete,
 - ▶ 26 are green and on-track,
 - ▶ 6 projects are amber and off-track
 - ▶ 2 projects are red and off-track.

BACKGROUND TO THE REPORT

7. It will be noted that the attached reports in the appendices have been re-formatted. The purpose of the re-format is to improve the presentation of the information; showing clear alignment of key measures against programmes and projects.
8. There are currently a number of key performance indicators not aligned with the Corporate Plan. Going forward all indicators for 2019-20 will be aligned to programmes and projects and will be reported alongside within the new formatted report.
9. Within this report, key performance indicators are measured using the direction of travel compared to last comparable period. This is either the last quarter or same time last year.
10. Following a review of the indicators and performance reporting, the current way in which direction of travel is used may not always show where we are performing in line with or higher than national or local baselines. Against each measure going forward from Quarter 1, 2019-20, a baseline, either national, county or local (whichever is most appropriate and available) will be used to indicate direction of travel.

Each programme and project within the corporate plan is rated based on its performance using one of the below categories;



Project is On Target or Completed



Project is off Track but expected to be completed within year



Project off track and not likely to be completed in year

HIGHLIGHTED AREAS

11. Celebrating Success: Completed Projects

- ▶ Digital Strategy Review
- ▶ Implemented Living Wage Reform
- ▶ Additional independent living support to people living with a disability
- ▶ Lead the development of the Borough Community Strategy: adopted by the Council February 2019
- ▶ Development of a homelessness project to implement the new Homelessness Reduction Act 2017
- ▶ Capital projects including
 - McNamara VC Memorial
 - Walton le Dale car park
 - New Longton Improvements
- ▶ Completion of MH2K
- ▶ Private sector Stock Condition Survey
- ▶ Developed a renewable energy feasibility study
- ▶ Developed Volunteering Strategy: now out for consultation
- ▶ Phase 1 Civic Centre Commercialisation
- ▶ Organisational Development:
 - Phase 1 Senior Leadership Development Programme,
 - Phase 1 Member Development Programme,
 - Organisational culture review and values and behaviours

12. Celebrating Success: Achievements to Note

- ▶ The Council has leased all of its lettable investment assets for the first time in over 5 years.
- ▶ The number of visits to our leisure and sports facilities has increased by 7,871 compared to the same time last year.
- ▶ South Ribble continues to be recognised as a Dementia Friendly Community, due to the work of the Dementia Action Alliance.
- ▶ The number of new and affordable homes delivered has increased, since the end of September 2018 the number of new homes delivered has increased by 11 and the number of affordable homes delivered has increased by 21.

13. Exceptions to note - RED rated

There are a number of projects with external factors and co-dependencies. These have resulted in some projects being rated as red.

- ▶ The Ribble crossing project requires Lancashire wide buy-in as a sub-regional and regional project of significance. Officers continue to explore all options for funding.
- ▶ Whilst the number of complaints has increased the number of complaints upheld has fallen. It should also be noted that the percentage of complaints against the number of customer contacts received was only 0.13%. The dip in performance can be attributed largely to Neighbourhood Services and relate to charges in connection with replacement bins, followed by issues and suspension of collections over the Christmas period. There has also been a change made to the process of capturing complaints. This change was made as an action coming out of the Customer Journey Mapping project, and ensures that more complaints are captured, therefore giving the Council more opportunities to learn and improve the experience for customers.

- ▶ Cuerden Strategic Site: External factors impact on the project to progress delivery of phase 1 and plan for future phases – Lancashire County Council and other landowners continuing to review future options for the site, to submit proposals for future decision making.
- ▶ The number of young people taking part in programmed school and out of school activities has decreased this quarter compared to quarter 3 and the same time last year. The reason for this decrease is due to timetabling in schools being different each term. It is worth noting that even though there has been a steady decrease in numbers over the year, there has been an increase in the annual figure compared to last year 2017/18 of 17.24% (6,870 people).
- ▶ The Shared Services with Chorley Council project has not progressed as quickly as anticipated as there have been delays in hiring the Shared Monitoring Officer and Section 151 Officer posts. However despite this, continued meetings and discussions have been undertaken with Chorley Borough Council regarding the existing shared services agreement for Finance and Risk & Assurance. Further meetings have been held with C.Co (part of The Chartered Institute of Public Finance and Accountancy) in relation to establishing a wider Shared Services agreement to initially cover HR & Legal services. A view has been taken to progress with this project in next year's plans further to production of a options report from C.Co due post-election to be considered by the Shared Services Committee with a recommendation back to Cabinet.

Other Indicators

There are a number of indicators not linked to Corporate Projects and Programmes. These are reported separately in Appendix 3. Those highlighted as Red within this quarter are summarised below.

- ▶ Sickness absence was higher in Quarter 4 compared to Quarter 3. However overall absence of employees has decreased, compared with last year's baseline and is slightly under the national average.
- ▶ Number of Violence against the person offences continues to be unavailable. This data set is not owned by the Council, but by Lancashire Constabulary and when it is available, the information can be shared.
- ▶ Number of Licensed premises inspected was less than the previous quarter. There has been an adjustment in the way the number of licensed premises inspected is being recorded for performance reporting following recommendations from internal audit. For licensing purposes, if premises are visited and the premises/management is not compliant with a condition on their licence this would be counted as a record of non-compliance. The premises would then receive a follow up a visit a month later and if another form of non-compliance was seen it would be record on our own records that the premises has had two forms of non-compliance. This would build a case against that premises if a review of the licence was necessary. For performance reporting purposes, in this case this has now been recorded as one form of non-compliance as requested following the audit.

RISK MANAGEMENT HIGHLIGHTED AREAS

14. The Corporate Risk Register at the end of Quarter 4 shows a total of 9 risks. Of these risks;

- ▶ 4 have a residual risk rated as green
- ▶ 5 with a residual risk rated as amber
- ▶ No risks with a residual risk rating as red

COMMENTS OF THE STATUTORY FINANCE OFFICER

15. The Corporate Plan has been delivered within approved budgets

COMMENTS OF THE MONITORING OFFICER

16. There are no issues to report from a Monitoring Officer perspective. The report is part of our commitment to act in an open and transparent manner

BACKGROUND DOCUMENTS

- ▶ Corporate Plan 2018-2023
- ▶ Corporate Plan Risk Register 2018-2019

APPENDICES

Appendix 1 - Quarter 4 Corporate Performance Dashboard 2018-19

Appendix 2 - Quarter 4 Council Corporate Risk Register 2018-19

Appendix 3 - Quarter 4 Supplementary Performance Dashboard 2018-19

Report Author:	Telephone:	Date:
Michael Johnson	01772 625339	23/04/2019