REPORT TO:	**FINANCE AND MANAGEMENT COMMITTEE**	**AGENDA ITEM: 7**
DATE OF MEETING:	**14 MARCH 2024**	**CATEGORY: DELEGATED**
REPORT FROM:	**LEADERSHIP TEAM**	**OPEN DOC:**
MEMBERS' CONTACT POINT:	**DR JUSTIN IVES (EXT. 5700)** **TRACY BINGHAM (EXT. 5811)**	
SUBJECT:	**CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2023-2024 QUARTER THREE 1 APRIL TO 31 DECEMBER)**	
WARD (S) AFFECTED:	**ALL**	**TERMS OF REFERENCE: G**

1.0   Recommendations

1.1   That the Committee approves progress against performance targets set out in the Corporate Plan 2020 - 2024.

1.2   That the Risk Register for the Committee's services are reviewed.

2.0   Purpose of the Report

2.1   To report progress against the Corporate Plan under the priorities of Our Environment, Our People and Our Future.

3.0   Executive summary

3.1   The Corporate Plan 2020 – 2024 was approved following extensive consultation into South Derbyshire's needs, categorising them under three key priorities: Our Environment, Our People and Our Future. The Corporate Plan is central to the Council's work – it sets out its values and vision for South Derbyshire and defines its priorities for delivering high-quality services.

3.2   This Committee is responsible for overseeing the delivery of the key priorities and the following key aims:

Our People
- *Supporting and safeguarding the most vulnerable.*
- *Deliver excellent services.*

Our Environment | Our People | Our Future

www.southderbyshire.gov.uk

Our Future
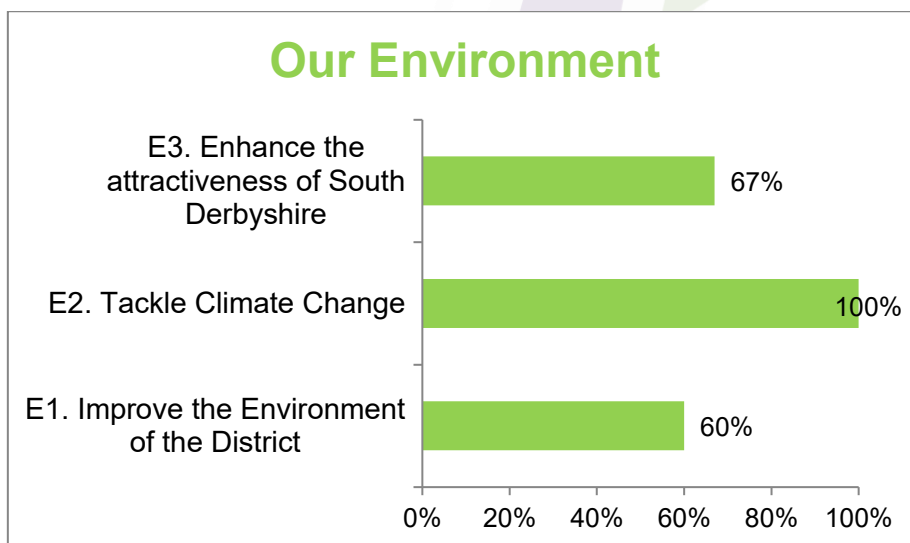- *Transforming the Council.*

4.0 Performance Detail

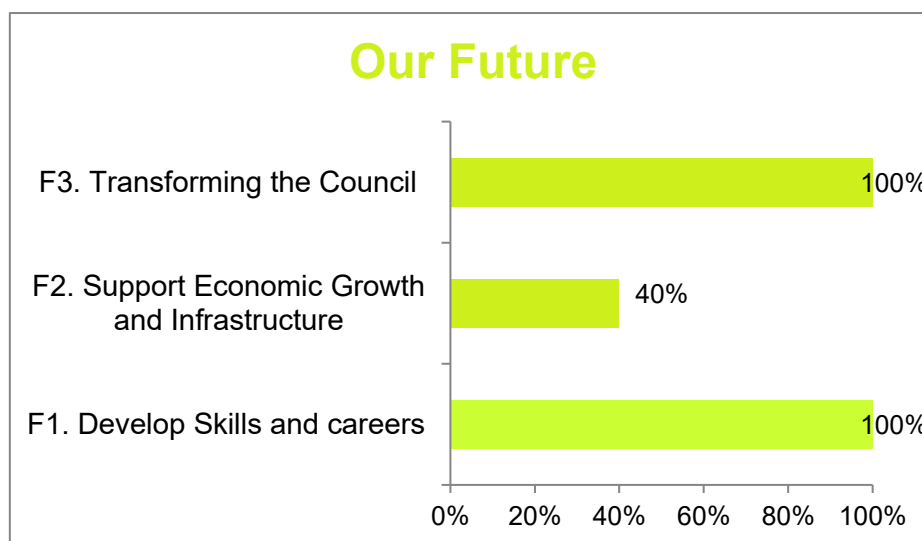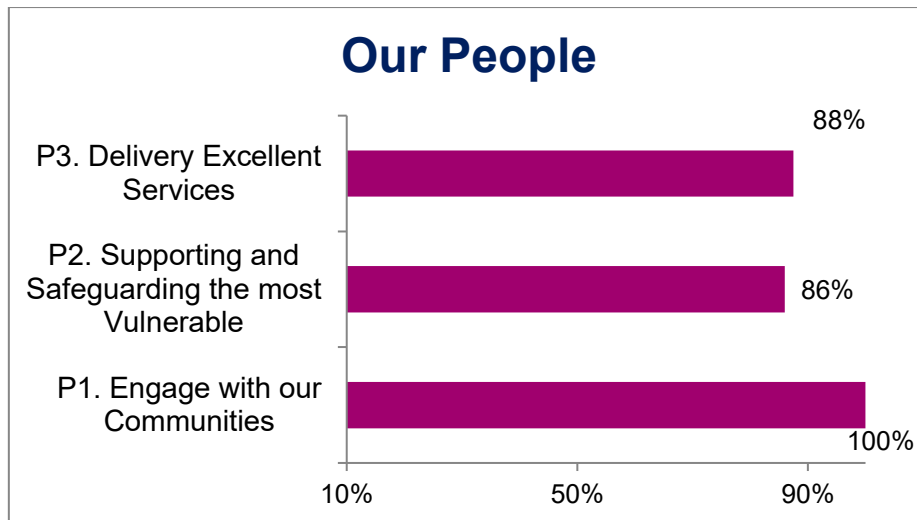4.1 Overall Council performance against the priorities– Quarter three 2023-2024.

The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.

Our Priorities

Priority	Percentage
Our Environment	70%
Our People	88%
Our Future	62%
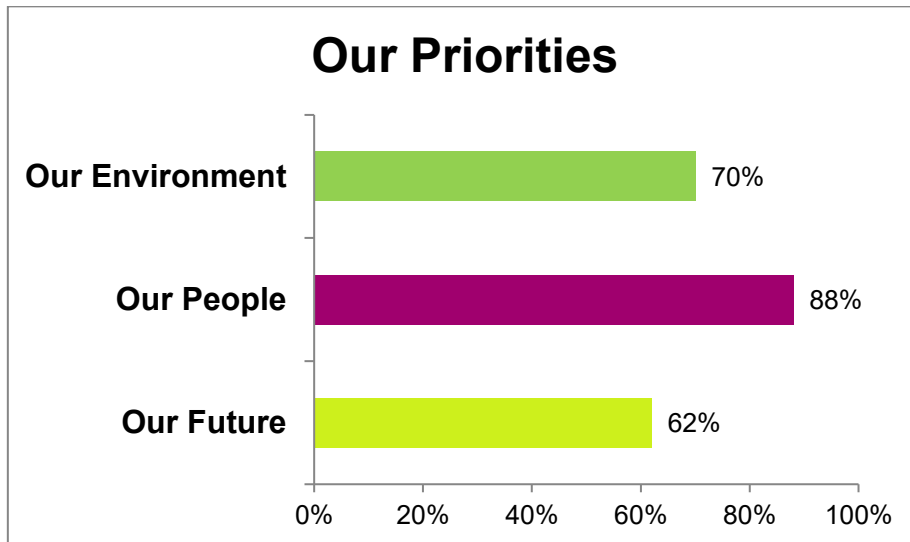
4.2 Overall Council performance against key aims – Quarter three, 2023-2024.

The below charts provide an overview for the percentage of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.

Our Environment

Key Aim	Percentage
E3. Enhance the attractiveness of South Derbyshire	67%
E2. Tackle Climate Change	100%
E1. Improve the Environment of the District	60%

Our People

- P3. Delivery Excellent Services — 88%
- P2. Supporting and Safeguarding the most Vulnerable — 86%
- P1. Engage with our Communities — 100%

(Axis: 10%, 50%, 90%)

Our Future

- F3. Transforming the Council — 100%
- F2. Support Economic Growth and Infrastructure — 40%
- F1. Develop Skills and careers — 100%

(Axis: 0%, 20%, 40%, 60%, 80%, 100%)

4.3 Of the 35 measures which support the progress of the Corporate Plan 20-24, 23 are green, one is amber, eight are red and three are grey.

Overall, 68% of the key aims within the Corporate Plan are on track to achieve the four-year target. As at quarter three, 70% of indictors are on track for Our Environment, 88% are on track for Our People and 62% are on track for Our Future.

4.4 This Committee is responsible for overseeing the delivery of eleven Corporate measures.

Below outlines the 10 (91%) measures for this Committee that are on track (green, amber or grey) for the quarter:

- Develop and deliver the Public Buildings programme over four years.
- Increase the number of customers who interact digitally as a first choice.
- Reduce face-to-face contact to allow more time to support those customers who need additional support.
- Number of customer telephone calls answered by Customer Service.

- Increase digital engagement (Twitter, Instagram, Facebook.)
- Increase the level of staff engagement.
- Deliver against the Transformation Action Plan.
- Develop our approach towards the commercialisation of services.
- Number of apprenticeships.
- The Council has a positive health and safety culture.

4.5   There is one measure (1%) for this Committee that is not on track (red) for
        the quarter:

- Average number of staff days lost due to sickness.

For more detailed information please refer to **Appendix B**, Performance Measure
Report Index.

4.6   An overview of performance can be found in the Performance Dashboard in **Appendix
        A**. A detailed update of the quarterly outturn of each performance measure including
        actions to sustain or improve performance is included in the detailed Performance
        Measure Report Index in **Appendix B.**

4.7   Questions regarding performance are welcomed from the Committee in relation to the
        Corporate performance measures that fall under its responsibility and are referenced
        in the detailed Performance Measure Report Index in **Appendix B**

5.0   Financial and Implications

None directly.

6.0   Corporate Implications

6.1   Employment Implications

None directly.

6.2   Legal Implications

None directly.

6.3   Corporate Plan Implications

This report updates the Committee on the progress against the key measures agreed
in the Corporate Plan and demonstrates how the Council's key aims under the
priorities, Our Environment, Our People and Our Future contribute to that aspiration.

6.4   Risk Impact

The Risk Register for the Committee's services is detailed in **Appendix C** Chief
Executive Risk Register and **Appendix D** Corporate Risk Register. This includes the
register, risk mitigation plans and any further actions for the relevant departmental

risks. Each risk has been identified and assessed against the Corporate Plan aims which are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Register details a risk matrix to summarise how each identified risk has been rated.

The following risks have been updated for quarter three in the Corporate Risk Register:

- CR1 – Universal Credit (UC). Mitigating actions have been updated to advise on the review of the Benefits Team structure to retain technical knowledge and succession plan for the future.
- CR2 - Fraudulent activities. Mitigating actions have been updated to confirm 26 mandatory staff training sessions have been delivered to employees by Derby City Council and the Audit Sub Committee have approved the latest Fraud and Anti-Corruption Action Plan in December 2023.
- CR3 – Procurement Services. The mitigating actions have been updated to confirm a review of internal resources available to manage procurement has now been completed, with new permanent internal resource due to be approved in 2024/25 budget. An Interim Procurement Manager has been appointed to assist with retendering exercise of shared services, a competitive tender exercise for procurement advice and support is in the scoping stage and a cross-Council multidisciplinary officer group, "Spend Matters" has been mobilised to develop the Council's procurement and contract management approach. The risk rating after mitigating actions has been reduced from six (amber) to three (green.)
- CR9 - Transformation Compliance. Mitigating actions have been updated to confirm transformation compliance has been a key theme when developing the next four-year Council Plan. The Head of Business Change, ICT, Digital has been working with the Leadership Team to define a strong and robust governance procedure to be agreed in Quarter 4.
- CR12 - Government Funding - a reduction in core funding. The mitigating actions have been updated to confirm the draft budget position for 2024/25 is in deficit of £700k. The emerging Medium Term Financial Strategy is due to be presented to April Council for final approval.
- CR13 - The Economy - the impact of the national economic situation locally. The risk rating after mitigating actions has been reduced from nine to six (remaining at amber level – medium risk.) The risk rating has been reduced following the additional control added on the 2024/25 budget setting approach, the mitigating control added is, the Council's draft budget for 2024/25 has been based on extensive service area engagement and includes sufficient coverage based on known information.
- CR14 - Technology, Data and Security. The mitigating actions have been updated to confirm the new Member IT Protocol was agreed by Finance and Management Committee and was presented at Full Council on 2nd November 2023.
- CR16 - Business Continuity. Further actions have been updated to confirm Business Continuity exercise and training of key officers is to be undertaken and business

continuity plans will be created by all service areas. The risk rating after mitigating actions has increased from eight to nine (amber risk).

- CR20 – Health and Safety. Mitigating actions have been updated to confirm the Health & Safety Policy has been reviewed and approved at the Health and Safety Committee on the 24th January 2024. Campaigns are held to raise awareness of the importance of reporting incidents and near misses with the use of a QR code to make the process more timely, the use of the QR code being trialled during quarter 4. Health and Safety procedures are being reviewed and will be shared across the Council with supporting resources and training as appropriate. Further actions have been updated to confirm all health and safety related policies are currently under review and will be updated.
- CR21 - Managing the environmental impact of incidents across the District. Certification to ISO14001 retained following an audit in November 2023.
- CR22 – Climate Emergency. The mitigating actions have been updated to confirm the Council Plan 2024-2028 addresses the Council's significant sources of carbon emissions.
- CR23 - Internet Connection. Further actions updated to confirm following an internet provider fault the ICT department are reviewing further resilient options, part of this includes a new proxy service, the costs have been included in the budget setting process.
- CR24 – Technical Resource. Mitigating actions updated to confirm budget proposals to increase support to ICT will be presented to F&M Committee in quarter 4.
- CR26 – Supply Chain (Operational Service update) The position for the second apprentice has been offered and the successful applicant is due to commence work in February 2024. Recruitment of HGV driver vacancies is underway, completion in quarter 4.
- CR27 – External audit of the Council's accounts. Further actions have been updated to confirm there are ongoing discussions with External Audit regarding the availability of the audit team to undertake and complete the audit of accounts for 2021/22 and 2022/23, pending receipt of consultations on "clearing the backlog", the Council's response to the proposed measures will be prepared.

There have been no changes to the Chief Executive Risk Register in quarter three.

7.0   Community Impact

7.1   Consultation

None required.

7.2   Equality and Diversity Impact

Not applicable in the context of the report.

7.3   Social Value Impact

Not applicable in the context of the report.

7.4   Environmental Sustainability

Not applicable in the context of the report.

8.0   <u>Appendices</u>

Appendix A – Performance Dashboard 2020-2024
Appendix B – Performance Measure Report
Appendix C – Chief Executive Risk Register
Appendix D – Corporate Risk Register