

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	08 JUNE 2023	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 (2022-2023 QUARTER 4– (1 APRIL TO 31 MARCH))	
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(s) 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 Future

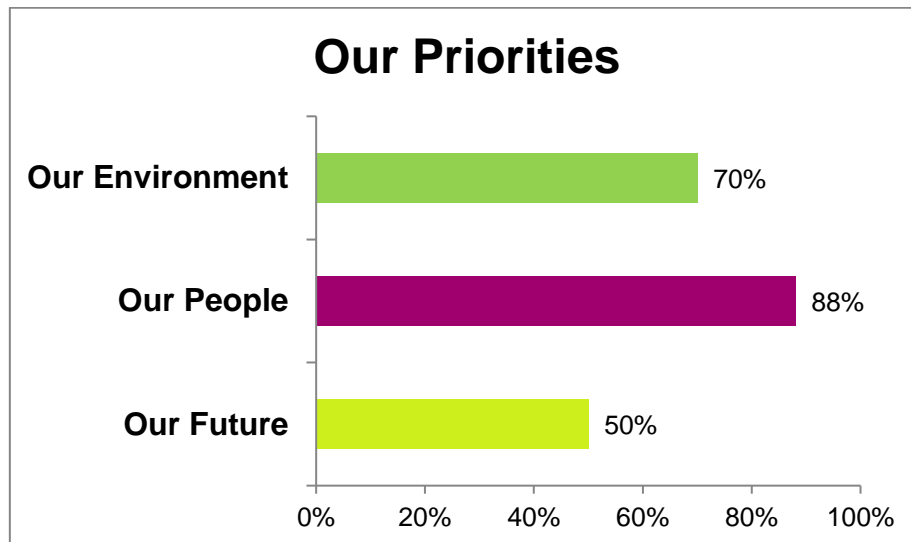
- *Transforming the Council*



4.0 Performance Detail

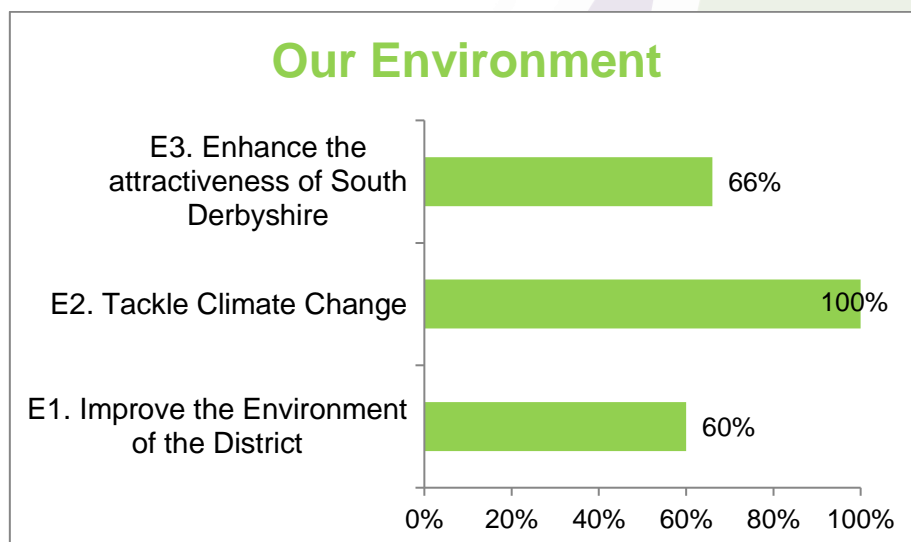
4.1 Overall Council performance against the priorities– Quarter four 2022-2023.

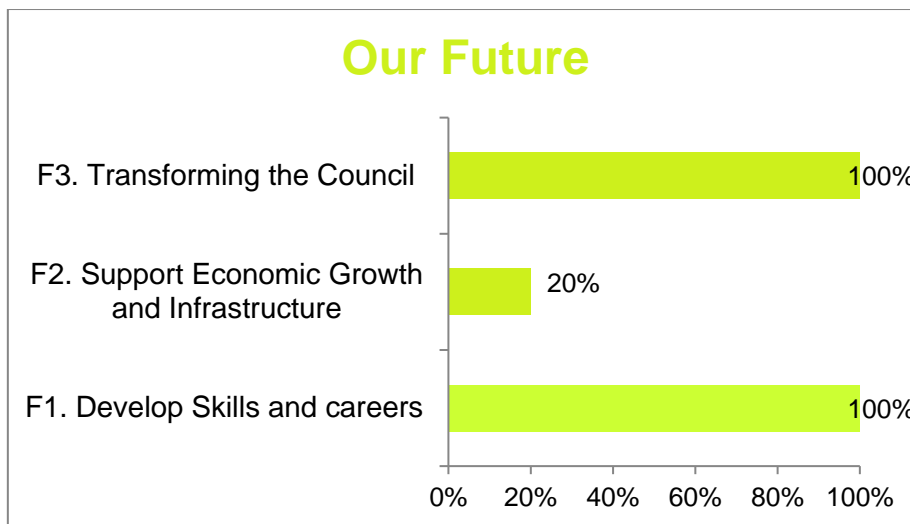
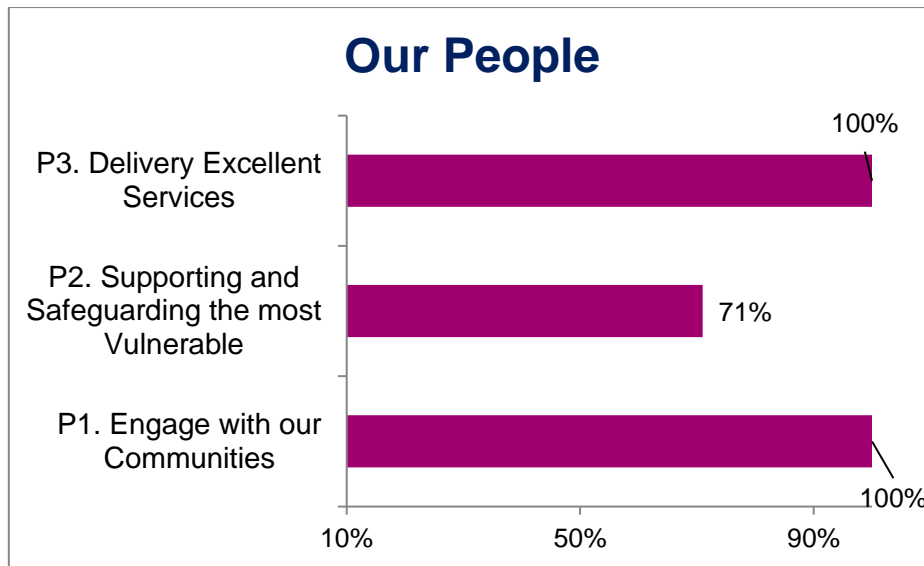
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter four, 2022-2023.

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.





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

Overall, 74% of the key aims within the Corporate Plan are on track. As at quarter four, 70% of indicators are on track for Our Environment, 88% are on track for Our People and 50% are on track for Our Future.

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

Below outlines the 11 (100%) measures for this Committee that are on track (green, 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.
- Average number of staff days lost due to sickness.
- The Council has a positive health and safety culture.
- Deliver against the Transformation Action Plan.
- Develop our approach towards the commercialisation of services.
- Number of apprenticeships.

4.5 There are no (0%) measures for this Committee that are not on track (red) for the quarter.

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

There have been a lot of successes over the past year, and these should be recognised. Below outlines key successes linked to the priorities and key aims this Committee is responsible for overseeing:

Our People

P3.4B Number of apprenticeships

- ✓ Over the year the Council has supported nine employees through the apprenticeship scheme compared to six in the previous year. This includes a placement for a HGV Mechanic apprentice on a rolling annual basis to increase resilience in this area.
- ✓ Of these four have completed their apprenticeship and all have secured permanent employment with the Council.
- ✓ The amount claimed back from the apprenticeship levy was £20,861 compared to £15,746 in the previous year.
- ✓ In addition, placements have been arranged for a T-Level student and work experience placements arranged for local school children and students.
- ✓ The Apprenticeship Scheme is regularly promoted across the Council including a campaign to support the National Apprenticeship Week.

P3.4C – Average number of staff days lost due to sickness.

- ✓ Sickness absence has reduced by 8% when compared to the previous year.
- ✓ Monthly reports have been completed highlighting trends in absence data and actions to address performance levels.
- ✓ Increased the number of trained mental health first aiders including staff working in front line worker locations.
- ✓ Provided mandatory training for managers in attendance management and for all employees in stress awareness, building resilience and health and wellbeing along with supporting eLearning resources.
- ✓ Provided ongoing support for managers and Heads of Service to progress cases in line with the Attendance Management Procedure.



P3.4D - % of employees that consider the Council has a positive health and safety culture.

- ✓ Ongoing review of the corporate risk assessments has been completed to provide the Council with action plans and control measures to support the local and national recovery from COVID-19. This includes dedicated resources on webpages to keep employees, Elected Members, residents, businesses and customers informed of the changes to services as well as support available within the District and nationally.
- ✓ Supported the implementation of CO2 monitoring devices in work areas to monitor levels of ventilation and advice on how to ensure appropriate levels are maintained.
- ✓ Delivered a range of health and well-being initiatives to support employees working remotely and to raise awareness of mental health conditions in themselves and others.
- ✓ Continued the support provided to existing and new employees in the provision of DSE and workstation assessments that enable them to work at different locations whilst providing services for customers.
- ✓ Reviewed the allocation of lone worker devices (SoloProtect) and continued with providing assistance and guidance for employees that are designated as lone workers or at greater risk of person harm whilst at work.
- ✓ Provided mandatory health and safety training for employees, along with additional sessions for front line workers in COSHH, manual handling, reversing assistance and dynamic risk assessment.

P3.3 Ensuring technology enables us to effectively connect with our communities.

- ✓ Since the introduction of enhanced telephone queue line technology the call abandonment rate has dropped by 78% comparing Q4 2021/22 with Q4 22/23.

Our Future

F3.1A Deliver against the Transformation Action Plan

- ✓ Successful upgrade and migration of Housing Management System to supplier hosted environment.
- ✓ Development of a Tenant Portal to provide a digital self-service access channel available 24/7.
- ✓ Customer Access Strategy has been drafted along with a public consultation plan.
- ✓ Successfully procured a corporate digital platform to perform various tasks such as web forms, booking services and online payments. The system has provided two areas support already and has further development in next year's transformation programme. Areas benefiting so far include customer services, Licencing and Operational Services.
- ✓ Market evaluation and procurement of Fleet Management system for the Depot. Safety checks will take place via a tablet before driving, with ad-hoc issues reported to the workshop in advance of the vehicle presenting to allow time for parts ordering. The system also automates regular service scheduling and MOTs.
- ✓ Planning service review into people, process and technology engaged in development management. Report and action plan has highlighted several areas for immediate improvements as well as key work to be undertaken.



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 four in the Corporate Risk Register:

- *CR1 - Universal Credit (UC)*. The mitigating actions updated to confirm the Customer Services Advisor position has been filled and is due to start early April 23.
- *CR16 - Business Continuity*. Further actions updated to remove the accommodation review and the mitigating actions have been updated to confirm reports were submitted to F&M Committee in January and February about flexible working.



- *CR17 – Capacity and Resilience.* The mitigating actions have been updated to advise a Market Supplement Policy and Procedure is to be progressed and a separate report on the continuation of additional payment for HGV drivers and mechanics was approved by Committee in October 2022 and March 2023. The job evaluation scheme is due to be reviewed.
- *CR21 - Managing the environmental impact of incidents across the district.* Further actions updated to confirm a review of the Local Resilience Forum during 2023 could require change to the local emergency management arrangements.
- *CR22 – Climate Emergency.* Further actions updated in relations to the bids made in quarter 3. The bid to decarbonise Civic Way offices was rejected. Funding bid for social housing was approved. Funding bid for private sector housing not yet announced.
- *CR26 – Supply Chain.* (Operational Services update) Mitigating actions have been updated to confirm there is a new apprentice scheme for HGV mechanics, one apprentice to start each academic year and provide a continual stream of qualified mechanics for the service and a £10k salary enhancement has been agreed for HGV mechanics, to support recruitment and retention of staff. Three HGV drivers have been recruited in quarter four and the remaining two drivers will be advertised in quarter one 2023-24.

(Housing Services update) The mitigating actions have been updated to confirm an additional contractor has been procured to complete void works on properties.

There have been no changes to the risks in the Chief Executive Risk Register for quarter four.

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 **Appendices**

Appendix A – Performance Dashboard 2020-2024

Appendix B – Performance Measure Report



Appendix C – Chief Executive Risk Register
Appendix D – Corporate Risk Register

