



Corporate Plan 2020-2024

Performance Measure Report Index

Finance and Management Committee

Team: Organisational Development and Performance

Date: November 2021



Our Environment | Our People | Our Future

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Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 12 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) are responsible for seven Corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) are responsible for 16 corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure
- F3. Transforming the Council



Finance and Management Committee (F&M) is responsible for the following 16 corporate measures

Our Environment

Measure

- Increase Swadlincote Town Centre visitor satisfaction

Our People

Measure

- Develop and deliver the Public Buildings programme over four years
- South Derbyshire's ranking in the Social Mobility Commissions Social Mobility Index increases
- 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 Services
- Increase digital engagement (Twitter, Instagram, Facebook)
- Increase the level of staff engagement
- Number of apprenticeships
- Average number of staff days lost due sickness
- % of employees that consider that the Council has a positive health and safety culture

Our Future

Measure

- Increase the number of employee jobs in South Derbyshire
- Annual net growth in new commercial floorspace (sqm)
- Total Rateable Value of businesses in the District
- Deliver against the Transformation Action Plan
- Develop an approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities



PRIORITY: OUR ENVIRONMENT

OUTCOME: E3.1 - Enhance the appeal of Swadlincote town centre as a place to visit

Measure and Ref	E3.1A - Increase Swadlincote Town Centre visitor satisfaction			Committee	F&M
Definition	Benchmarking for Swadlincote Town Centre includes a Town Centre User Survey (questionnaire) completed at the same time each year by an independent consultant.			Why this is important	There is a need to limit the impact of national changes in shopping habits on the vitality of the town centre, at a time when High Streets are under extreme pressure.
What good looks like	The aim is to steadily close the gap to the National Small Towns average over the four-year period of the Corporate Plan.				
History with this indicator	Comparable Benchmarking data was first collected in 2019. This found that 49% of respondents would recommend a visit to Swadlincote Town Centre, whilst the comparable National Small Towns Average was 72%. It should be noted that any public questionnaire of this type will be significantly influenced by recent events, such as an Anti-Social Behaviour (ASB) incident that has been reported in the media.			Mitigating actions	The Council is implementing the Swadlincote Town Centre Vision with public, private and voluntary/community sector partners.
2019/20 baseline data		49% of respondents would recommend Swadlincote Town Centre as of May 2019			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	>49%	Update due in Q3	Update due in Q3	55%	55%
2021/22	58%	Reported in Q3	Reported in Q3		
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
This is an annual indicator reported once a year during Q3.					
Benchmarking		The National Small Towns Average was 72%. Given the worsening national trend for town centres, the target national average may fall during the period, with the target being re-evaluated accordingly.			



PRIORITY: OUR PEOPLE

OUTCOME: P2.3 Improve the condition of housing stock and public buildings.

Measure	P2.3B - Develop and deliver the Public Buildings programme over four years			Measure Ref	F&M
Project detail	<p>Development of the public buildings programme involves the initial completion of Public Buildings condition surveys over the four-year lifespan of the Corporate Plan. These surveys will then inform the drafting of a planned maintenance programme, which will be progressively developed as the surveys become available.</p> <p>The completion of condition surveys and a planned maintenance programme will provide Corporate Property with a clear understanding of the repair requirements for the Council's buildings, enabling a proactive approach to property maintenance and future budget planning for repairs.</p> <p>The portfolio contains 149 Public Building Assets. 100 % of the portfolio will be surveyed over the life of the Corporate Plan</p> <p>The scoring of the condition of the elements in each asset will feed directly into the compilation of the Reactive and Planned Maintenance programme.</p> <p>A comprehensive Planned Maintenance Programme to be in place for the entire portfolio by December 2023.</p>			Why this is important	Completion of Public Buildings condition surveys and a planned maintenance programme will ensure the Council's buildings are fit for purpose, with repairs undertaken in a proactive, efficient and prioritised manner.
				Mitigating actions	A Building Services Manager and Building Surveyor have been appointed to undertake the condition surveys and draft the planned maintenance programme.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)	
2020/21	Software tested and calibrated.	Carry out surveys on five largest buildings and populate maintenance schedule.	Carry out surveys on a further 12 Public Buildings.	Carry out surveys on a further 12 Public Buildings.	
2021/22	Carry out Condition Surveys on a further 11 Public Building Assets	Carry out Condition Surveys on a further 11 Public Building Assets			
Project Overview/ Target: Quarterly update				<u>Actions to sustain or improve performance</u>	
Q2 Target – Carry out Condition Surveys on a further 11 Public Building Assets to continue to enable a Planned and Reactive Maintenance Programme to be developed across the portfolio.				The Action Plan for 2021/22 was developed and was monitored quarterly throughout 2021/22.	



To date surveys have been undertaken for 16% of the public building stock that are due to be surveyed this year (against the annual target of 30%), including the largest assets, which has enabled the team to start to look at future planned maintenance programmes as well as costs involved.

Annual action plan detail

Q4 (2019/2020) Develop an action plan for delivering the Public Buildings' Programme

Project	Lead Officer	Quarter 1 2021/22 Task / Milestone	Quarter 2 2021/22 Task / Milestone	Quarter 3 2021/22 Task / Milestone	Quarter 4 2021/22 Task / Milestone
Carry out condition Surveys of 100% of the 149 Public Building Assets, producing a Survey Report for each over the course of the four-year plan.	SB	Carry out Condition Surveys on a further 11 Public Building Assets	Carry out Condition Surveys on a further 11 Public Building Assets	Carry out Condition Surveys on a further 11 Public Building Assets	Carry out Condition Surveys on a further 11 Public Building Assets
Compile a Planned and Reactive Maintenance Programme for each Public Building Assets derived from Condition Survey results	SB	Populate Planned and Reactive Maintenance Programme with data from Condition Surveys for 11 Public Building Assets	Populate Planned and Reactive Maintenance Programme with data from Condition Surveys for 11 Public Building Assets	Populate Planned and Reactive Maintenance Programme with data from Condition Surveys for 11 Public Building Assets	Populate Planned and Reactive Maintenance Programme with data from Condition Surveys for 11 Public Building Assets



PRIORITY: OUR PEOPLE

OUTCOME: P2.4 - Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education.

Measure and Ref	P2.4A Deliver the objectives identified in the South Derbyshire Partnership Social Mobility Action Plan				Committee	F&M
Project detail	Delivery against the key themes identified in the South Derbyshire Partnership's Social Mobility Action Plan, as appropriate to the Council.				Why this is important	South Derbyshire has performed poorly on a number of indicators of Social Mobility for disadvantaged young people in recent years. The Social Mobility Commission's Social Mobility Index ranked South Derbyshire 311/324 local authority areas in 2017. Whilst the number of disadvantaged residents affected in South Derbyshire is relatively small, Social Mobility aims to ensure that everyone has the opportunity to build a good life for themselves regardless of geography or family background.
					Mitigating actions	The Council is working with the South Derbyshire Partnership to research, develop and implement a Social Mobility Action Plan.
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)	
2020/21						Research and data analysis
2021/22						Develop Action Plan
<p>Performance Overview – quarterly update</p> <p>South Derbyshire CVS has completed the pilot project in Newhall and published the final report. This will be presented to the South Derbyshire Partnership Board on 20 October 2021. The Partnership funded the pilot project in Newhall to work intensively with a small cohort of households with complex issues/needs, exploring underlying issues and developing solutions.</p> <p>This is informing the development of the Partnership's Social Mobility Action Plan during 2021/22, along with research and data analysis undertaken with Derbyshire County Council and the University of Derby. The Partnership is currently seeking the views of schools, colleges, employers and other agencies on actions to address the identified Social Mobility challenges.</p>					<p>Actions to sustain or improve performance</p> <p>The development of the South Derbyshire Partnership Action Plan is underway though is proving to be challenging to deliver:</p> <ul style="list-style-type: none"> • available data is lagged by several years; OFSTED inspections were undertaken some years ago. • the State of the Nation index has not been updated since 2017. • headline data is likely to mask a more complex picture. • activities of schools and other organisations have been restricted by social distancing. • resources of partner organisations have been diverted to Covid response activities. 	



Benchmarking

The Social Mobility Commission has not published an update to its 2017 Social Mobility Index. Consequently, the South Derbyshire Partnership will need to identify other indicators that can be used to monitor the Action Plan (eg. attainment by disadvantaged pupils).



PRIORITY: OUR PEOPLE

OUTCOME: P3.1 - Ensuring consistency in the way the Council deal with service users

Measure and Ref	P3.1A - Increase number of customers who interact with the Council digitally as a first choice			Committee	F&M
Definition	Increase number of customers who interact/raise service requests with the Council using online forms, web chat, and integrated social media, versus alternative methods (phone, face-to-face etc).			Why this is important	The Council has an ambition to enable customers who wish to interact online with the Council to do so. This will reduce the cost of service transaction, increase customer satisfaction and ensure there is more time to support those customers who need more additional support by telephone or face-to-face.
What good looks like	Increased number of customers who choose to raise service requests digitally with the Council – whether through the Council's Customer Relationship Management (CRM) platform, web chat, integrated social media or supporting digital systems (such as council tax, planning and housing systems).				
History with this indicator	The Council has not yet adopted a centralised digital platform to enable true online interactions, however, has been adopting improved forms and new forms to boost digital interactions until a new CRM is in place.			Mitigating actions	The Council has identified it needs to introduce a central CRM solution that connects into back-office systems and systems such as social media, waste, housing, council tax etc, in order to support this priority. This will be delivered through the Transformation Plan and Customer Access Strategy and Plan. Both the emerging Customer Access Strategy and Transformation Plan Action Plan will be reviewed to ensure they remain in line with new/emerging requirements from the COVID-19 shut-down and recovery, which is likely to increase the requirement for digital interaction.
2019/20 baseline data		During 2019/20 there were 1,282 council tax and digital forms submitted, 12,343 general website forms were submitted via the website, 287 social media enquiries and 1,219 COVID-19 Business Rates Grant Application Forms submitted which demonstrates the appetite for online interaction in the business community.			
	Annual target	Q1 Outturn (Apr- June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Upward Trend	Total: 4,474	Total (3 months): 5,700 Total cumulative: 10,174	Total (3 months): 5,929 Total cumulative: 16,103	Total (3 months): 6,139 Annual outturn: 22,242
2021/22	Upward Trend	Total: 5,301	Total (3 months): 5,190 Total cumulative: 10,491		



Performance Overview

The number of online forms submitted in Quarter 2 saw a slight increase when compared to the same period in 2020/2021 (an increase of 317 forms).

This is a new performance indicator and as such, we do not yet have the data to show whether there is a seasonal demand for online forms – with demand for forms being higher at certain points in the year. Certainly, certain forms, such as event booking forms, are likely to be less well used due to the ongoing COVID restrictions.

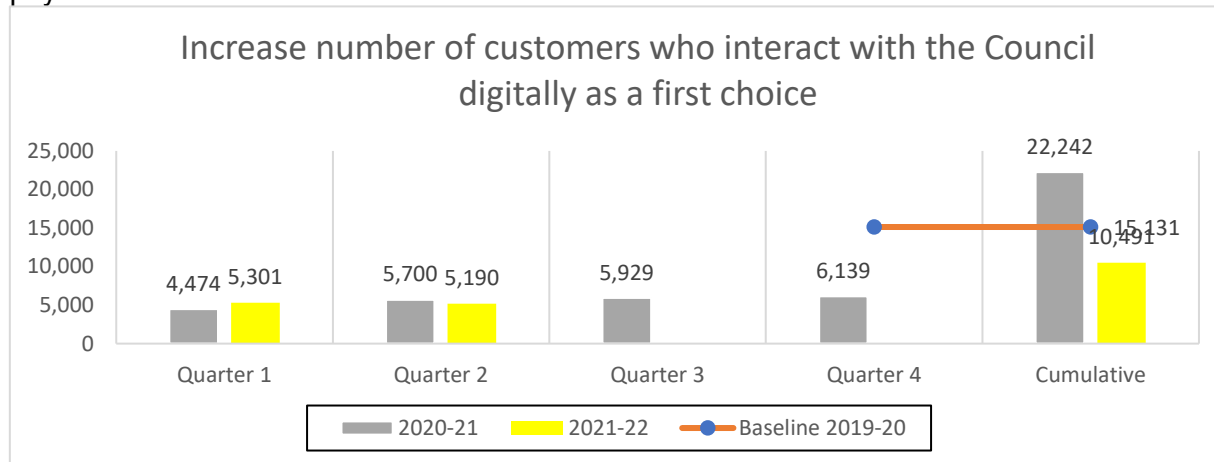
If Q1 and Q2 performance remains static throughout the remainder of the year, the annual target will not be achieved, however if the volume fluctuates positively throughout the year (as per 2020/2021) the target will be achieved. This will be monitored ongoing.

When the new CRM is in place, marketing activity to promote increased take up of online forms will be carried out, with the ambition of driving up form submissions and reducing calls and emails to the Council.

Last year's figures were also impacted by the high number of businesses apply for business grants in Winter 2020 and the high number of residents applying for Test and Trace payments.

Actions to sustain or improve performance

Introduce a new CRM, review all key customer journeys on the web, and encourage more online take-up through a comms plan and staff encouraging online channels through emails, calls and other customer interactions.



Benchmarking



PRIORITY: OUR PEOPLE

OUTCOME: P3.2 - Have in place methods of communication that enables customers to provide and receive information.

Measure	P3.2A - Reduce face-to-face contact to allow more time to support those customers who need additional support				Measure Ref	F&M
Definition	Decrease the number of face-to-face interactions, by offering enhanced alternative methods of contact (phone and online) to enable the Council to provide a better service to those customers who need additional support.				Why this is important	The Council has an ambition to enable customers who wish to interact online with the Council to do so, and to enhance telephone support services available. This will enable the Council to better support those customers who need more personalised support face-to-face.
What good looks like	To see a downward trend in the number of face-to-face customers through Customer Services.					
History with this indicator	The Council has already seen a decrease in numbers of face-to-face visitors since the introduction of the Council's website, which provides answers to a variety of basic queries and the payment kiosk, which supports self-service payments. To further reduce the number of face-to-face visits, it is recognised that an online service request capability is required, so that customers can raise requests without officer intervention, and a greater variety of services need to be delivered at first point of contact through the Council's contact centre.				Mitigating actions	The Council has identified it needs to introduce a central Customer Relationship Management (CRM) solution that connects into systems, such as visitor management systems. This will be delivered through the Transformation Plan and the Customer Access Strategy and Plan. Both the emerging Customer Access Strategy and Transformation Action Plan will be reviewed to ensure they remain in line with new/emerging requirements from the COVID-19 shut-down and recovery, which is likely to reduce face to face interaction.
2019/20 baseline data		31,986 face to face enquiries (2018/2019) Q4 (Jan-Mar) 6,953 (2,463 enquiries dealt with at Customer Services Desk. Visitors to office 4,490)				
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)	
2020/21	Downward Trend	0	0	0	0	
2021/22	Downward Trend	0	0			
<u>Performance Overview</u>					<u>Actions to sustain or improve performance</u>	
No visitors to office due to COVID 19.						
Benchmarking		Not applicable				



PRIORITY: OUR PEOPLE

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

Measure	P3.3A - Number of customer telephone calls answered by Customer Services		Measure Ref	F&M	
Definition	The Council has an ambition to handle an increased number/variety of customer calls at first point of contact, vs transferring to back-office teams. Initially this will result in an increase of calls into the contact centre, which will reduce over time, in parallel with the introduction of increased online tools.		Why this is important	The Council has an ambition to enable customers who wish to interact online with the council to do so, and better support those customers who need more personalised support by phone or face to face.	
What good looks like	Initially an increase in numbers of calls/variety of calls into the contact centre is anticipated, followed by a decrease in overall calls, following the introduction and roll out of digital tools.				
History with this indicator	The Council has already seen a decrease in numbers of telephone calls following the introduction of the Council's website which provides answers to a variety of basic queries and some online forms. To further reduce the number of calls, it is recognised that digital service request capability is required, so that customers can raise requests without officer intervention.		Mitigating actions	The Council has identified it needs to handle more calls through Customer Services at first point of contact. This will be delivered through the Customer Access Strategy and Plan. The Council has also identified it needs to introduce a central Customer Relationship Management (CRM) solution that connects into back-office systems to support this priority. This will be delivered through the Transformation Plan. Both the emerging Customer Access Strategy and Transformation Plan Action Plan will be reviewed to ensure they remain in line with new/emerging requirements from the COVID-19 shut-down and recovery.	
2019/20 baseline data		95,896 telephone calls received (2019/20). 76,804 calls handled & 19,092 automated call payments.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Downward Trend	Total: 22,387 (22,387 including: 17,016 handled & 5,371 automated payment calls)	Cumulative total: 46,017 (23,633 including: 18,870 handled and 4,763 automated payments calls)	Cumulative total: 69,812 (23,795 including: 17,660 calls handled and 6,135 automated calls)	Cumulative total: 98,099 (28,284 including: 22,684 calls handled and 5,600 automated calls)
2021/22	Downward Trend	Total: 26,756 (26,756 including: 19,641 handled and 7,115 automated payment calls)	Cumulative Total: 51,886 (25,130 including 18,244 calls handled and 6,886 automated calls)		

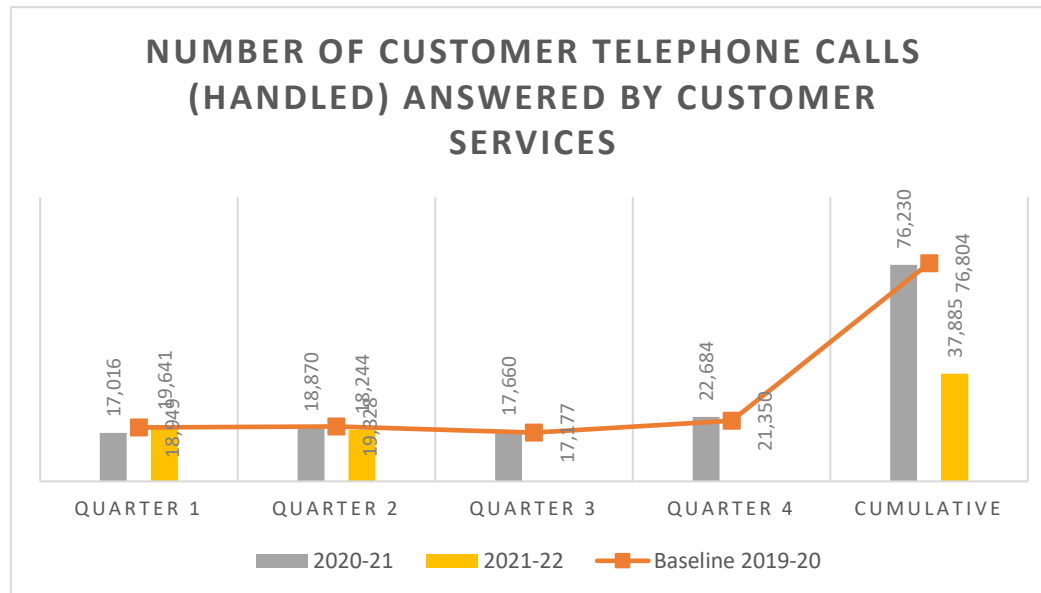


Performance Overview – quarterly update

The continued increase in calls handled this quarter reflects the fact that many customers have now migrated to telephone as their preferred service channel following COVID-19, and the resulting alteration of face-to-face services at the Civic Centre. Emails volumes into the contact centre also remain high during this period.

Interestingly however, during this period automated payment calls saw the largest increase (increase of 2,123 calls compared to this time last year), whereas the number of calls handled by the customer services team was slightly lower (18,244 compared to 18,870).

The total number of calls offered was far higher. This figure represents the total number of callers attempting to reach the contact centre over the period, including answered calls, and abandoned calls.



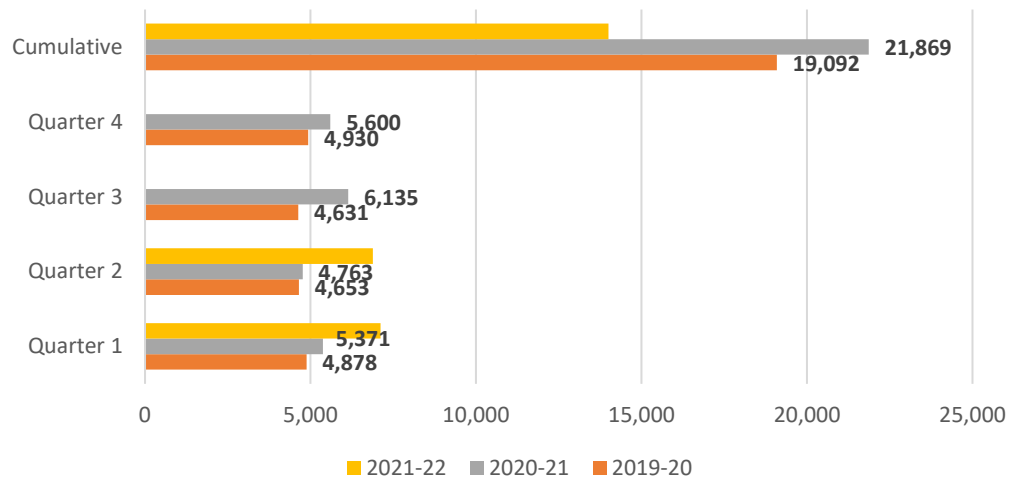
Actions to sustain or improve performance

Long-term our ambition is to see a downward trend in call volumes, as those customers who can self-serve via digital channels migrate across.

In the interim period, as part of the Council's Transformation Strategy, there is an ambition to centralise customer services across departments and bring more calls into the contact centre to be handled at first point of contact – for example housing repair calls. It is likely this will result in a short-term rise in volumes over the coming quarters, which it is envisaged will reduce again as more and more services are migrated online.



Number of automated payments



Current call statistics show that callers are abandoning calls prior to the average wait time. To address this, the Council is working to install a 'position in queue' and 'your average wait time' automated message on the Council's IVR system, which will hopefully give callers more confidence and see them wait slightly longer to be served before abandoning a call.

There is a concern that some of the housing repair calls are not being recorded as statistic on the data collected to date and this is under investigation. The call volumes are being closed monitored to identify resourcing needs moving forwards.

Target: Downward trend for the number of calls answered by Customer Services

Benchmarking



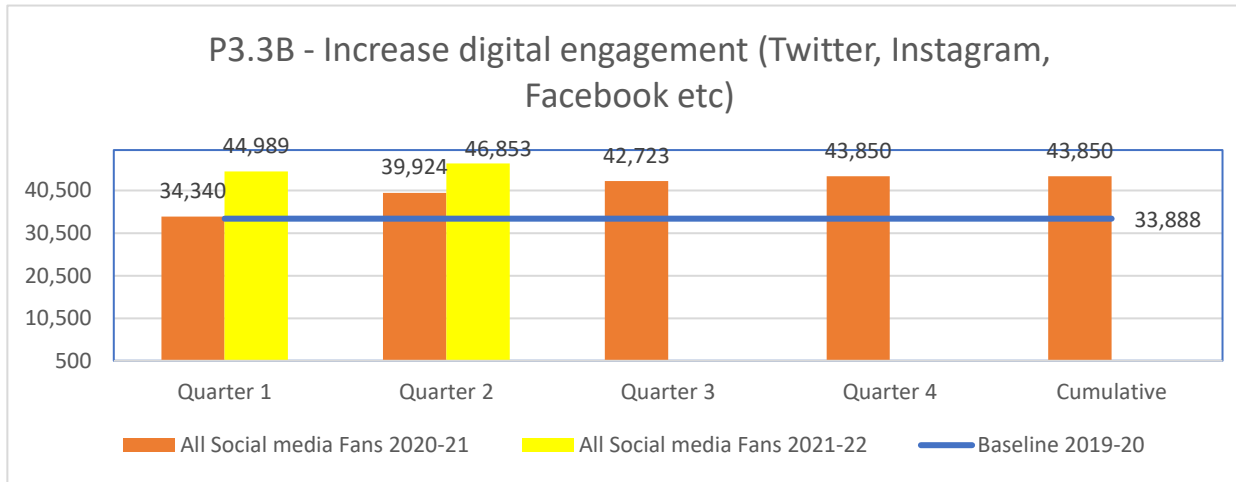
PRIORITY: OUR PEOPLE

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

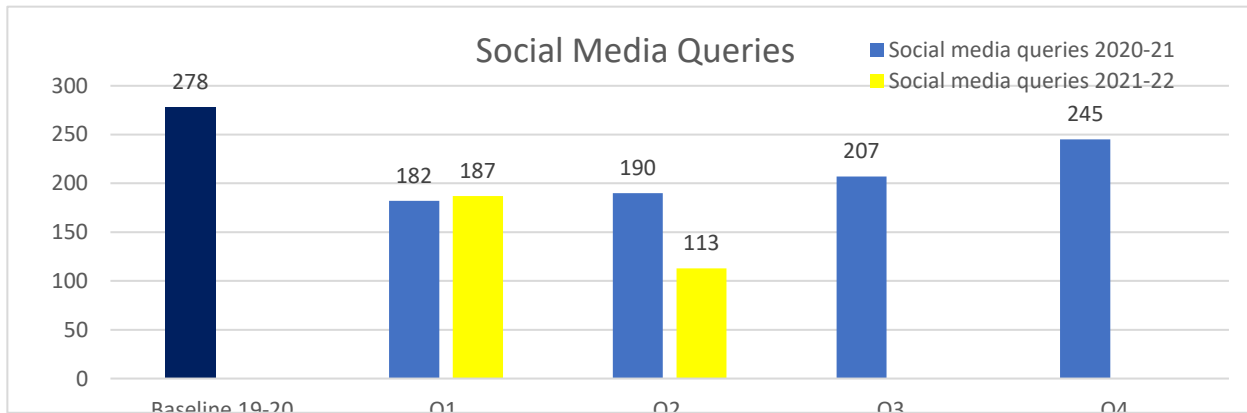
Measure and Ref	P3.3B - Increase digital engagement (Twitter, Instagram, Facebook etc)			Committee	F&M
Definition	To increase the volume and quality of social media interaction with residents and customers on all Council social media platforms.			Why this is important	Social media captures customers who are already digitally engaged/aware and more likely to engage with the Council digitally and acts as a good springboard to digital service delivery.
What good looks like	Increase number of proactive social media engagement from the Council through the Communications team, result in an increased number of engaged citizens.				
History with this indicator	<ul style="list-style-type: none"> The engagement rate, sentiment and follower/fan base on our social media accounts has significantly evolved since 2017. With the creation of the central Facebook page in 2017 and a more strategic approach – more residents are now choosing to communicate with us via this platform. Monthly social media reports indicate the number and type of interactions via social media. 			Mitigating actions	The Council has identified it needs to introduce a central Customer Relationship Management (CRM) solution that connects into back off systems and systems such as social media in order to support this priority. This will be delivered through the Transformation Plan.
2019/20 baseline data		<ul style="list-style-type: none"> Number of Facebook (central and departmental) fans and Twitter (central and departmental) followers.33,888 Commentary of the nature of these queries (this is already included in the monthly social media dashboard reports). 			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Upward Trend	34,340	39,924	42,723	43,850
2021/22	Upward Trend	44,989	46,853		
Performance Overview				Actions to sustain or improve performance	
<p>During quarter two, the number of social media fans/followers increased from 44,989 to 46,853, an increase of 1,864 on the previous quarter.</p> <p>There were 34,168 Facebook followers during quarter two, an increase of 1,842 on quarter one.</p> <p>The number of Twitter followers is 12,689.</p> <p>The increase in the number of fans/followers can be accounted for by continuing to post regular, relevant content about a variety of Council services. Of particular note was the success of posts about the Music in the Park events held during the summer and promotion of the Council’s Green Homes Grant to residents.</p>				<ul style="list-style-type: none"> To ensure our platforms remain active by posting relevant key messages. To actively engage with social media fans to create a two-way conversation, trust and rapport with our residents. Monthly (and annual) reporting to allow us to spot and adapt to digital trends. To provide support and guidance to social media page managers proactively and reactively. 	



The Council also continues to share relevant content from partner organisations, particularly around the relaxing of COVID-19 restrictions and also by responding in a timely way to enquiries received by social media.



The number of queries received on social media accounts was 113. This is a decrease of 74 queries on quarter one.



Benchmarking

Not Applicable



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PRIORITY: OUR PEOPLE

OUTCOME: P3.4 - Investing in our workforce.

Measure and Ref	P3.4A - Increase the level of staff engagement		Committee	F&M	
Definition	<p>Employee engagement is a combination of commitment to the organisation and its values and a willingness to help colleagues.</p> <p>Employee engagement also focuses on mutual gains in employment relationships, seeking the good of employees (well-being, job satisfaction and so on) and the good of the organisation they work for (performance, motivation, and commitment)</p>		Why this is important	<p>Employee engagement is a workplace approach resulting in the right conditions for all staff to give of their best each day, committed to the Council's Corporate Plan and values.</p> <p>An engaged workforce supports the achievement of our key priorities and role models the values in the Corporate Plan.</p>	
What good looks like	<p>A year on year improvement in relation to the % of employees that indicate positive experience working for the council and positive engagement with the strategic direction of the Council.</p> <p>This measure to be based on a) the response to the annual employee survey and b) the overall number of positive responses to engagement activities.</p>		Mitigating actions	<p>The Workforce Strategy, the Communication Strategy and the Employee Survey as well as other channels of engagement will be used as a framework to promote and develop employee engagement.</p> <p>National and economic factors can influence the resources and limit options available to the Council in relation to the management of the workforce.</p>	
History with this indicator	New indicator – No recent history available			<p>Measuring employee engagement is complex and intrinsically linked to the experience and environment at the time any measure is taken. Validity testing and reflection will be an important action when assessing the levels of engagement.</p>	
2019/20 baseline data		No baseline data available.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Upward trend	Report in Q4	Report in Q4	Report in Q4	Survey postponed until 22-23
2021/22	Upward trend				



Performance Overview

The employee survey has been postponed until 2022/23.

The focus for 2021-22 is to fully develop and implement any new flexible ways of working arrangements following lessons learnt from COVID-19.

During Q2, 17 staff briefing sessions were held on Microsoft Teams and also in-person for front line staff.

The sessions were attended by 254 employees who received an update from Leadership Team and had the opportunity to have their questions answered

The comments raised by staff at these sessions and submitted by email can be grouped into the following key themes:

- Work/life balance:
- Technology
- Office accommodation:
- Customer interaction
- Colleague interaction:

Staff also received an update on the next steps in the process.

Actions to sustain or improve performance

Benchmarking



PRIORITY: OUR PEOPLE

OUTCOME: P3.4 - Investing in our workforce

Measure and Ref	P3.4B - Number of apprenticeships and expenditure against the apprenticeship levy				Committee	F&M	
Definition	The number of apprenticeships posts or expenditure against the apprenticeship levy is defined as the number of posts established for apprentices or where existing employees can access funding from the apprenticeship levy. This will be a numerical outcome showing a positive increase trend from the previous year.				Why this is important	To invest in the Council's current and future workforce through the provision of entry level posts and access to further academic qualifications that will support succession planning and build resilience across the Council.	
What good looks like	The purpose of this PI is to see an increased trend over four years leading to full expenditure of the Apprenticeship Levy for a financial year (April – March each year).				Mitigating actions	A new post will lead on this activity to provide support to all services to identify support opportunities to establish posts or provide training for existing members of staff. The Government is planning a reform of the current arrangements to encourage more take up of the scheme and to simplify the process. A partnership approach with other employers has been proposed and this will need to be considered as part of the overall approach.	
History with this indicator	New Indicator In the last financial year (April 2019 to March 2020), we spent approximately 34% of our levy funds (total input into the levy was £27,479, spend was £9,263.11).						
2019/20 baseline data		1.2% (4 apprentices)					
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)		
2020/21	>2.3% of head count	1.2% (4)	1.2% (4)	1.5% (5)	1.48%		
2021/22	Increase the trend	0.9% (3)	6 (1.84%)				
Performance Overview – quarterly update					Actions to sustain or improve performance		
Customer Services made two hires and Corporate Property made one hire during quarter two, leading to a significant increase in the proportion of our apprentices. In addition to this, one of the hires in Customer Services was a colleague recruited under the					PDRs being used to identify apprenticeship opportunities for existing colleagues.		



<p>government's Kickstart work placement scheme, which is a real success story for South Derbyshire's involvement in this.</p> <p>PDR returns are currently at 42% with the Learning and Development Officer contacting colleagues and managers about potential apprenticeship opportunities. Despite communications, it seems some colleagues are still using the older form for PDRs rather than the new one which specifically asks colleagues to consider apprenticeships – this will need to be rectified in future PDR planning.</p> <p>Housing and the Communities team still hope to hire apprentices in the future once their restructures are embedded.</p> <p><u>Levy Spending:</u></p> <p>Total spend in financial year 2021-2022: £15,425.</p> <ul style="list-style-type: none"> • Quarter one spend: £7,745 • Quarter two spend: £7,680 <p>Total expired levy funds in financial year 2021-2022: £9,927.98</p> <ul style="list-style-type: none"> • Quarter one expired: £4,910.50 • Quarter two expired: £5,017.48 <p>Projected levy available April 2021 to April 2022: £30,840 <i>(N.B. this is an estimate and could fluctuate as levy input is dependent on PAYE data). Our total fund available including the carried over fund from last year is £64,680.</i></p>	<p>Continuance of bi-monthly reminders as to how to use apprenticeships in the Learning and Development Newsletter.</p> <p>Liaising with colleges to look at alternative ways of using levy funding (i.e., Derby College have provided information on management apprenticeships).</p> <p>In the future, Leadership programmes can look at using leadership apprenticeships to upskill existing or upcoming managers.</p>
<p>Benchmarking</p>	



PRIORITY: OUR PEOPLE

OUTCOME: P3.4 - Investing in our workforce.

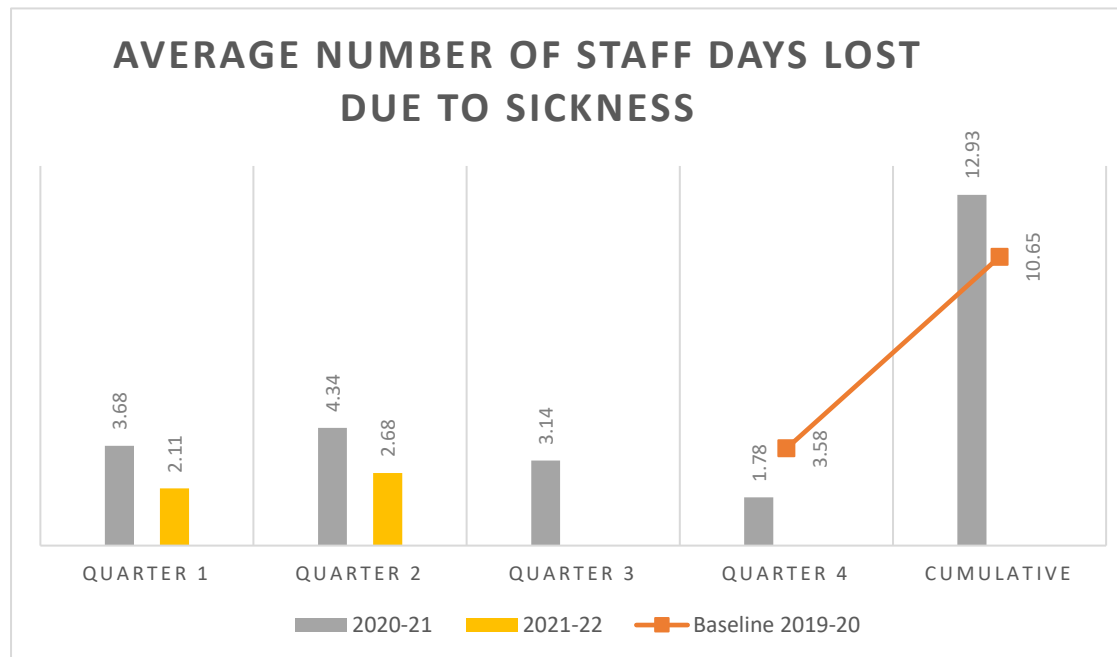
Measure and Ref	P3.4C – average number of staff days lost due to sickness		Committee	F&M		
Definition	The measure is designed to monitor the levels of employee absence from work due to ill-health. The target of eight days is in line with targets/performance nationally.		Why this is important	Reducing the number of absences will provide an indication of the health and wellbeing of the workforce and the actions being progressed by the Council to provide a supportive employment framework. It will also reduce the impact on service delivery and result in savings arising from the payment of Occupational and Statutory Sick Pay (OSP/SSP) and any secondary costs incurred to cover the absences of staff such as overtime and agency costs.		
What good looks like	To see a downward trend in the average number of working days lost per employee over four years and be in line with the rates for comparable sized district/borough Councils.					
History with this indicator	This indicator has formed part of the corporate performance indicator set for a number of years. The average figure for the past six years is shown below;		Mitigating actions	A joint working group of employer and employee representatives had been established to identify actions and other interventions that will improving the levels of attendance at work. The Council has changed its Attendance Management Procedure with a review of the impact of this to be completed jointly with the Trade Unions 2021		
	Year	Outturn days per employee				
	2018/19	11.38				
	2017/18	11.63				
	2016/17	9.91				
	2015/16	7.95				
	2014/15	9.99				
2013/14	12.28					
2019/20 baseline data		10.65 days				
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Jul - Sept)	Q3 Outturn (Oct - Dec)	Q4 Outturn (Jan – Mar)	YTD (Apr 20 – Mar 21)
2020/21	Downward trend	3.68	4.34	3.14	1.78	12.93
2021/22	Downward trend	2.11	2.68			4.79



Performance Overview – quarterly update

The outturn figure is higher than the previous quarter but 38% lower than the same quarter in the previous year. The estimated outturn would show a reduction of around 7.5 days per employee based on the quarter two outturn. There has been an increase in the number employees on long term absence due to different serious and long term health conditions and a number of these are due to return to work in quarter 3. These are all being managed in line with the Attendance Management Procedure and each case has a dedicated HR Officer supporting the Manager.

Long term absences currently account for approximately 60% of all absences and have a significant impact on our levels of performance. The impact of the COVID pandemic on attendance figures is kept under review. The number of absences directly linked to Coronavirus has remained low and does not have a material impact on the overall figure.



Actions to sustain or improve performance

With the support provided by HR, the cases of long-term absences are being managed in line with the Attendance Management Procedure (AMP).

Leadership Team have been presented with a range of options that could be taken to address the levels of employee absence. These are under consideration and actions will be commenced in 2021/22. This will include formal consultation with the Trades Unions.

Work has commenced on progressing new ways of flexible working that will enable services to continue to be delivered remotely where possible. The impact on levels of employee attendance is expected to be positive and this will be kept under review.

A review of short-term absences cases over the past two years has also been completed and actions will continue to be progressed in line with the AMP.

Training is provided in stress awareness and mental health along with a range of supporting materials made available for managers and employees. Training is also provided in managing absences from work for managers and supervisors with a new course on Building your resilience to provide further support for managers. Health and wellbeing interventions will also continue to be made available to staff. This will include the continued promotion of support for mental health conditions through training, videos and materials; raising awareness of the importance of physical health and reminding all employees to seek support should they need it.

Additional on-site Occupational Health clinics or referrals will also be made to provide professional, independent medical advice on any cases before decisions are taken on the employees continued employment.

Benchmarking

Arrangements are being progressed to benchmark with comparable organisations within the region via East Midlands Councils and these will be available at quarter 3, 2021/22.



PRIORITY: OUR PEOPLE

OUTCOME: P3.4 - Investing in our workforce.

Measure and Ref	P3.4D - % of employees that consider the Council has a positive health and safety culture			Committee	F&M
Definition	The number of employees that have indicated that the Council has a positive approach to the management of health and safety in the workplace. This will be taken from the annual employee survey and will be expressed as a % of the overall responses.			Why this is important	The Council has statutory duties under the Health and Safety at Work Act 1974 to ensure the health and safety of the workforce. This measure will indicate how well the statutory duties and other non-statutory activities are being implemented.
What good looks like	The purpose of this PI is to see an increased trend over four years to indicate the robustness of the Council's Health and Safety Management Framework. Retention of industry recognition of the health and safety management framework – RoSPA Health and Safety Awards.				
History with this indicator	New indicator – No previous history available			Mitigating actions	A full-time resource will lead on this work from 1 st February 2020 and will support all services areas to keep under review and develop their local arrangements in relation to health and safety. The corporate health and safety management framework will be used to govern compliance with and improvements to any current or new interventions.
2019/20 baseline data		New indicator – No data available			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Upward trend	Annual indicator	Annual Indicator	Annual indicator	Postponed until early 22/23
2021/22	Upward trend				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
In this quarter, the Council received the President's Health and Safety Award from the Royal Society for the Prevention of Accidents (ROSPA). This is in recognition of the health and safety performance of the Council over the past ten consecutive years where ROSPA have awarded the Council the Gold standard.					



<p>The employee survey has been postponed until early 2022/23.</p> <p>The focus for 2021-22 is to fully develop and implement any new flexible ways of working arrangements following lessons learnt from Covid-19. This is being progressed and a report was approved by Finance and Management Committee on 22 July 2021 that provided a high level overview of the work to be completed. A further report is to be considered by Finance and Management Committee on 21 October 2021.</p>	
Benchmarking	



PRIORITY: OUR FUTURE

OUTCOME: F1.1 Attract and retain skilled jobs in the District

Measure and Ref	F1.1A- Increase the number of Employee Jobs in South Derbyshire			Committee	F&M
Definition	Working in partnership, to successfully implement a programme of actions as set out within a new Economic Development Strategy for South Derbyshire.			Why this is important	The District's economy has performed strongly in recent years - with a rapidly growing population it will be important to sustain this and provide a range of local employment opportunities.
What good looks like	The aim is to increase the number of Employee Jobs in South Derbyshire over the four-year period of the Corporate Plan.				
History with this indicator	South Derbyshire has enjoyed low levels of unemployment in recent years. Data for employment is taken from the Office of National Statistics (ONS) Business Register and Employment Survey. BRES is based on a sample survey so estimates are subject to sampling errors which need to be considered when interpreting the data. Employee jobs excludes self-employed, government-supported trainees and HM Forces. Data excludes farm-based agriculture. In 2018, there were 32,000 Employee Jobs in South Derbyshire, having grown from 30,000 in 2015.			Mitigating actions	The Council will be working with partners from the public, private and voluntary/ community sectors to develop and implement a new Economic Development Strategy once the pressures from the Covid-19 recovery has eased.
2019/20 baseline data		N/A			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	25% (implementation of the actions contained within the plan)	Report in Q4	Report in Q4	Report in Q4	Impacted by Covid – 19
2021/22	25%				Implement Actions
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
The Economic Development and Growth Team is predominantly focused on the processing of Covid business support grants which are safeguarding many existing jobs. Over £24 million of grants have been distributed to date. Two new grant programmes are now operating to distribute the latest tranche of funding.				Careers fairs and work experience are not generally taking place at present due to the pandemic. However, schools have recently reintroduced employer's presentations in schools and work experience is expected to restart. The focus is currently on providing alternative online experiences with the following two virtual facilities in operation and continuing to be developed:	



In addition to processing Covid business grants the team continue to support inward investment enquiries, business start-up programmes, town centre promotion, support for unemployed back into work, enhancing digital skills, and opening up new employment land.

Due to the resource required to support the processing of Covid business support grants, completion of the Strategy will be taken forward once Covid-19 response activities allow. As noted above, economic development activities are continuing in the meantime.

South Derbyshire unemployment (Claimant Count) in September 2021 dropped to 1,955 or 2.8% (GB average is 5.0%).

There are currently over 1,800 jobs available within a ten-mile radius of Swadlincote, including a number of large-scale seasonal recruitment programmes. Several new employers at East Midlands Gateway are recruiting significant numbers of staff.

-Start in D2N2 which offers study advice, jobs/apprenticeships, careers and application advice:

<https://d2n2.startprofile.com/page/home-page>

-Virtual Careers Fairs:

<https://d2n2.startprofile.com/page/virtual-careers-fairs>



PRIORITY: OUR FUTURE

OUTCOME: F2.1 - Encourage and support business development and new investment in the District

Measure and Ref	F2.1A- Annual net growth in commercial floorspace (sqm)			Committee	F&M
Definition	Data collected for the Council's annual Authority Monitoring Report, includes the monitoring of commercial floorspace within South Derbyshire.			Why this is important	There is very little vacant commercial floorspace in South Derbyshire, consequently the provision of additional commercial floorspace is closely related to the availability of additional employment opportunities.
What good looks like	The aim is to increase the total commercial floorspace over the four-year period of the Corporate Plan.				
History with this indicator	The Local Plan forecasts a net annual growth in commercial floorspace of 12,269.5 sqm per annum between 2008 and 2028. To date (2008-2021), the actual annual net rate of growth has been 6,095 sqm. It should be noted that the figures vary significantly from one year to the next and that single events, such as the loss of Hilton Depot, can heavily offset new construction.			Mitigating actions	The Council actively promotes development opportunities and vacant premises and supports developers and businesses seeking to invest in the area.
2019/20 baseline data		2,885 sqm			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	12,269.5 sqm				4,140 sqm
2021/22	Upward Trend				
2022/23	Upward Trend				
2023/24	Upward Trend				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
This is an annual performance indicator and data is collated and presented in Q4.					
Benchmarking					



PRIORITY: OUR FUTURE

OUTCOME: F2.1 Encourage and support business development and new investment in the District

Measure and Ref	F2.1B - Total rateable value of businesses in the district			Committee	F&M
Definition	Total rateable value of businesses in the district.			Why this is important	The total rateable value of businesses in the District is a good indication of the economic health of the district. An increase in floor space can indicate a growth in business numbers and employment opportunities.
What good looks like	A growth in rateable value, including a growth in sectors such as commercial (e.g., offices, shops, warehouses, restaurants) where there is a higher intensity of jobs per business.				
History with this indicator	The total rateable value of businesses across the District has been increasing year on year, particularly in the commercial sector with an overall increase of almost £345k since April 2017. It should be noted that events, such as the demolition of a business premises or its redevelopment for housing will offset new development.			Mitigating actions	The Council encourage new businesses into the District through its inward investment programme. The Council also carries out regular checks across the District to identify businesses that are not appropriately valued and ensure they are appropriately listed.
2019/20 baseline data		Q4 - £67,486,786. Quarterly reports can be provided from the Council's revenues and benefits system that defines the total rateable value of different categories of business (commercial, industrial etc) and further breakdowns of the sectors (for example commercial).			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Upward Trend	£67,528,690	£67,316,577	£67,379,221	£67,341,926
2021/22	Upward Trend	£67,150,426	£67,133,764		
Performance Overview – quarterly update				Actions to sustain or improve performance	
Rateable Value has been reduced compared to this time last year and also compared to end of Q4.					
Q2 Rateable Value is reducing – whilst there have been new, albeit smaller, properties brought into the rating list, increasing the number of properties by 14 since Q1, this has been offset in part by larger reductions due to appeals and challenges made to the Valuation Office Agency, for					



example Fire Stations had a national review which meant that the Swadlincote premises had a reduction of their Rateable Value by £20,000 and the annual review of Quarries has meant some larger reductions too, for example Swarkestone Quarry reduced by £31,000

Overall reduction is due in part to 2010 outstanding appeals being completed which has a subsequent impact on the 2017 Rateable Value Listing. Also during April there was a mass Rateable Value reassessment for Swadlincote Town Centre which meant that almost all businesses in High Street, West Street, Midland Road and Belmont Street benefitted from a Rateable Value reduction which although means our Total Rateable Value reduced did mean that a number of business became eligible for Business Rates Relief reducing their business rates payable, and would also make these premises more attractive to potential new tenants if they became empty.

Benchmarking



PRIORITY: OUR FUTURE

OUTCOME: F3.1 - Provide modern ways of working that support the Council to deliver services to meet changing needs.

Measure and Ref	F3.1A- Deliver against the Transformation Action Plan		Committee	F&M
Project detail	<p>The Council is committed to improving outcomes and outputs for its stakeholders as is evident in the Corporate Plan.</p> <p>In order to deliver services to meet the needs of the organisation, the Council needs a robust plan to identify areas of improvement, evaluate and benchmark a target operating model and map a route to achieving our ambitions.</p> <p>Each year the Head of Business Change, ICT & Digital will present a workplan for adoption, outlining projects, milestones and resources needed to achieve the objectives set by the Corporate Plan.</p>		Why this is important	The Transformation Plan provides a focal point for major change in the organisation, evaluating conflicting priorities, allocating resources, escalating problem and above all else, manage core programmes of work by documenting progress.
			Mitigating actions	Resources that are allocated to delivery of transformation projects (PM, IT technical, Business Analyst, Digital team roles) are also skills required for corporate responses to changes in policy or procedure relating to COVID. There will be times where that work is prioritised above the delivery of transformation projects.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Jul - Sept)	Q3 Outturn (Oct - Dec)	Q4 Outturn (Apr 21 - Mar 22)
2020/21				
2021/22				
<u>Project Overview: Quarterly update</u>			<u>Actions to sustain or improve performance</u>	
<p>Continuing the delivery of the annual work programme.</p> <p>Testing for new Homelessness solutions, tender of new Back Up solution to advert, delivery of new functions in corporate bookings.</p> <p>Several projects are reaching a critical stage, including the first phase of Housing Modernisation. The new Programme Manager has been recruited and is due to start at the beginning to the next quarter.</p>			<p>The Transformation Steering Group meets every 6 weeks, each project group, of which there are 20, meet approximate every two weeks.</p> <p>Every group has a highlight report to report back the theme chair on work completed over period and work to be completed over net period.</p> <p>Any risk, actions, issues or decisions that are not within the identified scope and tolerance of the project controls will be escalated to the TSG.</p>	



PRIORITY: OUR FUTURE

OUTCOME: F3.2 - Source appropriate commercial investment opportunities for the Council

Measure and Ref	F3.2A- Develop our approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities		Committee	F&M
Project detail	Year 1 to form a working group and define the action plan Year 2 to 4 deliver 100% against the action plan and sustain an upward trend in income generation		Why this is important	As funding shrinks exploring new ways to maximise our income is essential, in order to protect valuable frontline services and ensure positive outcomes for our local communities.
			Mitigating actions	Using Council assets wisely, trading services with others across the public and private sectors and selling commodities to generate income.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21				
2021/22				
<u>Project Overview: quarterly update</u>			<u>Actions to sustain or improve performance.</u>	
<p>Due to a number of factors including Covid-19 and the procurement of the new Recycling contract, little capacity has been available for the Head of Operational Services to progress the action plan during quarter two.</p> <p>There is a commitment to dedicate more resources during quarters three and four to finalise the draft action plan and identify commercial opportunities.</p>			<p>Business Change have taken on the task of establishing a current baseline and commercial opportunities identified across the authority.</p>	

