

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	16 MARCH 2023	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	FRANK MCARDLE (EXT. 5700) KEVIN STACKHOUSE (5811) FIONA PITTAM (EXT. 8702)	
SUBJECT:	CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2022-2023 QUARTER 3– (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 Environment

- *Enhance the attractiveness of South Derbyshire*

Our People



Our Environment | Our People | Our Future

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- *Supporting and safeguarding the most vulnerable*
- *Deliver excellent services*

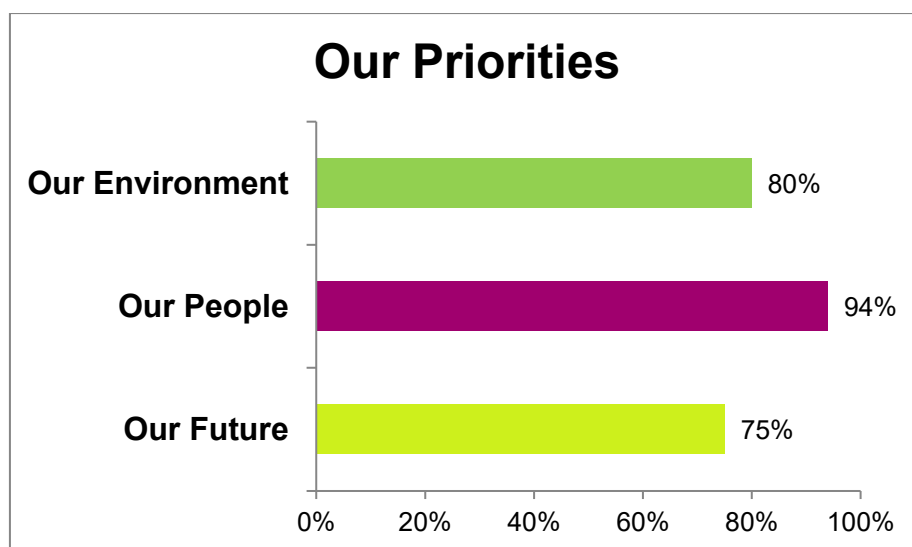
Our Future

- *Transforming the Council*

4.0 Performance Detail

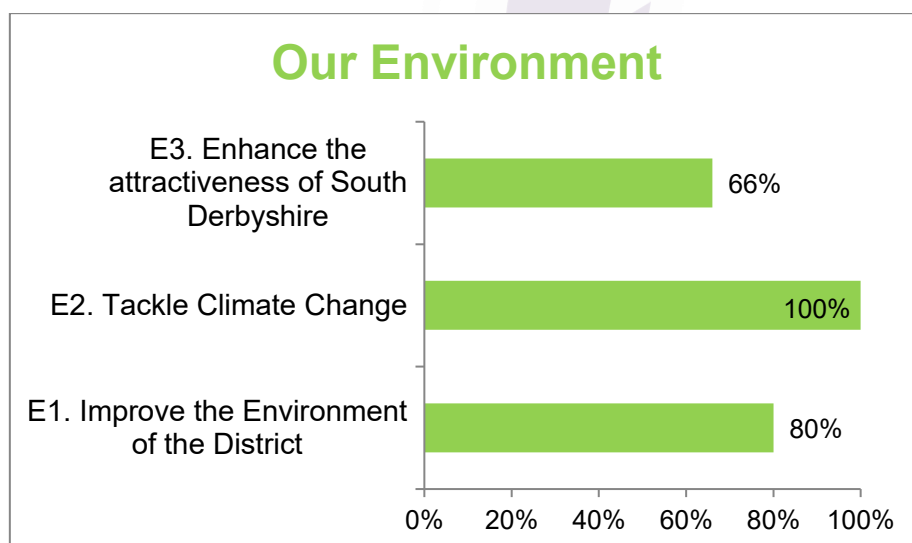
4.1 Overall Council performance against the priorities– Quarter three 2022-2023.

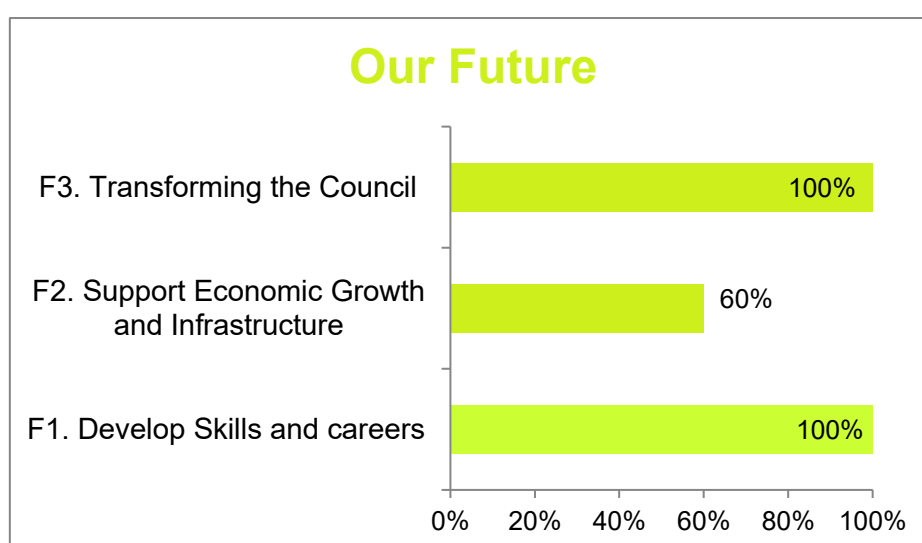
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter three, 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, four are amber, five are red and three are grey.

Overall, 86% of the key aims within the Corporate Plan are on track. As at quarter three, 80% of indicators are on track for Our Environment, 94% are on track for Our People and 75% 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, 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.
- Average number of staff days lost due to sickness.
- % Of employees that consider that 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 is not on track (red) for the quarter.

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 updated to include the recruitment of the Technical and Training Officer and Customer Service Advisor.
- CR2 – Fraudulent Activities. 'Additional vigilance due to Covid-19' removed from further actions required.
- CR12 - Government Funding - a reduction in core funding. The mitigating actions for the 'impact of Covid 19 on the short-term financial position' has been removed.
- CR16 - Business Continuity. Further actions updated to include the changes agreed by Finance & Management Committee in January and February are being implemented.
- CR21 - Managing the environmental impact of incidents across the district. Further actions updated to confirm a full ISO14001 systems review was completed in October 2022 and an External ISO14001 audit was completed in December 2022, with three non-conformities and 13 observations identified. Work is now underway to close all of these.
- CR22 – Climate Emergency. Further actions updated to include three new bids for external funding in relation to energy improvement in private housing stock and SDDC housing stock and Civic Way Offices.
- CR26 – Supply Chain. (Operational Services update) The 'EU shortage of coloured plastic' has been removed from the risk cause. Five HGV drivers post are currently vacant with four being recruited to in quarter four. (Housing Services update) The mitigating actions have been updated to advise a new repair material provider, Travis Perkins has been procured, there is now a higher risk of skilled labour shortage and new rates have been agreed for repairs and maintenance work streams.
- CR27 - External audit of the Council's accounts - increased length in time for the external audit of the Council's accounts. This is a new risk added to the risk register in quarter three.

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

- CE3 - Transfer of responsibility for visitor information provision from Sharpe's Pottery Heritage and Arts Trust to the Council. The service has now been transferred and continues to operate. This is no longer deemed to be a risk to the Council and can



be archived. This has been reported to Environmental & Development Services Committee.

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

