

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	26th AUGUST 2021	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	FRANK MCARDLE (EXT. 5700) FIONA PITTAM (EXT. 5735) Fiona.pittam@southderbyshire.gov.uk	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2021-2022 QUARTER 1– APRIL TO 30 JUNE)	
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.
- 1.3 That the new Risk Register templates are reviewed following approval at the Audit Sub Committee in June 2021 and note that they will replace the existing Risk Registers.
- 1.4 That the Corporate Performance measure for P2.4A is amended from '*South Derbyshire's ranking in the Social Mobility Commission's Social Mobility Index increases*' to '*Deliver the objectives identified in the South Derbyshire Partnership Social Mobility Action Plan.*'

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

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

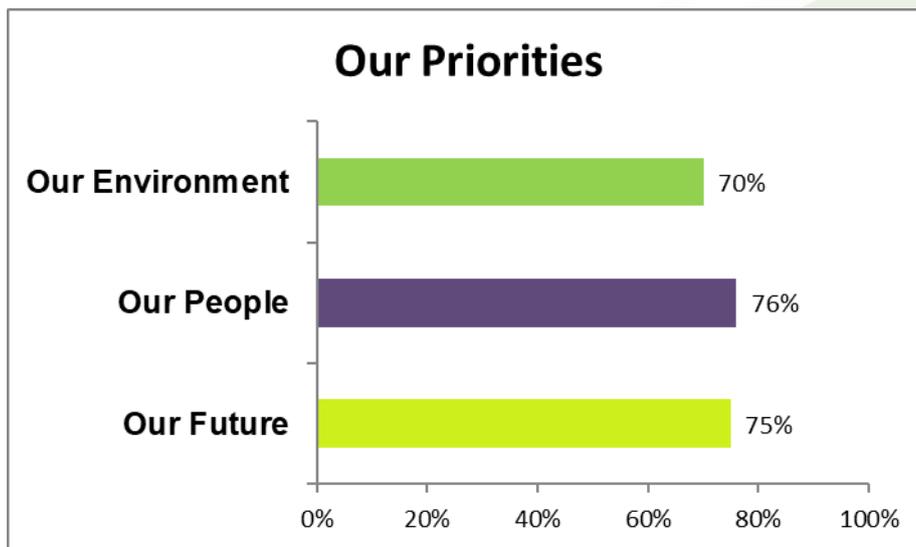
Our Future

- *Develop skills and careers*
- *Support economic growth and infrastructure*
- *Transforming the Council*

4.0 Detail

4.1 Overall Council performance against the priorities– Quarter 1 2021-2022.

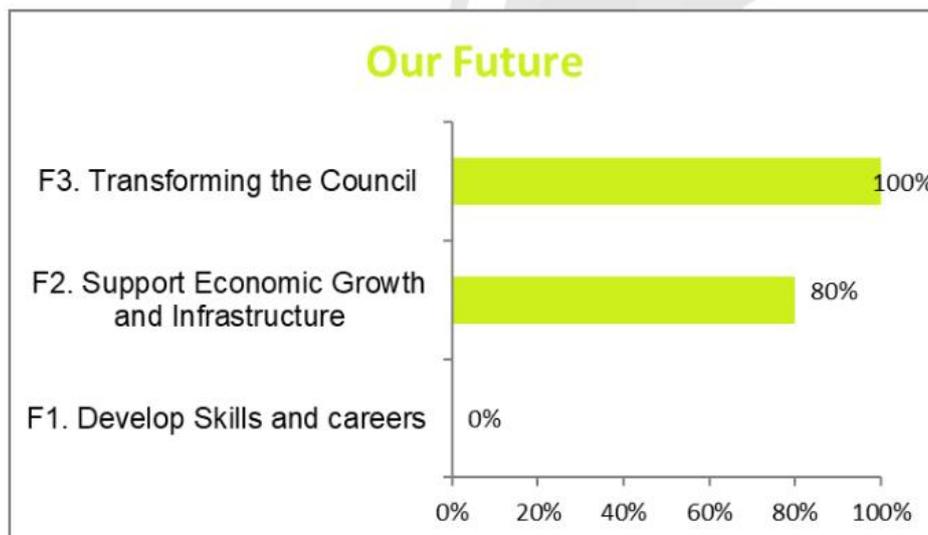
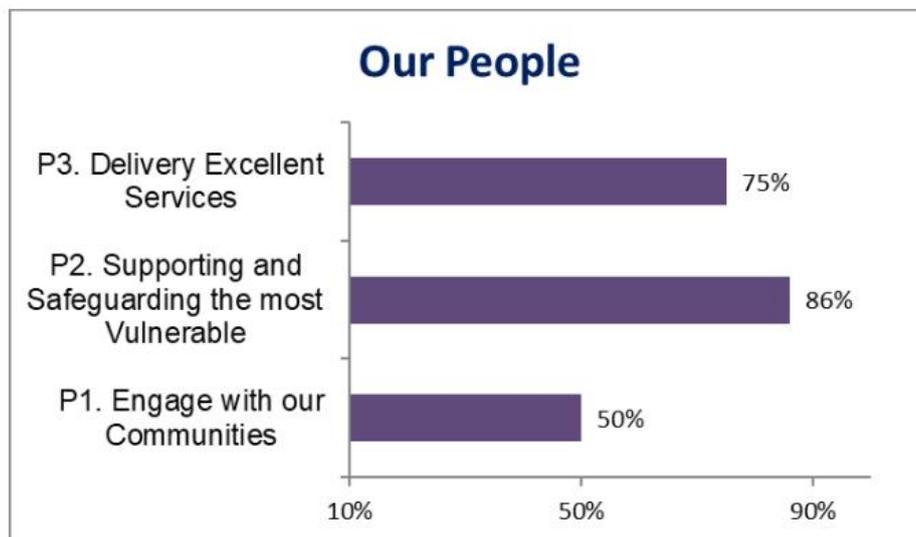
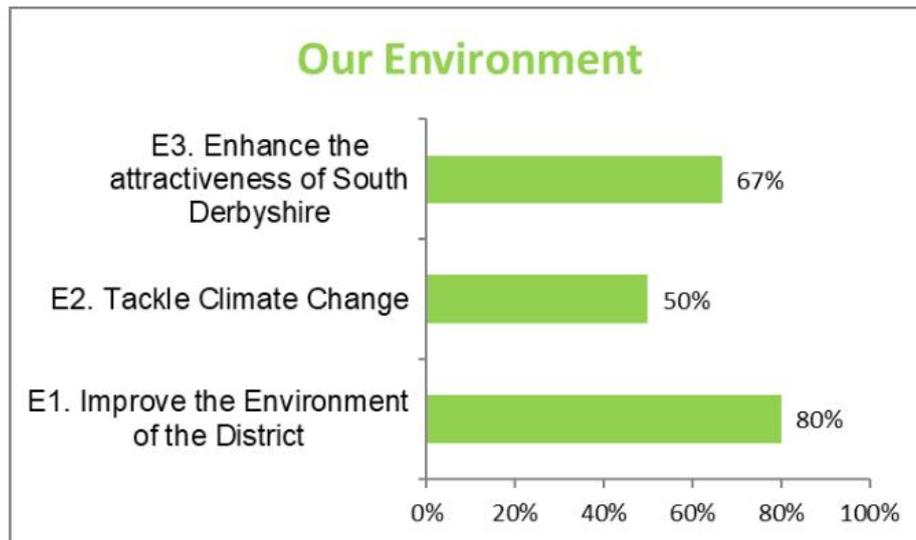
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter 1 2021-2022.

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, 16 are green, five are amber, nine are red and five are grey.



Overall, 74% of the key aims within the Corporate Plan are on track. 70% are on track for Our Environment, 76% 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 16 Corporate measures.

Below outlines the 13 measures for this Committee that are on track (green, amber or grey) for the quarter:

- Increase Swadlincote Town Centre visitor satisfaction.
- Develop and deliver the Public Buildings programme over four years.
- South Derbyshire's ranking in the Social Mobility Commission's 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.
- Increase digital engagement (Twitter, Instagram, Facebook).
- Increase the level of staff engagement
- % of employees that consider the Council has a positive health and safety culture
- Average number of staff days lost due sickness
- Increase the number of Employee Jobs in South Derbyshire
- Annual net growth in commercial floorspace (sqm)
- Deliver against the Transformation Action Plan.
- 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.

4.5 Below outlines the three measures that are not on track (red) for the quarter:

- Number of customer telephone calls answered by Customer Services.
- Number of apprenticeships.
- Total Rateable Value of businesses in the District.

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

4.6 Due to the changes made to the way Social Mobility is reported there is a requirement to amend the Corporate Performance Measure for *P2.4A - South Derbyshire's ranking in the Social Mobility Commission's Social Mobility Index increases*. This was reported and noted at the Finance & Management Special Committee meeting held on the 22nd July 2021. See **Appendix G**, Finance and Management Committee Report (22/07/21.)

It is recommended this measure is amended to '*Deliver the objectives identified in the South Derbyshire Partnership Social Mobility Action Plan.*' The revised detailed performance template in **Appendix H**, will be used to monitor progress against this performance measure from quarter two.



- 4.7 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed description of each performance measure including mitigating actions and actions to sustain and improve performance is included in the detailed Performance Measure Report Index in **Appendix B**.
- 4.8 Questions regarding performance are welcomed from members in relation to the Corporate performance measures that fall under the responsibility of their Committee and are referenced in the detailed Performance Measure Report Index in **Appendix B**
- 4.9 The Risk Register(s) for the Committee's services are detailed in **Appendix C** Chief Executive Risk Register, **Appendix D** Corporate Resources Risk Register and **Appendix E** Strategic Risk Register. This includes the register and risk mitigation plans for the relevant departmental Risk Register(s).

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(s) detail a risk matrix to summarise how each identified risk has been rated.

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

Key risks impacting on this Committee are detailed in **Appendix C** Chief Executive Risk Register, **Appendix D** Corporate Resources Risk Register, and **Appendix E** Strategic Risk Register, alongside the treatment and mitigating actions in place to manage these risks.



The following provides a summary of changes made to the risk registers since the last quarter:

Chief Executive Risk Register

There are no changes to the risk rating or mitigating actions.

Corporate Services Risk Register

- **Risk 1. Universal Credit (UC).** The mitigating actions have been updated.
- **Risk 2. Fraudulent activities.** The mitigating actions have been updated.
- **Risk 5. Financial Management System Upgrade.** As the upgrade was implemented on 1 April 2021 and is now fully operational, it is proposed that this is no longer a risk and will be removed/archived from the Risk Register from quarter two.

Strategic Risk Register

- **Risk 3a. Technology, Data and Security.** The risk title has been updated to include 'security' and the mitigating actions updated to include the security in place for remote working.
- **Risk 4. Business Continuity.** The mitigating actions have been updated to include COVID-19 risk assessment for officers working from home and consultation for future working arrangements.
- **Risk 15. Supply Chain.** This is a new risk which has been added for quarter one.

Please refer to the Strategic Risk Register in **Appendix E** for further detail

Following an Internal Audit review of the Council's system for assessing and managing risk, an updated Risk Management Framework and new Risk Register templates were approved by the Audit Sub Committee in June with the following changes:

- The Council will move from four Risk Registers to three. The Strategic Risk Register will be made redundant and the existing risks identified in this register will be moved to the Corporate Risk Register.
- The risk register template has been revised and updated in line with best practice, the new template is based on the register used by Central Midlands Audit Partnership Board. Key changes include the addition of a risk category, risk cause and risk effect, current risk rating, risk rating after mitigating actions and risk owner. The new risk register template is included in **Appendix F**.

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 Index

Appendix C – Chief Executive Risk Register

Appendix D – Corporate Resources Risk Register

Appendix E – Strategic Risk Register

Appendix F – New Risk Register Template

Appendix G – Finance and Management Committee Report (22/07/21)

Appendix H – Detailed performance template - *Deliver the objectives identified in the South Derbyshire Partnership Social Mobility Action Plan.*

