

Eden District Council

Executive

23 November 2021

Overview & Scrutiny Committee

2 December 2021

Corporate Performance Report: Q2 1 July - 30 September 2021

Portfolio:	Leader
Report from:	Interim Director of Resources
Wards:	All Wards
OPEN PUBLIC ITEM	

1 Purpose

- 1.1 To provide a summary of progress against the revised corporate performance targets, for the period 1 July 2021 - 30 September 2021.
- 1.2 To Inform the Executive and Overview and Scrutiny Committee of any areas of concern or issues requiring attention and the remedial activity in place to deal with these.

2 Recommendations

Overview and Scrutiny Committee are recommended to:

- 2.1 Review the Quarter 2 Performance and make any recommendations to the Executive.
Executive are recommended to:
- 2.2 Note the progress for Quarter 2 2021/2022.

3 Introduction

- 3.1 The Council is committed to managing performance and risk and reviews progress against its corporate priorities on a quarterly basis. Reports are presented to both Overview and Scrutiny and the Executive.
- 3.2 This report provides the second quarter update for 2021/22 on performance in delivering the Council's priorities, and corporate risk management.
- 3.3 The Council's performance management framework is reported on a quarterly basis and it is a retrospective report, which means it looks back on the performance of the previous quarter.
- 3.4 At the time of writing implementation of the new Performance Management software Pentana is underway, and report formats are being developed along with training for key staff. A demonstration for Members is also planned. The performance for Quarter 3 onwards will be reported on, and monitored using the new software.
- 3.5 This has been an intense period of work, and the set-up of the system, up loading of the data and project management has been delivered in house by the Performance Team. Special recognition should go to Megan Henderson, Principal Officer Business Intelligence, for her hard work and dedication to this project. Megan is also the System Administrator.

- 3.6 It should be noted that as a result of the staff restructure areas of responsibility are changing, this will be fully reflected in the Quarter 3 report.
- 3.6 This report now includes updates on corporate risk management, which has been reviewed following a report from Internal Audit.

4 Report Details

Performance Management

- 4.1 The Council's performance management framework sets out the key actions, projects and programmes of work that contribute to the delivery of the 2020/21 corporate plan and the priorities of the Council.
- 4.2 Our corporate plan sets out four strategic priorities:
- Sustainable;
 - Healthy, Safe and Secure;
 - Connected; and
 - Creative
- 4.3 This report provides a summary of the Council's performance in delivering against each strategic milestone. To measure performance a 'traffic light' system is used. Where performance is on or ahead of target it is rated green, where performance is slightly behind the target it is rated amber. A red rating indicated performance is off target.
- 4.4 The summary performance report is set out at Appendix A and the main exceptions explained in the sections below.

Sustainable

- 4.5 Summary of progress 'traffic light' rating for Sustainable strategic milestones;
- 21 Green (on or ahead of target)
 - 7 Amber (slightly behind target)
 - 0 Red (performance off target)
- 4.6 The Council is committed to ensuring it is financially viable, customer focused and zero carbon. Co-producing economic opportunities and strategies will protect Eden's working cultural landscapes and biodiversity, aiming to store more carbon than is produced in the District.
- 4.7 As One Eden, the staffing re-structure nears completion, Quarter 2 is the last time this will reported on via the Quarterly Performance Management Report.
- 4.8 The Sustainability Action Plan - the document has been circulated to the Member Working Group for final comments. The document will be revised in the next quarter in line with the comments received. Further discussions need to take place to decide the final direction of the Zero Carbon and Biodiversity Strategy.
- 4.9 Within Economic Development, there are too few officers to achieve the wide ranging aspirations of the Council for the local economy, so additional resource requirements are to be built in to the capital costs of new projects and new interim arrangements are being put in place to deliver economic activities and projects.

Healthy, Safe and Secure

- 4.10 Summary of progress 'traffic light' rating for Healthy, Safe and Secure strategic milestones;
- 13 Green (on or ahead of target)

- 1 Amber (slightly behind target)
- 0 Red (performance off target)

- 4.11 The Council is committed to improving housing, both new build and existing, working towards self-sufficiency in energy and co-produce healthy, connected, prosperous communities, for all, urban and rural.
- 4.12 Low Carbon Retro fit programme - after 2 successful attempts for funding (Phases 1A and 1B) the team have now submitted additional bids for Phase 3 of the LAD Green Homes Grant scheme and the Home Upgrade Grant (HUG), in conjunction with Carlisle City Council. Phase 1A is now complete and the lessons learned throughout the project have been provided to Department for Business, Energy and Industrial Strategy (BEIS) for their consideration and review. Phase 1B has been extended until 31 December 2021. To date a total of 62 improvement measures have been installed during the Phase 1 programme.

Connected

- 4.13 Summary of progress 'traffic light' rating for 'Connected' strategic milestones;
- 6 Green (on or ahead of target)
 - 0 Amber (slightly behind target)
 - 0 Red (performance off target)
- 4.14 The Council is committed to supporting the improvement in digital connectivity, transport and access to attract and support businesses, employees and families, connecting Eden with the global economy and knowledge industries. People are connected in communities with access to education, work, healthcare and leisure.
- 4.15 A new priority of Community Devolution of Assets has been added, with a new milestone introduced this quarter. More milestones are to be added as the project develops.
- 4.16 Equality and Diversity - work has begun on updating the Council's Equality Objectives. A programme to deliver updated Equality training for both staff and members is also in the process of being actioned.
- 4.17 Digital Eden remains a strategic priority, but as the Council is not the lead organisation we are unable to set any milestones. However we are happy to work with the DCMS if and when the need arises.

Creative

- 4.18 Summary of progress 'traffic light' rating for 'Creative' strategic milestones
- 6 Green (on or ahead of target)
 - 1 Amber (slightly behind target)
 - 0 Red (performance off target)
- 4.19 Support businesses to respond to national and global changes and encourage innovation in tourism, food and green industries and develop arts and cultural activities to add to town centre vibrancy, support communities and improve health and well-being.
- 4.20 London Road - the funding for this is being fed into the financial plan for 2022/23. Works will not be starting until the next reporting year.

Other issues to note

- 4.21 Development Management - Large increases in planning applications along with reduced staffing numbers is placing strain on the department, new resources are being sourced to bolster the team.
- 4.22 Economic Development - The service has previously had access to significant BRRS funding over the past three years enabling it to provide significant economic outcomes such as contributions to highways schemes for Penrith Gilwilly Industrial Estate. The fund is now exhausted and as such the service reverts back to its core budget. New projects will therefore require growth bids to be put in or external sources of funding to be accessed.
- 4.23 Planning Policy - An additional budget sum will be requested to enable a Settlement Study to be progressed as there is insufficient existing resources in the team currently.
- 4.24 Sustainability Team - The staffing resource within the Sustainability Team has significantly reduced over the previous quarter, going from 3 Team Members to 1. Recruitment for the vacant posts is scheduled to commence in Q3.
- 4.25 Housing/Green Homes Grant Team - Recruitment of the new Green Homes Grant Technical Officer posts (x2) has been challenging. These positions have been advertised twice with little interest. The posts have also been promoted in external professional publications, so it is hopeful these will be filled in the next quarter.

5 Risk Management

- 5.1 Strategic risk is managed by the extended leadership team and is reviewed on a monthly basis.
- 5.2 Appendix C shows the current Strategic Risk Map.

6 Policy Framework

- 6.1 The Council has four corporate priorities which are:
- Sustainable;
 - Healthy, Safe and Secure;
 - Connected; and
 - Creative
- 6.2 This report meets all of the above priorities.

7 Consultation

- 7.1 No consultation was required for this Quarter 2 report.

8 Implications

8.1 Financial and Resources

- 8.1.1 Any decision to reduce or increase resources or alternatively increase income must be made within the context of the Council's stated priorities, as set out in its Council Plan 2019-2023 as agreed at Council on 7 November 2019.
- 8.1.2 There are no direct financial implications arising from this report.

8.2 Legal

- 8.2.1 The provision of functions set out in this report shall be provided in accordance with relevant legal requirements including those that impact on equality and diversity and taking account of the legal duties that the Council has towards staff.

8.3 Human Resources

8.3.1 There are no direct implications arising from this report.

8.4 Statutory Considerations

Consideration:	Details of any implications and proposed measures to address:
Equality and Diversity	Performance management has a positive impact on the consideration of and delivery of positive outcomes in terms of Equality and Diversity.
Health, Social Environmental and Economic Impact	Performance management has a positive impact on the consideration of and delivery of positive outcomes in terms of Health, Social, Environmental and Economic Impact.
Crime and Disorder	Performance management has a positive impact on the consideration of and delivery of positive outcomes in terms of Crime and Disorder.
Children and Safeguarding	Performance management has a positive impact on the consideration of and delivery of positive outcomes in terms of Children and Safeguarding.

8.5 Risk Management

Risk	Consequence	Controls Required
Risks to public, finance or reputation through poor monitoring of Council Performance.	Adverse impacts on the public, the Council's finances or reputation.	The performance management framework now links risk management with priority actions, programmes and measures.

9 Other Options Considered

9.1 The only other option is not to report on progress against targets set. This is not recommended.

10 Reasons for the Decision/Recommendation

10.1 To advise Members of progress against outcomes.

Tracking Information

Governance Check	Date Considered
Chief Finance Officer (or Deputy)	3 rd November 2021
Monitoring Officer (or Deputy)	3 rd November 2021

Background Papers:

Appendices: Appendix A -The Corporate Plan Dashboard
Appendix B- Key Performance Indicators (KPIs)
Appendix C–Strategic Risk Map

Contact Officer: Amanda Yellowley, Assistant Director - Customers & Performance