

Eden District Council

Cabinet

14 February 2023

Overview & Scrutiny Committee

2 March 2023

## Corporate Performance Report: Q3

<b>Portfolio:</b>	Leader
<b>Report from:</b>	Interim Director of Resources
<b>Wards:</b>	All Wards
<b>OPEN PUBLIC ITEM</b>	

### 1 Purpose

- 1.1 To provide a summary of progress against the Council's current performance targets, for the period 1 October 2022 – 31 December 2022.
- 1.2 To inform the Cabinet and Overview and Scrutiny Committee of any areas of concern or issues requiring attention and the remedial activity in place to deal with these. Additionally, to highlight areas that are working well or any achievements gained during the quarter.

### 2 Recommendation

Cabinet are recommended to:

- 2.1 Note the progress for Q3 2022/2023.

Overview and Scrutiny Committee are recommended to:

- 2.2 Review the Q3 2022/2023 Performance and make any recommendations to the Cabinet.

### 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 Cabinet.
- 3.2 This report provides the third quarter update for 2022/23 on performance in delivering the Council's corporate 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.

### 4 Report Details

#### Performance Management

- 4.1 The Council's performance management framework sets out the key actions, projects and programs 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
  - 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:
- Green - Performance in on or ahead of target/ completion date
  - Amber - Performance is slightly behind target/ completion date
  - Red - Performance is off target
- 4.4 The Summary performance report is set out at Appendix A. Key points to highlight are explained in the sections below.

### **Sustainable**

- 4.5 Summary of progress 'traffic light' rating for Sustainable Strategic Milestones;
- 11 Green (on or ahead of target)
  - 1 Amber (slightly behind target)
  - 0 Red (performance off target)
  - 2 Complete
- 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 Single Site (A) – Voreda House construction is progressing with the handover now estimated to be April 2023. This is due to unforeseen construction issues which are now resolved. Internal layout design is now well developed and plans for the transition are now progressing at speed.
- 4.8 Zero Carbon Strategy (C) and Biodiversity (D) – An Ecologist joined the Sustainability Team this period to assist the delivery of the Zero Carbon Action Plan. The initial EDC Land Assessment report has been received from Cumbria Wildlife Trust and the commencement of the on-site assessments is due imminently which will allow EDC to explore the options for Nutrient Neutrality. Multiple finding agreements with external organisations are now in place to improve biodiversity, natural habitats and the local landscape. Examples of these projects can be found in Appendix A (item D2).
- 4.9 With regards to Nutrient Neutrality the Housing Team are working with Planning colleagues to identify potential suitable sites to offset.
- 4.10 Eden Economic Framework (Inspiring Eden) (F) – the team are now preparing for LGR and handover of the projects to Westmorland and Furness, with the focus being on shaping the new economic development strategy. All projects continue to be monitored weekly.

## Healthy, Safe and Secure

- 4.11 Summary of progress 'traffic light' rating for Healthy, Safe and Secure Strategic Milestones;
- 7 Green (on or ahead of target)
  - 0 Amber (slightly behind target)
  - 0 Red (performance off target)
  - 1 Complete
- 4.12 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.
- 4.13 New Homes (I) – Following the concerns identified previously regarding Natural England's introduction of nutrient neutrality for the River Eden catchment, an outline planning application was submitted for the preferred site that proposes applicable mitigation measures. However, further work is required to agree the mitigation proposals and a meeting is being arranged in due course with the Consultant and Architects to resolve.
- 4.14 Low Carbon Housing Retrofit Programme (J) – As reported previously the Green Homes Grant Schemes 1 and 2 closed in the previous quarter. A total of 256 measures have been installed across 161 properties located within Eden through these schemes.

Eden Only		
Scheme	Total Properties	Total Measures
LAD 1A	46	66
LAD 1B	82	140
LAD 2	33	50
<b>Total</b>	<b>161</b>	<b>256</b>
December 2022		

The team are now processing Sustainable Warmth applications for the Eden area with delivery of measures anticipated to commence in the District January 2023.

- 4.15 At the time of writing the Council is awaiting the outcome of the Social Housing Decarbonisation Fund which is due the end of February. We will also submit a bid on behalf of the Cumbria wide consortium for Home Upgrade Grants 2 (HUG 2).
- 4.16 Public Realm (L) – Work associated with the improvement of EDC stock of play areas (L1) continues with 70% of the budget spent to date. 2 applications to the Parks and Green Spaces funding (L2), have been successful, with 10

further application submitted, and scheduled for Panel assessment in early February 2023.

- 4.17 Enhancement of Environmental Enforcement (W) - Good progress has been made but awaiting advice re: recruitment due LGR.

#### **Connected**

- 4.18 Summary of progress 'traffic light' rating for Connected Strategic Milestones;
- 0 Green (on or ahead of target)
  - 0 Amber (slightly behind target)
  - 0 Red (performance off target)
  - 1 Complete
- 4.19 The Council is committed to supporting the improvement of 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.
- 4.20 Equality and Diversity (R) – Member Equality and Diversity training is now complete with 9 Members taking up the offer for training.

#### **Creative**

- 4.21 Summary of progress 'traffic light' rating for Creative Strategic Milestones;
- 3 Green (on or ahead of target)
  - 0 Amber (slightly behind target)
  - 0 Red (performance off target)
  - 0 Complete
- 4.22 The Council is committed to supporting 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 wellbeing.
- 4.23 Arts and Culture (V) - 66% of the Arts and Culture Grant has been awarded and the second tranche of applicants are being considered (V2). Two events were also held in the Town Hall this quarter (V3); a film screening and live music evening with an audience of approximately 40 people and a theatrical production where 59 people were in attendance. Feedback on the events has been collected and shared.

#### **KPI Update**

- 4.24 Full details of this quarter's KPIs can be found in Appendix B.
- 4.25 65% (13no) of all KPIs reported an improvement compared to the previous quarter.
- 4.26 2 new KPIs have been included this period – *9.1 Sickness absence per FTE* and *33- Percentage of weekly Play Area Inspections carried out*

### **KPIs on or above target**

- 4.27 The majority of KPIs (14no.) are on or above target this period.
- 4.28 The Sundry Debtor KPI (KPI 30) has shown considerable improvement over the reporting year and comfortably below target this period. This suggests that the previously reported delays in chasing of debts (due to staffing changes) are no longer present. An additional chart showing the improvement of this performance metric is included in Appendix B.
- 4.29 The Planning Department are continuing to process all planning applications within the specified time frames. Specifically, 100% of all major planning applications have been determined within the 13 week time period (KPIs 18,19 and 19.1)

### **KPIs to watch**

- 4.30 Building Control (KPI 2) - The delays affecting the processing of applications reported previously are still present this quarter, however, there has been considerable improvement this period (increase to 63.5% from 48.5% previously). An additional chart is included in Appendix B detailing the gradual improvement over the reporting year. The Team also continue to have success with the number of inspections being carried out on an agreed date (99%).
- 4.31 Number of households in Temporary Accommodation (KPI 14) – was listed as a KPI to watch previously and this is still the case this period. The number of households occupying Temporary Accommodation has increased since Q2 (and Q1) and is only marginally below target. However, the days spent in TA has actually reduced this quarter and positive Prevention/Relief outcomes are continuing to be achieved that result in low levels of rough sleeping. Additional charts relating to this are included in Appendix B for information.
- 4.32 The decline in the Number of days to process change of circumstances for HB/CTR claims (KPI 8) reported previously, is still present this quarter and remains at amber status
- 4.33 Percentage of working days lost to sickness (KPI 9) continues to be higher than the target; however, this quarter has seen lower levels of absence than previous periods and sickness absence per FTE (KPI 9.1) is below target. Additional charts have been included in Appendix B.

## **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 is required for the Quarter 2 Corporate Performance 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 Environmental**

8.4.1 There are no significant effects on carbon emissions and ecosystems arising from this report.

### **8.5 Statutory Considerations**

<b>Consideration:</b>	<b>Details of any implications and proposed measures to address:</b>
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 consideration of and delivery of positive outcomes in terms of Children and Safeguarding.

## 8.6 Risk Management

Risk	Consequence	Controls Required
Risks to public, finance or reputation through poor performance monitoring of Council Performance	Adverse impacts on the public, the Council's finances and 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)	25 January 2023
Monitoring Officer (or Deputy)	1 February 2023
Relevant Assistant Director	20 January 2023

### Background Papers:





#### Appendices:

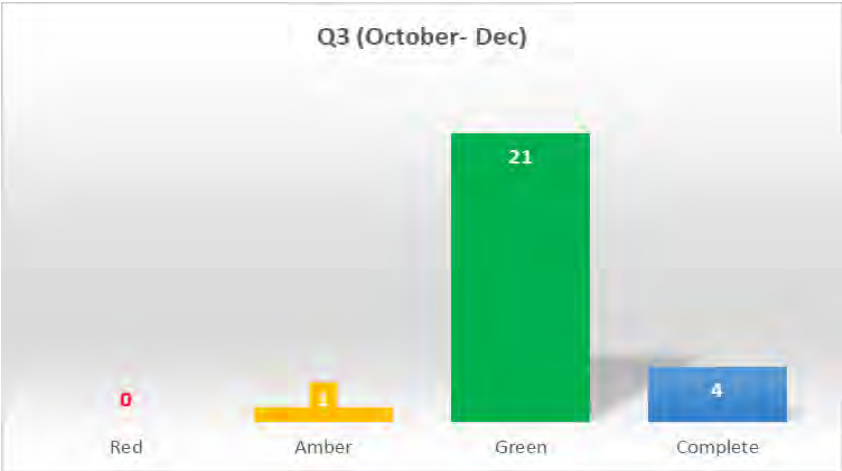
Appendix A - The Corporate Plan Dashboard  
Appendix B - Key Performance Indicators (KPIs)  
Appendix C - Strategic Risk Map

#### Contact Officers:

Amanda Yellowley, Assistant Director, Customers, Performance & Housing  
Megan Pryor, Principal Officer Business Intelligence

Status Summary

 Actions Red (Overdue):  0	 Actions Amber (Check Progress, at risk of falling behind schedule):  1	 Actions Green (Action on track to meet target date):  21	 Complete Action	
			This period:  4	Total for 22/23 Reporting year:  16



Corporate Priority Summary

Sustainable

0

1

11

2

Red

Amber

Green

Complete

Health, Safe & Secure

0

0

7

1

Red

Amber

Green

Complete

Connected

0

0

0

1

Red

Amber

Green

Complete

Creative

0

0

3

0

Red

Amber

Green

Complete



A Single Site				Sustainable			
Move to one operational site. The purchase, refurbishment and relocation to a new corporate headquarters							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
A1	Partner Agreements Completed	Karen Greenwood	Les Clark	31-Mar-2023	<div><div>40%</div></div>		Q3: Discussions with the Police have continued to develop. Target date extended following the unforeseen delays in the project
A2	Transition Plan in Place			31-Jan-2023	<div><div>90%</div></div>		Q3: The internal layout arrangements are now fixed and the Transition Group continues to operate well
A3	Construction and Transition Completed			1-Apr-2023	<div><div>60%</div></div>		Q3: The works required to address the unforeseen construction issues is now complete and the estimated construction completion is now April 2023 (due date extended from 31 Dec 2022 to reflect this).

C Zero Carbon Strategy				Sustainable			
Deliver the Zero Carbon Eden District Council Strategy & Action Plan 2020-2023, making progress on reducing the Council's carbon footprint to zero by 2030, by improving energy use and biodiversity in EDC estate, promoting community projects in district e.g. community energy schemes.							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
C1	Identify individually the carbon footprint of each buildings own / managed by EDC and try to find mitigation and adaptation scenario to reduce their carbon emissions	Mark Rudhall	Fergus McMorrow	03-Apr-2023	<div><div>90%</div></div>	<div></div>	Q3 update: EDC has contracted Thomson EC to carry out 17 buildings decarbonisation assessments (14 desk study and 3 on site) in October. The sustainability team has started to gather the different schematics / plans and data of the different buildings. Thomson EC is planning to come in the Eden District to visit the Town Hall, Penrith and Appleby leisure centres (date to be confirmed). (The assessment will allow EDC to have a real overview of the carbon emissions / energy consumption of each buildings and have different measures recommended with prices to decrease our carbon emissions). The buildings prioritised at the moment are: -Town Hall -Penrith LC -Appleby LC
C2	Work with other partners in the EV Infrastructure Install Group, as part of the "One Public Estate", to identify and prioritise key locations for install within		Fergus McMorrow	01-Apr-2023	<div><div>70%</div></div>	<div></div>	Q3 update: The Cumbria EV charging infrastructure group is planning to bid to the ORCS fund. The group has asked each district to look at their parking (owned by the district) and to

	the District and County wide.						<p>suggest different parking spots for installation of EV chargers. The sustainability team has done this exercise and have suggested 36 parking spots.</p> <p>The LEVI bid submitted by Plug-N-Go for EDC EV chargers has been unsuccessful and Plug-N-Go is now submitting a bid for the ORCS funding for the Drover Lane Car Park and Penrith Leisure Centre.</p>
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D Biodiversity					Sustainable		
Manage our own land sustainably, collaborate with external bodies, develop and deliver integrated protection and enhancement of natural habitats within Eden ecosystems.							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
D1	Assess council owned land for suitability for biodiversity enhancement and Establish biodiversity baseline and map of priority land and species.	Mark Rudhall	Fergus McMorrow	28-Feb-2023	<div><div>70%</div></div>	<div></div>	Q3 update: Cumbria Wildlife Trust has sent the draft report and maps to the sustainability team in October 2022 (phase 1). The sustainability team has reviewed the report and maps and have made comments on it. EDC is now waiting for the final report. The sustainability Team had a meeting with CWT to determine which lands would be assessed for phase 2 (field assessment).  EDC has now have an ecologist in post.
D2	Sustainable Land Management- Assessment of biodiversity, landscape and natural habitat potential.		Fergus McMorrow	31-Mar-2023	<div><div>55%</div></div>	<div></div>	Q3 update: EDC has received the first draft of the land assessment report from CWT. The sustainability team is now waiting for the final report and to start the phase 2 (on-site assessments).  This assessment will allow EDC to explore what can be done in term of Nutrient Neutrality, biodiversity and natural habitats on its lands.  CCC has contacted the sustainability team to discuss about the land assessment and to see how it could be integrated to the delivery of the LNRS.  EDC has multiple funding agreements with external organisations to improve the biodiversity, natural habitats and landscape. - Asby Tree Group - tree planting - AONB - Peatland restoration

							<ul style="list-style-type: none"> <li>- ERT - Tree nursery and habitat restoration / improvement</li> <li>- CWT - Peatland restoration</li> <li>- Ullswater CIC - Nutrient Neutrality and habitat improvement.</li> </ul>
D3	Increase the funding available to support communities, Parish and Town Councils to accelerate local implementation of zero carbon and biodiversity schemes (COP26 Community Fund).		Fergus McMorro	01-Apr-2023	<div><div>100%</div></div>		Q3 update: The COP26 community fund has been live now for 5 months. The grant panel has been set up and is now running. The Sustainability Team has received 4 applications to the COP26 community fund, a grant panel meeting is going to be organised end of January to go through the different applications.

## F Eden Economic Framework (Inspiring Eden)



## Sustainable

Deliver a work plan and strategy to support growth, business development and higher wages in a post COVID, 21st Century Rural economy							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
F1	Create and publish an Inspiring Eden Business Charter	Mary Robinson	Fergus McMorro	30-Jun-2022	<div><div>100%</div></div>		Agreed at Cabinet on 27 June and being prepared for publication by end of July
F2	Set up Eden Farmers Business Support and Advisory Service		Fergus McMorro	30-Jun-2022	<div><div>100%</div></div>		Agreement with Farmers network in place and programme now up and running with updates reported to Portfolio meetings and Cabinet
F3	Publish Inspiring Eden Work Stream Prospectuses		Fergus McMorro	31-Mar-2023	<div><div>35%</div></div>		Q3 update: 4 already published with Skills and Employment Prospectus currently being drafted - it is envisaged that no further work streams will be produced before 31 March 2023 as the focus is now on shaping an economic development strategy for Westmorland and Furness
F4	Commence Inspiring Eden Delivery Programme and create Delivery Programme Document		Fergus McMorro	31-Mar-2023	<div><div>85%</div></div>		Q3 update: All projects reviewed on a weekly basis with a view that a final position document will be produced by end of March ready for handover as part of LGR process
F5	Set up Inspiring Eden Project Office		Fergus McMorro	30-Dec-2022	<div><div>100%</div></div>		Q3 update: Physical project office has been put on hold subject to LGR - the virtual office and team are now fully up and running and will support Inspiring Eden up until and beyond vesting day to help smooth the transition process as part of LGR
F6	Produce Borderlands Investment Framework		Fergus McMorro	31-Mar-2023	<div><div>30%</div></div>		Q3 update: Project Initiation Documents currently being produced ready for inclusion in the Investment Plan which will be considered by the Borderlands Board through March - EDC focus on Penrith Station, Castle Park and Penrith Town Hall
F7	All Project Agreements in place		Fergus	31-Jan-	<div><div>90%</div></div>		Q3 update: Most of these are now in process or being produced,

			McMorrow	2023			signed and issued and it is envisaged that all agreements will be in place by 31 Jan 2023 (the completion date has been changed to 31 January 2023 to reflect this, previously 31 Dec 2022)
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## H Place Making



## Sustainable




Sell Mansion House & develop Town Hall site to enhance the public realm, and provision of hotel, leisure & cultural facilities							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
H1	Town Hall - seek Member agreement on the Feasibility Study, agree which option to pursue and draft timetable of future activities.	Karen Greenwood	Fergus McMorrow	31-Mar-2023	<div><div>100%</div></div>		Feasibility Study is complete. Details of activities held at the Town Hall reported under item V3- <i>Number of experimental arts and culture activities held in Penrith Town Hall.</i>
H2	Disposal of Mansion House		Les Clark	28-Feb-2023	<div><div>60%</div></div>		Q3: Developer has undertaken detailed technical and planning surveys with detailed planning design under development. Discussions ongoing to address nutrient neutrality issues.

## I New Homes


## Healthy, Safe and Secure


deliver a pilot new build sustainable affordable housing scheme, which is both environmentally sound and capable of being replicated within a reasonable cost envelope; use the learning gained to work in partnership with Homes England and other agencies to deliver the wider roll out of similar schemes to meet local needs.							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
I1	Members to agree site, number of homes and new timetable for the project if the initiative is found feasible.	Mark Rudhall	Fergus McMorrow	31-Mar-2023	<div><div>70%</div></div>		Q3 Further work required on resolving and agreeing Nutrient Neutrality mitigation. Meeting being arranged with consultant and architects to resolve


J Low Carbon Housing Retro-fit Programme					Healthy, Safe and Secure		
deliver the existing programme, secure new funding where possible and assist other authorities with Green Homes Grant LAD schemes, ensuring that resources are available to make maximum use of government grants to tackle the triple challenges of low carbon, health and wellbeing and fuel poverty in the housing sector							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
J1	Delivery, in partnership with external key partner, the outcomes of Phases 1 a and b of the LAD Green Home Grant Scheme	Judith Derbyshire	Amanda Yellowley	31-Oct-2022	<div><div>100%</div></div>		Q3 update: Project has closed and under spend returned to BEIS.
J4	To implement and deliver on first outcomes of HUG and Phase 3 of the LAD Green Homes Grant Scheme		Amanda Yellowley	31-Mar-2023	<div><div>30%</div></div>		Q3 update: Carlisle still processing applications for Sustainable Warmth Cumbria, however Eden District Council are now processing Eden applications. Delivery has started in some areas but not in Eden due to issues between Carlisle City Council and the delivery contractor. EDC have been advised that delivery will begin in Eden as of 09/01/23. Retrofit assessments are taking place in Eden.  EDC are still awaiting acceptable MoU and DSA.



L Public Realm				Healthy, Safe and Secure			
Support communities to improve their local open spaces, allotments and play areas for active leisure, safe outdoor play and improved biodiversity							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
L1	Improvement of EDC stock of play areas. Separate revenue budget established for this.	Lissie Sharp	Peter Appleton	31-Mar-2023	<div><div>70%</div></div>		Q3 Work associated with the improvement of EDC stock of play areas continues with 70% of budget spent to date.
L2	Parks & Green Spaces- Provide funding to support investments in parks and open spaces across the district.		Peter Appleton	01-Apr-2023	<div><div>50%</div></div>		Q3 Update: Maximum grant raised from £10,000 to £12,500. Cabinet decided that the 2 successful applications at the previous tranche have their funding amounts raised to £12,500 too. Remaining fund left £75,000.  10 additional applications received and scheduled for Panel assessment in early Feb 2023.
L3	Appleby Football Pitch		Peter Appleton	31-Mar-2023	<div><div>95%</div></div>		Q3. Pitch currently being played on by Appleby Football Club. State of pitch monitored by EDC and associated contractor,


							<p>Appleby Football Club, Mallinson Contractors and Grounds Maintenance Association. As of mid-December no cancellations due to waterlogging, which is promising.</p> <p>Had been hoped Appleby Football Club would find alternative open space for junior teams to alleviate over use, however nothing yet forthcoming</p>
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R Equality and Diversity					Connected		
Carry out a review of our current internal practices and to develop new policy and staff training with outside consultants.							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
R1	Updated Equality Training to be given to staff and Members (by External Consultants IODA)	Virginia Taylor	Amanda Yellowley	30-Nov-2022	<div><div>100%</div></div>		Q3 Update: The IODA training session with Elected Members held on 03/11/2022 (9 members attended).

S Town Centres					Creative		
Work with partners, including Borderlands, prepare plans for funding bids to reinvent our town centres for the future, to increase investment, promote their uniqueness and explore creative ways to bring empty units and historic buildings back into use.							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
S1	2 Lions/Empty Units Addressing the specific issue of the 2 Lions being empty, but also the wider implications of empty units in New Squares and the Town.	Mary Robinson	Fergus McMorrow	01-Apr-2023	<div><div>40%</div></div>		Q3 update: Currently the subject of a commercial interest which is being dealt with via the usual channels

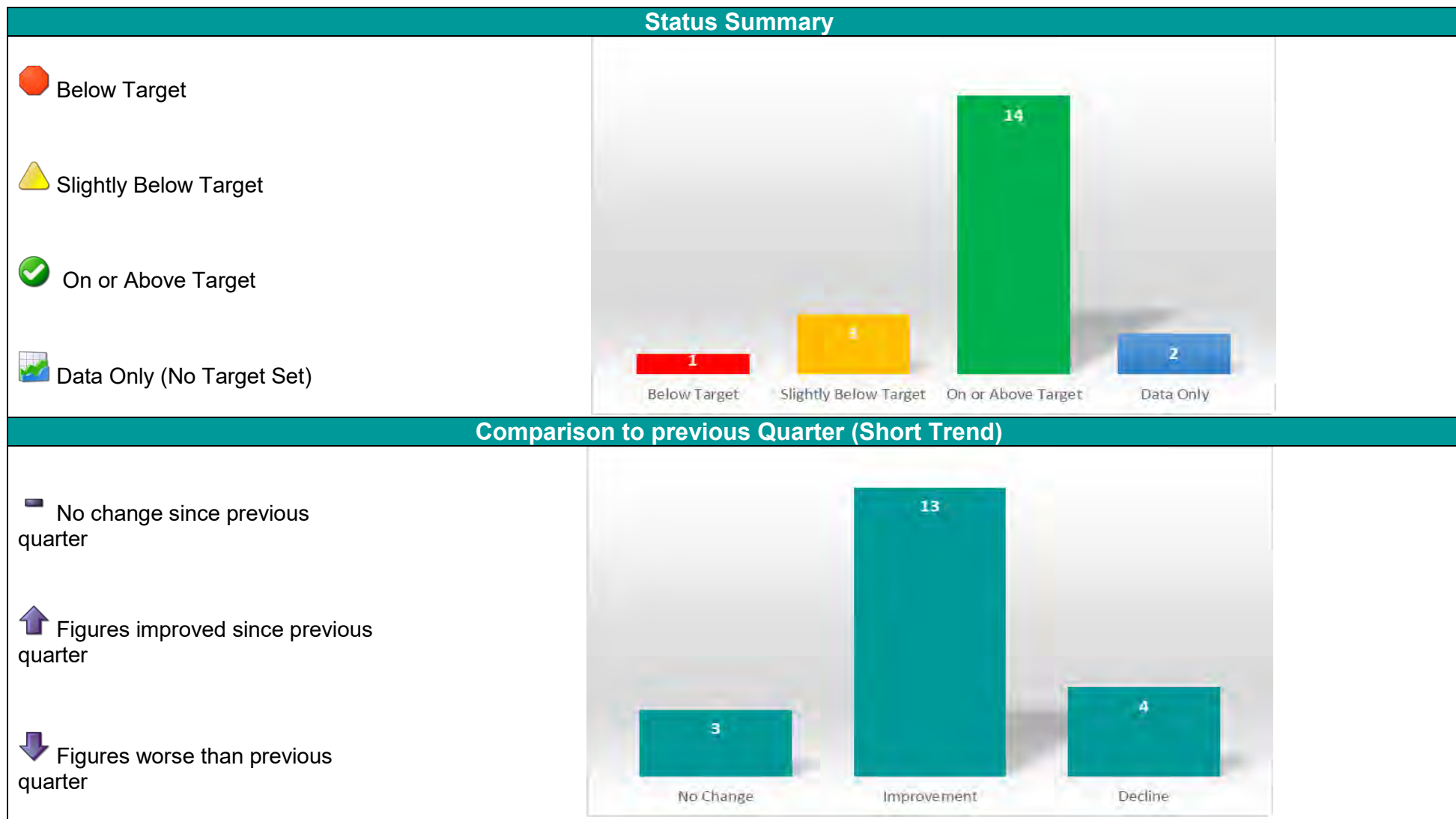
T Low Carbon/ Greening Eden Businesses					Creative		
To improve the financial and environmental sustainability of local businesses by adopting an EDC First procurement policy, and helping local businesses reduce their carbon foot print							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
T1	Continue to promote and facilitate the undertaking of local business carbon audits and the Greening Eden Businesses Grant Scheme	Mark Rudhall	Fergus McMorrow	31-Mar-2022	<div><div>100%</div></div>		07.04.22- As this grant scheme has now been established this action is now marked as complete for the purpose of the corporate performance monitoring. The continual progress of the scheme will now be monitored through corresponding KPIs.

V Arts and Culture				Creative			
Develop and deliver an Arts & Culture Programme to enhance the creative and cultural lives of all through greater community participation in Arts and Culture activity throughout the District - sustaining healthy communities and establishing Eden as a great place for young people to live, create enterprises to thrive, and visitors to enjoy.							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
V1	Service Level Agreements with 5 key arts and culture organisations.	Virginia Taylor		31-Oct-2022	<div><div>100%</div></div>		Complete. Agreed 2 monitoring visits each. the organisations have set out a number of objectives that they will each achieve with the funding during the year
V2	Percentage of Grant awarded and number of applications received.			28-Feb-2023	<div><div>66%</div></div>		Q3 update: The second tranche of applications has been considered and applicants have been informed of the outcomes
V3	Number of experimental arts and culture activities held in Penrith Town Hall			31-Mar-2023	<div><div>75%</div></div>		Q3 update: All SLAs to arts and culture organisations have been agreed. Monitoring meetings and reports proforma are being prepared.

















W Enhancement of Environmental Enforcement					Healthy, Safe and Secure		
Enhancement of environmental enforcement, including fly-tipping							
Ref:	Milestone	Portfolio Holder	Lead Officer	Target	Progress	Risk Rag	Progress in previous Quarter- specify blockages/challenges/achievements
W1	CCTV Fly-tipping- Provide funding to enhance environmental enforcement through CCTV and capacity	Judith Derbyshire	Sara Watson	01-Apr-2023	<div><div>85%</div></div>		Q3 Update: Awaiting information regarding specific model of CCTV. Membership of Keep Britain Tidy and additional resource material ordered.

W2	Enhanced Fly-Tipping Enforcement- Dedicated Officer for Fly-Tipping/Littering and CCTV operation.		Sara Watson	01-Apr-2023	<div> <div></div> <div>85%</div> </div> 	Q3 Update: Approval given from Portfolio Holder for this position, however concern has been raised as to whether it will be possible to recruit before the LGR recruitment freeze. Efforts are being made to achieve this action and resolve recruitment issues.
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## Eden District Council Key Performance Indicators

Ref	KPI Description	Owner	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Target	Status	Short Trend	Year to Date (Average or Total)	Notes & History Latest Note
1	Missed refuse collections after 24 hours (%)	Laura Cadman	0.00%	0.00%	0.00%		2.99%			0.00%	
2	Building Control - % of applications determined within 8 weeks	Fergus McMorrow	46.5%	48.5%	63.5%		100.0%			52.8%	
4	Benefits processing % in 14 days	Marianne Bastille	91.4%	92.7%	96.2%		90.0%			93.4%	
5	Council Tax collected (% of amount owed). Cumulative	Marianne Bastille	29.49%	57.86%	84.93%		74.20%			84.93%	
6	% of Business Rates due in year collected in year Cumulative	Marianne Bastille	31.4%	56.7%	81.7%		74.2%			81.7%	
7	Number of days to process new claims for HB/CTR	Marianne Bastille	14.8	14.7	15.5		23.0			15.0	
8	Number of days to process change of circumstances for HB/CTR claims (Average number of days per Q)	Marianne Bastille	8.3	9.4	9.3		10.0			9.0	
9	% of total working days lost to sickness absence.	Marianne Bastille	3.78%	3.01%	2.90%		2.80%			3.22%	<p>The calculation to determine the % of total days lost to sickness is:</p> <p><i>Total Days Lost to Sickness / Total Available Working Days x 100</i></p>

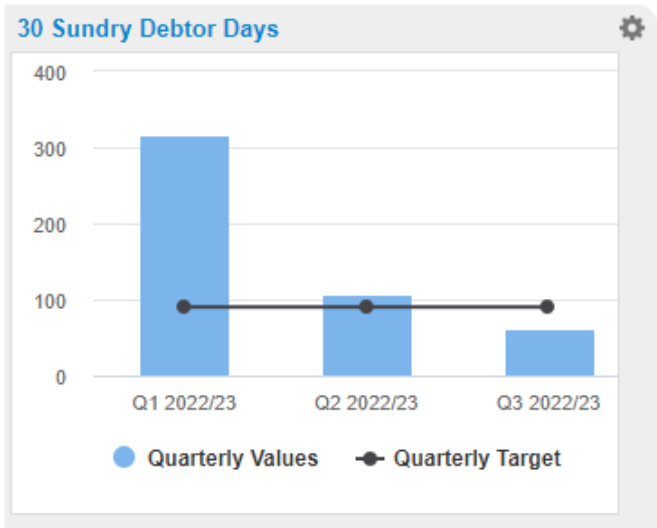
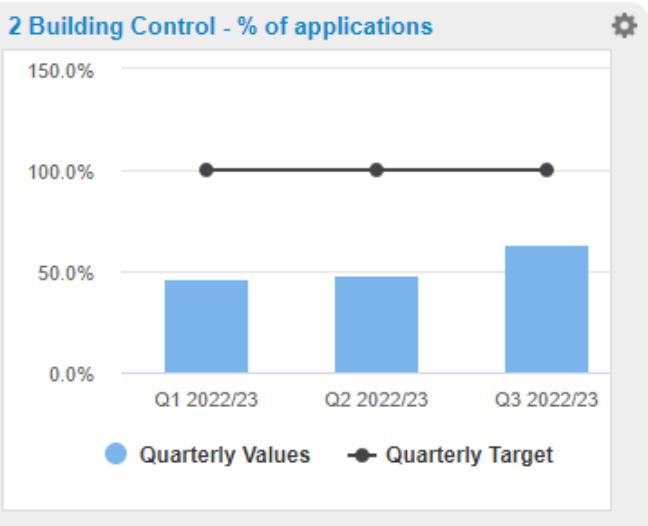
## Eden District Council Key Performance Indicators

Ref	KPI Description	Owner	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Target	Status	Short Trend	Year to Date (Average or Total)	Notes & History Latest Note
9.1	Sickness absence per FTE	Marianne Bastille	2.27	2.52	1.74		1.75			6.53	Calculation to determine this figure:  Sickness Absence FTE days per employee= Total number of days absence over the quarter / average number of FTE over the quarter
10	Turnover- % of workforce who have left the Organisation).	Paul Sutton	4.60%	3.41%	3.93%		10.00%			3.98%	Calculation to determine this figure:  Number of Employees Left Organisation / Total Workforce x 100
14	Number of Households in Temporary Accommodation	Amanda Yellowley	9	15	17		18			13.67	
18	Minor Planning applications determined within 8 weeks (%)	Fergus McMorrow	80.0%	80.5%	85.7%		70.0%			82.1%	KPI reported on Quarterly to Central Government
19	Major Planning applications determined within 13 weeks (%)	Fergus McMorrow	80.0%	100.0%	100.0%		60.0%			93.3%	KPI reported on quarterly to Central Government
19.1	Planning applications determined within 8 weeks, that are not classed as 'major' or 'minor' (%)	Fergus McMorrow	90.0%	85.1%	81.1%		70.0%			85.4	KPI reported on quarterly to Central Government
25	No of enquires dealt with to completion by Customer Service Centre (%)	Amanda Yellowley	89.3%	88.73%	89.7%		80%			89.24%	
27	Number of Business Carbon Audits Completed	Laura Cadman	57.0	66.0	80.0					203.0	Q3 update: Total number of businesses that have showed interest in the scheme and have contacted CBEN.  47 businesses have been audited by CBEN

## Eden District Council Key Performance Indicators

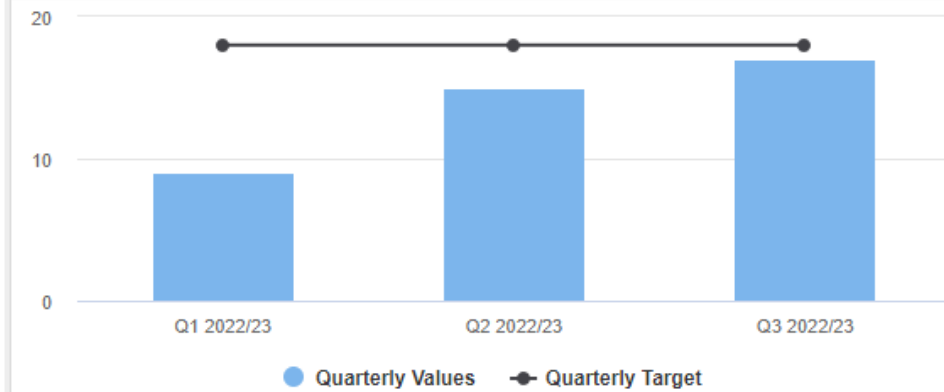
Ref	KPI Description	Owner	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Target	Status	Short Trend	Year to Date (Average or Total)	Notes & History Latest Note
28	Number of Greening Eden Business Grants Awarded	Fergus McMorrow	7	7	14		4			28	Q3 update: 14 businesses have received a grant for their projects.
29	Reduction of Carbon Emissions related to Greening Eden Businesses	Fergus McMorrow	1.39	78.7	121					201.09	Q3 update: According to CBEN if the 14 businesses (that have been awarded a grant) complete their projects, it would save a total of 121 tonnes of CO2e.
30	Sundry Debtors	Marianne Bastille	317	108	62		90			162.3	<i>Calculation: Current sundry debtors / Sales in the last month x 30 days</i>
33	% of weekly Play Area Inspections carried out	Laura Cadman	100%	100%	100%		97%			100%	

Additional Charts

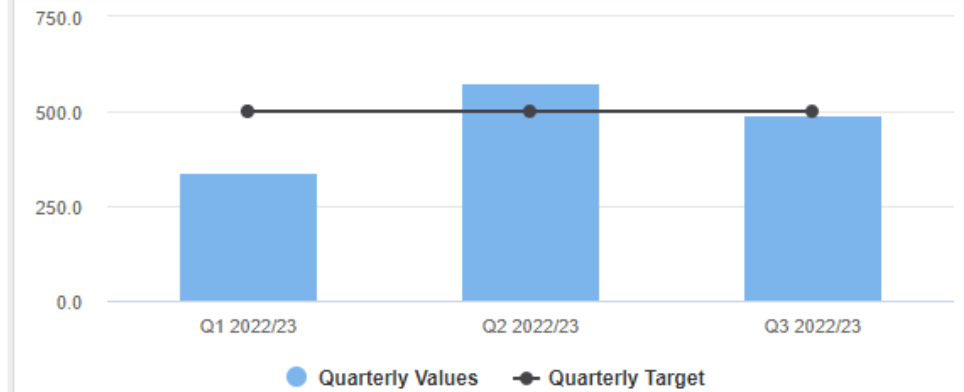


## Homelessness Charts-

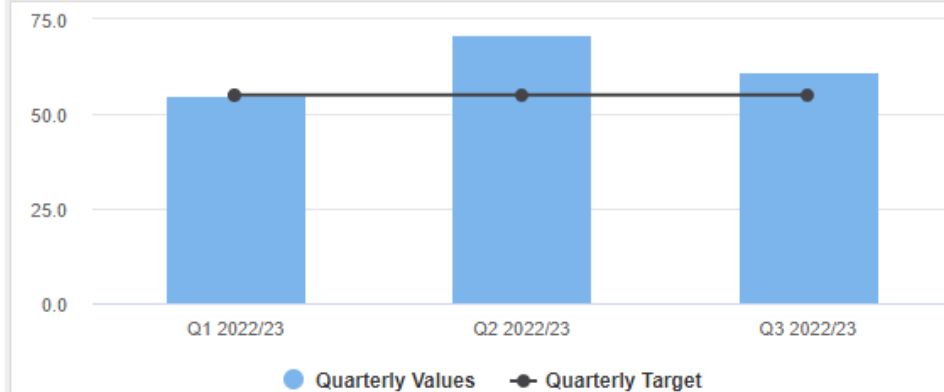
14 Households in Temporary Accommodation



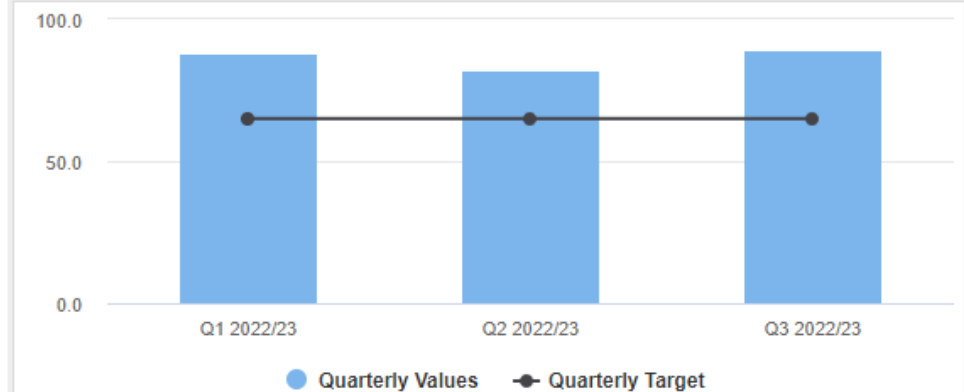
15 Days in Temporary Accommodation



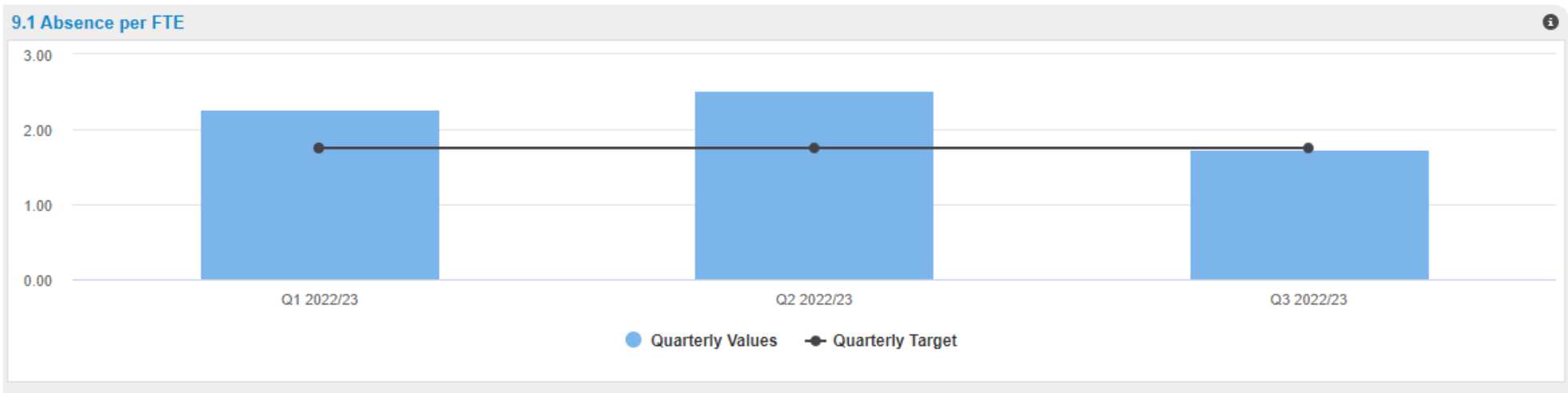
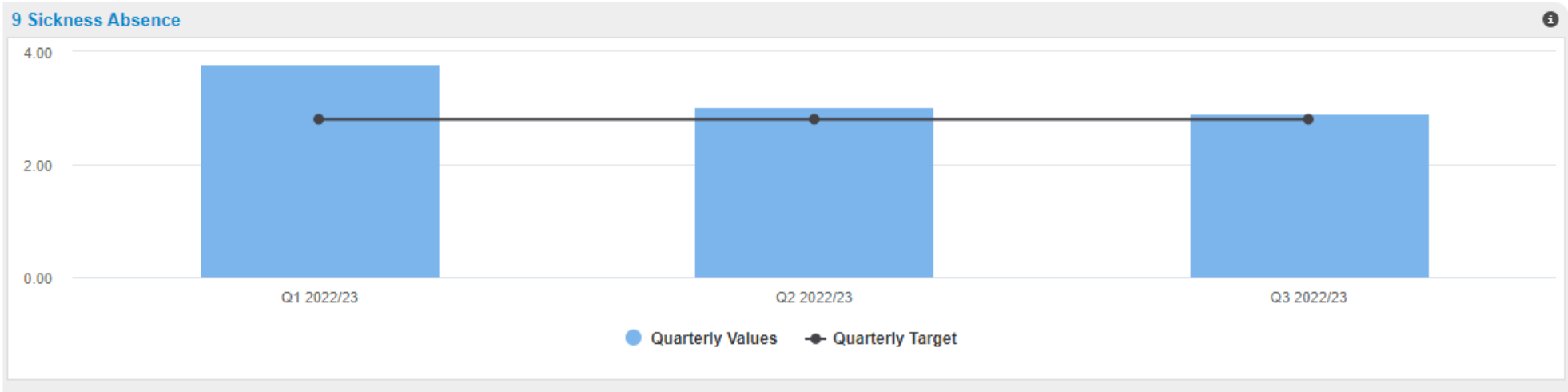
12 Homeless Relief



11 Homeless Prevention



Human Resources KPIs-



**Strategic Risk:** The Council defines Strategic Risk to be the Risk that an internal or external event/decision (or lack of) interferes with the **Council's Strategic Priorities or Legislative Service Provision**

				Inherent Risk			Controls	Status	Mitigated Risk			Actions & Comments
Ref	Service area	Risk owner	Risk Description	Likelihood	Impact	Risk score		Status	Likelihood	Impact	Risk score	
1	Corporate	Les Clark	A major incident involving significant harm or potential harm to individuals, businesses and communities.	2	5	10	The Council has a lead role in Emergency Planning; the Council has an Emergency Response Plan and has engaged the County Council's Resilience Direct service. The Council participates in other Countywide exercises and coordination bodies. The Appleby Fair - coordinated through Multi Agency Strategic Coordinating Group. Post event consultation and lessons learned are a key element of each annual exercise. There is a dedicated environmental health team to ensure compliance with legal duties and reduce the risk of public health incidents. Members have access to guidance and training on member safety.	Active	2	4	8	



2	Corporate	Les Clark	A major incident or service failure which effect the services provided by the Council to our Council Tax payers, including but not limited to IT failure; 3rd party service provider goes into administration; fire in a Council building.	2	5	10	The Council has a Business Continuity Plan, which is reviewed on a regular basis. Where required we set up Business Continuity groups (e.g. pandemic) to ensure services are delivered. Property services team carries out regular inspections of council owned building. Close monitoring of contracts. Regular internal audits. Emergency Planning and Business Continuity Group in place and meets quarterly.	Active	2	4	8	Services will be supported to prepare their own Business Continuity Plans to ensure as little disruption as possible in the event of an incident. Progress 40%.
3	Corporate	Les Clark	Having a significant safeguarding issue in the District where the Council could have had a role in prevention.	2	5	10	The Council has a number of services where staff interact with vulnerable adults and children. Training has been provided to ensure staff are aware of signs and referral routes where there are concerns. Corporate Training plan launched July 2022.	Active	2	4	8	Safeguarding training for relevant employees. Progress 85%.
4	ELT	Les Clark	Not having sufficient capacity to deliver Single Site programme	3	3	9	Externally sourced project delivery team complements internal resources.	Active	2	3	6	Resources may require review as Town Hall project moves into deliver phase.
5	IT	Ben Wright Head of IT	Failure of IT business critical systems or unauthorised access is gained to our Information	3	5	15	The Council uses a shared service with SLDC to provide IT. Data is backed up and stored off site to ensure data from key systems could be recovered without significant loss. IT Disaster Recovery Plan in place.	Active	2	4	8	Overarching EDC Business Continuity plan being updated. Toolkit for services to prepare own business continuity plans also being developed and training planned. Progress 60%.

			and Technology (I&T) infrastructure.									
6	Finance	Paul Sutton	Having an unsustainable budget and running out of reserves	3	4	12	There is a Medium Term Financial Planning process to capture and quantify the medium term financial position. The latest version of the plan (Feb 2021 shows reserves being maintained over the next 4 years given a set of assumptions including savings being made and reduced government grants) The s151 Officer reviews all committee papers and is responsible for indicating if they pose a significant risk to sustainable reserves. Bi-annually the MTFP is reviewed and updated. Balanced budget for 22/23 approved in February. Constitution controls any extra spend for 22/23. Section 24 notice controls spend committed to after that date.	Active	2	3	6	No further actions identified

7	ELT	Ian Frost	Not having sufficient internal capacity to deliver core business and projects considering pressures from LGR	4	3	12	Where staff are seconded for LGR, backfill will be funded through LGR Reserves, a risk remains that backfill will be more expensive or unavailable given the current market place. Funding is not provided for staff not seconded but contributing to LGR. Key staff involved in an emergency are included in the Disaster Recovery Plan. A review of interim contracts is being performed and extensions proposed.	Active	3	3	9	Regular review is required of gaps in the structure and plans made to fill these gaps considering budget. Any increases in costs will be reflected in the MTFP and revised budgets. As LGR is the Council's medium term future, the Council needs to prioritise staffing the LGR project alongside business as usual. Interim arrangement extensions to be approved. Emergency contacts post 1 April to be prepared.
8	ELT / HR	Marianne Bastille	Staff not having adequate training or awareness of their own (and Council's) responsibilities, Constitution, Policies and Procedures causing risk to delivering a safe and legal service.	4	4	16	Job Descriptions are clear on responsibility levels for each member of staff. The constitution has been updated to make clearer the roles and responsibilities. Corporate Training Plan in place. Appraisal process in place from Jul 2022. ELT set tone for managers who cascade to staff to take responsibility. CCC Learning Portal now available to all staff	Active	2	4	8	Need to make sure that key policy documents are available, easy to access and everyone is aware of them (eg through induction and/or communications).
9	Communities	Les Clark	The contract provider for the leisure centre is unable to continue to provide the leisure facilities service. This may be a withdrawal	3	4	12	Open book accounting established with GLL (the service provider). Regular catch-ups between GLL and contract manager. EDC have provided GLL with additional £325k support in 22/23.	Active	2	4	8	

			from the contract or financial instability.									
10	All	Paul Sutton	That EDC and its contractors are unable to source materials due to market conditions that will materially affect provision of core services or strategic priorities	4	3	12	All staff to consider and plan for availability of key supplies in advance of requirements. This risk will also be discussed with suppliers to aim to mitigate the likelihood and/or impact.	Active	3	2	6	Staff to raise awareness to management of any particular risks identified which are unable to be significantly mitigated
11	Legal & Democratic Services	Lisa Tremble	That Eden District Council's statutory obligations under the Cumbria (Structural Changes) Order 2022 are either not met or not met in a timely and accurate way.	2	3	6	The majority of the provisions sit with the Shadow Authority, Joint Committee and Implementation team. Some areas specific to EDC include elections; officers taking instruction from the Joint Committee and statutory officers of the Unitary; provision of information or access to information. The Monitoring Officer will lead on ensuring that staff are aware of their responsibilities.	Active	2	3	6	None identified

## Scoring Key:

Likelihood		Impact		Likelihood	5	10	15	20	25
5	Very Probable	5	Catastrophic		4	8	12	16	20
4	Probable	4	Major		3	6	9	12	15
3	Possible	3	Moderate		2	4	6	8	10
2	Remote	2	Minor		1	2	3	4	1
1	Very Remote	1	Negligible		1	2	3	4	5
					Impact				