

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	23 NOVEMBER 2023	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	DR JUSTIN IVES (EXT. 5700) TRACY BINGHAM (EXT. 5811)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2023-2024 QUARTER TWO 1 APRIL TO 30 SEPTEMBER)	
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 People

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



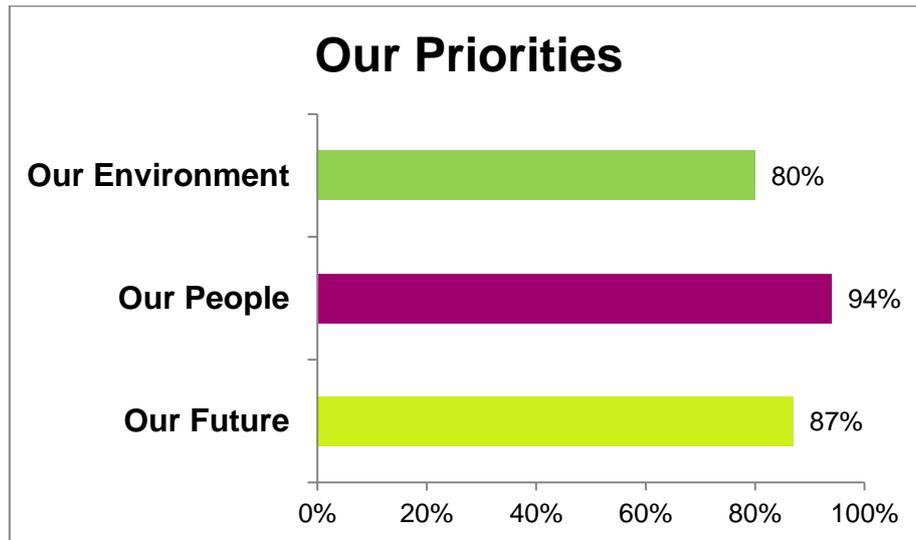
Our Future

- *Transforming the Council.*

4.0 Performance Detail

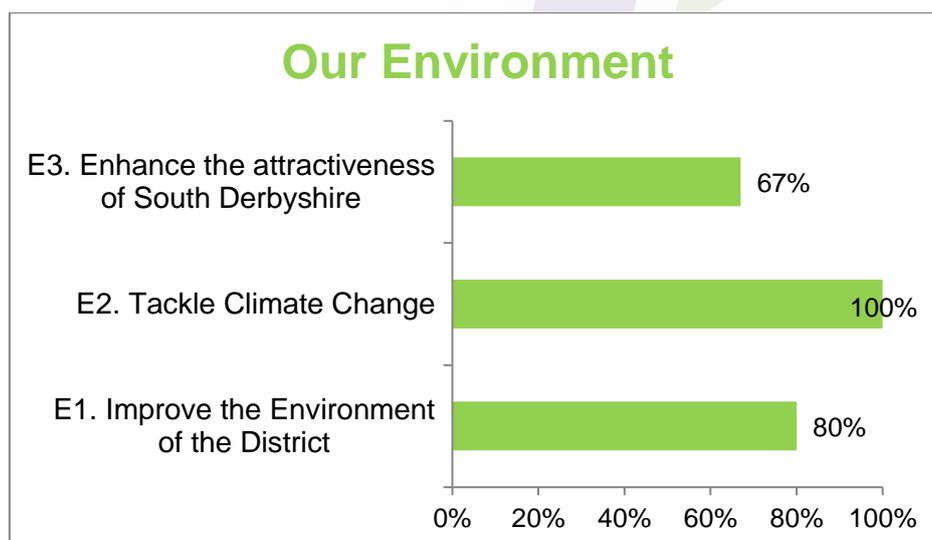
4.1 Overall Council performance against the priorities– Quarter two 2023-2024.

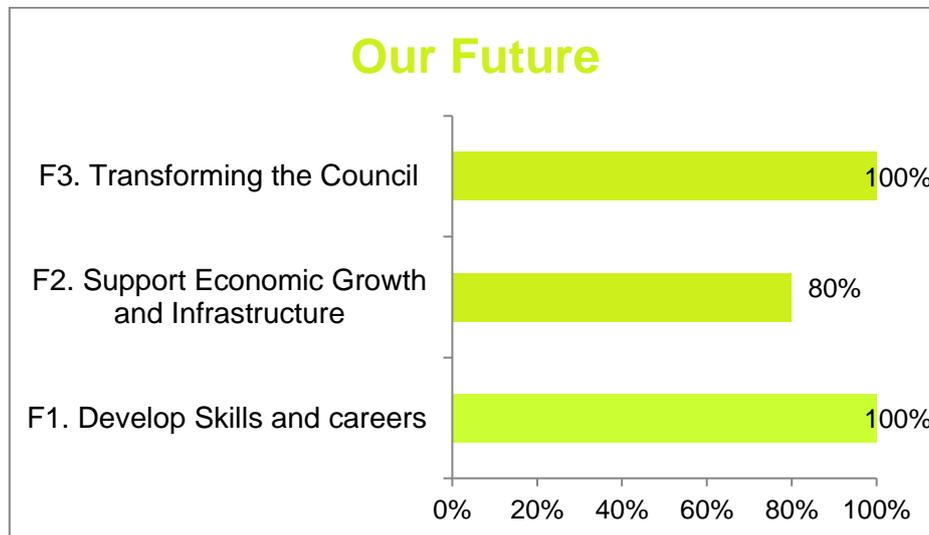
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter two, 2023-2024.

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, 25 are green, 3 are amber, 4 are red and 3 are grey.

Overall, 89% of the key aims within the Corporate Plan are on track. As at quarter two, 80% of indicators are on track for Our Environment, 94% are on track for Our People and 87% 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.
- Deliver against the Transformation Action Plan.
- Develop our approach towards the commercialisation of services.
- Number of apprenticeships.
- The Council has a positive health and safety culture.

4.5 There are no 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 two in the Corporate Risk Register:

- CR3 - Procurement Services. Further actions have been updated to include the following - review internal resources available to manage procurement, undertake competitive tender for procurement advice and support services, establish a cross-council multidisciplinary officer group to develop the Council's procurement and contract management approach and review and update the Council's Procurement Strategy and Contract Procedure Rules. The risk rating, after mitigating actions, has been increased from 3 (green) to 6 (amber) to reflect limited assurance following the recent internal audit.
- CR7 – Payroll Service. Further actions have been updated to advise discussions with third parties have commenced regarding the provision of Payroll services.
- CR12 - Government Funding, a reduction in core funding. Further actions have been updated to include an action to develop of a new Medium Term Financial Strategy.
- CR14 - Technology, Data and Security. Mitigating actions have been updated to advise Member IT protocol has been agreed by Finance and Management Committee and will be presented at Full Council 2nd November.
- CR16 – Business Continuity. Further actions have been updated to confirm a business continuity exercise and training of key officer's is due to be undertaken.
- CR20 – Health and Safety. Mitigating actions have been updated to confirm the Health & Safety Officer will be exploring a range of new methods to identify and report on near misses. Further actions have been updated to confirm a review of the Health and Safety Policy has commenced and is scheduled to be completed by the end of Quarter 3, 2023/24.
- CR22 – Climate Emergency. Further actions have been updated to advise the emerging Council Plan will need to include all six transformation actions if the Council is to stand a realistic prospect of being net zero by 2030. Changes since last quarter include a revised Climate and Environment Action Plan was approved in September 2023 and the Carbon Emissions Report for 2022/23 was approved in September 2023.
- CR26 – Supply Chain. (Operational Services update) Mitigating actions have been updated to confirm a report on the continuation of additional payments for HGV drivers will be reviewed for Quarter 3 2023/24 also the supplement for the mechanics has resulted in both vacancies being filled in Quarter 2. (Housing Services update) Following the procurement framework reviews we are now awaiting a decision (from procurement) to confirm the proposed procurement route is acceptable for drainage,



scaffold, and electrical works. The damp works framework will be available from November 2023 to allow us to progress with procurement. The service is in the process of establishing a procurement route for day-to-day repairs and an additional voids contractor.

- CR27 - External audit of the Council's accounts. The mitigating actions have been updated to advise appropriate working relationship with the Council's audit partner established and audit of the Councils financial statements for 2021/22 now underway.

There have been no changes to the Chief Executive Risk Register in quarter two.

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

