



Committee report

Committee	CABINET
Date	12 SEPTEMBER 2019
Title	PERFORMANCE & FINANCE REPORT – QUARTER ENDED 30 JUNE 2019
Report of	DEPUTY LEADER OF THE COUNCIL AND CABINET MEMBER FOR RESOURCES

EXECUTIVE SUMMARY

1. The purpose of this report is to:
 - a) Provide a summary of progress against Corporate plan activities and measures for the period April to June 2019 (unless otherwise stated and shown in detail at Appendix A); and
 - b) Inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these;
 - c) Provide a report on the financial position of the council for the same period (shown in Appendices B and C).

BACKGROUND

2. At its meeting of 24 July 2019, Full Council approved a new Corporate Plan which set out the council's vision and strategic priorities for the period 2019 to 2022.
3. Eleven key outcomes are identified within the Corporate Plan which also sets out corporate activities by portfolio and activity of the council will be monitored using the following:
 - a) Long term success factors over ten years; reported in Q4 of each year.
 - b) Key activities/projects being undertaken to achieve long term success.
 - c) Short term measures (3 years).
 - d) Strategic risks that may prevent long term success.
4. The report contains an appendix for each Cabinet portfolio (A1 to A10).

STRATEGIC CONTEXT

5. Ongoing management and monitoring of performance data, the council's strategic risk profile and financial situation is required to support the successful delivery of agreed council priorities. As such, this report provides the Cabinet (and subsequently the council's scrutiny function) with the necessary information to record achievements and challenge areas of underperformance and to account for it to the wider community.

CONSULTATION

6. The council manages its performance through a framework of discussion at all levels across the authority on a routine basis and escalates issues and risks to the corporate management team and members. Cabinet Members, Corporate Management Team and directorate staff have been involved in discussions around performance against the measures contained within this report and attached appendix. Otherwise this paper is a factual report on progress and no other consultation is required.

FINANCIAL / BUDGET IMPLICATIONS

7. The Corporate Plan forms a key part of the budgeting and service planning process for the council and takes account of existing finances and resources and sets out the key priorities and outcomes that the council wishes to achieve. This report will include reference to any implications on the council's financial position arising from activity and performance outlined in the report.

LEGAL IMPLICATIONS

8. The council has a statutory requirement under the Local Government Act 1999 to achieve 'best value' in its delivery of its services. The authority must make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. The quarterly performance report forms part of such arrangements, thereby assisting the council to comply with legal and statutory requirements.

EQUALITY AND DIVERSITY

9. The council has statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and those who do not. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. It is not considered that there are any direct equality and diversity implications arising from this report.

SUMMARY POSITION OF QUARTER 1 PERFORMANCE

10. A detailed analysis of the performance and risk position of each corporate portfolio is provided in Appendix A and a synopsis provided below.

Leadership and strategic partnerships - Key activity, performance and issues (appendix A1)

11. The [Island's Digital Strategy](#) was approved by Cabinet on 13 June 2019

12. Health and Care sustainability plan – workshop on 24 July 2019, next milestone creation of an Integrated Care Partnership by April 2020.
13. Next milestone – Commercial strategy will be presented to cabinet in October 2019

Adult Social Care (ASC), Public Health and Housing Needs - Key activity performance and issues (Appendix A2)

14. Sustainability and Transformation Partnership (STP) – next milestone, formalisation of the input of local authorities into the management and delivery of the STP plan by end September 2019.
15. Achievement of an improvement in the ratings of ASC provision from 62% rated good or outstanding in December 2016 to 76% in May 2019 (national average is 82%).
16. £423k of quality improvement plan savings achieved in Q1 2019/20.
17. Discharge to assess process now fully operational.
18. Local care board next milestones
 - Establish a multi-disciplinary team at the front door of the hospital
 - ASC establish a short-term domiciliary care service for people leaving hospital.
 - Establish a regaining independence service combining NHS rehabilitation services and ASC reablement services.
 - Establish an integrated complex discharge team.
 - Restructure ASC care management teams.
19. ASC Practice development unit has been established.
20. Conversion rates for safeguarding alerts received by ASC into formal safeguarding processes has improved from 21% February 2017 to 61% June 2019. New Safeguarding Adults Board (SAB) website has been launched.
21. Next milestones:
 - Locality services will also take responsibility for safeguarding alerts and investigations August 2019.
 - Results of safeguarding audit will be presented to the safeguarding adults board in September 2019.
22. Joint Strategic Needs Assessment (JSNA) - Housing, Demographics & Population, and Education and Skills briefings have been published, Fuel Poverty, Life Expectancy and Mortality are awaiting final QA.
 - Next milestone – finalise Community Safety Strategic Assessment by September 2019.
 - Update Smoking and Domestic Abuse topic briefings by October 2019.
 - Improve website layout by November 2019.

23. Hampshire/Isle of Wight Partnership for Public Health was agreed by cabinet in July 2019.
 - Next milestones – agree heads of terms and key outcomes.
 - Develop a council wide approach to Public Health for sign off in 2020.
24. Substance misuse service now rated as good by CQC.
 - Next milestones – transfer sexual health service to new provider with clinical leadership by December 2019.
 - Procure 0 to 19 service.
 - Review Wellbeing service – no date provided.
25. Identified new premises for winter provision
 - Next milestones – launch Housing First service September 2019.
 - Commence commissioning of new supporting people programme – Autumn 2019.
26. Draft homelessness strategy has been written, and an action plan responding to the independent review has been developed.
 - Next milestones – homelessness strategy will be presented to Corporate Management Team (CMT)/ Corporate Leadership Team (CLT) and Corporate Scrutiny Committee by October 2019.
27. The number of outstanding Deprivation of Liberty Safeguards (DoLS) assessments has increased substantially over the first quarter from 274 at the end of March 2019 to 416 at the end of June, this is slightly lower than the same point last year.
28. During Quarter 1, the number of households in temporary accommodation has continued to fall and is now 172 (at the end of June 2019) although this is no lower than at the same point last year.
29. The number of people on the housing register has fallen to 2,478 at the end of June 2019 from its peak of 2,498 at the end of May. These levels though are considerably higher than at the same point last year.
30. Ongoing funding for schemes funded by iBCF remains uncertain and there is still no clarity on the future funding of ASC. iBCF needs to be secured to continue to deliver the substantial changes and improvements delivered to date (current funding for services expires November 2020). Equally, we have had to use the one-year Social Care Support grant to help fund the cost of fee uplifts for independent providers this year.

Children's Services - Key activity, performance and issues (Appendix A3)

31. Provisional Key Stage 2 results for Isle of Wight schools showed improved performance in reading, writing and mathematics. Overall in Age Related Expectations (ARE) the Island improved to 59% (from 54%) against a national average of 65% (previously 64%).
32. Currently 75.6% of Isle of Wight primary schools are rated good or better compared to 87% nationally. Just over half (55.6%) of Isle of Wight secondary schools are rated good or better compared to 75% nationally. 17 schools have been subject to inspection or monitoring visits this academic year and all have been judged to be on an upwards trajectory.

33. 2018/19 GCSE results were released in mid-August. Once these results have been analysed an update will be included in the Quarter 2 report.
34. 90.8% of assessments for children were authorised in timescales in Q1 2019/20
35. In Q1 2019/20 there were 256 children in care, the majority of which are with Isle of Wight foster carers. A number of programmes are underway aiming to keep children at home or return them home where it is safe and appropriate to do so.
36. Island Higher Education prospectus is due to be published in Autumn 2019
37. Pathways to Adulthood tender has just closed, new offer will be available from September 2019
38. The number of children subject to a repeat child protection plan within two years has fallen significantly as a result of the work of the Resilience Around the Family Team (RAFT)
39. The percentage of 16- to 18-year-olds not in Education, Employment or Training (NEET) is 2.6% on the Island compared with 2.7% for England and 2.2% in the South East.

Regeneration and Business Development - Key activity, performance and issues (Appendix A4)

40. Strategy "Inspiration Island" approved by Cabinet in June 2019 – action closed
41. Newport Harbour consultation runs until the end of August 2019
 - Next milestone - final masterplan will be completed September 2019.
42. Planning permission has been granted for six homes in Medina Avenue, Newport – new completion date tbc (originally Dec 2019)
43. Sandham middle School site brief is completed
 - Next milestone – tender pack to go to market for a joint venture partner
44. Nicholson Road – next milestone planning application going to planning committee October 2019
45. At the end of June 2019 there were 2,020 people (2.5%) claiming out of work benefits on the Isle of Wight compared with 2.8% nationally.

Infrastructure and Transport - Key activity, performance and issues (Appendix A5)

46. Parking Strategy – To date 84 resident parking schemes have been requested, of these 32 (38%) roads have been surveyed, 24 have met the criteria and will move to resident consultation and voting, while eight failed and will not be progressed.
47. WYG consultants have been appointed to review recommendations from the parking strategy and produce detailed delivery plans
 - Start-up meeting 8 August 2019
 - Interim report 29 November 2019

- Final Report 30 April 2020
48. An Island wide consultation on the reinstatement of Undercliff Drive was concluded in July 2019
 - Next milestone - consultation results will be analysed, and any further actions identified
 49. Hampshire County Council has been engaged to undertake high level traffic modelling with an options analysis for potential crossing locations for a Medina bridge.
 - Next milestone - a more detailed feasibility study will be procured that will look at the costs and benefits at the preferred crossing location.
 50. Top ten schemes for highways safety and improvements have been included for capital bids for the 2010/21 and 2021/22 budgets.

Planning and Housing Renewal - Key activity, performance and issues (Appendix A6)

51. Top ten schemes for highways safety and improvements have been included for capital bids for the 2010/21 and 2021/22 budgets.
52. The council is continuing to progress the work with Southern Housing and the Joint Commissioning Unit on the mobilisation plan for Ryde Village Extra Care Scheme.
53. The [Empty Property Strategy](#) was signed off by Cabinet on 5 July 2019
 - Next milestones - an action plan to deliver the strategy will be developed by January 2020
54. Draft Island Planning Strategy (IPS) work is ongoing, in particular consideration of the consultation responses.
 - Next milestone – prepare housing delivery test action plan to support the IPS
55. A draft Island Housing Strategy has been written
 - Next milestone – finalise strategy by October 2019
 - Revitalise the strategic housing group for the Island

Environment and Heritage - Key activity, performance and issues (Appendix A7)

56. UNESCO Biosphere status was awarded to the Isle of Wight on 19 June
 - Next milestones - establish a steering committee.
57. Stage 2 report for delivery of a new record office submitted May 2019
 - Capital bid submitted for 2020/21 for £4million
 - Work likely to commence in 2022 if funding approved.

Community Safety and Public Protection - Key activity, performance and issues (Appendix A8)

58. Regulatory services provision and activity detail has been documented during Q1

59. Response to a community safety residents' survey revealed that 86.3% of respondents felt safe in their community.
60. The fire and rescue service attended 28 out of 32 critical incidents in the target times of ten minutes for the first and 15 minutes for the second pump. 87% of co-responder calls responded to within 8 minutes (Target 80%).

Resources - Key activity, performance and issues (Appendix A9)

61. Roll out of ICT kit to support all teams moving into county hall has been completed.
 - Next milestone – complete roll out of new technology to remaining council buildings.
62. Project to redevelop the council website has started
 - Next milestone – complete consultation and project planning.
63. The contact centre resolved more than 90% of calls at first point of contact during Q1 and maintained the average speed of answer.
64. Current 2019/20 position shows an overall pressure against the revenue budget of £1.2 million against a total budget of £150.3 million (0.8 per cent). The capital programme indicates a forecast outturn of £26.6 million against a total budget of £132.4 million and slippage in spending of £104.8 million now due to take place in future years. At this early stage this position is potentially subject to considerable change. See appendices for more detail.

Procurement, Waste Management, Special Projects and Forward Planning - Key activity, performance and issues (Appendix A10)

65. 30-day test of the mechanical treatment plant has been completed.
 - Next milestone – plant needs to be rebalanced and a further 30-day test will be completed
66. In June 2019 54.8% of contract waste was recycled, reused or composted, in line with the target of 55%. 93.4% of waste at household waste recovery centres (HWRC) was recycled, reused or composted.

SUMMARY POSITION OF QUARTER 1 FINANCE

Revenue – 2019/20

67. The net revenue budget for 2019/20 is £150.3 million. The original budget was approved at Full Council on 27 February 2019 with ongoing savings totalling £5.5 million.
68. At the end of the first quarter the council is forecasting an overall pressure against the budget of £1.2 million which is some 0.8 per cent of the net revenue budget. This position is subject to change as the financial year progresses.
69. The main forecast variances against the budget are set out in the following table:

Portfolio	Key Items	Draft variance £m
Main savings against budget:		
Resources	Treasury management savings, contingency and housing benefit overpayment recovery and staffing vacancies across various areas of Resources	-1.376
Main pressure areas:		
Children's Social Care	Additional costs of looked after children	1.112
Environment & Heritage	Underachievement of Leisure Centre income	0.153
Adult Social Care	Additional care costs & pressure in achieving savings	0.186
Infrastructure & Transport	Highways PFI savings delivery & additional costs	0.578
Infrastructure & Transport	Delivery of the concessionary fares savings	0.178
IW Fire & Rescue Service	Underachievement of savings targets	0.229
Miscellaneous Items		0.143
Net total forecast pressure against budget target (0.8%)		1.203

See Appendix B for a more detailed revenue budget monitor.

Capital

70. The total capital budget for 2019/20 is £132.4 million with a forecast outturn position of actual expenditure of £26.6 million. There is draft forecast slippage in spending of £104.8 million from 2019/20 into future years (i.e. simply representing budgeted spending that is forecast not to take place in 2019/20 but will now fall into 2020/21). The key items of slippage relate to the property investment programme and regeneration programme.

See Appendix C for a more detailed capital budget monitor.

General reserves

71. General reserves at the end of quarter one indicate a forecast balance of £12.2 million. This is after taking account of the approved transfer to general reserves of £1.1 million as part of the revised medium-term financial strategy.

Complaints

72. Earlier in the year the Local Government and Social Care Ombudsmen (LGSCO) provided the council with its annual summary of statistics on the complaints made to them about the council in the 2018/19 financial year. This letter can be seen in Appendix D.
73. In total there were 43 complaints and enquiries about the council in 2018/19 (down from 49 in 2017/18). In that period 44 decisions were made by the LGSCO (which will have included complaints/enquiries from the previous year) of which 16 were investigated in detail. Of those 16, just five were upheld by the LGSCO (a reduction from 9 the previous year).

Cases where complaint was upheld:

Category	Decided	Remedy
Adult Care Services	6 Jul 2018	Apology, financial redress: Avoidable distress/time and trouble, Procedure or policy change/review, New appeal/review or reconsidered decision
Education & Children's Services	12 Jul 2018	Apology, financial redress: Avoidable distress/time and trouble, Financial redress: Loss of service
Planning & Development	19 Sep 2018	
Benefits & Tax	20 Nov 2018	
Environmental Services & Public Protection & Regulation	13 Dec 2018	Apology, other remedy

Risk

74. The council has a strategic risk register that sets out those risks which are considered to have the potential to prevent the council from achieving its agreed strategic priorities and outcomes. There are action plans in place to mitigate and/or counter those risks occurring. Strategic risks are monitored by the Audit Committee and were last reviewed on 29 July 2019. Strategic risk scores are included in Appendix A attached to the relevant portfolio report.

Recommendations

That Cabinet approves the Quarter 1 (2019/20) Performance and Finance Report and the priority report detail as set out in Appendix A, together with the council's financial position as set out at Appendices B and C.

Appendices Attached

Corporate Plan priority reports for:

[Appendix A1](#): Leader and Strategic Partnerships

[Appendix A2](#): Adult Social Care and Public Health

[Appendix A3](#): Children's Services

[Appendix A4](#): Regeneration and Business Development

[Appendix A5](#): Infrastructure and Transport

[Appendix A6](#): Planning and Housing Renewal

[Appendix A7](#): Environment and Heritage

[Appendix A8](#): Community Safety and Public Protection

[Appendix A9](#): Resources

[Appendix A10](#): Procurement, Waste Management, Special Projects and Forward Planning

[Appendix B](#): Revenue budget monitor – Quarter 1.

[Appendix C](#): Capital budget monitor – Quarter 1.

[Appendix D](#): Complaints – Annual Review Letter

BACKGROUND PAPERS

[Medium Term Financial Strategy 2016/17 to 2020/21 and Efficiency Plan](#)

[Corporate Plan 2019-2022](#)

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