

# Cabinet Report

Date **9 NOVEMBER 2023**

Title **PERFORMANCE REPORT –  
QUARTER ENDED 30 SEPTEMBER 2023**

Report of **CABINET MEMBER FOR CHILDREN’S SERVICES, EDUCATION  
AND CORPORATE FUNCTIONS**

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## 1. EXECUTIVE SUMMARY

1.1 The purpose of this report is to:

- a) provide a summary of progress against Corporate Plan activities and measures for the period July to September 2023 (unless otherwise stated and shown in detail at appendices 1-10)
- b) inform Cabinet of areas of success, issues requiring attention and remedial activity in place to deal with these.

**1.2 This report reflects the performance position as at the 30 September 2023 and therefore refers to the Cabinet members and portfolios in place at that time. Any changes to the Cabinet and responsibilities, after September 2023, will be reflected in the Q3 2023/2024 report.**

### 1.3 Performance Exceptions

1.4 The following areas are drawn from the attached appendices for particular attention:

- The average number of people on the housing register (all bands) remains red at 2567 people. This is slightly lower than the same period last year (2426) (Appendix 2).
- A new measure was added during quarter 2 to capture the number of households who are homeless, in temporary accommodation or in emergency accommodation in each of the housing bands, as well as the size of home they require (Appendix 2).
- The number of One Cards in issue remains Amber, although the number issued has increased since quarter 1 and the total numbers remain above the volumes issued in the previous 2 years (Appendix 5).
- The amount of money saved to vulnerable consumers in quarter 2 was £215,422, this is significantly higher than the previous two years (Appendix 7).

- The number of fly-tip incidents in quarter 2 was 290, this is higher than the same period last year (230), whilst the number of actions taken was 7, lower than the same period of the previous year (17) (Appendix 7).
- The average time to answer calls in the contact centre is now green, with the average time to answer a call dropping from 58 seconds at the end of quarter 1 to 38 seconds at the end of quarter 2 (Appendix 8).

## 2. RECOMMENDATION

- 2.1 That Cabinet approves the Performance Report for the Quarter ended 30 September 2023, and the priority report detail as set out in appendices 1-10

## 3. BACKGROUND

- 3.1. On 17 November 2021, Full Council approved a Corporate Plan which set out the council's vision and strategic priorities for the period 2021 to 2025 and the performance metrics from that plan are the ones included within the appendices to this report.

## 4. Corporate Priorities and Strategic Context

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

### Provision of affordable housing for Island Residents

- 4.2. While this report has no direct impact on the provision of housing for Island Residents it will play an important part on reporting on the progress towards the delivery of key activities concerned with that outcome. Details of progress on Housing activities can be seen in Appendix 5 (Economy, Regeneration, Culture and Leisure) of this report.

### Responding to climate change and enhancing the biosphere

- 4.3. Progress towards the delivery of the Council's Climate and Environment Strategy, as well as the Island's designation as a UNESCO Biosphere, the biodiversity, environment, and sustainable growth of the area designated can be found in Appendix 8 (Finance, Climate Change and Biosphere) of this report.

### Economic Recovery and Reducing Poverty

- 4.4. Progress towards Economic Recovery and the reduction of poverty is a key outcome for the Isle of Wight Council, and this is reflected in the Corporate Plan 2021-25. As such, each appendix to this report contains relevant details around activities contributing toward this priority.

### Impact on Young People and Future Generations

- 4.5. The decisions the Council makes now not only affect current residents, but may have long term impacts, both positive and negative, on young people and future generations. These impacts may not immediately be apparent or may not emerge

for a number of years or decades. Impacts will be interrelated across the various domains of young people's lives from housing, employment or training, health, and the environment.

- 4.6. The United Nations Conventions on the Rights of the Child (UNCRC) in 1989, in particular article 12, places a duty for children and young people to have an active voice in decision making on matters that affect them. We value the views of our young people. Incorporating coproduction and consultation with young people into our decision-making process is a robust way of ensuring young people's views are taken into consideration. Participation workers experienced in coproduction can support engagement with the Youth Council, our Island children, and wider groups of young people to ensure the voice of young people is sought, heard, and acted upon on important matters that will affect them.
- 4.7. Appendix 4 – Children's Services, Education and Lifelong Skills contains detailed information regarding this priority.

#### Corporate Aims

- 4.8. This report links to the key objectives, activities and performance measures laid out in the latest [Corporate Plan 2021 - 2025](#).

#### 5. The United Nations Sustainability Objectives

- 5.1. The United Nations (Department of Economic and Social Affairs) have outlined 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries in a global partnership. They recognize that ending poverty and other deprivations must go together with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests. In support of this, we have mapped each Performance Measure and Aspiration, or Activity as outlined in the 2021-25 Corporate plan against the most appropriate / relevant SDG.

#### 6. CONSULTATION AND ENGAGEMENT

- 6.1. 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 appendices. Otherwise, this paper is a factual report on progress and no other consultation is required.

#### 7. SCRUTINY COMMITTEE

- 7.1. This report will be reviewed by Corporate Scrutiny Committee on 7 November 2023.

#### 8. FINANCIAL/BUDGET IMPLICATIONS

- 8.1. The Corporate Plan forms a key part of the budgeting, directorate, and service planning process for the council; it takes account of existing finance 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.

## Summary Position of Q2 2023-24

### Revenue 2023-24

- 8.2. The net revenue budget for 2023/24 is £178.7m. The original budget was approved at Full Council on 22 February 2023 with on-going full year savings totalling £4.5m.
- 8.3. At the end of quarter two the council is forecasting a potential pressure of £5.6m before the use of contingencies. The key pressure areas are Adults and Children's Social Care, and the underachievement of income relating to leisure centres. This pressure is being partially offset by savings in concessionary fares and treasury management. Part of the pressure being experienced relates to the legacy impact of Covid (£2.1m Adult Social Care and £0.3m Leisure Centre income) and therefore a total of £2.4m is planned to be funded from the Covid Contingency resulting in a net total forecast pressure of £3.2m.
- 8.4. It should also be noted that there is a risk to this forecast position as the financial year progresses and the impact of further inflationary and demand pressures due to the current economic climate.
- 8.5. The main variances against the budget are set out in the following table:

<b>Key Items</b>	<b>Forecast Variance £m</b>
<b>Main Forecast Pressure Areas:</b>	
Adult Social Care - total net pressure	5.3
Children's Services - total net pressure	3.0
Leisure - income	0.3
<b>Main Forecast Savings Against Budget:</b>	
Corporate Finance - Treasury Management savings & Housing Benefit overpayment recovery	-2.0
Concessionary Fares	-0.6
Miscellaneous Items	-0.4
<b>Total Net Pressure</b>	<b>5.6</b>
Contribution from Covid Contingency - Leisure Income	-0.3
Contribution from Covid Contingency - Adult Social Care	-2.1
<b>Net Total Forecast Variance Against Budget (1.8%)</b>	<b>3.2</b>

8.6 See Appendix 9 for a more detailed Revenue Budget Monitor

#### Capital 2023-34

8.7 As at quarter two the total capital budget for 2023/24 is £37.3m. The council is forecasting expenditure of £32.7m with slippage of some £4.6m and therefore the capital programme remains fully funded.

8.8 See Appendix 10 for a more detailed Capital Budget Monitor

#### General Reserves 2023/24

8.9 General Reserves at the end of quarter two indicates a balance of £13.0m. This is consistent with the revised medium term financial strategy and includes the £1m transferred from last financial year (which will be confirmed upon completion of the audit process for 2022/23). This takes no account at this stage of the further impact of emerging cost pressures described above.

### 9. LEGAL IMPLICATIONS

9.1 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 decide 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 requirements.

### 10. EQUALITY AND DIVERSITY

10.1. The council as a public body is required to meet its 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 people who do not share it. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

10.2. It is not considered that there are any direct equality and diversity implications arising from this report.

### 11. PROPERTY IMPLICATIONS

11.1 There are no property implications for this report.

### 12. OPTIONS

12.1 Option 1: Cabinet does not approve the Performance Report – Quarter ended 30 September 2023 and the priority report detail as set out in appendices 1-10

12.2 Option 2: Cabinet approves the Performance Report – Quarter ended 30 September 2023 and the priority report detail as set out in appendices 1-10

### 13. RISK MANAGEMENT

13.1. A detailed analysis of the performance and the summary risk position of each corporate portfolio is provided in appendices 1-10

13.2. Without the production of the QPMR there would be no overall view available on delivery against the Corporate plan 2021-25

#### 14. EVALUATION

14.1. Option 2 is recommended in that from the information provided in the report and appendices, Cabinet approves the Performance Report – Quarter ended 30 September 2023 and the priority detail as set out in appendices 1-10

#### 15. APPENDICES ATTACHED

15.1. Corporate Plan priority reports for:

- Appendix 1: Leader, Strategic Oversight and External Partnerships
- Appendix 2: Adult Services and Housing, Public Health, and Homelessness
- Appendix 3: Transport and Infrastructure, Highways PFI and Transport Strategy
- Appendix 4: Children's Services, Education and Lifelong Skills
- Appendix 5: Economy, Regeneration, Culture and Leisure
- Appendix 6: Planning, Coastal Protection and Flooding
- Appendix 7: Regulatory Services, Community Protection, Waste, and ICT
- Appendix 8: Finance, Climate Change and Biosphere
- Appendix 9: Revenue Budget Monitor
- Appendix 10: Capital Budget Monitor

#### 16. BACKGROUND PAPERS

16.1 [Corporate Plan 2021-25](#)  
[United Nations Sustainable Development Goals](#)

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