



# Cabinet Report

Date	<b>9 MARCH 2024</b>
Title	<b>PERFORMANCE REPORT – QUARTER ENDED 31 MARCH 2024</b>
Report of	<b>CABINET MEMBER FOR HOUSING AND FINANCE</b>

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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 January to March 2024 (unless otherwise stated and shown in detail at appendices 1-8)
- 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 31 March 2024 and therefore refers to the Cabinet members and portfolios in place at that time.**

1.3 Performance Exceptions:

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

- The average monthly number of foot passengers using the floating bridge in Q4 (n.55,183) was slightly higher than both the previous quarter and the same period of the previous year. (Appendix 1).
- The number of vehicles using the floating bridge has increased during quarter 4, with a total of 40,858 vehicles recorded in Q4. (Appendix 1).
- The percentage of children referred within 12 months of a previous referral continues to increase (46.05% at the end of Q4 compared to 44.53% at the end of Q3) and continues to be higher than in the comparison years. The Quality Improvement Plan for 2024 aims to make improvements in this area (Appendix 3).
- The percentage of Early Help cases closed with outcomes achieved decreased significantly in March, reducing from 79.4 percent in February to 45.5 percent in March. This is due to an increase in the number of families withdrawing consent for Early Help following a Family Assessment. (Appendix 3).
- The percentage of primary schools rated good or better increased slightly to 78.4 percent in Q4. The percentage of secondary schools remains consistent at 50 percent. (Appendix 3).

- The average speed of processing new benefit claims has returned to green in the current quarter (previously amber), although the average speed of processing in March was higher than both 2022-2023 and 2021-2022. (Appendix 3).
- The number of One Cards in issue remains amber, however at the end of Q4 the total in issue was only slightly below target and numbers for 2023-2024 exceeds both previous years. (Appendix 5).
- The number of major planning applications received continues to be lower than in previous years. (Appendix 6).
- The average number of people on the housing register remains red, with numbers consistent month on month. At the end of Q3 the number remains higher than the two previous years (Appendix 8).

#### 1.4 Draft report format for quarter 1 2024/2025.

Attached to these papers is a **sample** of the **draft** revised 2024/2025 report format (Appendix 9). The sample shows the newly agreed key performance indicators (KPIs) for Adult Social Care and Public Health that will replace the existing ones in the quarter 1 report. The new report format has been replicated for all existing KPIs and will be made available, from quarter 1 publication, as both an online, interactive report as well as an export suitable for inclusion in printed papers. Please note that this format is still in development and any errors and omissions in the data will be resolved prior to the quarter 1 publication.

## 2. Recommendation

- 2.1 That Cabinet approves the Performance Report for the Quarter ended 31 March 2024, and the priority report detail as set out in appendices 1-8

## 3. Background

- 1.1. 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

- 1.2. 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

- 1.3. 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

- 1.4. 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 4 (Climate Change, Biosphere and Waste) of this report.

### Economic Recovery and Reducing Poverty

- 1.5. 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

- 1.6. 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 several 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.
- 1.7. 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.
- 1.8. Appendix 3 – Children's Services, Education and Corporate Functions contains detailed information regarding this priority.

### Corporate Aims

- 1.9. 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

- 1.10. 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

- 1.11. 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

- 1.12. This report will be reviewed by Corporate Scrutiny Committee on 7 May 2024.

## 8. Financial / Budget Implications

- 1.13. 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.

**The draft financial accounts for 2023/2024 are due to be completed by 31 May and therefore an updated financial position at the end of Quarter 4, to include key financial impacts, will be presented with the 2024/2025 Quarter 1 report.**

## 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

- 1.1. 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.
- 1.2. 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 31 March 2024 and the priority report detail as set out in appendices 1-8
- 12.2 Option 2: Cabinet approves the Performance Report – Quarter ended 31 March 2024 and the priority report detail as set out in appendices 1-8

## 13. Risk Management

- 1.3. A detailed analysis of the performance and the summary risk position of each corporate portfolio is provided in appendices 1-8
- 1.4. Without the production of the QPMR there would be no overall view available on delivery against the Corporate Plan 2021-25

## 14. Evaluation

- 1.5. Option 2 is recommended in that from the information provided in the report and appendices, Cabinet approves the Performance Report – Quarter ended 31 March 2024 and the priority detail as set out in appendices 1-8

## 15. Appendices Attached

- 1.6. Corporate Plan priority reports for:
- Appendix 1: Transport and Infrastructure, Highways PFI and Transport Strategy, Strategic Oversight and External Partnerships.
  - Appendix 2: Adult Social Care and Public Health.
  - Appendix 3: Children’s Services, Education and Corporate Functions.
  - Appendix 4: Climate Change, Biosphere and Waste.
  - Appendix 5: Economy, Regeneration, Culture and Leisure.
  - Appendix 6: Planning, Coastal Protection and Flooding.
  - Appendix 7: Regulatory Services, Community Protection, and ICT.
  - Appendix 8: Housing and Finance.
  - Appendix 9 – Draft new format report – ASC & Public Health
  - Appendix 10 – Draft new format report - Aspirations and BAU Updates

## 16. Background Papers

- 16.1 Corporate Plan 2021-25  
United Nations Sustainable Development Goals

Contact Point: Emma Bruce, Transformation and BI Manager – Organisational Intelligence  
☎ 821000 e-mail: [emma.bruce@iow.gov.uk](mailto:emma.bruce@iow.gov.uk)

WENDY PERERA  
*Chief Executive*

(CLLR) IAN STEPHENS  
*Cabinet Member for Housing and Finance*