



Purpose: For Decision

Cabinet report

Date **16 JUNE 2022**

Title **PERFORMANCE AND FINANCE REPORT – QUARTER ENDED 31 MARCH 2022**

Report of **CABINET MEMBER FOR STRATEGIC FINANCE, CORPORATE RESOURCES AND TRANSFORMATIONAL CHANGE**

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 January to March 2022 (unless otherwise stated and shown in detail at appendices 1-9)
 - b) inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these

RECOMMENDATION

2. That Cabinet approves the Performance and Finance Report for the Quarter ended 31 March 2022, and the priority report detail as set out in appendices 1-9.

PERFORMANCE EXCEPTIONS:

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

- The average time to answer calls in the contact centre has remained consistently below the target time of 60 seconds. This target has been achieved for over 18 consecutive months and was as low as 40 seconds in March 2022
- The contract for specialist sexual and reproductive health services is in place until March 2023. A sexual health needs assessment is underway to inform further service redesign where required to meet local needs.
- The target for percent of older people still at home 91 days after discharge has increased from 75 to 84 – we are currently below this at 77.8, though we have been seeing an increase since October 2021.

- The number of households in temporary accommodation has remained stable during quarter 4, returning to 216 in March 2022, the same as in November, just above the previous peak of 215 in February 2021. We remain higher than pre-pandemic levels. The high level is also indicative of the acute shortage of affordable property to residents of the Isle of Wight in both the sales and rental market.
- In 2021-22 there were 154 Disabled Facilities Grants approved, amounting to £1,242,675. This compares to 145 Grants at £1,022,108 for the whole of 2020-21.
- Our Trading Standards team through their interventions have saved vulnerable residents on the Island around £375,000 during 2021-22.
- The percentage of primary schools rated good or outstanding has remained at 78.95 percent over quarter 4 with no Ofsted reports issued within the period. For all schools on the Island 77.08% of schools are rated as Good.
- The level of total planning applications processed within timescales has remained relatively consistent through this financial year, maintaining a 92 percent average across quarter 4 - this is above the national average of 91 percent.
- The volume of all planning and building control regulatory and enforcement activity remains high, with the number of applications now exceeding pre-pandemic levels.
- The percentage of working age adults claiming out of work benefits has returned to 4.3 percent at the end of quarter 4 after a brief rise to 4.4 at the start of the quarter. Following a steep drop over quarters 1 and 2 (it was at 6.7 percent in April 2021), the rate has changed little since October 2021. We are above the national rate of 4.2 percent and higher than in the rest of the South East (3.3%).
- Diversion of domestic waste from landfill remains consistently high and has been well above the 90 percent target or more throughout the last 2 financial years.
- The reduction in residual household waste per person remains consistent, with a year to date monthly average of 16.2kg per person, and within 5kg of our end of year target (182.93kg).
- Car Parking utilisation hit a peak of 311,674 transactions in August 2021 (equal to £702,181 parking revenue), a direct result of the tourist heavy summer season. The decrease over quarter 3 was not unexpected but shows signs of recovery across quarter 4.

BACKGROUND

3. 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. This is the first quarterly report based on the new Corporate Plan. Because of this some of the new measures that are required to evidence its delivery are still in construction at this time and will be introduced to the report when data becomes available. These measures are clearly indicated within the relevant appendices
5. The report contains an appendix for each Cabinet portfolio (1 to 9)

CORPORATE PRIORITIES AND STRATEGIC CONTEXT

6. 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

7. Whilst 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 7 (Regeneration, Business Development and Tourism) of this report.

Responding to climate change and enhancing the biosphere

8. Details on the progress toward the delivery of the [Council's Climate and Environment Strategy](#) as well as the impact of the decision on the Island's designation as a [UNESCO Biosphere](#) and the biodiversity, environment, and sustainable growth of the area designated can be found in Appendix 8 (Environment, Heritage and Waste Management) of this report.

Economic Recovery and Reducing Poverty

9. 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

10. 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, to education, employment or training, health, and the environment.
11. 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.

10. Appendix 5 – Childrens Services, Education and Lifelong Skills contains detailed information regarding this priority

CONSULTATION

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.

SCRUTINY COMMITTEE

12. The report will be reviewed by Corporate Scrutiny Committee on 14 June 2022.

FINANCIAL / BUDGET IMPLICATIONS

13. The Corporate Plan forms a key part of the budgeting 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.
14. **The draft financial accounts for 2021-22 are due to be completed by 31 July and therefore an updated financial position at end of Quarter 4 to include key financial impacts will be presented with the 2022-23 Quarter 1 report.**

LEGAL IMPLICATIONS

15. 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

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

OPTIONS

17. Option 1: Cabinet does not approve the Performance and Finance Report – Quarter ended 31 March 2022 and the priority report detail as set out in appendices 1-9
18. Option 2: Cabinet approves the Performance and Finance Report – Quarter ended 31 March 2022 and the priority report detail as set out in appendices 1-9

RISK MANAGEMENT

19. A detailed analysis of the performance and the summary risk position of each corporate portfolio is provided in appendices 1-9.
20. Without the production of the QPMR there would be no overall view available on delivery against the Corporate Plan 2021-25

EVALUATION

21. Option 2 is recommended in that from the information provided in the report and appendices, Cabinet approves the Performance and Finance Report – Quarter ended 31 March 2022 and the priority report detail as set out in appendices 1-9.

APPENDICES ATTACHED

Corporate Plan priority reports for:

- Appendix 1 Strategic Partnerships and Covid Recovery.
- Appendix 2 Strategic Finance, Transformational Change and Corporate Resources.
- Appendix 3 Adult Social Care and Public Health.
- Appendix 4 Community Protection, Digital Transformation, Housing Provision and Housing Needs.
- Appendix 5 Children's Services, Education and Lifelong Skills.
- Appendix 6 Planning and Community Engagement.
- Appendix 7 Regeneration, Business Development and Tourism.
- Appendix 8 Environment, Heritage and Waste Management.
- Appendix 9 Highways PFI, Infrastructure and Transport.

BACKGROUND PAPERS

[Corporate Plan 2021-25 - https://iow.moderngov.co.uk/documents/s5213/Appendix 1.pdf](https://iow.moderngov.co.uk/documents/s5213/Appendix 1.pdf)
[Strategic Risk Report to Audit Committee 14-03-2022 - https://iowintranet.moderngov.co.uk/documents/s7346/The Councils Risk Profile.pdf](https://iowintranet.moderngov.co.uk/documents/s7346/The Councils Risk Profile.pdf)

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