

FOUR YEAR PLAN: PERFORMANCE REPORT 2021-2022

Head of Service:	Gillian McTaggart, Head of Corporate Assurance
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
Appendices (attached):	Appendix 1: Key Objectives for 2021-2022 Appendix 2: Narrative on missed Annual Plan objectives and KPIs

Summary

This report presents the end of year position for the objectives and key performance indicators (KPI's) from the Annual Plan 2021-2022.

Recommendation (s)

The Committee is asked to:

- (1) Note the achievement of the individual key objectives and KPI's for 2021-2022 as set out in Appendix 1.**
- (2) Consider the update on those targets not achieved as set out at Appendix 2.**

1 Reason for Recommendation

- 1.1 The Audit and Scrutiny Committee has a responsibility under Paragraph 4 of the Overview and Scrutiny Procedure Rules of the Constitution for monitoring progress on the Council's Corporate Plan.
- 1.2 In line with this responsibility, the Committee is asked to consider the end of year position against the objectives for 2021-2022 as set out in Annual Plan (approved by full Council on 30 September 2021).

2 Background

- 2.1 The Council agreed a Four Year Plan for the period 2020 to 2024 in February 2020. The six themes are:

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- 2.1.1 Green & Vibrant - A better place to live where people enjoy their surroundings
- 2.1.2 Safe & Well - A place where people feel safe, secure, and lead healthy, fulfilling lives.
- 2.1.3 Opportunity & Prosperity - A successful place with a strong, dynamic local economy where people can thrive
- 2.1.4 Smart & Connected - Alive and connected socially, economically, geographically, and digitally.
- 2.1.5 Cultural & Creative - A centre for cultural and creative excellence and inspiration.
- 2.1.6 Effective Council–Engaging, responsive and resilient Council.
- 2.2 The Key Priority Targets (KPT's) for 2020-2021 were drafted to reflect new priorities given the impact of Covid 19 on Council Services. These were reported to this committee in June 2021.
- 2.3 An amended Annual Plan for 2021-22 was agreed on 30 September 2021 replacing the previous KPT's and KPI's. A total of 26 objectives were agreed and supported by a number of KPI's. This report provides an update on those objectives and some simple KPI's. Further development of the KPI's is underway and will be reported in September 2022.
- 2.4 The Annual Plan for 2022-2023 was approved by full Council in February 2022. At the September 2021 Council meeting, a new corporate planning process and timetable was agreed to align the budget setting process with the setting of annual priorities. The revised timetable ensures that funding is agreed at an earlier stage and that priorities and projects can be delivered without the need to request additional funding.

3 End of Year Position: 2021-2022

- 3.1 The Committee received an interim update on performance against the Annual Plan 2021-2022 at its last meeting in April 2022. The table below provides the end of year position, noting the number of key objectives that were achieved in 2021-2022. It also includes information from the last two years.¹

¹ Please note that the data reported in this report for the last two years may not correspond with that published at the time. This is due to the necessity to make the multi-year data comparable by counting the recycling indicator as an information only indicator in each year.

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Key to reporting Status	2021-2022		Previous years	
	No.	%	2020-2021	2019-2020
Green (achieved)	26	70.3%	58.5%	63.5%
Amber (slippage)	4	10.8%	9.4%	3.8%
Red (missed target)	7	18.9%	32.1%	32.7%
TOTAL	37	100%	100%	100%
Information only indicator	3	N/A	N/A	N/A

3.3 Further details and commentary on missed objectives and KPI's are provided in Appendix 1 and 2.²

Annual Plan 2022-2023 and Future Performance Reporting

- 3.4 A new performance management framework is in development. This will identify the appropriate KPI's to monitor alongside the objectives in the Annual Plan for 2022-2023.
- 3.5 The Strategic Management Team are reviewing a set of corporate KPI's and risks, following discussions with all Heads of Service, to feature in future performance reporting to this committee.
- 3.6 The next performance report is planned to come to this Committee in September for Members' feedback. A proposed outline structure is set out in Section 3.7. The aim of the refreshed approach is to provide all relevant corporate performance information in one report to this committee, alongside sharing specific committee performance information to each policy committee.
- 3.7 Outline performance report structure:
- 1) Four Year Plan Progress
 - 2) Corporate Key Performance Indicators

² The planning KPIs have been amended to reflect future reporting as follows: Non-major applications has been split into two separate indicators, "minor" and "other" applications; all figures reflect the last quarterly result, rather than year to date; and "major applications allowed at appeal" has been replaced by to "% of appeals dismissed against the Council's refusal of planning permission".

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- 3) Corporate Risk Register
- 4) Committee Risk Registers
- 5) Annual Governance Statement Actions

4 Risk Assessment

Legal or other duties

4.1 Impact Assessment

- 4.1.1 No implications associated with this report.

4.2 Crime & Disorder

- 4.2.1 No implications associated with this report.

4.3 Safeguarding

- 4.3.1 No implications associated with this report.

4.4 Dependencies

- 4.4.1 Overall achievement of the key outcomes of the Four Year Plan 2020-2024 has been impacted by the COVID-19 pandemic. However the new Annual Plan for 2022-2023 reflects the Council's restated priorities.

4.5 Other

- 4.5.1 No other implications.

5 Financial Implications

- 5.1 In developing the Annual Plan 2022-2023, the financial implications of all priorities has been taken into consideration within the budget proposals for 2022-2023. For any priorities that require a separate business case to identify financial implications, these will need to be considered by the appropriate Committee in accordance with the Financial Regulations.

- 5.2 **Section 151 Officer's comments:** None arising from the contents of this report.

6 Legal Implications

- 6.1.1 No implications associated with this report.

- 6.2 **Legal Officer's comments:** None arising from the content of this report.

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7 Policies, Plans & Partnerships

- 7.1 **Council's Key Priorities:** The following Key Priorities are engaged:
- 7.1.1 Green & Vibrant – A better place to live where people enjoy their surroundings
 - 7.1.2 Safe & Well – A place where people feel safe, secure and lead healthy, fulfilling lives
 - 7.1.3 Opportunity & Prosperity – A successful place with a strong, dynamic local economy where people can thrive
 - 7.1.4 Smart & Connected – Alive and connected socially, economically, geographically and digitally
 - 7.1.5 Cultural & Creative – A centre for cultural and creative excellence and inspiration
 - 7.1.6 Effective Council – Engaging, responsive and resilient Council
- 7.2 **Service Plans:** The matter is included within the current Service Delivery Plan.
- 7.3 **Climate & Environmental Impact of recommendations:** the Annual Plan reflects some objectives from the Climate Change Action Plan.
- 7.4 **Sustainability Policy & Community Safety Implications:** The Annual Plan 2021-22 reflects some objectives from the of Community Safety & Enforcement Action Plan.
- 7.5 **Partnerships:** Successful achievement of some objectives will require work with partners,

8 Background papers

- 8.1 The documents referred to in compiling this report are as follows:

Previous reports:

- *Four Year Plan: Performance Report 2021-2022*, Audit and Scrutiny Committee, Thursday 7 April 2022. Online available: <https://democracy.epsom-ewell.gov.uk/ieListDocuments.aspx?CId=157&MId=1109&Ver=4> [Last accessed 16/05/22].
- *Four Year Plan 2020-2024*, Council, Monday 20 January 2020. Online available: <https://democracy.epsom-ewell.gov.uk/ieListDocuments.aspx?CId=146&MId=897&Ver=4> [Last accessed 16/05/22].

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Other papers:

- None.