

PERFORMANCE AND RISK REPORT - JULY 2023

Head of Service:	Andrew Bircher, Interim Director of Corporate Services
Wards affected:	(All Wards)
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
Appendices (attached):	Appendix 1 – Corporate Performance Report - July 2023

Summary

This report provides an overview of the council's end of year performance with respect to its 2022-2023 annual plan objectives, key performance indicators, corporate risks and annual governance statement actions.

Recommendation (s)

The Committee is asked to:

- (1) Note and comment on the performance and risk information located at Appendix 1, including those targets which have not been achieved.**

1 Reason for Recommendation

- 1.1 The terms of reference for this committee includes the responsibility for reviewing the performance of the council, and evaluating and monitoring progress on whether expected outcomes are being achieved in accordance with the council's strategic plans.
- 1.2 This report has been brought to the committee to aid its members in meeting these objectives.

2 Background

- 2.1 In February 2020 the council agreed a Four-Year Plan for the period 2020 to 2024. The six themes are:
 - **Green & Vibrant** - A better place to live where people enjoy their

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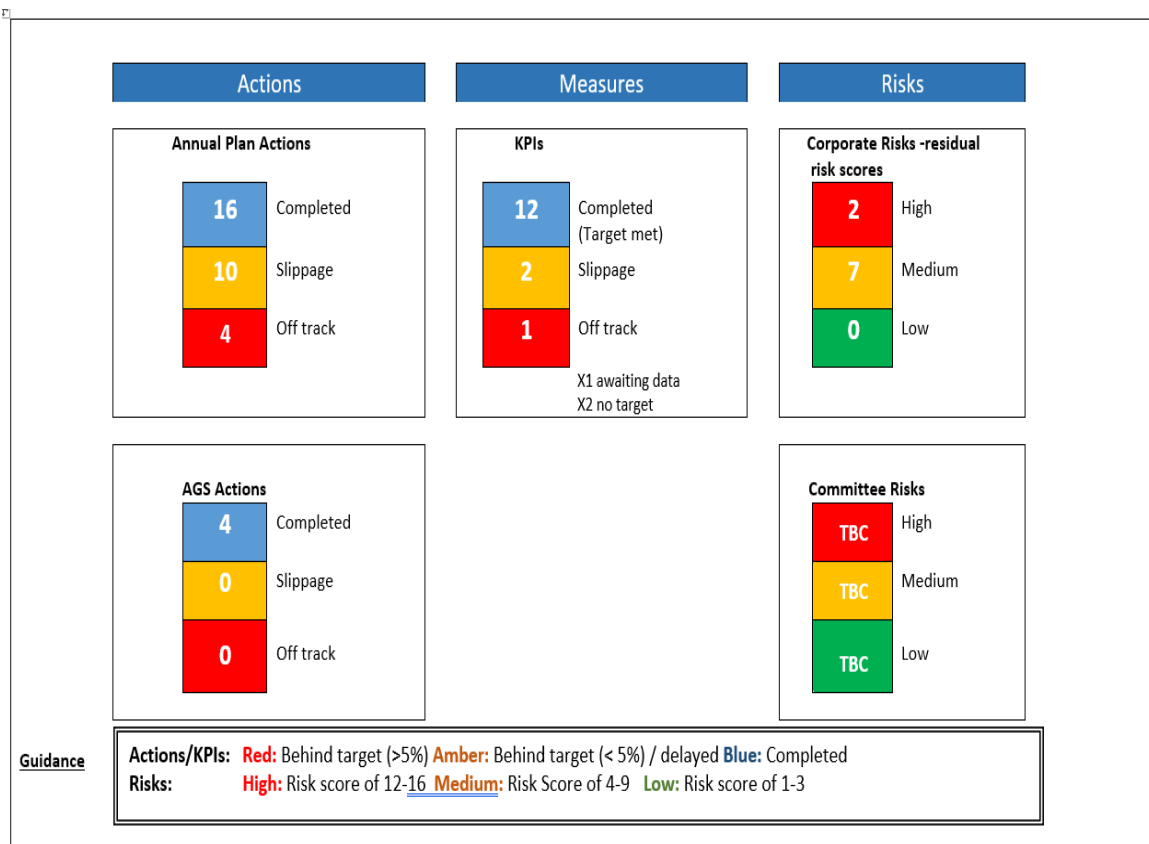
surroundings.

- **Safe & Well** - A place where people feel safe, secure, and lead healthy, fulfilling lives.
- **Opportunity & Prosperity** - A successful place with a strong, dynamic local economy where people can thrive.
- **Smart & Connected** - Alive and connected socially, economically, geographically, and digitally.
- **Cultural & Creative** - A centre for cultural and creative excellence and inspiration.
- **Effective Council** - Engaging, responsive and resilient council.

2.2 Since the Four-Year Plan's inception, three annual plans have been developed to support the delivery of these six themes and regular progress reports have been submitted to the committee.

3 April 2022- March 2023: End of Year Position

3.1 So far, the committee has received two interim corporate performance reports for 2022-2023. This report (**Appendix 1**) provides the end of year update on the annual plan objectives, key performance indicators, corporate risks and annual governance statement actions.



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3.2 The tables below show the number of annual plan objectives that were achieved and missed during 2022-2023 by number, percentage and theme. Detailed narratives are provided in Appendix 1 (Section 3).

2022-2023			Previous Years	
Status	No.	%	2021-2022	2020-2021
Blue (achieved)	16	53.3%	70.3%	58.5%
Amber (slippage)	10	33.3%	10.8%	9.4%
Red (off track)	4	13.3%	18.9%	32.1%
Total	30	100%	100%	100%

Themes	Status			Total
	Blue	Amber	Red	
Green & Vibrant	5	0	1	6
Safe & Well	4	2	1	7
Opportunity & Prosperity	2	0	0	2
Smart & Connected	2	1	0	3
Cultural & Creative	0	4	1	5
Effective Council	3	3	1	7
Total	16	10	4	30

3.2.1 Some progress has been made with the 'amber' objectives during 2022-23 but the completion has been delayed by:

- The recruitment of a new Communications and Engagement Manager and setting up of a new Communications Team to develop a communication plan ('Effective Council'-Annual Plan No. 6, 'Safe & Well' – Annual Plan No. 18).
- The recruitment of a new Arts, Culture and Heritage Programme Officer to develop a strategy ('Culture & Creative' – Annual Plan numbers 9-12).
- The setup of new project teams to prepare business cases to generate additional income through council's venues and a proposal of providing a pet crematorium and/or cemetery. ('Effective Council' – Annual Plan numbers 8 and 20).
- The loss of key staff and the Homes for Ukraine Scheme which have put pressure on the services to deliver initiatives to address social isolation and barriers for digital inclusion ('Smart & Connected'- Annual Plan No.13, 'Safe & Well' – Annual Plan No. 16).

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3.2.2 Limited progress has been made to the objectives with 'red' status due to:

- The unforeseen circumstances which have delayed the appointment of a new Head of IT to develop an ICT strategy ('Effective Council'-Annual Plan No. 5).
- The loss of key staff and the Homes for Ukraine Scheme which have postponed the development of a community panel ('Safe & Well'- Annual Plan No. 17).
- The unexpected waiting time for information from Surrey County Council regarding the adoption of a local heritage list ('Culture & Creative' – Annual Plan No. 29).
- The delay in developing a proposal for a plan and budget to review the Tree Preservation Orders. ('Green & Vibrant' – Annual Plan No. 30).

3.2.3 These 'amber' and 'red' objectives have been encapsulated into new objectives in the 2023-2024 Annual Plan and/or Service Delivery Plan.

3.3 **Key Performance Indicators** (Appendix 1, Section 3): Please note that the key performance indicators are provided on a quarterly basis, unless stated otherwise in Appendix 1. Of the 16 KPIs with targets, 12 have been 'met', 2 have 'slipped' and 1 is 'off-track'. We have not yet received last quarter's data for the 'recycling rate' KPI from our partner data supplier. While the target for response times to PCN appeals ended the year 'off track' due to a combination of a Driver and Vehicle, Licensing Agency (DVLA) audit, and managing some periods of peak demand, they are completed within statutory timeframes. There has been slippage in the percentage of staff turnover which in the year to date is 3.4 percentage points above the target of 15 per cent.

3.4 **Corporate Risk Register** (Appendix 1, Section 4): There are 9 corporate risks, 5 of which have reduced from a 'High' *inherent* risk score (i.e. in the absence of mitigations and controls) to a 'Medium' *residual* risk scores (i.e. after the mitigations and controls are accounted for). The two remaining risks with 'High' residual risk scores relate to the delivery of a local plan and interruption/failure to IT services. Further mitigating actions have been identified to control these risks. The two risks with 'Medium' inherent risk scores also have 'Medium' residual scores.

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- 3.5 **Committee Risk Registers** (Appendix 1, Section 5): Committee risks are progressing. Three out of four policy committees have risks assigned, which have been reviewed by the relevant senior officers. The next step will be to confirm risks for Licensing and Planning Policy Committee, and share the updated risks for the other policy committees with the relevant Chairs and Vice Chairs.
- 3.6 **Annual Governance Statement** (Appendix 1, Section 6): The four actions identified in the 2022-2023 Annual Governance Statement have been completed.

4 Risk Assessment

Legal or other duties

4.1 Equality Impact Assessment

4.1.1 No direct risks.

4.2 Crime & Disorder

4.2.1 No direct risks.

4.3 Safeguarding

4.3.1 None for the purposes of this report.

4.4 Dependencies

4.4.1 The production of this report is dependent on the capacity of other service areas and committees to consider and contribute to its content.

4.5 Other

4.5.1 None: corporate risks are included in Appendix 1.

5 Financial Implications

5.1 No financial implications for the purposes of this report.

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

6 Legal Implications

6.1 No legal implications for the purposes of this report.

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

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7 Policies, Plans & Partnerships

- 7.1 **Council's Key Priorities:** The following Key Priorities are engaged: Green & Vibrant, Safe & Well, Opportunity & Prosperity, Smart & Connected, Cultural & Creative, Effective Council.
- 7.2 **Service Plans:** The matter is reflected in the 2022-2023 Service Delivery Plan.
- 7.3 **Climate & Environmental Impact of recommendations:** The Annual Plan reflects some objectives relating to climate change.
- 7.4 **Sustainability Policy & Community Safety Implications:** The Annual Plan reflects some objectives relating to community safety and enforcement.
- 7.5 **Partnerships:** Successful achievements 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:

- Epsom and Ewell Borough Council (2023) *Performance and Risk Report – February 2023*. Online available: <https://democracy.epsom-ewell.gov.uk/ieListDocuments.aspx?CId=157&MId=1253&Ver=4> [last accessed 21/06/23].
- Epsom and Ewell Borough Council (2022) *Four Year Plan: Year End Performance Report 2021-2022*, Audit & Scrutiny Committee, Tuesday 14th June 7.30pm. Online available: <https://democracy.epsom-ewell.gov.uk/documents/s23869/Four%20Year%20Plan%20Year%20End%20Performance%20Report%202021-2022.pdf> [last accessed: 06/06/23]

Others:

- Epsom and Ewell Borough Council – *Constitution, Appendix 3 – Terms of Reference for Full Council and Committees*. Online available: <https://democracy.epsom-ewell.gov.uk/ieListDocuments.aspx?CId=205&MId=1574&Ver=4&Info=1> [last accessed 21/06/23].