



**EAST STAFFORDSHIRE BOROUGH COUNCIL**

**REPORT COVER SHEET**

<b>Title of Report:</b>	Quarter 2 Performance Report 2022/23: Corporate Plan and Leisure Contract	To be marked with an 'X' by Democratic Services after report has been presented
<b>Meeting of:</b>	Corporate Management Team – 16 <sup>th</sup> November 2022	X
	Leader and Deputy Leaders – 22 <sup>nd</sup> November 2022	X
	Leader's / Leader of the Opposition's Advisory Group – 1 <sup>st</sup> December 2022	X
	Cabinet – 13 <sup>th</sup> December 2022	
	Scrutiny Audit and Value for Money Council Services Committee – Scrutiny Community Regeneration, Environment and Health and Well Being Committee –	



Is this an Executive Decision:	NO	Is this a Key Decision:	NO
Is this in the Forward Plan:	YES	Is the Report Confidential:	NO
If so, please state relevant paragraph from Schedule 12A LGA 1972:	[ ]		

**Essential Signatories:**

**ALL REPORTS MUST BE IN THE NAME OF A HEAD OF SERVICE**

Monitoring Officer: **John Teasdale**

Date ..... Signature .....

Chief Finance Officer: **Sal Khan**

Date ..... Signature .....

**EAST STAFFORDSHIRE BOROUGH COUNCIL**

**Report to Cabinet**

**Date: December 13<sup>th</sup> 2022**

**REPORT TITLE: Quarter 2 Performance Report 2022/23**

**PORTFOLIO: Leader**

**HEAD OF SERVICE: Sal Khan**

**CONTACT OFFICER: Seán Loughran Ext. No. x1269**

**WARD(S) AFFECTED: Non-specific**

**1. Purpose of the Report**

1.1. This report provides a performance update on progress at the end of Quarter Two of the 2022/23 financial year towards delivering:

1.1.1. East Staffordshire Borough Council's Corporate Plan

1.1.2. Leisure Services Contract Performance

**2. Executive Summary**

**2.1. Corporate Plan Performance**

2.1.1. There are 129 indicators in total for the three corporate priorities. Each target has been graded using a Red, Amber or Green scoring system to reflect the progress towards achieving that target.

2.1.2. Out of the 129 targets:

**110** are green status

**3** are amber status

**2** are red status

**14** are not yet due to be reported

**0** have been deferred

2.1.3. Of the 115 'live' targets:

**95.65%** are green status

**2.61%** are amber status

**1.74%** are red status

## 2.2. Leisure Contract Performance

2.2.1. Overall the Leisure Operator continues to be compliant with the services specification, however five performance adjustment points have been applied during Quarter 2 for a facility performance failure.

2.2.2. At the end of Quarter 2 of the 2022-23 contract year a review of the Outcomes Scorecard's RAG ratings for the Key Performance Indicators showed statuses as follows; 78 Green, 0 Amber, and 0 Red.

## 3. Background

3.1. The 2022/23 edition of the Corporate Plan was adopted at Full Council in March 2022 and sets out 3 Corporate Priorities:

- Community Regeneration
- Environment and Health & Wellbeing
- Value for Money Council

3.2. The Leisure Services Contract between East Staffordshire Borough Council and Everyone Active commenced on 1st February 2019, following Full Council approval in November 2018. 2022-23 is the fourth year of the contract which began in February 2019. This year saw the first start to a year with no Covid-19 restrictions in place since the first year, with services running without major incident throughout the first half of the year.

3.3. A fully detailed report on the Leisure Services contract will be presented to the Scrutiny Committee focused on Value for Money Council Services.

## 4. Contribution to Corporate Priorities

4.1. This report indirectly contributes to all three of the Corporate Priorities as it provides updates and analysis on all the measures and targets identified to monitor progress towards achieving the three Corporate Priorities contained in the Corporate Plan as well as the Leisure Services contract.

## 5. Corporate Plan Performance – Quarter Two 2022/23

5.1. There are 129 Corporate Plan targets in total for the three Corporate Priorities. Each target has been graded using a Red, Amber or Green system to reflect the progress towards achieving that target using the following definitions:

- **Green:** Target fully achieved or is currently on track to achieve target
- **Amber:** Indicator is in danger of falling behind target
- **Red:** Indicator is off target or has been completed behind the target deadline

5.2. Table 1 below provides a breakdown of the number of targets in the Red, Amber and Green categories using the definitions above.

**Table 1: Quarter 2 RAG statuses for all Corporate Plan targets**

<b>ALL TARGETS</b>					
<b>Status</b>	<b>Number of measures</b>	<b>% of all indicators</b>	<b>Total % of all indicators</b>	<b>% of due indicators</b>	<b>Total % of due indicators</b>
<b>Target Fully Achieved</b>	<b>40</b>	<b>31.01%</b>	<b>85.27%</b>	<b>34.78%</b>	<b>95.65%</b>
<b>On Track to be Achieved</b>	<b>70</b>	<b>54.26%</b>		<b>60.87%</b>	
<b>In Danger of Falling Behind Target</b>	<b>3</b>	<b>2.33%</b>	<b>2.33%</b>	<b>2.61%</b>	<b>2.61%</b>
<b>Completed Behind Schedule</b>	<b>0</b>	<b>0.00%</b>	<b>1.55%</b>	<b>0.00%</b>	<b>1.74%</b>
<b>Off Target</b>	<b>2</b>	<b>1.55%</b>		<b>1.74%</b>	
<b>Not yet due to be reported</b>	<b>14</b>	<b>10.85%</b>	<b>10.85%</b>		
<b>Update not provided</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>		
Deferred	<b>0</b>	0.00%	0.00%		
Deleted	<b>0</b>	0.00%	0.00%		
<b>Totals</b>	<b>129</b>				
<b>Due to be Reported</b>	<b>115</b>				

5.3. A summary of the percentage and number of performance indicators that have been graded Red / Amber / Green for each of the Corporate Priorities and Cabinet Portfolios is shown in Table 2 below.

**Table 2: Summary of Corporate Plan RAG statuses by Priority and Portfolio**

Quarter Two (2022/23)	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All due targets	110	95.65%	3	2.61%	2	1.74%
<b>Corporate Priority</b>						
Community Regeneration	34	94.44%	0	0.00%	2	5.56%
Environment and Health & Well Being	42	100.00%	0	0.00%	0	0.00%
Value for Money Council	34	91.89%	3	8.11%	0	0.00%
<b>Portfolio</b>						
Leader and Economic Growth	27	87.10%	2	6.45%	2	6.45%
Tourism and Cultural Development	19	100.00%	0	0.00%	0	0.00%
Communities and Housing Standards	32	100.00%	0	0.00%	0	0.00%
Environment and Climate Change	23	100.00%	0	0.00%	0	0.00%
Finance, Treasury Management and Communications	9	90.00%	1	10.00%	0	0.00%

#### 5.4. Corporate Plan Exception Reporting

5.4.1. In order to highlight potential areas for improvement, Table 3 below details the targets that have been given a 'Red' or 'Amber' status.

5.4.2. Full performance information on all Corporate Plan targets is provided in Appendix 1 (complemented by benchmarking data contained in Appendix 2).

**Table 3: Targets given a 'Red' or 'Amber' status for Quarter 2**

Corporate Plan Performance				
CP Ref	Measure	Target 2022/23	Update	On Track? (R/A/G)
Community Regeneration				
CR26	Deliver transformational regeneration for Burton upon Trent working in partnership with the Burton Town Deal Board	Complete the review of the Regional Learning Hub (Project C) business case and agree next steps ( <i>September 22</i> )	This project was withdrawn as Staffordshire University pulled out of the scheme	Off Target
CR30	Improve the Washlands as a regional attraction	Complete the delivery of the Washlands Enhancement Project ( <i>December 22</i> )	Council will be considering a request for additional funding for the project in December 2022 following an unsuccessful tender exercise earlier in the year. If approved by Council, this project will be delivered during 2023.	Off Target
VFM01	Increasing staffing availability through reduced sickness	Short term sickness days average number per FTE 3.22 days	Year to date (April-Sept) = 1.81 days.	In Danger of Falling Behind Target

**Corporate Plan Performance**

CP Ref	Measure	Target 2022/23	Update	On Track? (R/A/G)
VFM02	Improve on the average time to pay creditors	Average time to pay creditors: Within 10 days of receipt of invoice	Currently 11 days, may be achievable. Reminder to be sent to managers to approve invoice as soon as possible.	In Danger of Falling Behind Target
VFM08	Progressing to Digital Maturity	Upgrade the council website and go live with the new version	The staging version of the website has been developed and is undergoing testing. During this phase officers have conducted multiple trials on the system built by the Council's external developer and have discovered numerous issues with the test website which have continued to be escalated to the developer. This has delayed Council officers' ability to fully test the new system and may subsequently delay the launch. Once officers are satisfied with the test website, it will be transferred to a local environment for styling, content review, testing and approval. Earlier this year it was announced security support for the current website system has been extended to November 2023 meaning the current website will continue to operate securely post December if necessary, until the new site is ready to launch.	In Danger of Falling Behind Target



5.5. Targets to be agreed

5.5.1. At the point of adopting the 2022-23 Corporate Plan, the date for the following target was to be agreed pending the start of the new manager. Table 4 lists the proposed target date for 2022-23 for approval.

**Table 4: Target for approval**

Corporate Plan Performance				
CP Ref	Measure	Target 2022/23	Update	Proposed Target Date
VFM05	Optimising our services and assets	Carry out a review of our land and property investments	A meeting took place with the Leader and CEO with a view to cataloguing land in the Council's ownership and considering how the Council may further utilise land which is currently without a use. Work is to start on this in the new year.	March 2023

## **6. Leisure Services Contract Performance – Quarter Two 2022/23**

- 6.1. A schedule for the monitoring of the contract (including regular site visits) has been implemented to assist in the contract management of the partnership with Everyone Active, and detailed reviews of processes and performance have been undertaken throughout the quarter.
- 6.2. Overall the Leisure Operator continues to be compliant with the services specification, however five performance adjustment points have been applied during Quarter 2 for a facility performance failure. Any operational actions identified as requiring ongoing monitoring are detailed in full in Table 1 of Appendix 3 (Private).
- 6.3. Appendix 3 (Private) provides further details of the contract monitoring undertaken by the Council during July, August and September, the contractor's work with the community and updates regarding Better Health Staffordshire and plans for outlying pitches.
- 6.4. Leisure Services Outcomes Scorecard
- 6.5. An Outcomes Scorecard forms part of the annual leisure contract monitoring process. The scorecard sets out a series of key performance target indicators linked to the Authority's Outcomes and identifies performance measures and score banding based on a RAG (Red, Amber, and Green) rating system, scores, supporting commentary and action plan points.
- 6.6. At the end of Quarter 2 of the 2022-23 contract year a review of the scorecard's RAG ratings for the Key Performance Indicators showed statuses as follows; 78 Green, 0 Amber, and 0 Red.<sup>1</sup>
- 6.7. The Key Performance Indicators will continue to be monitored throughout the year, and reported on each quarter.
- 6.8. A fully detailed report will be presented to the Scrutiny Committee focused on Value for Money Council Services.

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<sup>1</sup> Note different definitions apply for the RAG ratings for the Leisure Contract and Corporate Plan.

## 7. **Financial Considerations**

*This section has been approved by the following member of the Financial Management Unit: [ Lisa Turner ]*

7.1. There are no financial issues arising from this Report.

## 8. **Risk Assessment and Management**

8.1. The main risks to this Report and the Council achieving its objectives are as follows:

8.2. **Positive** (Opportunities/Benefits):

8.2.1. Early identification of positive and negative trends allows for corrective action to be put in place to ensure the Council delivers its corporate priorities.

8.3. **Negative** (Threats):

8.3.1. Failure to rectify under performance could result in a decline in service standards, and Leader / Deputy Leader priorities not being delivered.

8.4. The risks do not need to be entered in the Risk Register.

## 9. **Legal Considerations**

*This section has been approved by the following member of the Legal Team: [ John Teasdale ]*

9.1. There are no significant legal issues arising from this Report.

## 10. **Equalities and Health**

10.1. **Equality impacts:** The subject of this Report is not a policy, strategy, function or service that is new or being revised. An equality and health impact assessment is not required.

10.2. **Health impacts:** The outcome of the health screening question does not require a full Health Impact Assessment to be completed.

## 11. **Data Protection Implications – Data Protection Impact Assessment (DPIA)**

10.1. A DPIA must be completed where there are plans to:

- use systematic and extensive profiling with significant effects;
- process special category or criminal offence data on a large scale; or

- systematically monitor publicly accessible places on a large scale
- use new technologies;
- use profiling or special category data to decide on access to services;
- profile individuals on a large scale;
- process biometric data;
- process genetic data;
- match data or combine datasets from different sources;
- collect personal data from a source other than the individual without providing them with a privacy notice ('invisible processing');
- track individuals' location or behaviour;
- profile children or target marketing or online services at them; or
- process data that might endanger the individual's physical health or safety in the event of a security breach

10.2 Following consideration of the above, there are no Data Protection implications arising from this report which would require a DPIA.

## 12. **Human Rights**

12.1. There are no Human Rights issues arising from this Report.

## 13. **Sustainability** (including climate change and change adaptation measures)

13.1. Does the proposal result in an overall positive effect in terms of sustainability (including climate change and change adaptation measures) N/A

## 14. **Recommendation(s)**

14.1. To consider performance at the end of the second quarter of the 2022/23 financial year towards achieving the Council's Corporate Priorities and Leisure Services Contract.

14.2. To agree the target date of March 2023 for VFM05 as detailed in Table 4 at Section 5.5

## 15. **Background Papers**

15.1. Corporate Plan 2022/23 approved at Full Council in March 2022.

## 16. **Appendices**

16.1. Appendix 1: Spreadsheet of Quarter 2 updates for Corporate Plan targets.

16.2. Appendix 2: Quarter 2 2022/23 benchmarking exercise coordinated by East Staffordshire Borough Council.

16.3. Appendix 3: Quarter 2 Leisure Services Contract Performance Summary. (Private)