



EAST STAFFORDSHIRE BOROUGH COUNCIL

REPORT COVER SHEET

Title of Report:	Quarter 3 Performance Report 2022/23: Corporate Plan and Leisure Contract	To be marked with an 'X' by Democratic Services after report has been presented
Meeting of:	Corporate Management Team – 15 th February 2023	X
	Leader and Deputy Leaders – 21 st February 2023	X
	Leader's / Leader of the Opposition's Advisory Group – 2 nd March 2023	X
	Cabinet – 14 th March 2023	
	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: March 14th 2023

REPORT TITLE: Quarter 3 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 Three 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

1.2. Following a change to the Cabinet structure during the penultimate week of Quarter Three, this report reflects the portfolios as they were for the majority of the quarter. The Quarter Four report will reflect the updated structure. N.B Appendix 1 allows for all targets to be filtered by the current and previous portfolios.

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:

118 are green status
0 are amber status
5 are red status
6 are not yet due to be reported, however **1** of these has been requested for deferral

2.1.3. Of the 123 'live' targets:

95.93% are green status
0% are amber status
4.07% are red status

2.2. Leisure Contract Performance

2.2.1. Overall the Leisure Operator continues to be compliant with the services specification.

2.2.2. A small number of actions have been identified for ongoing review.

2.2.3. At the end of Quarter 3 of the 2022-23 contract year a review of the Outcomes Scorecard's RAG ratings for the Key Performance Indicators showed statuses as follows; 77 Green, 0 Amber, and 1 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, including financial performance, 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 Three 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 3 RAG statuses for all Corporate Plan targets

ALL TARGETS					
Status	Number of measures	% of all indicators	Total % of all indicators	% of due indicators	Total % of due indicators
Target Fully Achieved	62	48.06%	91.47%	50.41%	95.93%
On Track to be Achieved	56	43.41%		45.53%	
In Danger of Falling Behind Target	0	0.00%	0.00%	0.00%	0.00%
Completed Behind Schedule	0	0.00%	3.88%	0.00%	4.07%
Off Target	5	3.88%		4.07%	
Not yet due to be reported	6	4.65%	4.65%		
Update not provided	0	0.00%	0.00%		
Deferred	0	0.00%	0.00%		
Deleted	0	0.00%	0.00%		
Totals	129				
Due to be Reported	123				

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 Three (2022/23)	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All due targets	118	95.93%	0	0.00%	5	4.07%
Corporate Priority						
Community Regeneration	34	94.44%	0	0.00%	2	5.56%
Environment and Health & Well Being	46	100.00%	0	0.00%	0	0.00%
Value for Money Council	38	92.68%	0	0.00%	3	7.32%
Portfolio						
Leader and Economic Growth	30	90.91%	0	0.00%	3	9.09%
Tourism and Cultural Development	19	100.00%	0	0.00%	0	0.00%
Communities and Housing Standards	33	100.00%	0	0.00%	0	0.00%
Environment and Climate Change	26	100.00%	0	0.00%	0	0.00%
Finance, Treasury Management and Communications	10	83.33%	0	0.00%	2	16.67%

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 3

Corporate Plan Performance				
CP Ref	Measure	Target 2022/23	Update	On Track? (R/A/G)
Community Regeneration				
VFM08	Progressing to Digital Maturity	Upgrade the Council website and go live with new version (December 2022)	During initial testing in the staging environment, built by the Council's external developers, a number of issues were identified that prevented the site being transferred to a local environment for further development. In January, the staging site was transferred to a local test environment which will allow Council officers to review content, style and test the website. 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 until the new site is ready to launch. A revised target date of May 2023 has been agreed.	Off Target
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 (September 2022)	This project was withdrawn by Staffordshire University following a broad discussion. All funding has been reallocated to other existing projects.	Off Target

Corporate Plan Performance

CP Ref	Measure	Target 2022/23	Update	On Track? (R/A/G)
CR30	Improve the Washlands as a regional attraction	Complete the delivery of the Washlands Enhancement Project (December 22)	Council approved the report and the Washlands Enhancement Project is now going out to tender	Off Target
VFM01	Increasing staffing availability through reduced sickness	Short term sickness days average number per FTE 3.22 days	Q1 average 0.89 days Q2 average 0.90 days Q3 average 1.35 days YTD (April-Dec 2022) 3.14	Off Target
VFM14	Having an approved Statement of Accounts	Submit Statement of Accounts to Audit Committee by the earlier Statutory Deadline (By Statutory Deadline)	Accounts presented to Audit Committee, subject to finalisation of Audit work. Statutory deadline missed due to difficulties obtaining responses and appropriate evidence from the valuer. Due to ongoing national issues with local public audit, only 12% of authorities across the Country made the statutory deadline.	Off Target

5.5. Requests for Deferrals

5.5.1. Table 4 highlights the target which has been requested for deferral until 2023/24.

Table 4: Target for deferral

Corporate Plan Performance				
CP Ref	Measure	Target 2022/23	Update	Revised Target Date
CR03	Moving Beyond Communication	Carry out a review of the Communications, Engagement and Consultation Strategy	Target is recommended for deferral. The indicator was initially agreed as to be undertaken following the completion of the Place Branding exercise. As the Place Branding is now only due to be presented to Cabinet in February 23 therefore there is insufficient time to review and implement any changes to the Communications, Engagement and Consultation strategy.	2023/24 - Following completion of the Place Branding exercise

6. Leisure Services Contract Performance – Quarter Three 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. 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 October, November and December, the contractor's work with the community and updates regarding Better Health Staffordshire, the Uttoxeter Sports Hub and a number of capital enhancements to the fitness offering at Meadowside and Uttoxeter Leisure centres .
- 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; 77 Green, 0 Amber, and 1 Red.¹
- 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, including financial performance, will be presented to the Scrutiny (Value for Money Council) Committee.

¹ 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 direct 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 / Cabinet Member 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 third quarter of the 2022/23 financial year towards achieving the Council's Corporate Priorities and Leisure Services Contract.

14.2. To approve deferral of Target CR03, as detailed in Table 4.

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 3 updates for Corporate Plan targets.

16.2. Appendix 2: Quarter 3 2022/23 benchmarking exercise coordinated by East Staffordshire Borough Council

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