

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Cabinet	
MEETING/ DECISION DATE:	9th September 2021	EXECUTIVE FORWARD PLAN REFERENCE:
		E3312
TITLE:	Quarter 1 Strategic Performance Report 2021/22	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Annex 1 Strategic Indicator Report qtr. 1 2020/21		

1 THE ISSUE

- 1.1 This report is the first strategic performance report developed using the Council's new **Integrated Reporting Framework (IRF)**. It updates Cabinet on the progress made against a key set of strategic performance measures which assess our progress on delivering the Corporate Strategy and key aspects of service delivery.

2 RECOMMENDATION

The Cabinet is asked to:

- 2.1 Note progress on the delivery of the Corporate Strategy and key aspects of the Council's service delivery, details of which are highlighted in Annex 1.
- 2.2 Indicate any other key service areas to be highlighted and included in the strategic indicator report.
- 2.3 Agree to receive update reports on a quarterly basis

3 THE REPORT

- 3.1 Full Council adopted a new four-year Corporate Strategy at its meeting on 25th February 2020. The document set a new direction for the Council, reflecting the aims of the administration elected in May 2019 and providing a clear approach to the Council's activities and priorities.

3.2 The Corporate Strategy is the Council's overarching strategic plan. It sets out what we plan to do, how we plan to do it, and how we will measure performance over the next four years. It contains a new framework for what we will focus on and how we will work, as follows:

- 1) We have one overriding purpose - **to improve people's lives**. This brings together everything we do, from cleaning the streets to caring for our older people. It is the foundation for our strategy, and we will ensure that it drives our commitments, spending and service delivery.
- 2) We have two core policies - **tackling the climate and ecological emergency** and **giving people a bigger say**. These will shape our work.
- 3) To translate our purpose into commitments, we have identified three principles. We want to **prepare for the future, deliver for residents** and **focus on prevention**. These, in turn, help us to identify specific delivery commitments across our services.

3.3 At the same meeting, Full Council also adopted the **Budget for 2020/21** and Financial Outlook report, which set out how the Corporate Strategy will be resourced.

3.4 The Council collects and monitors a wide range of key performance indicators to measure its delivery. Many of these are of a statutory nature and need to be reported to central Government, and there are also a large number of local indicators developed by services to allow them to measure the delivery of Council services.

3.5 The Council has developed its own in-house **Integrated Reporting Framework (IRF)** which enables officers to monitor many aspects of the Council's delivery and performance. The framework is a dashboard-based online tool that allows the collection and monitoring of performance data directly from the Council's main business systems in many instances and is now used as the main tool for officers to measure progress. The IRF currently collects and monitors information on the following.

- Service performance through a set of agreed performance indicators
- Finance Overview
- Risk Management
- Contracts and Commissioning Intentions
- Corporate Data and Intelligence

- 3.6 The IRF has over 200 performance indicators that officers use to measure Council performance. Many of these are of a statutory nature and need to be reported to central Government. There are also a lot of local indicators developed by services to allow them to measure the delivery of Council services. This is considered far too many to meaningfully report to Members through the democratic process, therefore a strategic set of indicators (shown at Annex 1 to this report) has been chosen to allow Members to focus on some key areas of delivery. In accordance with the layout of the strategic report, these have been themed to follow the three key principles in the Corporate Strategy.
- 3.7 Members should obviously be aware that progress against the delivery of the Corporate Strategy and some aspects of service delivery has been hindered by the COVID pandemic and the need to reallocate resources (staffing and finance) away from addressing these priorities in 2020/21. Despite this, some good progress has been made, which is highlighted in Annex 1. For instance:
- In the latest annual residents' survey (Voicebox) carried out last November, residents were asked about the impact of COVID-19 in their local area and how satisfied they are with their local area as a place to live. 87% of residents were satisfied with their local area as a place to live.
 - 64% of residents are satisfied with how the Council runs things, which is an increase since 2018.
 - Nearly 6,700 new trees had been planted on Council owned land at the end of March 2021.
 - The Council has seen an increase in the number of Children on Education Health & Care Plans (EHCP) to over 1,600 at the end of June 2021. This has a direct impact on resources of both the Council and schools.
 - The rate for household waste recycled / composted is over 59%, this demonstrates success in moving towards our zero-waste ambition.
 - We have a statutory responsibility to ensure that people's needs are being met by at least an annual review for Adult Social Care; during the most difficult year the Council has ever faced, we still achieved over 63% of the target.
 - The Council wants to reduce the number of people in a care home setting to demonstrate we are supporting people to maximise their independence. The Council is exceeding its target of 51 home admissions per 100k.
 - The Council also achieved over 94% of Adult Safeguarding enquiries where risks were either removed / reduced during the first quarter.
 - Members should also note that from November 2020 until the final payment period at the end of June 2021, the Council successfully administered nearly 18,000 Business Grants payments to local businesses. Totalling over £44.3m.
- 3.8 This is the first time this report has been reported to Members in this manner and format. Members now have the opportunity to comment on the strategic indicators in the new report and request any changes or addition to the report. These can then

be incorporated to further iterations of the Strategic Indicator Report during the year.

4 STATUTORY CONSIDERATIONS

The Council has a wide range of powers which allow it to deliver the Strategy adopted in February. It should be noted however that the government has introduced an extensive range of new legislation, regulations and guidance during the last 18 months, which may influence how certain aspects of the Strategy are delivered. It was subject to a full Equalities Impact Assessment and it is important that equalities are actively pursued as we implement the strategy.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 A full report on the Council's approach to financial recovery was presented to Cabinet on 2nd July 2020.
- 5.2 Council agreed the resourcing requirements for 2021/22 at its Budget meeting in February 2021.

6 RISK MANAGEMENT

- 6.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision-making risk management guidance.

7 CLIMATE CHANGE

- 7.1 A detailed report was presented to Council in January 2021 on our progress in tackling the climate and ecological emergency. The current report provides an opportunity to re-emphasise how these commitments are reflected as "core policies" in delivering the Corporate Strategy. Tackling the climate ecological emergency is also at the centre of our renewal vision.
- 7.2 Monitoring the effectiveness of delivering on Climate Change is one of the key components of the strategic report. Indicators are being developed to allow further monitoring against the Council target.

8 OTHER OPTIONS CONSIDERED

- 8.1 None

9 CONSULTATION

- 9.1 This report has been cleared by the S151 Officer and Monitoring Officer.

Contact person	Steve Harman, Head of Corporate Governance & Business Insight Jon Poole, Business intelligence Manager
Background papers	<ul style="list-style-type: none">• Corporate Strategy• Cabinet Report May 2021 - Update on Progress against the Corporate Strategy 2020-2024 and COVID-19 Response
Please contact the report author if you need to access this report in an alternative format	