

# TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	13 February 2024
<b>Subject:</b>	Council Plan Performance Tracker - Quarter Three 2023/24
<b>Report of:</b>	Director: Corporate Resources
<b>Head of Service/Director:</b>	Director: Corporate Resources
<b>Lead Member:</b>	Leader of the Council
<b>Number of Appendices:</b>	1

## **Executive Summary:**

The Council Plan (2020-24) was approved by Council on 28 January 2020 and is now in its last year. Progress in delivering the objectives and actions within the plan is reported through a Performance Tracker document (Appendix 1). The tracker is a combined document which also reports upon a set of Key Performance Indicators (KPIs).

Key financial information is usually reported alongside the tracker documents, so Members have a rounded view of overall performance information. Given the complexities of year end closedown, this information is not yet available and will be reported to committee next month.

This performance information is reported to the Overview and Scrutiny Committee on a quarterly basis and the outcome is then reported to the Executive Committee by the Chair of the Overview and Scrutiny Committee.

## **Recommendation:**

**To scrutinise the performance management information and, where appropriate, require action or response from the Executive Committee.**

## **Financial Implications:**

Though the report does not directly impact upon these implications, Finance and Resources is a priority within the current Council Plan.

## **Legal Implications:**

None directly associated with this report.

## **Environmental and Sustainability Implications:**

Though the report does not directly impact upon these implications, sustainable environment is a priority within the current Council Plan.

## **Resource Implications (including impact on equalities):**

None directly associated with this report.

**Safeguarding Implications:**

None directly associated with this report.

**Impact on the Customer:**

Performance monitoring provides our residents with a good oversight on the progress being made in delivering the Council Plan priorities, objectives and actions.

**1.0 INTRODUCTION**

- 1.1** The Council Plan (2020-24) was approved by Council on 28 January 2020 and is now in its last year. Progress in delivering the objectives and actions within the plan is reported through a Performance Tracker document (Appendix 1). The tracker is a combined document which also reports upon a set of Key Performance Indicators (KPIs).
- 1.2** Key financial information is usually reported alongside the tracker documents. Given the complexities of year end closedown, this information is not yet available and will be reported to committee next month.

**2.0 PERFORMANCE TRACKER**

- 2.1** Each of the priority themes within the Council Plan is supported by a number of objectives and actions. The tracker document has been developed to provide a transparent summary on delivery and in a format that is easy to understand.
- 2.2** For monitoring the progress of the actions within the performance tracker, the following symbols are used:

😊 – action progressing well

😐 – the action has some issues or delay but there is no significant slippage in the delivery of the action

😞 – significant risk to not achieving the action or there has been significant slippage in the timetable or performance is below target

Grey – project has not yet commenced

✓ – action complete or annual target achieved

For monitoring of key performance indicators, the following symbols are used:

↑ - PI is showing improved performance on previous year

↔ - PI is on par with previous year performance

↓ - PI is showing performance is not as good as previous year

**2.3** This report presents the second quarter of the performance tracker. Key successful activities achieved to bring to Members’ attention include:

- The Medium Term Financial Strategy was approved at Council on 12 December 2023.
- A Strategic Asset Management Strategy has been developed with the aim to go to Executive Committee in March.
- The Strategic and Local Plan (SLP) consultation on the Issues and Options (Reg18) was launched on 16 January 2024.
- Planning Inspectorate on behalf of the Secretary of State accepted the application for development consent a significant milestone for the all-ways Junction 10 scheme.
- The next round of public consultation is being prepared for February on the Tewkesbury Town Centre Masterplan and Design Code.
- Supported 36 Voluntary and Community Sector groups within depth 1-1 support and advice, a further 8 organisations were supported with general queries.
- Nine successful applications to the Health and Wellbeing Fund, totalling over £8,000. This helped fund projects such as water sports, gardening and sports equipment as well as going towards activities for health groups.
- Phase two of the in-cab technology project has commenced, this will be focusing on street cleansing and ground maintenance service with the aim to go live in May 2024.
- Procurement is complete for a customer contact system, which will integrate with our digital platform Liberty Create to provide a full overview of customer contact, the go live date is planned for the end of March 2024.
- The Draft Garden Communities Charter consultation went live, the charter highlights the expectations for the delivery of the programme.
- The Council was awarded £41,915 from the Coronation Living Heritage Fund, this will support the creation and installation of a Coronation Micro Wood in the borough and to set up a Coronation Community Orchard grant scheme.
- Works are nearly complete on the council’s new air source heating system which will help the Council towards its goal of becoming carbon neutral.

**2.4** Due to the complex nature of the actions being delivered, inevitably some may not progress as smoothly or quickly as envisaged. Actions with either a 😞 or 😊 are highlighted below:

Action	Status and reason for status
Update the Council’s asset management plan. (page no. 2)	😞 The target date has been amended from January 2024 to March 2024. Commitments within the Asset Management team and the heating system project has resulted in a slight delay with the plan being finalised for the January Executive Committee. The next committee is in March. The date has been amended to reflect the plan going to Executive Committee in March.

<p>Implement and deliver a project plan for the closure of the trade waste service. (page no. 3)</p>	<p>☹️ The target date has been amended from January 2024 to the end of March 2024. Whilst the final collections took place in December closing down the final accounts has taken longer than expected. The date has been amended to allow for additional time to complete this process.</p>
<p>Adopt a revised charging schedule for the Community Infrastructure Levy (CIL) (Page no. 16)</p>	<p>☺️ The Contributions Management Group took the decision to align the new charging schedule with the development of the emerging SLP, because of staff availability. It was agreed once the new Strategic and Local Plan Manager was in post the progress of the review will be in line with the timetable set out in the Local Development Scheme.</p>
<p>Carry out a full review of the licensing services. (page No. 26)</p>	<p>☹️ The target date has been amended from April 2024 to May 2024, the slight delay was due to the Business Transformation Team's resource being used for the in-cab technology project. However, despite the slight delay, great progress on the project is now being made.</p>
<p>Carry out a review of our litter pickers' scheme. (page no. 39)</p>	<p>☹️ The Environmental Health Team is continuing with the cleanse of the litter picker database. This involves making contact with volunteers to confirm they are happy to still be registered with the scheme and to capture their consent in line with our data protection responsibilities. There are over 400 volunteers on the current database and this work will need to be accommodated within competing priorities for the Environmental Health Team. Therefore, it is expected this work will be ongoing throughout 2024/25</p>
<p>Introduce mechanisms to implement Bio-Diversity Net Gain through planning developments. (page no. 43)</p>	<p>☹️ The target date has been amended from November 2023 to April 2024. This has been amended to reflect that the Council cannot fully implement Biodiversity Net Gain until the small sites mandatory requirements commence which will be in April, following a recent announcement, in January, from DEFRA.</p>

**2.5**

It is inevitable that not everything can be delivered at once. Any actions which have yet to commence are 'greyed out' in the tracker with indicative dates for commencement stated.

### 3.0 KEY PERFORMANCE INDICATORS (KPIs)

3.1 The set of Key Performance Indicators (KPIs) are a combination of contextual indicators and target related indicators. The set of KPIs must remain flexible to ensure they meet our needs. The data reported is the position at end of quarter three (December 2023).

3.2 Of the 24 indicators with targets, their status as at the end of quarter three for 2023/24 is:

☺ (on target)	☹ (below target but confident annual target will be achieved)	⊖ (below target)
16	5	3

In terms of the direction of travel i.e. performance compared to last year, for all indicators the status is:

↑ (better performance than last year)	↓ (not as good as last year)	↔ (on par with previous year performance)
20	9	2

3.3 KPIs where the direction of travel is down and/ or KPI is ☹ are highlighted below:

KPI No.	KPI description	Reason for ☹ or ↓
10	Total number of new homeless applications opened during the quarter. (page No.18)	↓ The number of new homeless applications at the end of Q3 was 161. Whilst this has reduced again since Q2 cumulatively of 545, if the figures continued there would be an increase when compared to last year's outturn figure of 664 applications.
12	Total number of homeless applications with main duty accepted held at end of the quarter. (Page no. 19)	↓ The number of homeless applications with main duty accepted held at the end of Q3 was 25. The cumulative figure is 84 which is on par with last year's outturn (86 applications) with the final quarter still to come.
13	Total number of homeless prevention cases held at the end of the quarter. (Page No. 19)	↓ The number of homeless prevention cases held at the end of Q3 was 25, cumulative figure is 179 applications. Similar to KPI 10 if the figure continues the performance of last year's outturn will be exceeded.
19	Percentage of 'major' planning applications overturned at appeal. (Page No. 21)	↓ Performance this quarter is not as good as last year's outturn of 7.5%. This KPI is measured over a two-year period nationally with data only available online until the end of September 2022. Based on appeal decisions received it is anticipated the next two year period score covering April 2021 to March 2023 will be 9.7%.

21	<p>Enforcement - Investigate category A* cases within 24 hours (without prompt action, material risk of further harm which could be reduced by early intervention).</p> <p>(Page No. 23)</p>	<p>↓ 😞 50% of cases in Q3 were investigated within the timescale, this is below the outturn of 100% for 2022/23 and the cumulative figure of 40% is lower than the 90% target for the year. Note: Q3 was two cases so not a significant number.</p>
22	<p>Investigate category B* cases within five working days (development causing, or likely to cause, irreparable harm or damage).</p> <p>(Page No. 23)</p>	<p>↓ 😞 In Q3 50% of cases (one out of two) achieved the timescales, this is below the outturn of 100% last year and also cumulatively at 83% below the target of 90%.</p>
23	<p>Investigate category C* cases within 10 working days (risk of material harm to the environment or undue harm to residential amenity).</p> <p>(Page No. 24)</p>	<p>↓ In Q3 70% of cases (7 out of 10) achieved the timescales, whilst still a good achievement this is below the outturn of 92.86% last year.</p>
24	<p>Investigate category D* cases within 15 working days (breaches causing limited material disturbance to local residents or to the environment).</p> <p>(Page No. 24)</p>	<p>↓ In Q3 87.5% of cases (14 out of 16) achieved the timescales, again whilst a good achievement this is below the outturn of 100% last year.</p>
30	<p>Average number of days to process new housing benefit claims.</p> <p>(Page No. 30)</p>	<p>↓ There has been an increase in the number of days when compared to the outturn of last year's figure of 7.4 days to Q3 figure of 11.79 days. However, when compared to Q1 it has reduced and it is hoped this will continue to do so with the new resources within the team. Performance is still positive when compared nationally.</p>
31	<p>Average number of days to process change in circumstances to housing benefit claims. (Page No. 31)</p>	<p>↓ 😞 Whilst Q3 4.04 days is on par with the target date, cumulatively the average number of days throughout the year is 5.48 days which is slightly about the councils target of 4 days. However, it is noted when performance is compared nationally the average day is 8 days.</p>

**3.4** Key successful KPIs to bring to Members' attention include:

- KPI 7 & 8- Q3 has seen a large increase to the number of visitors entering the Growth Hub- 210 visitors compared to the 135 in Q2. In addition, a further 14 events were delivered from the Hub, totally to 44 for the year so far. (page 10)
- KPI 15 – 110 new affordable housing properties have been delivered by tenure type in Q3, an increase when compared to Q3 in 2022/23 (57). (Page 19)
- KPI 17 and 18- percentage of 'major' and 'minor' planning applications being determined in time has improved. (page no. 20 and 21)
- KPI 35- the average voluntary staff turnover has significantly fell since Q2 from 3.5% to 1.3%. Cumulatively for the year the average turnover is 8.1% this is lower than last year's figure of 15.4%. (Page 32)
- KPI 36 - Food established hygiene ratings remains good – 2% have a rating of two or below which is beneath the 5% target. (Page No. 32)
- KPI 37- 146 Freedom of Information requests were received of these, 95%, were answered on time. (Page 33)

**4.0 CONSULTATION**

**4.1** None.

**5.0 ASSOCIATED RISKS**

**5.1** There are no associated risks in relation to the report itself. A number of actions within the performance tracker are included within the Council's Corporate Risk Register. For example, financial sustainability, climate change, delivery of the Garden Town.

**6.0 MONITORING**

**6.1** Progress on delivery of actions is monitored on a quarterly basis by the Overview and Scrutiny Committee. Budget monitoring occurs on a monthly basis and is formally reported quarterly.

**7.0 RELEVANT COUNCIL PLAN PRIORITIES/COUNCIL POLICIES/STRATEGIES**

**7.1** Council Plan 2020-2024 approved by Council on 26 July 2022

Budget monitoring is on the approved annual revenue and capital budget for 2023/24 which has been prepared in line with the Medium Term Financial Strategy

---

**Background Papers:** None.

**Contact Officer:** Director: Corporate Resources  
01684 272002      Graeme.simpson@tewkesbury.gov.uk

**Appendices:** Appendix 1 - Council Plan Performance Tracker Qtr 3 2023/24