

Body:	Scrutiny
Date:	10 July 2023
Subject:	Corporate Performance Quarter 4 2022-23
Report of:	Homira Javadi, Director of Finance and Performance (Chief Finance Officer)
Cabinet member:	Councillor Stephen Holt, Leader of the Council and Chair of Cabinet (Community Strategy, Local Strategic Partnership, the Corporate Plan, Performance and Staff)
Ward(s):	All
Purpose of the report:	To update Members on the Council's performance against Corporate Plan priority actions, performance indicators and targets for the fourth quarter of the year 2022-23.
Decision type:	Non Key
Officer recommendation to the Scrutiny Committee:	The Committee is asked to note progress and performance for Quarter 4.
Officer recommendations to the Cabinet:	To note progress and performance for Quarter 4 and agree arrangements for the production of a new corporate plan for 2024 - 28.
Reasons for recommendations:	To enable Cabinet members to consider specific aspects of the Council's progress and performance.
Contact:	Luke Dreeling: Performance Lead Tel: 07525 351757 or email: luke.dreeling@lewes-eastbourne.gov.uk

1.0 Introduction

- 1.1 The council has an annual cycle for the preparation, implementation and monitoring of its business plans and budgets. This cycle enables us regularly to review the council's work, and the targets it sets for performance, to ensure these continue to reflect customer needs and council aspirations.
- 1.2 It is important to monitor and assess progress and performance on a regular basis, to ensure the council continues to deliver priority outcomes and excellent services to its customers and communities.

2.0 Corporate Plan

- 2.1 This report sets out the council's performance in the fourth Quarter of 2022/23 against its aspirations as set out in the Corporate Plan 2020-24 (appendix 1).
- 2.2 The second appendix sets out the proposed set of performance measures for 2023/24, for Cabinet's endorsement. A small number of changes are proposed, primarily to customer service indicators, where the intention is to provide more meaningful measures for members' consideration.
- 2.3 The report also provides, as is usual on an annual basis, a progress update for the Corporate Plan. This is set out at appendix 3. It should be noted that the current Corporate Plan will reach its end date in March 2024. Cabinet is therefore asked to agree the commencement of preparations for a new corporate plan. It is suggested that a draft be prepared for members consideration in the early autumn, which can then be subject to consultation ahead of formal approval in February 2024.

3.0 Solution Sprints

- 3.1 In order to help drive performance improvement across the council, EBC has a programme of Solution Sprints. These were originally deployed pre-pandemic to realise service improvements and have been relaunched this year. Quarters 1 and 2 saw the soft re-launch of SS and approval of revised governance arrangements. Quarter 2 activities involved piloting SS approaches resulting in the launch of a new 'contact us' form on the council's website. Since the launch of this form in September 2022, 3,044 customer queries have been reported via this form and 85% (2,594) have been closed/completed. The new form is helping to streamline and speed up customer emails getting to the appropriate service areas and freeing up Customer First colleagues, to prioritise those customers with the greatest need.
- 3.2 The techniques applied to the contact us form development sprint have also been used to support the identification of requirements for the new Planning system project with Planning First colleagues during Quarters 3 and 4. As a result, requirements have now been captured to inform the procurement of a new system and the potential for a chatbot to streamline planning application submissions is also under exploration.
- 3.3 The techniques applied to the contact us form development sprint have also been used to support the identification of requirements for the new Planning system project with Planning First colleagues during Quarters 3 and 4. As a result, requirements have now been captured to inform the procurement of a new system and the potential for a chatbot to streamline planning application submissions is also under exploration.
- 3.4 SS activity scheduled for the next reporting period includes: further process mapping in Planning First to improve current service provision; arrangements to update and refresh the Scheme of Delegations through member engagement; review of the Incident Liaison and out of hours emergency arrangements; exploring economies of scale in addressing housing need through cross-authority working; and, exploration of opportunities to progress performance

against the targets in the Climate Change and Sustainability Strategy. Associated progress on these will be reported as part of the Q1 2023/24 update.

4.0 Financial appraisal

4.1 Project and performance monitoring and reporting arrangements are contained within existing estimates. Corporate performance information should also be considered alongside the Council's financial update as there is a clear link between performance and budgets/resources.

4.2 All the financial implications are contained within the body of the report.

5.0 Legal implications

5.1 Comment from the Legal Services Team is not necessary for this routine monitoring report.

6.0 Equality analysis

6.1 The equality implications of individual decisions relating to the projects/services covered in this report are addressed within other relevant Council reports or as part of programmed equality analysis.

7.0 Conclusion

7.1 This report provides an overview of performance against the authority's priority actions and indicators for 2023-24.

Appendices

- Appendix 1- Portfolio Progress and Performance Report (Quarter 4 2022/23)
- Appendix 2- Corporate Proposed Performance Measures (Annual 2022/23)
- Appendix 3- Corporate Plan Update 2022/23

Background Papers:

The Background Paper used in compiling this report were as follows:

- Corporate Plan 2020/24 <https://www.lewes-eastbourne.gov.uk/about-the-councils/corporate-plans/>