

Performance Monitoring Report: S&R Committee

DATE OF MEETING	3rd November 2021
ATTENDEES	Members: Nick Housden, Keith Pearson, Officers: Andrew Cummings, Alison Fisk, Adrian Blick, Lucy Powell, Simon Killen

PERFORMANCE UPDATE <i>(please give a brief progress update on the following areas)</i>	
CDP PRIORITIES <i>(see Excelsis)</i>	<p>CDP 1 – Continue to allocate funds from the business rates pilot fund in line with the agreed principles</p> <p>This funding will form part of the resources available for the now agreed Council Plan.</p>
	<p>CDP 1.3 – Progress and deliver the redevelopment of Brimscombe Port by securing planning permission and being ready to seek a development partner</p> <p>Vacant possession of the site was achieved on the 30th September with the Grace Network relocating to the adjacent site at Brimscombe Mills. Support for the search for a new home for RUSH is continuing.</p> <p>A demolition contractor, Haywood Crushing Demolition Ltd, has been appointed to undertake the demolition of the buildings at Brimscombe Port. This has been announced on our website and we will be updating those who signed up through the community engagement event of this appointment along with details on issues such as traffic management, car parking and asbestos.</p> <p>Demolition work began on the 25th October and is programmed to take 16 weeks. The Listed Mill building will remain and continue to be occupied by the Council's commercial tenants together with the Listed Salt House.</p> <p>The procurement process for a developer went live on Friday the 29th October.</p> <p>Regular meetings are taking place with the Parish Council, a leaflet drop will be made to residents in the next week with information about the redevelopment and giving notice of a drop-in event on the 17th November giving an opportunity to meet the project team and learn more about the redevelopment process and programme.</p>

	<p>CDP 1.4 – Submit a bid to the National Lottery Heritage Fund by April 2020 to restore the canal link between Stonehouse and Saul.</p> <p>Partial Permission to Start was granted by National Lottery Heritage Fund on 25th August 2021. However, project remains at risk until Full Permission to Grant is awarded. Key risk is submission and award of planning application for the Missing Mile. The target date for submission of the planning application is December. Aim is to get Full Permission to Start awarded by March 2022.</p> <p>New Project Director, Chris Mitford-Slade is currently conducting a detailed review of the project including Project Governance, roles and responsibilities, project costs and programme delivery. Review findings and recommendations will be presented to the CCC Project Board on 10th November 2021.</p> <p>Network Rail have recommenced the works on the Ocean Railway Bridge at Stonehouse and local residents are being kept informed of progress and work activities through letter drops and fortnightly briefings. The towpath along this section of the canal is closed until April 2022 with an alternative route published.</p>
	<p>CDP 1.6 – Create a strategic approach to building more effective partnerships with parish and town councils.</p> <p>The development of a new engagement strategy with Town and Parish Councils is included as an action within the new Council Plan and will be delivered by the Corporate Policy and Governance Team.</p>
	<p>CDP 1.7 – Adopt a clear vision and digital strategy which is fit for purpose to deliver good quality, convenient and efficient services for staff, residents and local businesses.</p> <p>Vision and strategy prepared and actions underway including procurement of a Digital Platform. Vendor selected and finalising contract prior to implementation.</p>
	<p>CDP 5.2 - Explore the opportunities for income generation to help achieve financial self-sufficiency</p> <p>The new Council Plan will include full consideration of the resourcing of Council priorities.</p>
PROJECTS / CAPITAL PROGRAMME (if not covered in CDP)	<p>The major capital projects for the Committee are the Canal and Brimscombe Port which are included in the actions above.</p>

RISKS <i>(see Excelsis)</i>	<p>CCR 1 Failure to develop a Budget Strategy 6/16 Budget Strategy was approved at Council on October 21st.</p> <p>CCR 4 Business Continuity 9/16 (was 16/16) This risk has been lowered due to the continued investment and development of our systems. When this risk was identified the organisation did not have the use of external working systems and equipment. Following Covid and development of the new IT team this has now progressed.</p> <p>CCR 10 Inability to recruit specialist staff 4/16 – (previous 16/16) A People Strategy has been produced to set out how the Council supports and develops staff within the Organisation. A HR Team review has built in a provision for Organisational Development where a plan for recognising and developing talent will be implemented. Along with a strategic plan for recruitment, building the Council as an employer of choice. Principal ICT Officer started on 11th October.</p> <p>CCR 16 Inadequate telephony and IT infrastructure 8/16 – Telephony upgraded to a modern, internet-based solution. Infrastructure upgraded including provision of network resilience.</p> <p>CCR 19 Covid-19 pandemic 9/16 The pandemic is being actively managed as an ongoing risk. It has significant impacts, short and long-term on service delivery and financial position. The wider SLT group meets every fortnight to consider the current position.</p> <p>CCR 91 – Inadequate Information Governance Framework 6/16 Mandatory Data Protection Course in place and work is underway to implement a second intermediate level course for Service Heads/Information Asset Owners and Information Governance Coordinators to increase their level of knowledge. Both courses will also reflect data breach investigations to address and prevent further occurrence. - An enhanced training exception report has been built with the Learning provider which highlights which staff and members have not yet completed training. - Statutory DPO providing detailed GDPR expertise, advice and support with a recently introduced role of Information Governance Officer to support adherence to regulations and compliance. - revised incident reporting framework and procedure in place, with investigation form completed for all breaches and learning taken forward and shared. - Data Breaches are to be included in a Dashboard to SLT to enable effective response.</p>
RELEVANT FINANCE ISSUES	The Spending Review Announced on October 27 th appeared to be positive news for local government but more details will be known from the settlement in December.
ANY OTHER ISSUES CONSIDERED AT THE MEETING (eg staffing / resources)	<p>The Fit for the Future modernisation programme has undergone a stock-take following the appointment of a new Director. This is now largely complete and the programme will accelerate in next period as plans are finalised.</p> <p>The People and OD Workstream has continued to make strong progress including the launch of the Leadership Development</p>

	<p>Programme and we have received an indication that our well-being charter is going to be approved by the accreditor.</p> <p>The Technology and Digital Workstream has also continued to make strong progress, improving the resilience of our infrastructure and in the procurement of a Digital Platform which is nearing completion</p>																																				
FOLLOW UP (any issues for consideration at the next meeting)																																					
PERFORMANCE MEASURES (see <i>Excelsis where applicable</i>)	<p>This Committee meeting will be considering a range of performance measures relating to the new Council Plan.</p> <p>As Revenues and Benefits data largely relates to financial performance it is now to be included in S&R performance monitoring.</p> <table><tr><th>Current Year Collection</th><th>2019/20</th><th>2020/21</th><th>2021/22</th></tr><tr><td>Council Tax</td><td>57.19%</td><td>55.65%</td><td>55.84%</td></tr><tr><td>Business Rates</td><td>57.04%</td><td>49.59%</td><td>51.24%</td></tr></table> <table><tr><th>Council Tax arrears</th><th>Cases</th><th>Amount o/s (£)</th></tr><tr><td>September 2019</td><td>3,942</td><td>1,218,009</td></tr><tr><td>September 2020</td><td>5,537</td><td>1,789,063</td></tr><tr><td>September 2021</td><td>7,028</td><td>2,949,803</td></tr></table> <table><tr><th>Business Rates arrears</th><th>Cases</th><th>Amount o/s (£)</th></tr><tr><td>September 2019</td><td>125</td><td>273,074</td></tr><tr><td>September 2020</td><td>218</td><td>1,389,751</td></tr><tr><td>September 2021</td><td>333</td><td>1,546,142</td></tr></table> <p>We have administered an extension to the Council Tax hardship scheme for 2021/22 providing an extra £150 in support for claimants, totalling £263,301.</p> <p>Consultation for our 2022/23 Council Tax support scheme has now begun. Proposal to introduce an income tolerance level of £10pw for changes of circumstances along with removal of a second adult rebate.</p>	Current Year Collection	2019/20	2020/21	2021/22	Council Tax	57.19%	55.65%	55.84%	Business Rates	57.04%	49.59%	51.24%	Council Tax arrears	Cases	Amount o/s (£)	September 2019	3,942	1,218,009	September 2020	5,537	1,789,063	September 2021	7,028	2,949,803	Business Rates arrears	Cases	Amount o/s (£)	September 2019	125	273,074	September 2020	218	1,389,751	September 2021	333	1,546,142
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	Covid-19 has had a huge impact on collection. As restrictions have started to lift we have gently resumed normal enforcement work with continued signposting to help, advice and support.		
	Despite the furlough scheme ending, we are starting to see a small reduction in Council Tax support claimants.		
	Council Tax Support	Working Age	Pension Age
	September 2019	2,871	2,826
	September 2020	3,370	2,810
	September 2021	3,210	2,733
	Amount (£)		
	September 2019	5,786,312	
	September 2020	6,711,956	
	September 2021	6,655,570	
The Prime Minister has announced that the Test and Trace Support Payment scheme (TTSP) will continue until the end of March 2022, as part of the Government's COVID-19 response over the autumn and winter.			
July saw more cases (231) than any other month, along with August (181), with the previous highest month being November (127). From the inception of scheme in October through to May there were 373 applications. This has already been exceeded in the last 3.5 months from June to September with 511 applications.			

ANY ISSUES OF SIGNIFICANT CONCERN TO BE REPORTED TO AUDIT AND STANDARDS	
ANY ACTIONS/RECOMMENDATIONS FOR THE COMMITTEE	
REPORT SUBMITTED BY	Keith Pearson and Nick Housden
DATE OF REPORT	25/11/2021