Appendix B

## Havant Borough Council Performance Report

Q2 2021-22 V1.14

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**Corporate Services** 

**Regeneration & Place** 

## Headline achievements in Q2

- Our pioneering nitrate mitigation scheme at Warblington Farm was recognised at the national CIEEM awards. Developed by Havant Borough Council in partnership with Natural England and the Hampshire & IOW Wildlife Trust, the conversion of converting former agricultural land into a nature reserve has allowed development to continue in the borough at no additional cost to the taxpayer.
- A Climate Change and Environment Strategy to cover the next 5 years was approved by full Council in September, setting out how we will reach our aspiration of carbon net-zero for council operations by 2050.
- The Exploration phase of the Shaping our Future programme is progressing at pace with the workstream toolkit development nearing completion, development of the Performance Management Framework continuing, and the collation of Insight packs for Heads of Service to use when we move into the Delivery phase.

# People – key statistics for Q2



### Finance – revenue budget outturn in Q2

	Full Year Budget £'000	Q2 Year End Forecast £'000	Q2 Variation to Budget £'000
Net Cost of Services	13.593	13.702	0.109
Funding	(13.593)	(13.593)	0.000
Net (Surplus) / Deficit	0	0.109	0.109

### Corporate governance – key statistics for Q2



#### Risks currently scoring above 16 on the corporate risk register

Risk		T	Identification of areas where there a		Date	Risk		Original Assessment			Mitigation	Con Assess		• ·
K ID	Risk Title	Туре	Category	significant risks	Added	MBK	Planned Mitigation Actions	Success Factor	-	-	φ			
HB6	Medium Term Financial Strategy	FINANCIAL	Economic	The ongoing viability of the authority being able to manage a balanced budget. Current MTFS highlights a shortfall of £12M over the course of the MTFS	28/11/16	Lydia Morrison	4	5	20		The authority has a balanced budget	4	4	16
HB10	Corporate Project Delivery	GOVERNANCE	Reputation	Failure to maintain control of corporate project delivery leading to lack of clarity on priorities, use of resources resulting in reputational damage and potential costs and potential adverse impact on performance.	07/05/18	Gill Kneller	4	5	20	4) All corporate projects have appropriate governance in place and regularly produce highlight reports	will deliver on time	4	4	16
HB15	Cyber Attack – System failure	SERVICE	Technologica	The Councils IT systems are brought down due to an external malicious attack leading to unavailability of information, case files, workflow and data required to run services resulting in delays and non-delivery; reputational impact; negative impact to customers requiring Council services and support, and a requirement on the Council to report an 'availability breach' to the ICO	30/01/19	Sue Parker	4	5	20	<ol> <li>Capita to evaluate and implement data centre defences to reduce likelihood and impact – see Cyber Security Action Plan</li> <li>Business Continuity Plans in place for all services which reflect complete loss of IT system (linked to IT provision: short term)</li> <li>Corporate level review of BCDR plans in event of cyber attack</li> </ol>	All actions in Cyber Security Action Plan completed and business continuity plans all updated and accessible. Corporate BCP updated with Cyber Attack scenario.	4	4	16
HB1	Contractual Arrangements	FINANCIAL	Organisational	Risk of our contractors failing to deliver all/part of the contract leading to non delivery of service(s) to our residents. Early termination of all or part of the Norse SE JV by one of the 3 parties due to performance and/ or financial issues. Failure of the Norse SE JV to improve performance and financial management due to inadequate support.	01/09/16	Trevor Pugh	5	5	25	<ol> <li>I) NSE Board regularly meets to review current performance</li> <li>2) Key performance indicators in place and being monitored for waste operation</li> <li>3) Provision of expert financial and operational support to review accounts and co-develop a detailed Business Plan for 2022 and beyond.</li> <li>4) Strengthened JV Liaison Team and recruitment to cover vacancies.</li> <li>5) Risk based approach to JV Liaison.</li> <li>6) Exit strategy</li> <li>7) Review of Governance</li> </ol>	Contract delivers as per cost and performance. Previous years accounts and current budget agreed; monthly budget monitoring and forecasting satisfactory. Business Plan produced in line with Service Agreement requirements. Governance actions completed Internal audit actions completed.	4	4	16

A residual score of 16 is the threshold which has been set to indicate the Council's risk appetite (as per the Risk Management Framework).

# Corporate Services dashboards

**Performance information for Q2** 

<u>Customer Services</u> <u>Finance</u> <u>Legal</u> <u>Organisational Development</u> <u>Programmes, Redesign & Quality</u> <u>Strategic Commissioning</u>

### **Customer Services**

#### Head of Service: Brian Wood

Incorporating: Corporate Support, Elections, Land Charges, GIS, Insight

Customer Services and Revenues and Benefits are provided by Capita



#### Budget variance in Q2

Variance of £21,000

Estimated

outturn £3,206,000

Collection
rates continue
to be impacted
by Covid-19

### Key Performance Indicators

Still being impacted by a huge increase in calls relating to waste collection, though now improving

Indicator	Target	Q1	Q
Calls answered and completed by CSC - one and done (%)	above 95%	98.5%	99.0%
Calls answered within 20 seconds in the CSC (%)	above 75%	13.0%	45.7%
Council tax cash collection rate - cumulative (%)	above 98.9% (year end cumulative)	28.94%	56.32%
Non domestic rates cash collection rate - cumulative (%)	above 98.6% (year end cumulative)	18.21%	43.60%
Average processing time - housing benefit and council tax benefit change events (days)	below 7	9.1	8.2
Average processing time - housing benefit and council tax benefit - new claims (days)	below 17	10.9	9.8

### Corporate Action Plan 2021-22

Project/strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Discretionary Rate Relief Schemes	Review of schemes (yearly requirement)		HBC in need of a fundamental review. Additional information has been requested from Capita to understand how the scheme has been implemented in the past.	
CRM improvements	Development and implementation of customer portal		Business Case for Customer Portal at HBC to be included in full Business Case for Transformation - this will ensure that the requirements for the CRM / Portal match the overall IT design for Transformation.	

Budget £3,231,000

### Finance

Head of Service: Matthew Tiller



No variance

Budget £1,040,000	Estimated outturn £1,040,000



Project/ strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Finance service improvement	Service improvement work following return inhouse		Work successfully progressed over summer. Processes and procedures being updated for roll out. Finalising timescales.	

#### Legal Head of Service: Daniel Toohey

Incorporating: Legal Services, Democratic Services





Further Corporate Action items and Performance Indicators under development by Head of Service and their team. Will be reported from Q3

### Organisational Development

Head of Service: Caroline Tickner

#### Incorporating:

Human Resources, Communications & Marketing, Emergency Planning & Business Continuity, Health & Safety



Corporate Action Plan 2021-22

Project/strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Interim workstyle solutions	Approach to co-ordinate next steps for new ways of working for reception and back office in Penns and Plaza		Trial is extended until end of January 2022 so more data on office use can be obtained. 2nd wave of staff survey underway. Interim report will be submitted to EB early December for consideration of longer term position of working styles.	
Communications service review	Consideration of a business case as per budget challenge proposal		Business case and proposals are now drafted for consideration by Executive Board taking into account the Shaping our Future programme.	

Indicator

Number of unique website visitors





113,000

Budget

£724,000

N/A

Estimated

outturn

£724,000

79,200



Programmes, Redesign & Quality       Estimated         Head of Service: Sue Parker       So variance         Incorporating:       Business Solutions Unit, Digital Design, Information Governance, Governance Hub, Effective         Vorking, Facilities Management       A small number of complex EIRs have affected performance in 02         Key Performance Indicators       A small number of complex EIRs have affected performance in 02										
Indicator	Target	Q1	Q2							
Freedom of Information - number of requests received	N/A	126	119	Colored Colore	orporate	Act	ion Plan 2	021-22		
Freedom of Information - requests completed within 20 day statutory deadline (%)	above 95%	95%	96%	Project/		Q1			Q2	
Environmental Information Regulations - number of requests received	N/A	26	37	strategy	Outcome	RAG status	Q2 update		RAG status	
Environmental Information Regulations - requests completed within 20 day statutory deadline (%)	above 95%	100%	84%	Digital Strategy	Numerous projects to deliver the strategy including foundation initiatives such as		Multi Factor Authentication now due Q3, will be with Havant and East Hants by Nov / Dec 2021.Tenancy split proposal due to JTB by end of Oct, going through final			
Subject Access Requests - number of requests received	N/A	4	3		Sharepoint and transformation related		staff intranet. Move to Sh	pint has been implemente arepoint for identified tea	ms	
Subject Access Requests - requests completed within statutory deadline of one month (%)	above 95%	75%	100%	priorities as informed by and network storage dependent on cluster order for						
				Review of Mayoral provision	Consideration of a business case as per budget challenge proposal		Review meeting has been he costs against other LAs to be the Leader confirming next s also go via Cabinet and O&S Mayor. No changes or saving Mayoral term. Any changes financial year after Mayor m	teps to review support, whic as agreed with Leader and g now expected in existing if agreed at O&S would be in	vith h will	

### Strategic Commissioning

Fly tipping

remains high,

in line with

national trend

Head of Service: Trevor Pugh (ES)

Incorporating: Capita, Environmental Services (Norse), Leisure



#### Variance of £55,000





### Corporate Action Plan 2021-22

Project/strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Future waste collection / HCC negotiations	Environment Bill and HCC efficiency savings implications		Environment Bill passing from House of Lords back to Commons for final stage w/c 18/10/21. Draft Hants Waste Strategy (JMWMS) reviewed and being submitted to both Cabinets in October 2021. Review of Project Integra commenced.	
Review of leisure provision	Negotiations over Horizon and future leisure provision		Business plan submitted to s151. On hold for implementation until agreed. This has implications in regards to the 'Shaping our Future' programme.	
NSE commercial strategy	Oversight of Norse commercial strategy		Norse Business Plan 2022 onwards being prepared and to reference commercial strategy.	

#### Key Performance Indicators

Indicator	Target	Q1	Q2
Number of missed bins	Due to national staf	f shortages, figuntly available	res are not
Percentage of household waste recycled and composted	Above 30%	25%	17%
Contamination of recycling (%)	Less than 10%	Not reported by Norse	16%
Number of fly tips reported	Less than 120	337	319

# Regeneration & Place dashboards

**Performance information for Q2** 

<u>Coastal Partners</u> <u>Housing & Communities</u> <u>Neighbourhood Support</u> <u>Planning</u> <u>Property</u>

**Regeneration & Economy** 

### Coastal



Partners	Project/strategy	egy Objective		Q2 update	Q2 RAG status
Head of Service: Lyall Cairns	Langstone Flood and Coastal Erosion Risk Management Scheme	Reduce flood risk to Langstone community and protect access to Hayling Island		Detailed Design is advancing, the Structural and Ground Investigations have been scoped and undertaken. AECOM has also been working on concepts for optimising the outline design to better suit maintenance and operation requirements and community acceptance. The community have been provided with evening to hear about the design plans and feed into the process. The OBC has been submitted to NPAB for assurance on the GiA and Local Levy elements of the funding. An additional £0.5m has been secured from the Other Governments Department Fund for this financial year.	
Budget variance in	Coastal Partners governance and business model review	Review of governance arrangements for partnership to ensure the service is fit for future		No change - awaiting Legal to complete their review of the Service Agreement (SA). This is not a risk to the current service as the SA is fit for purpose as is. However the longer it takes to review the SA could impact on the 5th Partner joining the Partnership.	
Q2 No variance	Warblington new pedestrian bridge (CELT led project)	Protection of pedestrians when crossing Warblington train line		Report went to EB 5 October, planned to go to Cabinet Briefing 1 Dec and Cabinet 15 Dec.	
	Hayling Island beach management activities and supporting studies	Manage flood risk to 1700 homes at Eastoke		October 2021 - autumn beach recycling campaign completed on programme and budget.	
	Broadmarsh Coastal Park and coastal Landfill Protection Project	Understand and respond to erosion risk to the coastal landfill at Broadmarsh		EB Briefing 19th October followed by HBC Capital Bid for Detailed Design Costs/Stage.	
Budget £417,000 E417,000 E417,000	Hayling Island Coastal Strategy	Understand the flood and erosion risk to the Hayling Island coastline and develop a long-term strategic approach to implement the shoreline management plan policies		The shortlist of management options has been appraised and are now refining them to the draft leading options prior to public consultation.	
	Coastal survey programme	Implement coastal survey programme in line with SLAs – topographic surveys carried out for the regional monitoring programme to monitor coastal change and processes		All autumn surveys completed to programme and budget. Still awaiting regional monitoring SLA EB paper approval. RAG status changed from green to amber due to SLA over 6 months overdue, unable to invoice. Client raising concerns.	

### Housing & Communities

Head of Service: Tracey Wood





### Corporate Action Plan 2021-22

Project/ strategy	Objective	Q1 RAG status	Q2 update	Q2 RA sta
Community Engagement Strategy	Developing a community engagement strategy		A draft strategy is currently being worked on and will be developed alongside the relevant toolkits - will be brought to EB/CB for consultation in the Spring.	
Homelessness and Rough Sleeping Strategy	Implementation of Homelessness Strategy/Action Plan		Considerable work has been done in both councils on B&B use - sourced self contained units at HBC. Numbers continue to be high.	
S106 contributions	Implementation of plan to ensure S106 contributions for community posts are allocated appropriately		S106 contributions for live sites now received which has led to a request to allocate funds to recruit an additional New Developments post for Havant which will link with the existing East Hants team.	
Review of play park provision	Review the provision of play parks. Review ownership, maintenance and develop a forward refurbishment plan of play area provision		Specialist play consultants on standby awaiting Norse SE to complete the annual inspections which needs to be carried out first. Once this has been completed The Play Inspection Company will complete the audit and provide an overview of every play site x 46. This will enable the Leisure Team to prioritise which sites will be refurbished in order of need using the CIL allocated budget.	
Communities service review	Consideration of a business case as per budget challenge proposal		The Community Service is currently holding a number of vacancies whilst moving towards one service across both councils. There are currently a number of officers working across both councils on a trial basis. A business case will be worked up for consideration in the Spring	

#### contained units as temporary accommodation Q2 RAG status

Number in B&B has declined due to the team now using self-

E Budget £1,038,000 £:

Estimated outturn £1,038,000

### Key Performance Indicators

In	dicator	Target	Q1	Q2
Aff	ordable homes delivered	above 130 (year end cumulative)	16	29
	mber of homelessness eptances	below 65 (year end cumulative)	3	0
	mber of homelessness erventions	above 1050 (year end cumulative)	178	219
Nu B&	mber of households in B	below 65 (year end cumulative)	116 households spent time in B&B with 56 remaining at end of quarter	60 households spent time in B&B with 43 remaining at end of quarter
Nu	mber of weeks in B&B	Tracking	275	402

## Neighbourhood Support

Head of Service: Natalie Meagher

Incorporating: Environmental Health, Neighbourhood Quality, Parking & Traffic Management



Variance of £180,000

Budget -£486,000

Estimated outturn -£306,000

port 🥂 Key Performa	nce Ind	licators	starting to recover as national Covid restrictions have ended	
Indicator	Target	Q1	Q2	
Parking and traffic - income from pay and display machines - cumulative (£)	above £1,076,000 for Q2	£408,223	£942,300	
Parking and traffic - income from Penalty Charge Notices - cumulative (£)	above £164,200 for Q2	£48,068	£214,694	
Parking and traffic - PCN collection rate (%)	Tracking	59%	58%	
Public health funerals – number of burials / cremations	N/A	4	1	
Public health funerals – total costs (£)	N/A	£6,746	£1,599	
Public health funerals – recovery of costs (%)	Tracking	24.78%	0%	
Pest control – total income (£)	ТВС	£4,643	£8,762	
Private sector housing – total number of DFG cases approved and completed	N/A	In development	27	
Private sector housing – DFG cases (minor adaptations) completed within time limit of 90 days from valid referral (%)	Tracking	In development	80%	
Private sector housing – DFG cases (complex adaptations) completed within time limit of 120 days from valid referral (%)	Tracking	In development	58%	
Private sector housing – total DFG spend (£)	N/A	£304,182	£459,478	
Neighbourhood quality – number of fly tipping enforcement actions taken	Tracking	19	50	

Parking revenue is

starting to recov

### Neighbourhood Support

Corporate Action Plan 2021-22

Project/strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Outbreak Control Plan	Development of plan for potential future Covid outbreaks		No further amendments to make at this time.	
Licensing service review	Resourcing review of service across both EHDC and HBC		No further progress made due to other work taking priority. As Covid restrictions have eased the workload for this service has increased, the result being no capacity to progress the service review.	
Designated Public Place Orders	Review in light of new legislation		Dog PSPO has been sealed and is due to commence in November.	

### Planning

Interim Heads of Service: Julia Mansi and David Hayward

Incorporating: Development Management, Planning Policy, Building



Key Performance Indicators

Continued on next slide

system migration system migration

## Planning



### Corporate Action Plan 2021-22

Project/ strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
DSIP: Planning / Land Charges / Environmental Health system replacement	Procurement and implementation of replacement system (to replace Acolaid)		Project still paused pending work on TOM	
Local Plan	Progress of production of Local Plan		The Council has now received the Interim Findings Report into the Local Plan examination. This highlighted a number of soundness concerns, principally regarding deliverability, and a legal compliance concern. The inspectors recommend	
			withdrawing the local plan, though the suspension of the examination is another option. This development adds considerably to the timeframe to get a local plan adopted (details TBC) and will have budgetary implications for 2021/22 and 2022/23	
CIL Spending Protocol	Comprehensive review of CIL Spending Protocol		Protocol was considered, and approved by Planning Policy Committee. Following this, new approach was promoted by Leadership which is being developed. Encouraging discussions with Cabinet members and informal agreement on the framework. Currently delayed with resources needing to be pushed back to the Local Plan examination.	
			Recently appoint Discharge of Condi Officer is still dealin	tions

backlog of applications

### Key Performance Indicators

Indicator	Target	Q1	Q2
Major planning applications - number decided	N/A	4	3
Major planning applications - % decided within 13 weeks or agreed time extension	above 70%	50%	100%
Minor planning applications - number decided	N/A	35	30
Minor planning applications - % decided within 8 weeks or agreed extension	above 65%	77%	93%
Other planning applications - number decided	N/A	195	175
Other planning applications - % decided within 8 weeks or agreed extension	above 80%	93%	93%
All applications - % decided within 26 weeks	above 98%	99%	100%
Discharge of condition applications - % decided within 8 weeks	above 80%	39%	22.5%
Major planning applications - % of decisions allowed on appeal	below 20%	0%	2.5%
Minor and other planning applications - % of decisions allowed on appeal	below 30%	0.37%	0.29%
CIL and S106 agreements – monitoring fees collected	above £130,000 (year end cumulative)	£49,800	£30,745

#### **Property** Head of Service: Clare Chester



No variance



Corpora

### Corporate Action Plan 2021-22

Project/strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Property management system	Procurement and implementation of new property management system		Draft specification approved. Tender process and timeframe agreed with procurement. Testing with IT re: data capabilities.	
Estates and Facilities team options including accommodation	Consideration of business case as per budget challenge proposal		Initial discussions underway and early consideration but limited progress made yet due to other priorities.	



### Key Performance Indicators

Indicator	Target	Q1	Q2
Rent arrears for all tenanted commercial property – average across quarter (£)	Below 10% of gross annual income (£2.395M)	<b>£52,000</b> (due in quarter only)	<b>£29,500</b> As at 7 <sup>th</sup> Oct = 1.475% of annual rent
Rent arrears over 90 days (aged debts) for all tenanted commercial property – at end of quarter (£)	Below 5% of gross annual income (£2.395M)	£361,000 (as at 2 <sup>nd</sup> Sept)	<b>£185,000</b> As at 7 <sup>th</sup> Oct = 9.25% of annual rent
Number of lease events (lease expiry, rent review or break clause) in previous 12 months	N/A	N/A (new KPI)	21
Number of lease events (lease expiry, rent review or break clause) expected in next 12 months	N/A	N/A (new KPI)	10

### **Regeneration & Economy**



*Head of Service: Clare Chester* 

Incorporating:

Regeneration and Placemaking, Economic Development



Budget variance in Q2

No variance

Budget £562,000 Estimated outturn £562,000

Project/strategy	Objective	Q1 RAG status	Q2 update	Q2 RAG status
Review of shared Regeneration arrangements	Consideration of a business case as per budget challenge proposal		Consultation with staff concluded and transition to new arrangements completed beginning Q2.	
Havant town centre redevelopment	Regeneration project		Levelling Up Fund bid for the town centre was submitted in June, still awaiting the decision. Cabinet approved the Civic Plaza East outline business case to enable the next stage of the more detailed work to be carried out. Work now progressing on that outline business case	
Hayling Seafront Strategy	Regeneration project		Vision agreed at Cabinet on the 8th September 2021. Work has been developed on draft ambition for Hayling Island Seafront engagement programme to launch late Oct.	
Regeneration Strategy	Review and refresh of Regeneration Strategy		Following Cabinet in Sept, work has commenced on a refresh of the Havant Regeneration and Economy Strategy focussing on a number of key projects across the borough including Havant Town Centre, the Civic Plaza, Leigh Park and Waterlooville town centre.	