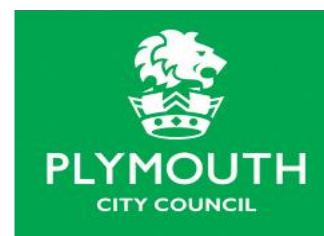


CO-OPERATIVE SCRUTINY BOARD

Corporate Plan - Performance Report Q2 2015

18 November 2015

Chief Executive's Office



Introduction

The Corporate Plan was first established in July 2013 as a 4 year plan to drive the city's ambition to become a Brilliant Co-operative Council. The plan sets out the Council's values, objectives and outcomes that will deliver the required changes and is used as a key tool to help prioritise, manage and improve service delivery. The plan provides the framework for:

- the most important things the council does
- what the council wants to achieve
- how and what services are delivered
- the way the council operates

Performance monitoring

Key actions and milestones combined with performance indicators help to drive, support, monitor and track our progress. The plan has been refreshed on an annual basis to ensure that it remains relevant and reflective of priorities and achievements over time. The last review was completed in the summer of 2015.

Co-operative Scrutiny Board would usually receive the full Cabinet performance report. However, they have asked not to receive the full report but something more focused.

Focused report for Cooperative Scrutiny Board

Following direction from Cooperative Scrutiny members, more focused reports were requested for each of the scrutiny panels and the Cooperative board. This report is the first opportunity to respond to this request which focuses specifically on the areas of greatest interest to Cooperative Board themselves. This style of report will be cascaded out to each of the panels in due course. For Cooperative Scrutiny, this report focusses on 3 outcomes, 5 Key Action and 5 Performance indicators. The table below shows how all the key actions and their associated KPIs have been divided up between the Board and panels. Also attached is a summary of both Key Action and PI progress since the plan was started.

Allocated Key Actions

Scrutiny Panel	Key Actions
Co-operative Board	K6, K7, K39, K40, K41
Your	K1, K2, K22, K24, K25, K26, K29, K30, K43, K52
Working	K3, K4, K5, K12, K13, K16, K18, K32, K36, K37, K44
Caring	K21, K23, K31, K46, K47, K48, K49, K50, K51
Ambitious	K14, K15, K19, K45, K27a, K27b

Summary

To accompany the focused reports, the Cabinet "report on a page" has also been included. This report is the Quarter 2, 2015/16, Performance monitoring report which provides a summarised evaluation and assessment of overall progress. Using Key Actions (and their milestones) and performance indicators as evidence, the first 6 months of the 2015/16 financial year reports significant successes in service delivery but also identifies some areas of risk. These are described in more detail in the attached "Report on a Page", which was reported to Cabinet on the 10th November 2015.

Co-operative Scrutiny Board

Customised report will focus on:

Key Actions: K6,K7,K39,K40, and K41

Performance Indicators: P5,P6,P24,P33 and P25

Quarter 2 2015/16

We will be pioneering by designing and delivering better services that are more accountable, flexible and efficient in spite of reducing resources																		
Pioneering	The Council provides and enables brilliant services that strive to exceed customer expectations.				Plymouth's cultural offer provides value to the city.			A Council that uses resources wisely.			Pioneering in reducing the city's carbon footprint and leading in environmental and social responsibility							
Key Actions	K1		K2		K3	K4	K5	K6		K7	K43							
Performance	P1	P2	P26		P3			P5		P6	P7	P8						
Outcome Leads	Faye Batchelor-Hambleton				David Draffan			Andrew Hardingham			A. Hardingham Paul Barnard							
We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.																		
Growing	More decent homes to support the population.				A strong economy creating a range of job opportunities.			A top performing education system from early years to continuous learning opportunities.			Plymouth is an attractive place for investment.							
Key Actions	K44				K12	K13		K14	K15		K16	K18						
Performance	P9				P10	P34		P11	P12	P27	P13							
Outcome Leads	Paul Barnard				David Draffan			Judith Harwood			David Draffan							
We will promote a fairer, more equal city by investing in communities, putting citizens at the heart of decision-making, promoting independence and reducing health and social inequality.																		
Caring	We will prioritise prevention.				We will help people take control of their lives and communities.			Children, young people and adults are safe and confident in their communities.			People are treated with dignity and respect.							
Key Actions	K19	K45	K21	K46	K47	K22	K23	K24	K25	K48	K26	K27 A	K27B	K29	K30	K31	K49	K50
Performance	P14	P15		P28		P16	P29	P30	P18	P19	P31	P32	P20		P21			
Outcome Leads	Kerechi Nnoanam Alison Botham Craig McArdle				Craig McArdle			Alison Botham			Craig McArdle							
We will work towards creating a more confident city, being proud of what we can offer and building on growing our reputation nationally and internationally																		
Confident	Citizens enjoy living and working in Plymouth.				Plymouth's brand is clear, well-known and understood globally.			Government and other agencies have confidence in the Council and partners: Plymouth's voice matters.			Our employees are ambassadors for the city and the Council and proud of the difference we make.							
Key Actions	K32	K51	K52	K36		K37			K39		K40	K41						
Performance	P22				P23			P24		P33	P25							
Outcome Leads	David Draffan				Giles Perritt David Draffan			A. Hardingham Giles Perritt			Marion Fanthorpe							

Not on target or at risk of not achieving outcome

Outcome is at risk but mitigation in place

On Target to achieve outcome

Metric under construction

Cooperative Scrutiny Board - KEY ACTION summary

This summary below sets out individual Key Actions, if they have a recognised action plan and are linked directly to business plans. Progress is monitored by identifying the milestones due for completion each quarter and RAG rated accordingly. Incomplete milestones are automatically carried forward to the next quarter.

							2015/16	
							Q1	Q2
KA	Key Action Description	Action Plan in place?	Link to B/Plan ?	Milestones Q1 2015/16	Milestones Q2 2015/16	RAG direction		
K06	Align the five year Medium Term Financial Plan to the Corporate Plan and deliver the Council's Transformation Programme.	Yes	Yes	1. Final MTFS presented to CMT	1. Prepare MTFS inline with Corporate Plan and Transformation objectives			
K07	Maximise Plymouth's opportunities to secure external funding.	Yes	Yes	1. Final MTFS presented to CMT 2. Complete first draft of External Funding Protocol	1. No Milestones for Completion this month			
K39	Implement City Deal for Plymouth	Yes	Yes	1. Recruit consultancy team to support site separation and remediation works at South Yard.	1. Submit ESF bid for £200k extension to the Personalised Mentors Project by September 25th 2. Announcement of Enterprise Zone for South Yard by Chancellor			
K40	Develop a proactive approach to lobbying Government, working with the LEP and neighbouring authorities.	Yes	Yes	1. Review and revise Plymouth Ask document and interactive version 2. Work with partners to explore any new potential areas for Asks 3. Update the advocacy plan and lobbying tracker 4. Conduct a post-election policy analysis and cross reference with the Plymouth Ask 5. Develop Plymouth's stance in terms of working with the other peninsula authorities	1. Review and revise Plymouth Ask document and interactive version 2. Work with partners to explore any new potential areas for Asks 3. Conduct a post-election policy analysis and cross reference with Plymouth Ask 4. Finalise Plymouth's stance in terms of working with the other peninsula authorities			
K41	Accelerate implementation of the People and Organisational Development Framework.	Yes	Yes	1. Present staff Terms and Conditions paper reviewing TOIL and Flexi-time arrangements to CMT 2. Train circa. 400 managers on new streamlined appraisal system 3. Commence Phase 2 of the performance management system, holding drop-in sessions to better understand what staff would like from the new process and what works well in other organisations 4. Commence pilot for new Career Transition system	1. Decision paper to be presented to CMT on staff Performance Management options 2. Workshops to be carried out with managers reviewing the current TOIL / Flexi schemes 3. Senior managers to participate in the 'Back To The Floor' events			

Cooperative Scrutiny Board

Key Action and PI summary

KEY ACTIONS

Key Action	2013/14					Review	2014/15					Review	2015/16			
	Q1	Q2	Q3	Q4	Q1		Q2	Q3	Q4	Q1	Q2		Q3	Q4		
K6	Yellow	Green	Green	Green	OK	Green	Green	Green	Red	OK	Green	Green				
K7	Red	Green	Red	Green	OK	Green	Green	Green	Red	OK	Green	Green				
K39	Green	Green	Green	Green	OK	Green	Yellow	Green	Green	OK	Green	Green				
K40	Yellow	Green	Red	Green	OK	Green	Green	Green	Green	OK	Red	Green				
K41	Yellow	Green	Green	Green	OK	Red	Red	Green	Green	OK	Green	Green				

PERFORMANCE INDICATORS

P5		Red	Green	Green	OK	Green	Green	Green	Green	OK	Green	Green		
P6		Green	Green	Green	OK	Green	Green	Green	Green	OK	Green	Green		
P24				Green	OK	Green	Green	Green	Green	OK	Green	Green		
P33	Grey	Grey	Grey	Grey		Grey	Grey	Grey	Grey	New	Grey	Grey		
P25	Green	Yellow	Green	Green	OK	Green	Green	Yellow	Yellow	OK	Yellow	Yellow		

- Not on target or at risk of not achieving outcome
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- On Target to achieve outcome
- Metric under construction

Note: The corporate plan is subject to a review each year to ensure Key Actions and performance indicators are fit for purpose

Our Plan - A Brilliant Co-operative Council



City Vision
Britain's Ocean City

Corporate Plan Performance monitoring A Report on a page

Quarter 2
2015/16

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	Not on target or at risk of not achieving outcome
	Outcome is at risk but mitigation in place
	On Target to achieve outcome
	Metric under construction

This report provides a summarised assessment of progress towards maintaining our ambitions as a brilliant cooperative council using Key Actions and their milestones and performance indicators, as evidence. The first 6 months of the 2015/16 financial year reports significant successes in service delivery but also identifies some areas of risk.

Perhaps the most significant innovation has been the approval (at full council) of the new Plymouth Plan which represents a new city wide strategy incorporating many of our key partners' strategies into one agreed document. Evidencing customer needs through wide ranging consultation the Plymouth Plan represents a 15 year vision focusing on customer expectations and city needs.

Pioneering - As a Pioneering council, we have been recognised for our innovation in green energy, Customer Services and Planning work through national awards. Over the last 6 months, we have commenced automation improvements in Revenues & Benefits and scheduled a Street Services service review. To reduce the city's carbon emissions, we have started, with the assistance of Plymouth Energy Community, to install and commission solar PV installations at Plymouth Life Centre and 2 schools. We have also launched a Free Domestic boiler replacement scheme in partnership with British Gas. This month the Visitor Plan has been refreshed and Destination Plymouth Business Plan has been signed off. The American ambassador was in Plymouth to help launch National Mayflower 400 partnership. Proposals to commission the right builder for the history centre will go to Cabinet next month.

Growing - As a Growing council, this quarter, we have seen significant progress in Growth Deal 1, the Hot SW LEP received circa £130m (the eighth largest allocation out of all 39 LEPs). Plymouth received approx. £27.5m of this, including £3m for Plymouth Science Park Phase 5 and £5m for a new STEM Centre at City College. Plymouth leads on all 'business' projects on behalf of Hot SW LEP; all of these have undergone a technical appraisal and the majority of funding agreements have now been signed. In Growth Deal 2, Hot SW LEP received the largest allocation out of all the LEPs (circa £65m). Plymouth received £22.5m for Forder Valley Link Road and £1.5m for South Yard and the new Enterprise Zone. The calls for Growth Deal 3 projects is currently underway and 13 applications for business projects have been received. PCC is leading on inward investment on behalf of the HotSW LEP. This includes securing £300k from BIS to fund inward investment and securing £100k to support five marine trade missions from the Britain is Great campaign.

We have also supported bids to the Homes and Communities Agency Continuous Engagement Programme to support future affordable housing schemes, completed residential development at PLUSS Centre (Get Plymouth Building site) and attempted to commence start on site at Nelson Project under Plan for Homes (flagship custom build scheme for service veterans). However, the City Council owned site for the Nelson Project is subject to restrictive covenants. This has caused delays in transferring the site to DCH to progress.

Caring - As a Caring council, this quarter, we have agreed a framework and plan for stage 2 of Children Social Care reconfiguration, we have publicised the Thrive Plymouth Year 2 launch to school leadership and have also developed and have in place plans with Plymouth University for the evaluation of Thrive Plymouth. Becoming a dementia friendly city continues to gain momentum as local organisations that have signed up to Dementia Friendly status are being recognised at a special event in October. (Cabinet will receive a report on the 13th). Housing Services have delivered a Homes and Communities Agency funding bid for a transit site at Broadley Park whilst Adult Social Care services (delivered by Plymouth Community Healthcare) have implemented an Integrated Hospital Discharge Team to try and speed up discharge from hospital for patients.

Confident - As a Confident council, the Enterprise Zone for South Yard was announced by the Chancellor on his visit to the city last month, an ESF bid for £200k extension to the Personalised Mentors Project was submitted last month, and as part of the key action to 'Develop a programme to improve the quality of private rented housing and take action against rogue landlords' we have explored the viability of a 'virtual' Tenants' forum, reviewed existing policies and procedures including target response/resolution times, and produced clear guidance on service standards to be delivered.

There are no current performance indicator which reports a risk.