

Our corporate health: These indicators provide a reference point as to the authority's corporate health from a governance and compliance perspective or that are indicators of organisational effectiveness and efficiency. They provide an overview of key risk areas and provide a set of indicators as to the effectiveness of management of risks that cut across all services as opposed to service specific/statutory service risks

Summary

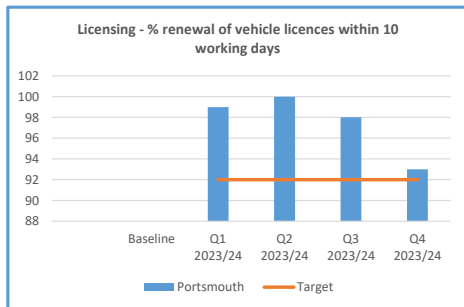
Achievements and positive progress: Full council budget and council tax approved to plan in February 2024. 94,100 council tax bills for the new financial year have been successfully issued on time, along with 6500 Business Rate bills. The Council Tax and Business Rates recovery programme is now up to date following backlogs arising from court closures during covid. An electronic billing facility is now available for the payment of Council Tax and Business Rates. 90% of the PCC Annual Internal Audit Plan has been completed, and the external audit of HB subsidy claim has been completed with no concerns of significance noted. DWP have fed back to the Council positively on the performance of housing benefits. 10 payrolls covering 9100 employees have been successfully paid per month. 7054 supplier payments have been paid in the quarter with 93% of payments made on time. £305m Treasury Management portfolio remained secure and earned interest of 4.93%. Income generation strong for internal audit and procurement. Recruitment to senior management posts completed and a transition plan is in place. The financial services professional trainee development programme has been a success with all 6 trainees passing this year's exams.

Challenges and risks : Capacity (workload and vacancies) is a challenge in some finance teams, and is particularly acute in the Children's and Adult social care teams. Recruitment and retention of key professionals to maintain capacity (and skills) to fulfil statutory responsibilities. This includes accountants at all levels, Oracle analysts and developers, auditors, procurement professionals and revenues and benefits staff. There has been a significant loss of work and productivity in finance through synchronisation of shared worksheets as the service moves to Sharepoint.

Priorities for the next period : Delivery of business as usual transactional services and financial management services, alongside advice, support and evaluation to major projects. Closure of 2023/24 Accounts by 31 May 2024, and fulfilment of Q1 budget monitoring. Supporting services to deliver approved budget savings.

Key performance indicators

C1



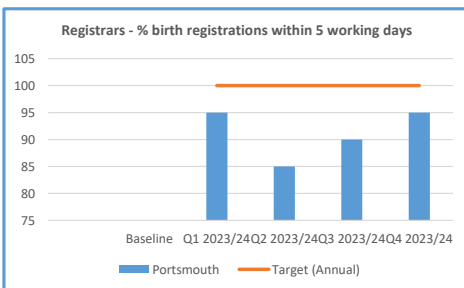
RAG against target
Green

RAG against trend
Green

COMMENTARY

Strong performance maintained.

C2



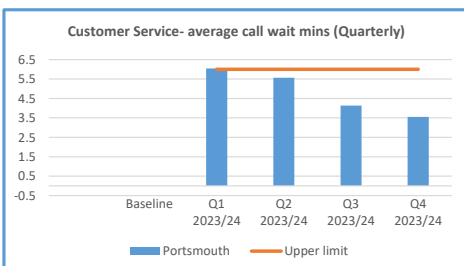
RAG against target
Yellow

RAG against trend
Green

COMMENTARY

Birth Registrations must be made within 6 weeks of birth. This figure is currently at 85% due to delays with registrations made by Hampshire on behalf of the City. Hampshire take declarations on behalf of PCC for residents who have their baby at QA hospital but reside in the surrounding area and would prefer to register their baby at their local Register Office.

C3



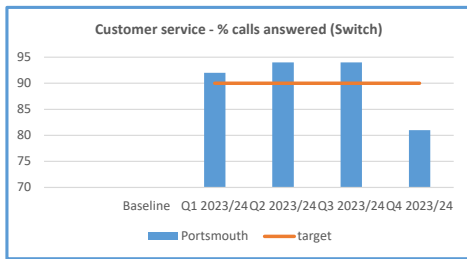
RAG against target
Green

RAG against trend
Green

COMMENTARY

Performance has improved significantly since implementation of the new contact centre with call wait times continuing to reduce.

C4

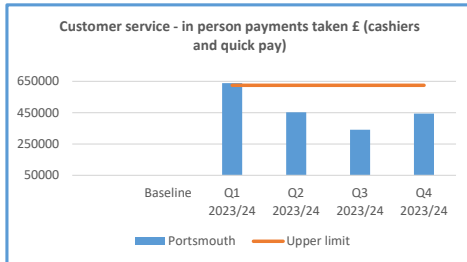


RAG against target
Green

RAG against trend
Green

COMMENTARY
Performance over the year has exceeding target, but peaks in demand led to reduced performance in busy periods (there were 46% more calls in March than February)

C5

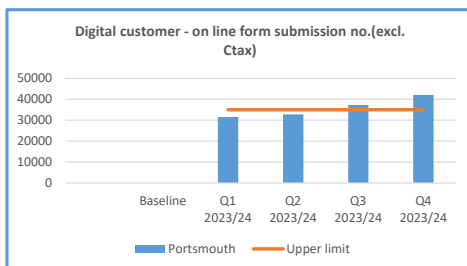


RAG against target
Green

RAG against trend
Green

COMMENTARY
The lower the number the better. In person payments are very costly to administer. Reduced in person payments frees up customer service staff for the most vulnerable customers

C6

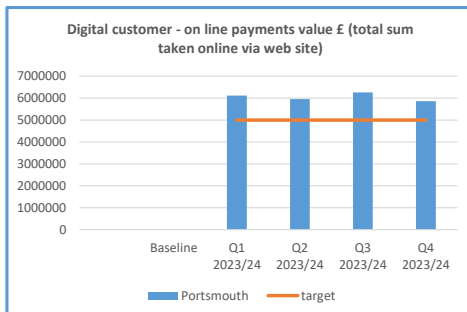


RAG against target
Green

RAG against trend
Green

COMMENTARY
The higher the number the better. Services that can be accessed digitally enable customers to engage more efficiently and when is most convenient to them and not reliant on council opening hours

C7

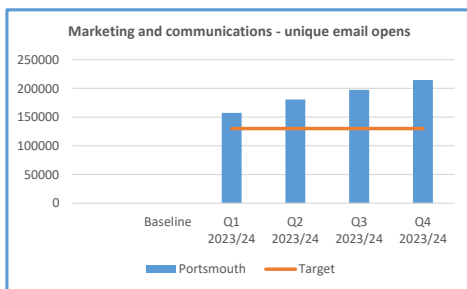


RAG against target
Green

RAG against trend
Green

COMMENTARY
The higher the number the better. Greater efficiency for PCC. Customers able to make payments on line reduces costs and enables 24/7 access for customers. Current trend suggests target will be exceeded by end of Q4

C8

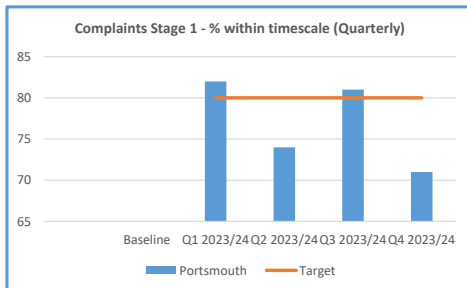


RAG against target
Green

RAG against trend
Green

COMMENTARY
The higher the number the better. More residents signing up to receive emails from PCC means more residents are informed about council activities and services. Current trend already exceeding annual target, showing more residents are engaging with PCC through digital channels

C9

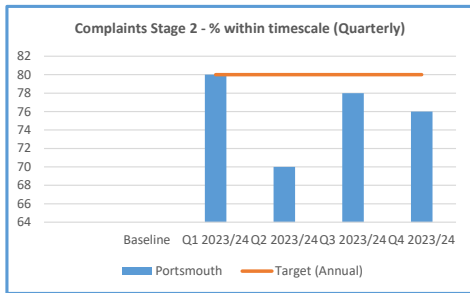


RAG against target
Green

RAG against trend
Yellow

COMMENTARY
Complaints performance also reported to GaAS as a separate regular item.

C10

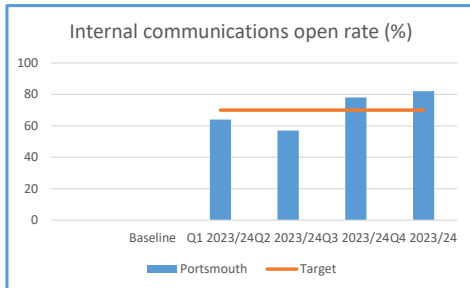


RAG against target
Green

RAG against trend
Yellow

COMMENTARY
Complaints performance also reported to GaAS as a separate regular item.

C11

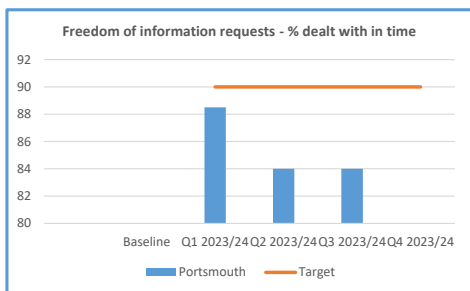


RAG against target
Green

RAG against trend
Green

COMMENTARY
Key factor in staff wellbeing, productivity and engagement levels. Performance is above target - previous figures were inaccurate due to issues with the all user list in Outlook which are being addressed.

C12

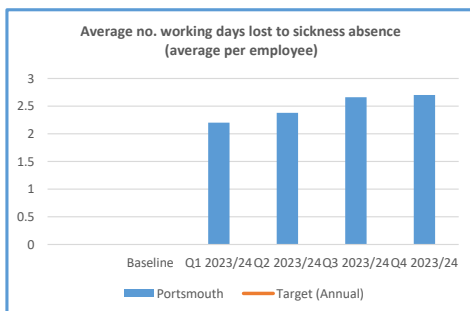


RAG against target
Yellow

RAG against trend
White

COMMENTARY
Performance below target due to increased demand. All services are engaged through corporate information governance panel to address timeliness and good practice. If demand continues at current levels there is a risk that FOI responses will continue to be below target.

C13

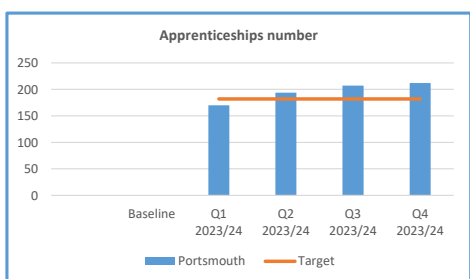


RAG against target
Green

RAG against trend
Yellow

COMMENTARY
Slight increase in sickness absence levels reflects the time of year when more viruses are prevalent. Levels continue to be low following a change in approach however the trend is showing a steady - if small - increase which is being monitored/tracked to ensure there isn't anything other than seasonal factors at play. Detailed analysis is reported bi-annually to Employment Committee

C14

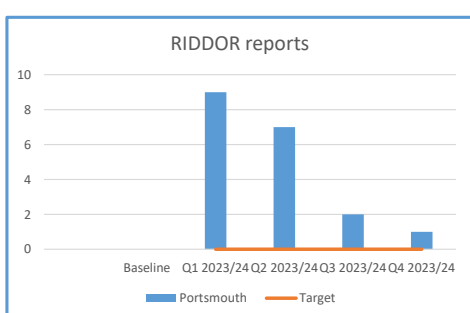


RAG against target
Yellow

RAG against trend
Green

COMMENTARY
A slight increase this quarter, this is due to the new Health and Social care apprentices programme going live (a shared programme with NHS) working across the health and social care system

C15

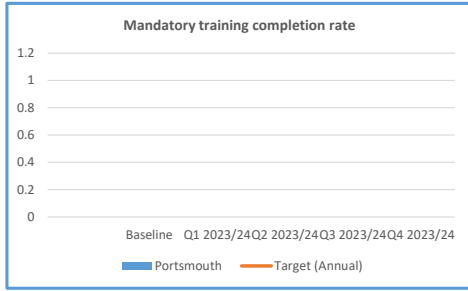


RAG against target
Yellow

RAG against trend
Green

COMMENTARY
New metric and work in progress. Benchmarking will identify an appropriate target. Current reporting is manual and work is underway to improve reporting therefore a strong likelihood of an increasing trend in RIDDOR reports before the situation stabilises

C16

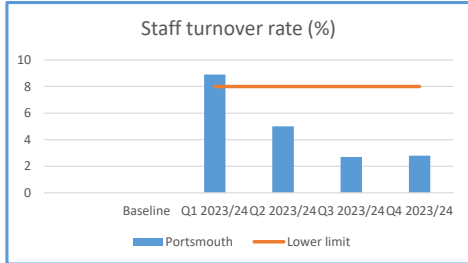


RAG against target

RAG against trend

COMMENTARY
Pending implementation of learning information system

C17

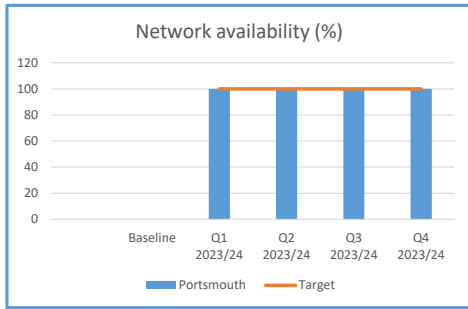


RAG against target

RAG against trend

COMMENTARY
Staff turnover will vary from service to service. This lower rate reflects less leavers but does not take account of vacancy rates and inability to recruit in key areas. The data should be considered as a trend over time and consciously consider the granular data at a service level which could be masked when aggregated to an organisation wide data set. Work is underway to address our recruitment and retention challenges. Work is also underway to provide better data at a more granular level in services.

C18

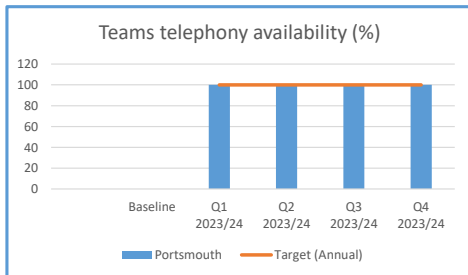


RAG against target

RAG against trend

COMMENTARY

C19

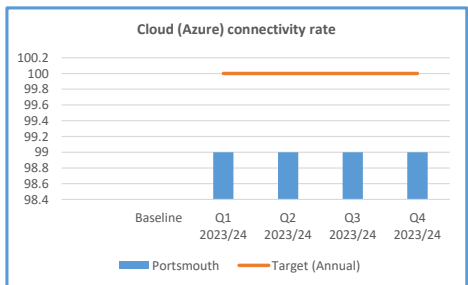


RAG against target

RAG against trend

COMMENTARY
Performing on target. telephony available for all incoming and outgoing calls - except contact centre/switchboard and lines not supported by IT services.

C20

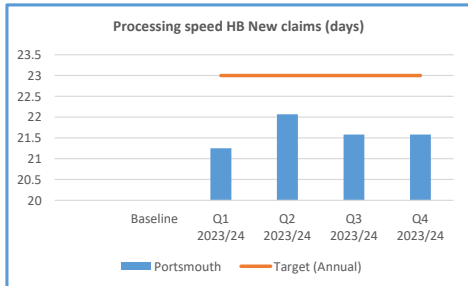


RAG against target

RAG against trend

COMMENTARY
Performing on target. On target operation of cloud based applications and line of business systems, providing resilience and security of data,

C21

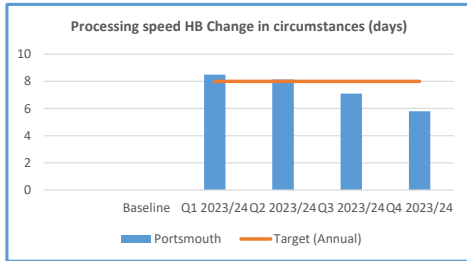


RAG against target

RAG against trend

COMMENTARY
DWP relationship Manager continues to express the department's satisfaction with performance levels, which continues to be as planned.

C22

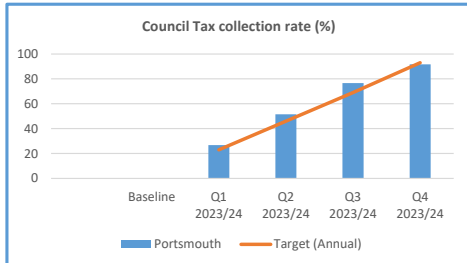


RAG against target

RAG against trend

COMMENTARY
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C23

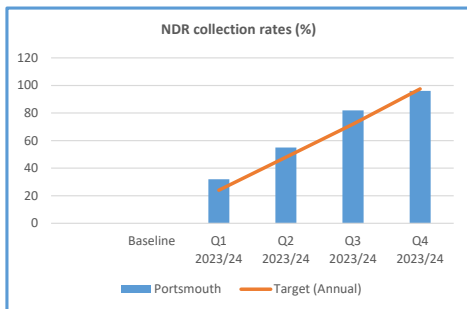


RAG against target

RAG against trend

COMMENTARY
 Collection of local taxes was significantly impacted by HM Magistrates Court being unable to convene for liability order hearings throughout the period of the pandemic. Throughout 22/23 and into Q1 23/24 the Council has brought recovery routines up to date, and this is attributed to maintenance of performance so far in 23/24 despite the impact of the cost of living crisis. In year collection is expected to increase this year, but there continues to be some growth needed to return to pre-pandemic levels of collection

C24

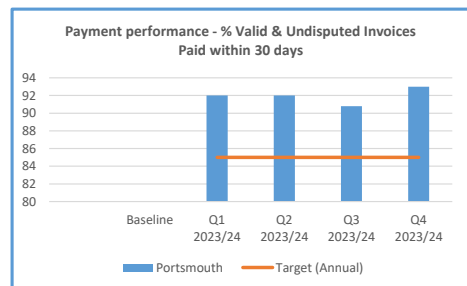


RAG against target

RAG against trend

COMMENTARY
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C25

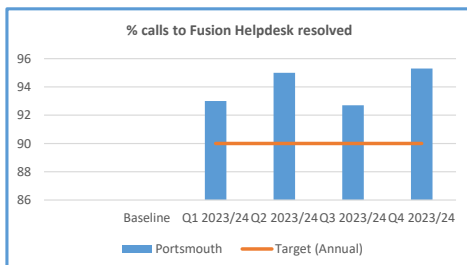


RAG against target

RAG against trend

COMMENTARY

C26



RAG against target

RAG against trend

COMMENTARY

C27

Unqualified audit opinion
 No opinion received















RAG against target

RAG against trend

COMMENTARY
 Opinion on 2021/22 still outstanding. Audit for 2022/23 not yet started

C28	Adequacy of reserves Target of £21.5m	RAG against target 	RAG against trend 	COMMENTARY Budget set February 2023
C29	Treasury Management code Target compliance	RAG against target 	RAG against trend 	COMMENTARY Compliance achieved
C30	Closure of accounts Requirement to meet statutory deadline	RAG against target 	RAG against trend 	COMMENTARY Deadline achieved
C31	Annual accounts publication Target to publish 31/05/2023; publication achieved 31/07/23	RAG against target 	RAG against trend 	COMMENTARY External audit delays on previous years accounts

Significant projects

	Project description	Budget	Start date	Completion date	Summary and Progress	RAG - time	RAG - budget
C1	Civic Office Regeneration	tbc	underway		Capital bid put forward for next phase of work		
C2	M365 phase 2 -Sharepoint on line, security	£1.2k	Underway	Q4 23/24	Nearing completion		
C3	Contact Centre Replacement	£80k	underway	Q3 23/24	Now complete		
C4	Recruitment Operating model and supporting systems	tbc	Q3 23/24	Q3 24/25	Underway		
C5	Windows 11 upgrade	£246k			Not yet commenced		
C6	Wireless Access Network Refresh				Not yet commenced		
C7	Cloud migration phase 2 and 3				Not yet commenced		
C8	Values & Behaviour framework	£0	01/01/2023	01/01/2024	Underway		

C9	LFFN phse 2	£5m			Underway		
C10	Spinnaker Sponsorship	£100k	01-Dec-22	Jun-23	Completed		
C11	Learning Management System	£60k	01/04/2023	Dec-23			
C12	Citizens Access Portal	£166k	01/09/2022	Jul-23	The Citizen Access Portal is the next step in an ongoing programme of works to make the hardware and software supporting the Revenues & Benefits function fit for purpose. It follows the rationalisation of systems and a strategic alignment with a market leading supplier. This latest phase's core objective is to deliver improved self-serve opportunities via the website for engagement with our Revenues & Benefit services, as well as delivering e:billing for Council Tax and Business Rates, and e:notifications for Housing Benefits. The project continues to deliver to plan and on budget. Next steps after the Revenue and Benefits year end includes a Housing Benefit Online Account, a Housing Benefits portal for landlords, and e-notifications for housing benefits. Associated future activity also includes the hosting of the back office NEC software.		