

Environment and Regeneration Overview and Scrutiny

Date of Meeting: 18 January 2021

Report Title: Place Performance Scorecard 2020/21 Quarter 2

Portfolio Holders: Cllr C Browne – Deputy Leader

Cllr L Crane – Highways and Waste

Cllr T Fox – Planning

Cllr N Mannion – Environment and Regeneration

Cllr J Rhodes – Public Health and Corporate Services

Cllr M Warren – Communities

Senior Officer: Executive Director - Place

1. Report Summary

- 1.1. The report and the attached scorecard provide an update on the latest available performance data for the Place Department for 2020/21 (relating to quarter two)

2. Recommendation

- 2.1. That the Scorecard be received and noted for information.

3. Reasons for Recommendation

- 3.1 This report and the attached information provides an update to the overview and scrutiny committee on key performance issues relating to environment and regeneration committee's scope of interest.

4. Other Options Considered

- 4.1 There are no further options to consider.

5. Background

- 5.1 The Place Scorecard provides a summary of performance against targets within the Place Department. The key performance indicators included in the Scorecard support delivery of individual Team Plan objectives across the department, and contribute to overall monitoring of the Council's performance.

- 5.2 Multiple services and performance measures have been impacted by the COVID 19 pandemic during 20/21 to date. The traditional Scorecard has therefore been adapted in-year to visually illustrate where performance has been impacted, using 'blue' colouring for those measures, rather than the traditional 'RAG' ratings.
- 5.3 Whilst performance has been impacted the directorate has had to adjust its priorities including the establishment of entirely new services such as the setting up and running of logistics support for council's Shielding operations which were mobilised very rapidly in March 2020. As a result the operation was created to receive, source and deliver Emergency Food Parcels across the Borough.
- 5.4 Many of our library staff were seconded to Shielding calls during the first quarter, and were responsible for making calls to residents who'd responded to Public Health England saying they had nobody to support them with food shopping or collecting medication. 50+ library staff volunteered for the Council's People Helping People scheme and supported residents with a wide range of needs.
- 5.5 The enablement of a COVID secure environment for our staff to work in has been a significant piece of work delivered by the Estates team. This has included enabling access to our land for the COVID response (for example testing) and also delivered on contingency planning, for outcomes that thankfully did not materialise.
- 5.6 Enforcement work has continued throughout the pandemic, including 650 COVID compliance checks undertaken by Regulatory Services during the second national lockdown. In addition, 7 Air Quality Management Areas have been recommended to be revoked because levels of nitrogen dioxide have been consistently below the national objective.
- 5.7 Economic Development created a new Business Forum which met initially weekly and now meets monthly for the exchange of information and discussion of key topics and issues for the Borough which will in turn help us to understand the impacts of COVID 19, mobilise and direct resource as appropriate and feed local issues back up to central government. A set of economic indicators for a COVID 19 Dashboard was developed to cover response and recovery data and manage the collection and dissemination of data. Our Economic Strategy was reviewed to support economic recovery, and over 540 discretionary grants were issued with a value of £4,368,500. We supported all our town centres to install COVID measures to protect shoppers and help retailers, and agreed £300K funding from Government to help with reopening our town centres.
- 5.8 Through the pandemic, our Housing team has continued to deliver a frontline service. The Government gave an "Everyone in" call at the beginning of lockdown and staff worked to accommodate those rough sleeping or at threat of rough sleeping. We have continued with our homelessness duties and from March to 31st October 2020

we accommodated 185 households who presented to us as homeless and placed them in emergency provision.

- 5.9 Our parks and green spaces received seven 'Green Flag' awards plus two Green Heritage Awards (for Queens Park in Crewe and Congleton Park) in a year when millions of people have seen the value of having great quality green spaces on their doorstep.
- 5.10 In excess of 14 million bins were emptied across all services in 2020, and work continued with our highways operations; to the end of October, we completed 67% of the overall Level 3 surface treatment and resurfacing programme (value circa £2.85m), in addition to delivering £700k of highway drainage investigation and improvement schemes.
- 5.11 During 2020, 127 major planning applications determined, and 116 planning appeals were decided. 20 virtual planning committees have taken place since June, and we achieved the milestone of delivering over 10,000 new homes in the borough between 2016 and 2020.
- 5.12 Despite the pandemic, there has also been notable progress on a number of key strategic projects and schemes across the Borough, including securing vital changes for the Crewe Hub to support our vision for the HS2 Station. Works have progressed on the Congleton Link Road scheme, planned for opening in March 2021, and Department for Transport programme entry was awarded in July for the A500, securing £55m of funding with the revised planning application being approved at committee in August. Poynton Relief Road work started on site in autumn and 50% of the service diversions are now complete.

6. Implications

6.1. Legal Implications

6.1.1. There are no legal implications arising from this report.

6.2. Finance Implications

6.2.1. Regularly reporting Scorecards is managed within the directorate and the Business Change service and is covered from existing budgets. Changes to performance requirements, or reacting to current performance levels will be recorded within relevant Team Plans and any associated budgetary impact will be included in the annual Business Planning Process or reported as part of the quarterly performance reporting cycle to Cabinet.

6.3. Equality Implications

6.3.1. There are no equalities implications arising from this report.

6.4. Human Resources Implications

6.4.1. There are no human resources implications at this stage.

6.5. Risk Management Implications

6.5.1. The directorate performance reporting process supports the Council's wider performance management arrangements and provides opportunities for the Council to identify and focus on areas for improvement to support achievement of its strategic ambitions. Timely performance reporting mitigates risk of the Council not achieving its outcomes by providing the opportunity to review performance outputs and trends, identify areas for improvement, and introduce corrective and/or proactive actions wherever necessary to address areas of poor - or under - performance.

6.6. Rural Communities Implications

6.6.1. There are no implications for rural communities.

6.7. Implications for Children & Young People

6.7.1. There are no direct implications for children and young people at this stage.

6.8. Public Health Implications

6.8.1. There are no direct implications for public health at this stage.

7. Ward Members Affected

7.1. Performance measures from Directorate Scorecards form a supporting role in production of the quarterly performance reports to Cabinet. The Directorate Scorecard approach enhances the process of performance reporting to Members.

8. Access to Information

8.1. Background information can be inspected by contacting the report author.

9. Contact Information

9.1. Any questions relating to this report should be directed to the following officer:

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