

## **Corporate Policy Committee**

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<b>Date of Meeting:</b>	6 October 2022
<b>Report Title:</b>	Performance Report – Quarter 1 2022/23
<b>Report of:</b>	Jane Burns, Executive Director Corporate Services
<b>Report Reference No:</b>	CP/13/22-23
<b>Ward(s) Affected:</b>	All

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### **1. Purpose of Report**

- 1.1. The purpose of this report is to provide the Committee with an oversight of organisational performance for the first quarter of 2022/23 against the priorities in the Council's Corporate Plan 2021-25.
- 1.2. This report supports the responsibility of the Corporate Policy Committee to have a co-ordinating role across all other committees and to exercise a corporate oversight of outcomes, performance, budget monitoring and risk management.
- 1.3. Appendix A provides further detail of performance and progress against priorities since 1 April 2022.

### **2. Executive Summary**

- 2.1 This report gives an update on performance against the priorities in the Council's Corporate Plan. It describes performance in Quarter 1 (April – June 2022) against the objectives within the Corporate Plan 2022/23.
- 2.2 The period of Quarter 1 to date has been a period of national uncertainty in terms of policy direction, whilst we have had the election of a new Prime Minister and changes to political leadership of government departments. Both Adults and Children's services have seen demand challenges arising not just from volume, but also from increased complexity of presenting cases. There are increased risks due to a fragile care market and budget pressures, particularly in relation to SEND and adult social care. Increases to costs and supply of materials challenges are also starting to impact on projects and

initiatives across the Council. This partly due to the ongoing situation in Ukraine. Within Cheshire East Council, as with many other local authorities, there are recruitment and retention challenges. Delivery of the Corporate Plan to date has been within the most challenging of circumstances, at the same time of progressing delivery, the Council has also been responding to the coronavirus pandemic, supporting refugees and, more recently, responding to a range of impacts from increases in costs of living. These areas cumulatively provide the most challenging context to delivery of public services and achievement of our corporate plan by 2025. Therefore, the performance monitoring and oversight of our Corporate Plan is more important and supports early identification of areas where mitigations are required.

- 2.3** Despite these increased challenges and risks, progress has been made with delivery of our priorities. At the end of Quarter 1 Cheshire East Council remains on track to achieve the outcomes set out in the Corporate Plan by 2025. However, there are increased risks around several areas, and these will be closely monitored through our performance and risk management arrangements.
- 2.4** At the end of 2021/22, it was stated that the performance management framework will continue to be developed during 2022/23. This has resulted in a basket of key performance measures from across the Council being developed, and national benchmarking data added to the report. National benchmarks are included in the report where they are available. Whilst benchmarks are useful to provide a comparison, these are often only published annually therefore some may reflect activity that has subsequently been affected due to the pandemic.
- 2.5** Throughout the report, there are performance indicators, which are informed by Business Plans created by Directorates and Services. These have 3 lines of data: firstly, the actual performance data, in the majority of cases this covers the period April -June 2022, but in some cases the data is only available as an annual measure. The second line states the target, this is the annual target for the 2022/23 business year. The final line states any national benchmark information (as detailed in paragraph 2.4 above).
- 2.5** The Committee will receive the Quarter 2 report for 2022/23 in December 2022.

### **3. Recommendations**

- 3.1.** That the Committee note performance against Q1 of 2022/23 of delivery of the Corporate Plan.
- 3.2.** That the Committee consider any additional data and intelligence that could and should be included in future performance reports.

## 4. Reasons for Recommendations

- 4.1. The Corporate Policy Committee is responsible for reviewing and scrutinising performance against the strategic aims and objectives in the Council's Corporate Plan 2021-25.
- 4.2. The performance management framework continues to be developed and seeks to provide a robust, customer focussed view of performance. Member input into this development is valued to ensure that the performance management reports are of value.
- 4.3. Performance management is a tool to allow oversight of the Council's key activities and to enable transparency and understanding around where the Council is performing well, and what are the areas of challenge and improvement.

## 5. Other Options Considered

- 5.1. Not applicable.

## 6. Background

- 6.1. The Council's Corporate Plan 2021-25 outlines 20 priorities for the Council, 6 aligned with the "Open" aim, to be an open and enabling organisation, 8 priorities are aligned to the "Fair" aim, a Council which enables and cares about people and 6 priorities are aligned to the "Green" aim, a thriving and sustainable place. The 20 priorities are as follows:

### An open and enabling organisation

- Ensure that there is transparency in all aspects of council decision making
- Listen, learn and respond to our residents, promoting opportunities for a two-way conversation
- Support a sustainable financial future for the council, through service development, improvement and transformation
- Look at opportunities to bring more income into the borough
- Support and develop our workforce to be confident, motivated, innovative, resilient and empowered
- Promote and develop the services of the council through regular communication and engagement with all residents

### A council which empowers and cares about people

- Work together with residents and partners to support people and communities to be strong and resilient
- Reduce health inequalities across the borough
- Protect and support our communities and safeguard children, adults at risk and families from abuse, neglect and exploitation
- Be the best Corporate Parents to our children in care
- Support all children to have the best start in life
- Increase opportunities for all children and young adults with additional needs
- Ensure all children have a high quality, enjoyable education that enables them to achieve their full potential
- Reduce the reliance on long term care by improving services closer to home and providing more extra care facilities, including dementia services

### A thriving and sustainable place

- A great place for people to live, work and visit
- Welcoming, safe and clean neighbourhoods
- Reduce impact on the environment
- A transport network that is safe and promotes active travel
- Thriving urban and rural economies with opportunities for all
- Be a carbon neutral council by 2025

- 6.2. Cheshire East Council delivers around 500 services to around 398,800 residents. There are 2,915 full time equivalent staff (with over 3,500 actual staff) and just over 3,000 staff in Cheshire East maintained schools. The first data from the Census 2021 has been released and the population of Cheshire East has risen by 28,700 since 2011, now standing at 398,800,

this is a 7.7% increase. This compares with an increase of 6.3% for England and Wales and a 5.2% increase for the North West. Cheshire East remains the third largest authority in the North West (behind Manchester and Liverpool) and the fifteenth largest in England.

- 6.3. This report reviews performance against the priorities in the Corporate Plan and continues to focus upon the “One Council” approach to performance management. This includes a balance of quantitative and qualitative data. The Q1 performance report is at Appendix A. This details progress made against the Corporate Plan during Q1 of 2022/23.
- 6.4. Service Committees receive performance information on a regular basis, specific to the subject of the committee. This performance report offers a strategic view of progress against the corporate plan and should complement the more detailed performance, service specific dashboards that are considered at service Committees.

**Open – An open and enabling organisation**

Priorities
Ensure that there is transparency in all aspects of council decision making
Listen, learn and respond to our residents, promoting opportunities for a two-way conversation
Support a sustainable financial future for the council, through service development, improvement and transformation
Look at opportunities to bring more income into the borough
Support and develop our workforce to be confident, motivated and empowered
Promote and develop the services of the council through regular communication and engagement with all residents

- 6.5. At the end of Quarter 1 there are 2,915 staff within Cheshire East Council. This is lower than at year end and the Council have 7.49% vacancies (just over 200 FTE posts). During Quarter 1 242 agency staff worked for the Council, with 50% of these (122 FTE) with adults, health and integration. The aspiration is for both the vacancy rate and use of agency staff to be as low as possible. To manage these challenges, a recruitment and retention project group has been established, chaired by the Executive Director of Corporate Services, advised by human resources, who are developing solutions to staffing challenges. Despite these capacity challenges, staff turnover has reduced for Quarter 1, standing at 4.9% for the Council as a whole.

- 6.6.** There are 6 equality, diversity and inclusion staff network groups operating across the council, offering peer support to staff and identifying solutions to any barriers that staff may be facing. All staff network groups work to support delivery of our Equality, Diversity and Inclusion strategy and to create an inclusive workplace. The staff networks are Vibrance, Differently Abled, BAME, The Circle, Women's Network and Early Careers. During Quarter 1, 112 members of staff participated in staff network groups.
- 6.7.** Across the Council, there are approximately 400 apprentices. During Quarter 1 there were 13 new apprenticeships commenced. Whilst this appears low against the target for the year of 165, the data is following a similar trajectory to last year. In Quarter 1 of 2021/22 there were 18 apprentices, and the final outturn figure for the year was 110. Usually there are more apprentices that start in quarters 3 and 4. This continues to be a high priority for the Council and will be covered in future performance reports.
- 6.8.** Performance remains high with regards to responding to requests made under the Freedom of Information Act. 93% of Freedom of Information requests were completed within the statutory timescales, exceeding the Information Commissioners expectations of 90% compliance. There has been no regulatory action from the Information Commissioners Office required during Quarter 1.
- 6.9.** 82% of Stage 1 complaints were resolved within the council policy timescales, and Adults, Health and Integration achieved 100% of complaints resolved within the timescales. During the quarter, 16 complaints were referred to the Local Government and Social Care Ombudsman and 2 of these were upheld. One was in relation to care received by a care home commissioned by Cheshire East Council, for which a remedy has been agreed and changes to contract management have been put in place, and the second was in relation to an anti-social behaviour incident, where the Ombudsman held that the council had dealt with the case correctly but found it could have acted more quickly.
- 6.10.** Work is continuing in relation to the revised approach to consultation and engagement. A regular engagement network between Cheshire East Council and Town and Parish Councils has been agreed and will be introduced in November 2022. Consultations with residents continue to take place over wide range of areas and over 2,000 responses from residents have been received during the quarter. A Highways satisfaction survey has been undertaken with members and Town and Parish Councils with feedback offered and an action plan developed and the Highways Service Customer Experience redesign has progressed, with a

commitment to review how we currently work and how we can improve going forward.

- 6.11.** There have been 92,192 digital transactions during Quarter 1. There are now 116,851 digital accounts, this is an increase of 13,530 since the end of 2021/22 (there were 103,321 digital accounts at year end). There have been increases in use of all digital channels, particularly in use of “Chatbot”. A new performance measure in relation to customer satisfaction with online services is under development. The workforce has also benefited from digital transformation, with new hybrid digital technology installed in council offices in Sandbach, Crewe and Macclesfield.
- 6.12.** Customer satisfaction with corporate customer services is showing an improving position in Quarter 1. Customer satisfaction with the corporate contact centre has increased to 80%, compared to 73% at the end of 2021/22. This data was from a random sample of customers, and 649 customers responded to this request in Q1. In 2021/22 a new performance measure for customer satisfaction was introduced. Customers score their experience out of 10 in relation to the “effort required to complete their request”. During 2021/22 this score dropped from 5.6/10 to 4.12/10. In Quarter 1 of 2022/23, this score has further improved to 3.84. The figure was based on responses from 657 customers.
- 6.13.** An Armed Forces Officer role was established in 2021/22 and this resource has supported Cheshire East Council being awarded the Armed Forces Covenant Silver Award under the Ministry of Defence Employer Recognition Scheme, for our support to defence and the wider armed forces community. During Quarter 1, Cheshire East celebrated Armed Forces Day at a special event held at Queens Park, Crewe. The event was opened by 98-year-old war veteran Sergeant Bernard Morgan RAF VR, was funded by the council and was organised in partnership with Crewe and District Military Vehicle Club and Crewe Town Council. The Council are now working towards achieving the Ministry of Defence Gold Award.
- 6.14.** The financial outturn for Cheshire East Council for 2021/22 (excluding expenditure funded by COVID-19 emergency grants) was an underspend of £1.1m. This is net of specific allocations to useable reserves, in line with the MTFS, of £3.1m. Finances remain under review considering the impacts of increases in costs and demands across services. Further details are contained in the separate Financial Review report.

## Fair – a Council which empowers and cares about people

Priorities
Work together with residents and partners to support people and communities to be strong and resilient
Reduce health inequalities across the borough
Protect and support our communities and safeguard children, adults at risk and families from abuse, neglect and exploitation
Be the best Corporate parents to our children in care
Support all children to have the best start in life
Increase opportunities for all children and young adults with additional needs
Ensure all children have a high quality, enjoyable education that enables them to achieve their full potential
Reduce the reliance on long term care by improving services closer to home and providing more extra care facilities, including dementia service

- 6.15. A joint targeted area inspection took place in Cheshire East between 27 June and 15 July 2022. This took place at the end of Quarter 1 and beginning of Quarter 2. This focused on the multi-agency identification of risk and need in response to child criminal exploitation, including sexual exploitation. Work is already underway across the Safeguarding Children's Partnership to strengthen the approach to supporting these children and young people. The findings from the inspection will be published on 26 September 2022. These findings will be taken into account in the Quarter 2 performance report.
- 6.16. A new Director of Strong Start, Family Help and Integration and a new Head of Service for Early Years, Family Help and Prevention have been appointed to drive the continued focus on early help and prevention. A redesign of the service is underway to ensure that it meets our ambitious plans to support the needs of our children and families.
- 6.17. The number of Cared for Children in Cheshire East is slightly under the national rate. Rates are calculated using the ONS 2020 mid-year estimate of 0–17-year-olds in Cheshire East of 78,068. The number of Children in Need in Quarter 1 is 1,677, a rate of 215. This is lower than the national rate of 321 per 10,000 children. Children in Need are a legally defined group of children (under the Children Act 1989), assessed as needing help and protection as a result of risks to their development or health. This group includes children subject to Child in Need Plans, Child Protection Plans, Looked After Children, young carers and disabled children. Children in Need include young people aged 18 or over who continue to receive care, accommodation or support from children's services and unborn children.
- 6.18. During the last school term (Easter to summer) there were 39 children missing from education. These are pupils who the attendance and out of school team are actively working with as they are aged between 5 and 16

years (inclusive), they are not on a school role, and they are not being educated at school or anywhere else.

- 6.19.** As at Quarter 1 90% of primary schools, 80% of secondary schools and 75% of special schools are rated good or outstanding. These lie under the national benchmarks of 92%, 83% and 94%. However, it is noted that many schools have not been inspected for several years and school OFSTED inspections were suspended during the coronavirus pandemic and recommenced in September 2021, therefore it is expected that these figures will change as schools receive a more recent OFSTED inspection.
- 6.20.** In Quarter 1 the percentage of assessments completed within 45 days is 70%, compared to a national benchmark of 88%. However the local position is improving, and the percentage of assessments completed within 55 days in Cheshire East is 93.5%
- 6.21.** The rate of children with an education, health and care plan (EHCP) in Quarter 1 is 3.5%, just under the national rate of 3.7% despite the accelerated growth and spend in this area. 42% of plans are completed within 20 weeks, compared to a national benchmark of 58%.
- 6.22.** In Quarter 1, 16.8% of pupils (reception – Year 11) are eligible for free school meals. This indicator will be monitored for changes as a proxy indicator to the impact that increases on the cost of living may be having on families in Cheshire East.
- 6.23.** The take up of eligible children accessing the offers for 2, 3 and 4 year olds, which was high at the end of 2021/22, has further increased and remains above national rates. 96% of 3- and 4-year-olds in Cheshire East have taken up the offer, compared to a national rate of 88%.
- 6.24.** £2,203,892 of household support fund is available to Cheshire East Council to distribute in 2022-23 to support lower income households in the borough with food, utilities, housing costs and other essentials.
- 6.25.** Government funding of £878,640 was used to establish holiday activity clubs for young people eligible for free school meals, including food provision across 61 locations in Cheshire East, to our lowest income families during 2022.
- 6.26.** Cared for children and care leavers have been consulted on what is important to them, and their responses have informed the development of the new Cared for Children and Care Leavers Strategy for 2022-26. This strategy sets out our ambitions as corporate parents and what actions we will take to continue to develop our support.
- 6.27.** Training was provided for elected members in May and July 2022 to improve their understanding of the needs of cared for children and care leavers to enable them to be a good corporate parent. This is delivered annually.
- 6.28.** A new mobile health and wellbeing service was launched in May 2022. This service has transitioned from the covid focussed Swab Squad to the new service, which offers residents blood pressure checks, weight

management advice and general health and wellbeing advice and support. The service was successfully piloted with Council staff as part of the “Spring Back Together” programme earlier this year.

- 6.29.** A new NHS health check contract commenced with GP practices in April 2022. This consists of formal health checks with individuals including blood pressure, body mass index and cholesterol measurement. This contract incentivises the targeting of patients from areas of deprivation.
- 6.30.** In July 2022, the council’s Adults and Health Committee agreed to launch a trial smoking cessation incentive scheme to support pregnant women and others in their household to quit smoking. Smoking is the leading cause of preventable illness and premature death in England, with about half of all lifelong smokers dying prematurely, losing on average around 10 years of life.
- 6.31.** Social value webpages were launched at the end of Quarter 1, in June 2022, to support us to be transparent about our ambition to maximise social value opportunities, and the impact we are making. A social value unit has been developed to support this area of work with specialist skills and expertise, which is now supporting over 20 commissioning activities and projects across the council.
- 6.32.** Cheshire East Council has led the development of the Social Value Award (quality mark) across Cheshire and Merseyside. 46 organisations have achieved the award to date (including the council).
- 6.33.** Cheshire East Council agreed to support individuals brought to the UK under the Afghan Relocation and Assistance Policy (ARAP) and the Afghan Citizens Resettlement Scheme (ACRS). Wrap around support was provided by Cheshire East Council and partner agencies for 390 individuals from 12 August 2021 to 30 August 2022. 5 families were resettled into permanent accommodation in Cheshire East.
- 6.34.** Since 18 March 2022, Cheshire East Council have also supported Ukrainian refugees under the Homes for Ukraine scheme. The council have undertaken safeguarding checks on 302 sponsors and made 370 ‘thank you’ payments, with 515 Ukrainians arriving in Cheshire East and all receiving welcome payments, along with 127 school/ early years placements offered.
- 6.35.** The co-produced Live Well for Longer plan will be received by the Adults and Health Committee in September 2022, which includes addressing loneliness and isolation.
- 6.36.** Cheshire East Council’s online health and wellbeing system MyCareView has achieved national recognition by winning two awards: the Gold Award at the iESE Public Sector Transformation Awards 2022 for the ‘Best Use of Digital and Technology’, and an award at the Health Tech Awards 2021. MyCareView is available through the NHS App and is currently providing nearly 40,000 people in Cheshire East with access to healthcare services and the data held about them in primary and secondary care.

- 6.37.** The Cheshire East Social Action Partnership (CESAP) has established a Voluntary, Community, Faith and Social Enterprise (VCFSE) Leaders Group, to lead on local issues for the sector. CESAP and the VCFSE sector are embedded across the Cheshire East Place Health and Care Partnership at all levels including within our local care communities, which now have a VCFSE representatives who will feed back to the VCFSE Leadership Group. VCFSE reps are also on child health hub project group, home first and learning disability sub-groups.
- 6.38.** Cheshire East Council was successful in its bid for up to £1 million of the government's Family Hubs Transformation Fund to join up services locally, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family help. Family hubs will support children and young people from birth until they reach the age of 19 (or up to 25 for young people with special educational needs and disabilities). The council has until March 2024 to implement the new way of working.
- 6.39.** A new technology enabled care service aiming to help keep people safe and independent in their own homes commenced in July 2022. The new service will enable residents to access support from a greater range of technology such as Alexa, tablets and digital lifeline devices. This service includes support for early discharge from hospital through a free four-week offer for patients.
- 6.40.** A new co-produced All Age Carers Strategy 2021-2025 was agreed in March 2022 and is being implemented in partnership with carers.
- 6.41.** A network of food poverty providers has been developed to support sustainability and coordination of food related activity. During 2022/23 the network will continue to work on supporting residents, particularly with the impact of cost-of-living increases.
- 6.42.** A learning disability conference was held in June 2022 which heard the views and experiences of children, young people and adults with learning disabilities, and the people who support them, on what is good and what needs to get better. The conference has informed our plans for developing services, and we are including the aspirations and needs of our learning disability and Autism community in our future commissioning and contracting arrangements.
- 6.43.** The proportion of adults with a learning disability living in their own home and with their family is 89.1% for Quarter 1, which is higher than the target of 87% and higher than the national benchmark of 78.3%.
- 6.44.** Residential admissions for adults remain low for both 18-64 year olds and 65+ year olds. The national benchmarks for these areas have not been

updated since 2020/21, however at Quarter 1 Cheshire East admissions are significantly below the national benchmark.

- 6.45. The percentage of customers identifying as digitally excluded is a new measure and therefore a target is under development. At Quarter 1 the percentage of customers who identify as digitally excluded is just over a fifth (21%). This is a national figure from an IPSOS survey commissioned by the Department of Education in 2021. The figure was calculated by a sample of over 4,000 participants against seven “digital foundation” tasks, such as how to turn on a device and how to connect a device to WiFi. Using this national figure, it is estimated that around 80,000 Cheshire East residents may be digitally excluded. Work continues across the Council and partners to develop further local intelligence in this area.
- 6.46. For Quarter 1 there is a mixed picture in relation to physical activity. 70.6% of adults are physically active, exceeding the national benchmark of 65.9%, however the figure for children and young people is 40.8%, under the national benchmark of 44.6%.
- 6.47. Breastfeeding rates (at 6-8 weeks) across Cheshire East are 55% for Quarter 1, which is higher than the national rate of 47.6%.

**Green – A thriving and sustainable place**

Priorities
<b>A great place for people to live, work and visit</b>
<b>Welcoming, safe and clean neighbourhoods</b>
<b>Reduce impact on the environment</b>
<b>A transport network that is safe and promotes active travel</b>
<b>Thriving urban and rural economies with opportunities for all</b>
<b>Be a carbon neutral council by 2025</b>

- 6.48. There are 6 priorities under the “Green” aim for a thriving and sustainable place.
- 6.49. The first priority is in relation to well designed, affordable and safe homes. In Quarter 1 134 new affordable homes have been delivered against an annual target of 355. A communications campaign was launched to increase landlords, tenants, and HMO (houses of multiple occupancy) Manager’s awareness of their rights and responsibilities for a good quality and well managed private rental sector. Social media campaigns were also delivered for Gas Safety Week and Fire Door Safety Week.
- 6.50. There have been 226,882 visitors in libraries during Q1, 4,411 new members enrolled, and over 19,000 subscribers to the Cheshire Libraries

digital newsletter. This indicates increased access compared to last year, where the average quarterly visitor number was 171,144.

- 6.51.** There have been 583,461 visitors to leisure centres in Q1. This has also increased compared to the average quarterly figure of 520,553 during 2021/22. The redevelopment of Congleton Leisure Centre has continued with re-opening due in 2023.
- 6.52.** Planning continues to be a challenge during Quarter 1 of 2022/23. The 'deep dive' review into planning is continuing. Performance against the statutory performance measure (including agreed extensions to time) is above target for major applications (93% against a target of 90%) but below (85% against a target of 90%) for minors. Although this appears to be meeting the statutory timescales, these figures do include agreed extensions of time. Work is underway locally to determine how many applications are subject to extensions of time to provide more specific local intelligence in future. The number of planning applications in hand remains high, at 2,684 for Quarter 1, and there is the continued difficulty of staff retention and recruitment across all aspects of the Planning service including Building Control. A further statutory measure considers the quality of planning applications, by reporting on the percentage on decisions which are overturned on appeal. has been introduced to look at the quality of planning applications, which will consider the percentage of decisions that are overturned on appeal. The Place Directorate bringing forward a report to the Environment and Communities Committee which will contain recommendations about the future inclusion and reporting of this indicator and the development of additional local measures to closely monitor performance of the service. These measures are under construction.
- 6.53.** The majority of minor applications are taking 4-6 months to determine. Following the initial deep dive review of the Planning Service by the Executive Director of Place an update report will be presented to the Environment and Communities Committee on 27 October. This will set out the background to the review, will describe a series of measures and changes already undertaken by the service to help address the backlog of applications, as well as describing next steps for the review including proposed updated governance arrangements.
- 6.54.** Progress is continuing during Quarter 1 against the "welcoming, safe and clean neighbourhoods priority". All appropriate enforcement services have an up-to-date Service Specific Enforcement Policy and there is currently an ongoing review of the Corporate Enforcement Policy which provides our overarching approach to enforcement. The review is scheduled to report to the Environment & Communities Committee in November 2022.

- 6.55.** A procurement exercise has recently been undertaken to secure a provider for new wireless CCTV technology and final administrative procurement processes are in progress before the contract can be formally let. Six new CCTV cameras have been agreed for Crewe through partnership working for identified incident locations and in response to the Violence abuse intimidation against women and girls survey.
- 6.56.** Cheshire East Highways have been shortlisted as a finalist for three Highways awards along with the community enforcement team, which is part of neighbourhood services. The team have been shortlisted for an Association of Public Service Excellence award in the category of 'Best Community and Neighbourhood Initiative. The award is down to the work that has taken place on the Cleaner Crewe project – a scheme into its second year, which is dedicated to reinvigorating the alleyways and streets in Crewe.
- 6.57.** Highways continue to implement their service improvement plan. Following the last NHT Public Satisfaction with Highways and Transport survey the team developed and implemented an improvement plan. The current target of 46% satisfaction was set as an improvement target for the service against the NHT survey findings and is not a final target for the service. In 2023/24 there are proposals to use a localised annual satisfaction survey, which will offer improved data and intelligence in this area and a revised target will be set.
- 6.58.** A total of £77,250 was saved of detriment for residents from rogue trading and scams interventions during Quarter 1.
- 6.59.** In response to crime and data analysis a Serious and Organised Crime 'Day of Action' with partners including Cheshire Police was undertaken in the Upton Priory, The Moss and the Weston and Hurdsfield areas of Macclesfield. The targeted "Day of Action" resulted in a counterfeit wine seizure, a successful stop notice to prevent sales of illegal therapeutic compounds that have similar anabolic properties to anabolic steroids, and guilty pleas for two offenders trading in counterfeit goods to the value of £500,000.
- 6.60.** Funding, subject to conditions, has been secured for the 8 pocket parks in urban areas of Crewe as part of the Crewe Towns Fund to refurbish much used green spaces in areas of dense housing. NHS and Public health prescribed volunteering in urban green spaces has undergone initial recruitment of project leads moving to be fully operational later in the autumn.

- 6.61.** The procurement for the Household Waste Recycling Centre contract is complete with award expected imminently for service commencement from 1 April 2023
- 6.62.** The 2022 Annual Air Quality Status Report has been submitted to Defra for comment in accordance with the statutory deadline. The Cheshire East Air Quality Action Plan includes objectives to improve air quality in specific Air Quality Management Areas and the wider Borough. Ongoing projects include highway network improvements, promotion of cycling in Congleton, and awareness campaigns for vehicle idling and domestic fuel burning.
- 6.63.** Environment and Communities Committee approved an updated Hackney Carriage and Private Hire licensing policy to reflect updated national standards effective from 1 November 2022. The Statement of Gambling Principles is under review and will be presented to Environment and Communities Committee in November 2022.
- 6.64.** Food Safety and Food Standards interventions are being carried out in accordance with the Food Standards Agency Recovery Plan and the Food and Feed Law Enforcement Plan for 2022-2023 has been updated to reflect the current year inspection requirements and planned additional work. Performance data has been returned to the FSA as required – demonstrating that work is on target.
- 6.65.** 45,850 (27 ha) of trees have been planted to date and the service are working to plan next planting season and pipeline to 2025 of urban and rural tree planting.
- 6.66.** During Quarter 1, Ansa adjusted their mowing regimes to allow areas of longer grass though the ‘no mow May’ scheme and are working with community groups to increase wildflower areas in our larger parks.
- 6.67.** The Corporate Plan (page 30) cited an action under the priority “A transport network that is safe and promotes active travel” to develop the surface car park at Broadway Meadow in Wilmslow into a larger capacity multi storey car park. A business case on the financial viability of this development was presented to the Economy and Growth Committee in September 2022. Financial viability cannot be demonstrated at this time. The coronavirus pandemic has seen a change in usage of the current surface car park, which means the anticipated original benefits of the development cannot now be demonstrated. Therefore, the Economy and Growth Committee have supported the recommendation to undertake a further review of in 12 months’ time, which will include consideration of alternative options.
- 6.68.** A Rural Action Plan was approved by the Economy and Growth Committee in September 2022. This provides a rural focus on the authority’s existing strategies and plans. Priorities addressed in the plan

include digital connectivity, access, housing, visitor economy and support for rural based businesses.

- 6.69.** A car club scheme is being introduced to support the use of EV as pool cars for Cheshire East staff, along with an opportunity for residents to use these EV vehicles at times when there will be no corporate need.
- 6.70.** During Quarter 1, 8 new electric vehicle charging points have been installed in Cheshire East. 2,050 LED lightbulbs have been installed.
- 6.71.** Progress against the net zero targets for the Council (by 2025) and for the Borough (by 2045) has been made. 8% of carbon has been reduced from the baseline and 33% of carbon has been inset. Overall, the Council is at 38% progress against the net zero by 2025 target. Performance measures are under development in relation to the commitment to a net zero Cheshire East borough by 2045. Although there continues to be progress towards the net zero target, there are increased risks in relation to delivery of the net zero ambition by 2025. These risks are associated with the fleet and decarbonisation of heat projects, largely because of global electric vehicle costs and supply problems. Additionally, increased ventilation of buildings due to covid is raising the council's gas use above the base line. The programme is working to reduce risk and supply, and is also developing alternative options, if required, to support achievement of the 2025 target.

## **Conclusion**

- 6.72.** In conclusion, Cheshire East Council continues to progress implementation of the Corporate Plan during Q1 2022/2023, progress has been made in all three areas towards achieving our vision of an Open, Fair and Green Cheshire East. However, at Quarter 1, there are increased risks emerging due to the challenging environment in which we are operating, including national uncertainty of policy direction, capacity, increasing costs, and increasing complexity of social care cases. The cumulative impact of this will be closely monitored during Quarter 2.

## **7. Consultation and Engagement**

Not applicable.

## **8. Implications**

### **8.1. Legal**

There are no legal implications arising from this report.

## **8.2. Finance**

There are no direct financial implications arising from this report. Financial implications arising from performance requirements are detailed within the separate financial review report aligned with the Medium-Term Financial Strategy.

## **8.3. Policy**

The report demonstrates progress against the achievement of the Cheshire East Council Corporate Plan 2021-25.

## **8.4. Equality**

The range of Council activities covered in the Corporate Plan aims to meet the Public Sector Equality Duty and the obligations under the Equality Act 2010.

## **8.5. Human Resources**

An officer working group is being established to review recruitment, retention, reward and recognition to address current staffing challenges.

## **8.6 Risk Management**

Performance and risk are intrinsically linked. Where risks are identified, performance data can evidence the likelihood of the risk and can also show if a risk materialises. The performance report identifies areas where performance is strong and areas for development and improvement. This supports the risk management process by providing the opportunity to review progress and identify areas for improvement and any necessary mitigating actions.

## **8.7 Rural Communities**

The Corporate Plan aims to support greater inclusion for rural communities. Implementation of the Corporate Plan will support improved access for rural communities. In September 2022 a Rural Action Plan has been approved by the Economy and Growth Committee, which provides a rural focus on the Council's strategies and plans. Priorities addressed in the plan include digital connectivity, access, housing, visitor economy and support for rural based businesses.

## **8.8 Children and Young People/Cared for Children**

Performance management of the priorities relating to children and young people and cared for children, ensure that there is a focus on children receiving the best start in life and that we deliver on our commitments to children and young people in Cheshire East.

## 8.9 Public Health

This report supports our Public Health priorities utilising the Joint Strategic Needs Assessment and Tartan rug to ensure that we work with partners to address issues of poor housing, poverty, employment and education across urban and rural communities.

## 8.10 Climate Change

Performance against the Corporate Plan contributes to several of the strategic goals set out in the Council's Environment Strategy, including:

- Cheshire East Council will be carbon neutral by 2025
- Reduce waste
- Improve Air Quality
- Ensure that new development is sustainable
- Protect and enhance our natural environment

<b>Access to Information</b>	
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Appendices:	Appendix A – Q1 Performance report 2022/23
Background Papers:	None