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SOUTHEND-ON-SEA CITY COUNCIL

Place Scrutiny Committee

Date: Wednesday, 11th September, 2024

Time: 6.30 pm

Place: Committee Room 1 - Civic Suite

Contact: Tim Row - Principal Democratic Services Officer

Email: committeesection@southend.gov.uk

AGENDA

- 1 Apologies for Absence**
- 2 Declarations of Interest**
- 3 Questions from Members of the Public**
- 4 Minutes of the Meeting held on Monday, 8th July, 2024 (Pages 3 - 6)**

****** ITEMS FOR PRE-CABINET SCRUTINY**

- 5 Corporate Performance Report Quarter 1 (Pages 7 - 20)**
- 6 Waste Collection Contract Award**
Report of Executive Director (Environment & Place) to follow
- 7 Exclusion of the Public**
To agree that, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
- 8 Waste Collection Contract Award - Confidential Appendix**
To follow

TO: Chair & Members of Place Scrutiny Committee:

Councillor C Mulrone (Chair),
Councillors S Badger (Vice-Chair), Sam Allen, M Borton, K Buck, C Campbell, T Cox,
A Dear, I Ferguson, D Jones, R Longstaff, K Murphy, S Nadeem, J Norman, M O'Connor,
S Wakefield and J Warren

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SOUTHEND-ON-SEA CITY COUNCIL

Meeting of Place Scrutiny Committee

Date: Monday, 8th July, 2024
Place: Committee Room 1 - Civic Suite

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Present: Councillor C Mulroney (Chair)
Councillors S Badger (Vice-Chair), S Allen, M Borton, K Buck,
C Campbell, T Cox, A Dear, I Ferguson, R Longstaff, K Murphy,
S Nadeem, D Nelson*, J Norman, M O'Connor, S Wakefield and
J Warren

(*Substitute in accordance with Council Procedure Rule 30.)

In Attendance: Councillors D Cowan, I Gilbert and L Hyde (Cabinet Members) and
Councillor M Dent.
A Richards, G Halksworth, T Holland, N Hoskins, G Webb and S Cox

Start/End Time: 6.30 - 8.25 pm

8 Apologies for Absence

Apologies for absence were received from Councillor D Jones (substitute:
Councillor D Nelson).

9 Declarations of Interest

Councillor S Wakefield – Minute No.12 (Better Queensway Update) – sub-
contractor of South Essex Homes.

A Richards, Executive Director of Environment and Place – Minute No. 12 (Better
Queensway Update) – Director on Porters Place Southend-on-Sea LLP, the Joint
Venture delivering the Better Queensway regeneration project and the lead officer
on PSP Southend LLP.

10 Questions from Members of the Public

There were no questions from members of the public relating to the
responsibilities of the Committee.

11 Minutes of the Meeting held on Monday 17th June 2024

Resolved:-

That the Minutes of the Meeting held on Monday 17th June 2024 be confirmed as
a correct record and signed.

12 Better Queensway Update

The Committee received a report from the Executive Director for Environment and
Place, by way of pre-Cabinet Scrutiny, that presented a series of

recommendations to enable the large-scale multi-phase Better Queensway Project, including the road scheme, to continue.

The Cabinet Member for Regeneration, Major Projects and Regulatory Services briefly summarised the history behind the Better Queensway Project for information purposes and the Committee asked a number of clarification questions.

The Committee discussed the report in some detail and asked questions that were responded to by the Cabinet Member for Regeneration, Major Projects and Regulatory Services and appropriate officers, these included:

- The bidding process and concerns regarding re-alignment of highways plans.
- External due diligence of the bidding process and projected costings.
- Market research regarding office space.
- The impact the development would have on traffic flow around the town centre.
- 'Sunk costs' to date, the impact that the proposed additional works would have on further expenditure that could cause greater financial risk.
- The deadline date of the 'Get Building Fund' and the achievability of the proposed project.
- The water attenuation tank and the costs/responsibilities associated with this.

In accordance with Council procedure rule 21.1, Councillor D Nelson moved a motion to revise the wording of recommendation at 2.2 and introduced an additional recommendation at 2.4, as set out below. This was seconded by Councillor K Buck.

Proposed motion to change recommendations as set out in the original report:

That the Cabinet be recommended to delete from recommendation 2.2 the Highway works, except for demolition of the footbridge, and instead add a further recommendation at 2.4; That Portfolio Holders, the Leader of the Council and Group Leaders write to the Minister responsible asking for the Housing Infrastructure Funding (HIF) to be used for the delivery of housing in place of the highway works that were proposed. To invite local MP's to also support this proposal.

In accordance with Council procedure rule 26.1, Part 4(a) of the Council's Constitution, Councillors T Cox, K Buck, D Nelson and C Campbell requested a recorded vote be undertaken and entered into the minutes.

A recorded vote took place on the proposed new recommendation 2.2 and new recommendation 2.4, the result of which was:

For: Councillors K Buck, C Campbell, T Cox, A Dear, R Longstaff, K Murphy, D Nelson and J Warren (8).

Against: S Badger, S Allen, M Borton, I Ferguson, C Mulroney, S Nadeem, J Norman, M O'Connor and S Wakefield. (9)

Whereupon the Chair declared that the motion was lost.

A vote took place on the substantive recommendations that were included in the original report, the result of which was:

For: Councillors S Badger, S Allen, M Borton, I Ferguson, C Mulroney, S Nadeem, J Norman, M O'Connor and S Wakefield. (9)

Against: Councillors K Buck, C Campbell, T Cox, A Dear, R Longstaff, D Nelson and J Warren (7).

Abstain: Councillor K Murphy (1)

The Chair declared that the recommendations to Cabinet be carried.

Resolved:

It is recommended that Cabinet:

- 2.1 Approves to continue with the Reserved Matters Application for Phase 1a (the first phase of housing) and to proceed with the procurement of a partner to submit a planning application to bring forward the development of the area occupied by the existing temporary Essex Street Car Park, as set out in Section 4 – Phase 1a of this report.
- 2.2 Approves to the commencement of the highways work in line with the consented outline planning application, conditionally granted on 6th September 2021 which states bringing the Queensway underpass up to grade, creating a new roundabout and providing a new 4-lane carriage way with associated footpath. Further details set out in Sections 3.2, and at Appendix 1.
- 2.3 Notes the need to provide additional resource funding for the proposed project for the remainder of 2024/25 and futures years and that once that resource requirement is established this is subject to a further cabinet decision and will then need Council approval for addition to the Capital Investment Programme.

Note: This is an Executive function.
Cabinet Member: Councillor I Gilbert.

Chair: _____

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Meeting: Cabinet
Date: 16 September 2024
Classification: Part 1
Key Decision: No
Title of Report: **Corporate Performance Report
Q1 2024/25 (April to June 2024)**

Executive Director: Claire Shuter, Executive Director, Strategy and Change
Report Author: Suzanne Newman, Head of Corporate Strategy, and Kelly Jenkins, Strategy and Performance Officer
Executive Councillor: Councillor Daniel Cowan – Leader of the Council

1 Executive Summary

The Corporate Performance Report is a key tool in scrutinising the Council's overall performance against the priorities set out in the Corporate Plan alongside the financial performance report. It is designed to provide an overview to all relevant stakeholders at regular stages throughout the financial year. It is essential that the Council monitors and assesses its performance regularly to ensure that it is meeting its strategic objective and providing value for money. This approach highlights where corrective action is necessary and reasonable mitigation is required to try and deliver against performance targets alongside a balanced financial position by the end of the year.

2 Recommendations

2.1 Cabinet notes the Corporate Performance Report as at 30 June 2024 set out in Appendix 1.

3 Background

3.1 The Corporate Performance for Q1 2024/25 (April to June 2024) report covers Key Performance Indicators (KPIs) which align to the corporate priorities set out in the Corporate Plan 2024-2028 and highlight the Council's overall performance against agreed corporate priorities.

3.2 The report shows our performance predominantly up to the period of June 2024, with some exceptions where data is unavailable at this time. Data has been rated against targets using Red, Amber Green (RAG) ratings where applicable and compares our current position to the previous month and previous year where data is available.

3.3 The report reflects the Council's recently refreshed Corporate Plan (2024-2028) and how the Council is performing against the agreed priorities detailed within the plan. This is presented by the four refreshed priorities:

A city that is:

- **proud and prosperous**
- **safe, clean and green**
- **caring with a good quality of life for all**
- **led by a transformative, responsive Council**

3.4 The Council's corporate KPIs demonstrate measures that provide an indication of the Council's performance towards our corporate priorities. They are often short to medium term in the time taken to see a difference in performance and the Council has greater influence in affecting them. The strategic KPIs are fulfilled by Council services through strategies, action plans, programmes, projects and initiatives detailed in Service Plans.

3.5 Of the 24 key performance indicators, 12 are on target, 3 are progressing, 4 are failing to meet the target and 5 are either annual or in development, therefore without a RAG rating. Where indicators are not on track, explanation is given and for many indicators this relates to challenges outside of the Councils control.

3.6 The Corporate Performance Report is considered by all three scrutiny committees. The report clearly sets out which measures are to be considered by each of the scrutiny committees.

3.7 For ease of reading, a Glossary of Terms is provided in the Corporate Performance report – Q1 2024/25 (Appendix 1 page 9).

4 Reasons for Decisions

4.1 The Corporate Performance Report informs decision making to ensure that the Council's priorities are on track to be achieved and aligns with the Financial Performance Report to ensure that they are delivered within the approved budget provision.

4.2 Improving efficiency and productivity is essential but the scale of the unprecedented financial pressures will inevitably lead to a reduction in the range, quality, cost and responsiveness of other discretionary Council services, as well as challenging our approach to statutory services.

5 Other Options

5.1 The Council could choose to monitor its corporate performance against an alternative timeframe, but it is considered that the current reporting schedule provides the appropriate balance to allow strategic oversight of the budget by members. More frequent monitoring is undertaken by officers and considered by individual service Directors and the Council's Corporate Leadership Team (CLT) including the implementation of any necessary remedial actions.

6 Financial Implications

6.1 The delivery of the Council's corporate plan and its related performance is undertaken within the overall budget resources of the Council and any adverse spending and its funding to achieve the related performance is identified within the finance budget monitoring report elsewhere on this agenda.

7 Legal Implications

- 7.1 The report provides performance information. It is good governance and sensible management practice for the Council to consider monitoring information in relation to plans and budgets that it has adopted.
- 7.2 Section 3 of the Local Government Act 1999 requires the Council as a best value authority to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness”. Monitoring of financial and other performance information is an important way in which that obligation can be fulfilled.

8 Carbon Impact

- 8.1 None arising from this report.

9 Equalities

- 9.1 Some of the actions may have equality and diversity implications and these will be considered as part of our normal equalities impact assessments.

10 Consultation

- 10.1 Engagement has already been made with staff and cabinet members and now with all councillors and this will continue as options to mitigate for 2024/25 are progressed as well as options for delivering a robust balanced budget for 2025/26.

11 Background Papers

Southend-on-Sea City Council Corporate Plan 2024-28

12 Appendix

- 12.1 Appendix 1: Corporate Performance report – Q1 2024/25

Report Authorisation

This report has been approved for publication by:

This report has been approved for publication by:		
	Name:	Date:
S151 Officer	Joe Chesterton	19.07.24
Monitoring Officer	Susan Zeiss	19.07.24
Executive Director(s)	Claire Shuter	19/07/24
Relevant Cabinet Member(s)	Councillor Daniel Cowan	22/07/24

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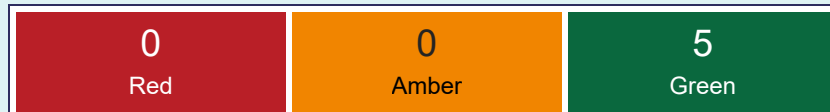
Corporate Performance Report - Q1 2024/25

The Corporate Performance Report is a key tool in scrutinising the Council's overall performance against the priorities set out in the Corporate Plan alongside the financial performance report. It is designed to provide an overview to all relevant stakeholders at regular stages throughout the financial year. It is essential that the Council monitors and assesses its performance regularly to ensure that it is meeting its strategic objective and providing value for money. This approach highlights where corrective action is necessary and reasonable mitigation is required to try and deliver against performance targets alongside a balanced financial position by the end of the year.

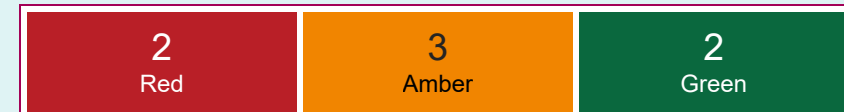


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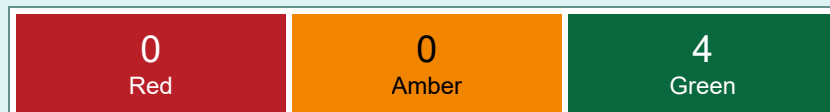
proud and prosperous



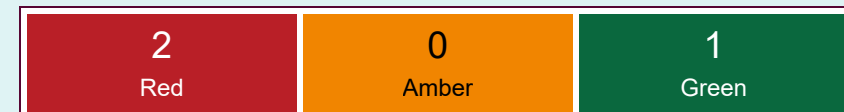
caring with a good quality of life for all



safe, clean and green



led by a transformative, responsive Council



Q1 2024/25 (April to June 2024).

For further information, please contact kellyjenkins@southend.gov.uk.

Glossary

A city that is proud and prosperous

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Red

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Amber

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Green

Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee	
Southend-on-Sea businesses start ups and closures CP01.01 ↱	Start ups	Maximise	Q4 2023/24	325	283	GREEN	205	195	Place
			Quarterly	Snapshot	Quarterly target		Q3 2023/24	Q4 2022/23	
	Latest note We are a critical enabler for business births, along with key partners. Benchmarking data from CIPFA Neighbours demonstrates we are performing well, evidencing our approach is effective. Please note that this measure is a quarter behind.								
Number of businesses supported through engagement with the Economic Inclusion Service CP01.02	Closures	Minimise	Q4 2023/24	210	299	GREEN	245	335	Place
			Quarterly	Snapshot	Quarterly target		Q3 2023/24	Q4 2022/23	
	Latest note The Economic Development Team are a critical partner along with others in enabling businesses to thrive. CIPFA benchmarking data shows we are performing well in comparison to our neighbours, there are national and broader issues also impacting on the success of local businesses. Please note that this measure is a quarter behind.								
		Maximise	June 2024	152	84	GREEN	137	--	Place
			Monthly	Cumulative - year to date	Monthly target		May 2024		
Latest note In June 2024, we engaged with 15 businesses across the city. Any business in Southend-on-Sea, of any size or sector, including pre-start-ups, is provided support when they contact the team and queries could include grant funding, financial support, business workshops including how to start and run a business. The team have been working on producing a Opportunity Southend brochure, which aims to showcase the city to businesses and residents. There has also been a lot of planning taking place for the Southend Business Partnership (SBP) briefing, which includes presentations from keynote speakers. The SBP currently has a membership of 1,700+, who receive a monthly newsletter of relevant updates.									

Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee
Average processing time in days for Essential Living Fund applications CP01.03	Minimise	June 2024	13.94	31.00	GREEN	10.97	--	People
		Monthly	Cumulative - year to date	Annual target		May 2024		
Latest Note There were 560 new claims received in June 2024. 294 households received an award in June 2024.								
Amount of Council's spend with local businesses CP01.04	Maximise	Q1 and Q2 2024/25	--	£76,000,000	--	--	£76,571,896	Policy and Resources
		Bi-annual	Snapshot	Annual target			2023/24	
Latest Note Significant progress made during 2023/24 which evidences the impact of the training for local businesses, engagement via Economic Development and the published video. We have also provided officers with a search function within business world and the local business directory to source local suppliers for low value spend.								
Total footfall for all identified council-run cultural assets (museums, galleries, arts, libraries and the pier) and Council-owned/affiliated sports and leisure centres and events CP01.05	Maximise	Q1 2024/25	406,267	366,000	GREEN	--	--	Place
		Quarterly	Cumulative - year to date	Quarterly target				
Latest Note Q1 reflects the closure of Southchurch Hall for internal works for 6 weeks. The figures for Focal Point Gallery (FPG) include an estimated number of visitors who view the Big Screen content whilst crossing the Forum Square. The Bandstand performances are not ticketed, therefore estimates are taken for the 1st Saturday and the mid Sunday in each month as an estimation. Library visits average at 45,634 visitors for each month in Q1, with April being the busiest month. Council/owned/affiliated sports and leisure centres saw an average of 41,231 visitors during Q1, with April being the busiest month. We have had 38061 visitors on the Pier during June which is -(13973) compared to the same month last year with 52,034 visitors. There were 45,178 visitors in 2022 -(7118) and 38,565 in 2021 -(504). In relation to Pier visitor numbers, we saw 98,185 visitors for Q1. Unfortunately it has been a disappointing summer so far with a lot of rainfall and windy conditions. Events have included the Springtime Festival with children's rides and stalls during the school summer holidays, the Pier Party with entertainment by bands and DJ's, as well as boat trips by 'Jetstream Tours'.								

A city that is safe, clean and green

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Red

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Amber

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Green

Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee
The number of anti-social behaviour (ASB) incidents reported to the Community Safety Unit CP02.01	Balanced	June 2024	55	54 - 60	GREEN	66	89	Place
		Monthly	Snapshot	Annual target		May 2024	June 2023	
	Latest note There has been a 16.6% decrease in reported incidents compared to previous month and is 38.2% lower than June 2023. This is likely due to enhanced community engagements and targeted patrols. Most reports are generally related to neighbour nuisance, 62% of received reports were categorised as this, warranting further focus on this Anti-Social Behaviour (ASB) type.							
Monitor air quality level in air quality management area in line with Local Air Quality Management (LAQM) statutory guidance CP02.02	Minimise	2024/25	--	40	--	--	34.1	Place
		Annual	Snapshot	Annual target		--	2023/24	
	Latest note In March 2024 diffusion tubes were relocated and additional tubes added in Air Quality Management Area 1 (AQMA1) and AQMA2, following a review. Data obtained for the following 3 months shows the majority of results are below the air quality objective. Higher results have been recorded in AQMA2 in the new tube locations, this data is awaiting annualisation and bias adjustment. In June 2024 there have been no missing tubes in AQMA1 and 1 missing from AQMA2.							
Percentage of carriageway potholes repairs, that have been inspected and meet required investigatory levels, are repaired within 28 days CP02.03	Maximise	June 2024	100.0%	90.0%	GREEN	100.0%	97.5%	Place
		Monthly	Snapshot	Annual target		May 2024	June 2023	
	Latest note For June 2024, there were 34 repairs across the city completed that required a 28 day repair. Of these, all (100%) were completed within required timescales. The team continue to work hard to ensure all relevant repairs are done in the timeframe set.							
Percentage of safety inspections completed on time (footways and carriageways) CP02.04	Maximise	Q1 2024/25	100.0%	90.0%	GREEN	100.0%	100.0%	Place
		Quarterly	Snapshot	Annual target		Q4 2023/24	Q1 2023/24	
	Latest note The overall return is that there were 807 Safety Inspections undertaken in the period of April to June 24 and ALL were completed within required timescales so a 100% return.							

Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee
Percentage of waste collections carried out on schedule CP02.05	Maximise	June 2024	99.93%	99.00%	GREEN	99.93%	99.95%	Place
		Monthly	Cumulative - year to date	Monthly target		May 2024	June 2023	
	Latest note In June 2024, there were 1288 reported missed collections, which is an increase of 6 on the previous month. To date, 99.93% of collections have been carried out on time, exceeding the annual target of 99.00%.							
Percentage of waste recycled CP02.06 15	Maximise	2024/25	--	50.00%	--	--	41.72%	Place
		Annual	Snapshot	Annual target			2022/23	
	Latest note Early indications suggest that the recycling rate may have increased slightly year on year, but the figures are awaiting final audit by Defra. As soon as they have reached level 35/40 we will be in a position to publish final performance.							
Tree net gain in the city CP02.07	Maximise	2024/25	--	100	--	--	644	Place
		Annual	Snapshot	Annual target			2023/24	
	Latest note The Council's tree planting programme takes place between November and March each year. Tree net gain is measured at the end of the tree planting season to give an accurate figure for the measure.							

A city that is caring with a good quality of life for all

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Red

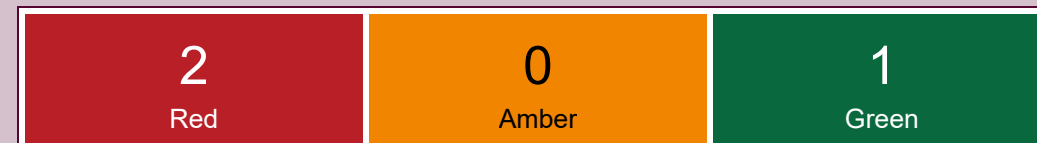
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Green

Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee
Take up of the NHS Health Check programme CP03.01	Maximise	June 2024	1186	1230	AMBER	828	923	People
		Monthly	Cumulative - year to date	Monthly target		May 2024	June 2023	
	Latest note 39% of checks have been delivered to residents in Index of Multiple Deprivation (IMD) deciles 1-4, the 40% most deprived areas within Southend-on-Sea. Plan to discuss potential Primary Care Network (PCN) support for GPs in the area with the lowest uptake.							
MMR immunisation - one dose at 5 years old CP03.02	Maximise	Q4 2024/25	93.2%	95%	AMBER	--	--	People
		Quarterly	Snapshot	Annual target				
	Latest note The regional Measles, Mumps and Rubella (MMR) vaccination programme is continuing and is led by Essex Partnership University NHS Foundation Trust (EPUT) who provide community health, mental health and learning disabilities support for the wider Essex area (Suffolk/Bedfordshire/Luton). Cambridge Road Family Centre holds monthly community clinics and had a community event in May half term holiday. Please note this measure is a quarter behind.							
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services CP03.03	Maximise	June 2024	79.3%	80.0%	AMBER	83.3%	74.5%	People
		Monthly	Snapshot	Annual target		May 2024	June 2023	
	Latest note Junes performance of 79.3% is slightly below the target of 80% and represents 23 out of 29 people that remained at home 91 days after discharge from hospital/reablement or rehab services. Hospital discharge is led by the NHS on the D2A model, collaboration across all pathways for intermediate care focuses on reablement potential for local people.							
Proportion of adults with a learning disability in paid employment CP03.04	Maximise	June 2024	9.9%	9.5%	GREEN	9.9%	8.8%	People
		Monthly	Snapshot	Annual target		May 2024	June 2023	
	Latest note We continue to perform strongly in this measure with 9.9% of people with a Learning Disability, who are in receipt of care and support, are in paid employment. This compares favourably against our target of 9.5% and exceeds both National and Regional comparators. Much of the success can be attributed to the support provided by Southend-on-Sea City Council's commissioned Learning Disability Employment Service – Making It Work. Making It Work is a longstanding service supporting people with a Learning Disability to access both paid and voluntary work. They support people to develop the skills required for work, to apply for work and they maintain regular contact with the person and the employer once in work.							

Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee
Rate of children in care per 10,000 population under 18 years old CP03.05	Balanced	June 2024	82.72	66 - 76	RED	82.98	81.55	People
		Monthly	Snapshot	Annual target		May 2024	June 2023	
	Latest note This figure has remained relatively consistent over the last year with the figure ranging from 81 to 83. The figure for June illustrates a slight decrease from May. In May 316 children were looked after by the local authority and a slight decrease in June to 315. Work continues to identify children/young people that can appropriately exit the care system and to prevent new children/young people entering the care system by identifying them early and putting appropriate support in place for them and their families.							
Percentage of Council homes meeting the Decent Home Standards CP03.06	Maximise	June 2024	95.1%	94.3%	GREEN	94.7%	94.7%	Place
		Monthly	Cumulative - year to date	Monthly target		May 2024	June 2023	
	Latest note Quarter 1 results shows that 95.1% of Council owned homes, managed by South Essex Homes, are currently meeting the Decent Homes standard. The Decent Homes programme of works (including kitchen and bathroom works and re-wiring) for the 4.9% of homes not meeting the standard is in place for 2024-25 with a view to reducing this by year end.							
17 Total number of households in temporary accommodation CP03.07	Minimise	June 2024	334	219	RED	319	237	Place
		Monthly	Snapshot	Annual target		May 2024	June 2023	
	Latest note At the end of June, 334 households were in temporary accommodation (TA), with 6 people voluntarily placed under our Rough Sleeping Initiative (RSI). In addition to the 334 stated, a further 12 people placed in our 12 RSI commissioned rapid assessment hub bed spaces (run by HARP). Based on the most recent data available (Oct – Dec 2023, Ministry of Housing, Communities and Local Government (MHCLG)), Southend-on-Sea's rate of households in TA, at 3.88 per 1,000 households, is lower than the English average (4.7 per 1,000) and strategic housing market area neighbours Basildon (8.52) and Thurrock (5.79) but higher than Brentwood (0.83), Rochford (1.97), and Castle Point (3.16). The shortage of affordable housing is directly impacting homelessness/TA usage. Our Private sector housing team have unfortunately found that whilst the government increased Local Housing Allowance from April, rents are still exceeding this threshold. Nationally, TA levels are the highest since records began, a trend being mirrored in Southend-on-Sea. The new government plans to develop a new national housing strategy and ending homelessness unit, as well as a raft of policy measures within MHCLG aimed at addressing the housing crisis. Local authorities, including Southend-on-Sea, have been asked to develop a plan this summer through which to remove any need for families to be placed in B&B TA for over 6 weeks. In Southend-on-Sea we are working very closely with South Essex Homes to bring back into use long-term empty units in the city centre tower blocks and any other suitable voids and we are also examining further opportunities to work with the private sector through different leasing arrangements with landlords to secure more suitable accommodation in a cost-effective way. As demands on the homelessness team increase and officer caseloads become even less manageable, that service capacity to focus on homelessness prevention and evidence-led interventions is diminished as it is necessarily forced into prioritising homelessness relief and firefighting. Ultimately TA is a symptom of a wider housing market pressure and resolution to challenges will only be brought about through the availability of the affordable, secure homes that people need.							

A city that is led by a transformative, responsive Council



Measure	Aim	Time period	Latest value	Target	RAG rating	Previous period	Previous year	Scrutiny Committee
Delivering the approved capital budget for 2024/25 CP04.01	Maximise	Q1 2024/25	8.18%	10.0%	RED	--	--	Policy and Resources
		Quarterly	Cumulative - year to date	Quarterly target				
Latest note In June 2024 Cabinet approved revised budgets for 2024/25. A Member capital challenge session on key strategic projects took place in July 2024 and the results will feed into the September budget monitoring Cabinet report. A further round of capital challenge sessions across all departments is scheduled for October 2024. These will focus on the deliverability of the approved budget and requests for budget revisions that are expected within future Cabinet cycles.								
Percentage of complaints responded to in time CP04.02	Maximise	June 2024	74.47%	85.00%	RED	77.42%	66.36%	Policy and Resources
		Monthly	Cumulative - year to date	Annual target		May 2024	June 2023	
Latest note April-June 2024 we received 148 General Complaints, and 174 were closed in the same period. The improvement in the response rate (performance this quarter was 72.99% in time compared to 53.29% in the previous quarter) has been achieved by, and will be sustained through, continued monitoring and case management.								
Percentage of Freedom of Information (FOI) requests responded to in time CP04.03	Maximise	June 2024	94.79%	90.00%	GREEN	95.44%	64.18%	Policy and Resources
		Monthly	Cumulative - year to date	Annual target		May 2024	June 2023	
Latest note April-June 2024 there was 378 FOI requests, and 365 were closed in the same period. There has been a significant increase in the number of FOI requests being responded to within deadline, in June 2024 this was 93.14% (from 48.65% in September 2023) this has been achieved and will continue to be sustained through continued monitoring and case management.								
Percentage of MySouthend cases responded to in the prescribed timescale CP04.04	--	--	--	--	--	--	--	Policy and Resources
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Latest note As this is a new system, data for this measure will start from Q2 2024/25. Phase 1 of the MySouthend project is now completed, which was to deliver a minimum viable product and to be of the old platform by the end of July 2024. We are in early life support and starting the planning for phase 2. Since the beginning of July 2024, we saw over 6,500 new registrations, with 4,537 cases being raised.								

Glossary of terms

Priority 1 - A city that is proud and prosperous	Priority 2 - A city that is safe, clean and green	Priority 3 - A city that is caring with a good quality of life for all	Priority 4 - A city that is led by a transformative, responsive Council
CP01.01 Southend-on-Sea businesses start ups and closures - A long standing government metric which is considered a reliable barometer for assessing overall business 'health' in a locality i.e. more start ups suggests more favourable trading conditions, potentially more disposable income, local business confidence. More closures i.e. the opposite. These measures are a quarter behind. Source: Office for National Statistics (ONS)	CP02.01 The number of anti-social behaviour (ASB) incidents reported to the Community Safety Unit - The number of anti-social behaviour (ASB) incidents reported to the Community Safety Unit in Southend-on-Sea.	CP03.01 Take up of the NHS Health Check programme - The total number of NHS Health Checks delivered at GP practices and outreach throughout Southend-on-Sea.	CP04.01 Delivering the approved capital budget for 2024/25 - Percentage of the approved capital budget that has been delivered for each financial period of 2024/25.
CP01.02 Number of businesses supported through engagement with the Economic Inclusion Service - This metric describes the number of businesses the Council provides business support brokerage/signposting to in any one month to assist growth. Engagement includes emails, phone calls and face to face and excludes social media contacts, newsletter and events. The target is based off 2023 engagement figures. Source: SCC UKSPF tracker (internal).	CP02.02 Monitor air quality level in air quality management area in line with Local Air Quality Management (LAQM) statutory guidance - This will include air quality monitoring in Southend-on-Sea's Air Quality Management Area 1 (AQMA 1) – The Bell Junction and AQMA 2 - A127 Victoria Avenue.	CP03.02 MMR immunisation - one dose at 5 years old - Number of children who reached their fifth birthday during the evaluation quarter who have received as least one dose of MMR (measles, mumps and rubella) vaccine. This measure is a quarter behind.	CP04.02 Percentage of complaints responded to in time - The percentage of complaints the Council receives that are responded to in the prescribed timescale. Stage 1 complaints are to be dealt with within 15 working days of receiving the complaint, Stage 2 within 20 and Stage 3 within 25 working days. This measure excludes statutory complaints.
CP01.03 Average processing time by days for Essential Living Fund applications - A cumulative look at the average number of days taken to process new claims to the Essential Living Fund.	CP02.03 Percentage of carriageway potholes repairs, that have been inspected and meet required investigatory levels, are repaired within 28 days - Percentage of carriageway potholes repairs that have been inspected by the council's highways team and meet required investigatory levels and are repaired with a permanent repair within 28 days. The only exception is on key routes such as the A127, where a temporary fix will be carried out within 24 hours to reduce the risk, ahead of a permanent repair.	CP03.03 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services - The proportion of people at home after 91 days following a period of reablement post hospital divided by the total number of hospital discharges to reablement.	CP04.03 Percentage of Freedom of Information (FOI) requests responded to in time - The percentage of Freedom of Information (FOI) requests responded to in the prescribed timescales of 20 working days.
CP01.04 Amount of council's spend with local businesses - Total spend by the Council and South Essex Homes with external suppliers based in Southend-on-Sea and the Essex area.	CP02.04 Percentage of safety inspections completed on time (footways and carriageways) - Percentage of required inspections undertaken across the whole highways network and completed within the required timescales. There is no differentiation of carriageway/footway for this measure, as they are undertaken at a street level basis i.e. at the same time.	CP03.04 Proportion of adults with a learning disability in paid employment - Those recorded as in paid employment where the information has been captured within the financial year. Divided by the number of working-age clients with a primary support reason of learning disability support in long term services.	CP04.04 - Percentage of MySouthend cases responded to in the prescribed timescales - Data for this measure will not be available until Q2 2024/25, as in July 2024 changes with MySouthend completed and the new forms went live.
CP01.05 Total footfall for all identified council-run cultural assets (museums, galleries, arts, libraries and the pier) and Council-owned/affiliated sports and leisure centres and events - The number of footfall (attendees) for all identified council-run cultural assets, which includes museums, galleries, arts, libraries and the pier and Council-owned/affiliated sports and leisure centres and events. Theatres are not included in this measure due to the Council limited input/influence.	CP02.05 Percentage of waste collections carried out on schedule - How well household waste is collected in line with the Council's collection dates and times.	CP03.05 Rate of children in care per 10,000 population under 18 years old - The number of children who are looked after on last date of the month (have an open Children Looked After (CLA) episode), excluding those who cease to be looked after on the last date of the month, against the total population of children who are 17 years old or under in Southend-on-Sea.	
	CP02.06 Percentage of waste recycled - The amount of household waste that is collected by Southend-on-Sea City Council that is sent for reuse, recycling and composting.	CP03.06 Percentage of council homes meeting the Decent Home Standards - The percentage of council homes meeting the Decent Home Standards. A decent home meets the following four criteria: a) It meets the current statutory minimum standard for housing. b) It is in a reasonable state of repair. c) It has reasonably modern facilities and services. d) It provides a reasonable degree of thermal comfort.	
	CP02.07 Tree net gain in the city - The total number of trees planted minus the total number of trees removed in Southend-on-Sea.	CP03.07 Total number of households in temporary accommodation - The number of households in temporary accommodation on the last date of the month.	

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