

# Southend-on-Sea Borough Council

Report of Chief Executive  
to  
Cabinet  
on  
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Agenda  
Item No.

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## Southend 2050 Outcomes Success Measures Report - Quarter 1 2019/20

Cabinet Member: Councillor Gilbert

All Scrutiny Committees

A Part 1 Public Agenda Item

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### 1. Purpose of Report

- 1.1 To report on the first quarter of the Southend 2050 Outcomes Success Measures for 2019/20.

### 2. Recommendations

- 2.1 To note the Quarter 1 performance from 1 April – 30 June 2019.

### 3. Background

- 3.1 The Council's Corporate Performance Framework has been reviewed to provide robust and transparent performance management to drive the delivery of the five Strategic Delivery Plans. Cabinet agreed that corporate performance for 2019/20 onwards shall consist of three different functions, to enable the Council to robustly monitor and measure the progression of the desired outcomes against the five themes, which are outlined in the 2050 Road Map. The three functions are:

- a Corporate Performance Dashboard (CMT and Cabinet Members)
- a Southend 2050 Outcomes Success Measures Report
- an Annual Place-Based Report.

### 4. Southend 2050 Outcomes Success Measures Report

- 4.1 The Southend 2050 Outcomes Success Measures Report is a high level summary of the Council's corporate performance and progression over the quarter on the high level strategic priorities. Outcome Delivery Teams provide a strategic narrative once per quarter on the progress made with the delivery of the Southend 2050 outcomes and activity on the Road Map.

The report also contains a snapshot of key place data which will be updated as available throughout the year.

The agreed timetable for reporting is as follows, with additional reporting aligned to the scrutiny cycle in January 2020.

		To be presented to Cabinet:
<b>Quarter 1</b>	April – June 2019	September 2019
<b>Quarter 2</b>	July – September 2019	November 2019
<b>Quarter 3</b>	October – December	February 2020
<b>Quarter 4</b>	January – March 2020	June 2020

- 4.2 The development of outcomes-focused measures is an iterative process, to enable the measures to be reviewed and developed regularly.

## 5. Further Developments

A number of the measures included in the report have catalysed plans to work collaboratively across the organisation to improve their outcome focus. The development work planned to date is as follows:

### 5.1 Temporary Accommodation

A working group is to be formed to better understand and monitor the outcomes of interventions for those the Council is supporting to access housing.

### 5.2 Child development and Children’s Centres

Further collaboration with the Early Years and Health Visitor services will be undertaken, to develop a set of outcome-focused measures regarding the range and success of interventions and services for children aged between two and five, and the use of Children’s Centres.

### 5.3 Protecting and nurturing the coastline

Development work is required looking in to litter collections on our beaches especially during the peak months; the protection of nature reserves and sea defences, and educating children on the nurturing and protection of our coastline.

### 5.4 Fibre broadband and WiFi

The data currently received from the Council’s WiFi and Fibre broadband suppliers will be developed to better monitor whether the intended benefits to residents and visitors, in terms of service availability, are being realised.

### 5.5 Businesses, skills and employment and high street occupancy

This will be a considerable area for collaboration between the Planning, Economic Growth, Revenues, GIS and Insights teams, with an aim to share and / or integrate the data and systems held and used by the teams to provide a meaningful picture of activity and outcomes in the borough to support and evidence the vision of the Council’s Economic Growth Strategy 2017-2022, and to evidence Opportunity and Prosperity outcomes.

## **5.6 Independent living and care homes**

Further work will be done to measure the independency of those living in supported living and care homes across the borough.

## **5.7 Volunteering**

A mapping exercise will be undertaken to ascertain which parts of the Council uses volunteers and to capture the full breadth of volunteering activity, with further plans to broaden the dataset to include demographic data on volunteers, give insight on the barriers and enablers to volunteering, and the inclusion of SAVS data.

## **5.8 Voters**

Development work is planned to map and improve the data and insights available regarding voters' registration rate, turnout, demographic, residential ward, accessibility and other social factors affecting registration.

## **5.9 Transport**

The data currently collected annually via the National Highways and Transport Survey will be developed to increase the frequency of data collection regarding smart signalling, traffic flow optimisation, passenger transfer trends and experience, and the experiences of people who use public transport of all kinds in the borough.

## **5.10 Air Quality and recycling**

At present, data for air quality is available via a live feed but validated on an annual basis to provide an annual mean. Further work is needed to collect data that can indicate the outcomes for residents resulting from the improvement works being undertaken at various major junctions.

## **5.11 Tree planting and removal**

As trees are only planted in the winter months, data is currently reported annually at the end of the planting season. A register of tree removals is maintained on an on-going basis. Further development work will be done with the Parks Management teams to increase the frequency and completeness of data collection on tree planting and removals and to devise meaningful, outcomes-focused measures.

## **6. Reasons for Recommendation**

To drive the delivery of the Southend 2050 ambition through robust and strategic performance management arrangements.

## **7. Corporate Implications**

Contribution to Council's Ambition and corporate priorities:

To strategically monitor the Council's corporate performance and achievements against the 2050 Road Map and Outcomes.

## **8. Financial Implications**

There are no financial implications.

## **9. Legal Implications**

There are no legal implications.

## **10. People Implications**

People implications are included in the monitoring of performance relating to the Council's resources where these relate to the Council's priorities.

## **11. Consultation**

The new performance framework and measures to be included in future performance reporting are included in the Strategic Delivery Plans which were developed through extensive consultation and engagement to articulate the Southend 2050 ambition.

## **12. Equalities Impact Assessment**

The priorities and outcomes contained with the 2050 Five Year Road Map are based upon the needs of Southend's communities. This has included feedback from consultation and needs analyses.

## **13. Risk Assessment**

The Corporate Risk Management Framework shall be managed alongside the new monitoring for corporate performance. This information shall form part of the new corporate risk register that is managed by the Internal Audit team.

## **14. Value for Money**

Value for Money is a key consideration of the Southend 2050 Performance Framework, including the outcome-based investment work, to help assist in identifying Value for Money from services.

## **15. Community Safety Implications**

Performance Indicators relating to community safety are included in the Strategic Delivery Plans as well as the Southend 2050 Annual Place-based Report.

## **16. Background Papers**

16.1 Monthly Performance Reports (MPRs) from April 2018 to March 2019.

## **17. Appendices:**

17.1 Appendix 1: Outcomes Success Measures Report – 1 April–30 June 2019