

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO PERSONNEL COMMITTEE

meeting date: WEDNESDAY, 17 JANUARY 2024
title: 2021/2022 AND 2022/2023 YEAR-END PERFORMANCE INFORMATION
submitted by: MARSHAL SCOTT, CHIEF EXECUTIVE
principal author: JAQUI HOULKER – PRINCIPAL POLICY AND PERFORMANCE OFFICER

1 PURPOSE

- 1.1 To inform committee about year-end reports for 2021/2022 and 2022/2023 that detail performance against our local performance indicators.
- 1.2 Performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.
- 1.3 Relevance to the Council's ambitions and priorities:
 - Community Objectives –
 - Corporate Priorities –
 - Other Considerations -Monitoring our performance ensures that we are both providing excellent services for our community as well as meeting corporate priorities.

2 BACKGROUND

- 2.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors, elected members and service users to judge how well services are performing.
- 2.2 A rationale has been sought for maintaining each indicator – with it either being used to monitor service performance or to monitor the delivery of a local priority.
- 2.3 The attachment to this report provides an overview of the Council's performance up to 31 March 2023. Committee members will be aware that the Council responded to the emergencies of the Coronavirus pandemic since early March 2020. Covid rules in England ended at the end of February 2022 as part of Government's "Living with Covid" strategy. This now gives an opportunity to learn from both pre-Covid and during Covid service delivery, and to focus on the recovery from the pandemic.
- 2.4 The report attached at Appendix 1 comprises the following information:
 - The outturn figures for all local performance indicators relevant to this committee for 2021/2022 and 2022/2023. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2021/2022 data and 2022/2023 data. A significant variance is greater than 15% (or 10% for cost PIs).
 - Performance information is also provided for previous year 2020/2021 for comparison purposes (where available) and the trend in performance is shown between 2021/2022 data and 2022/2023 data.
 - Targets for service performance for the year 2022/2023 are provided and a 'traffic light' system is used to show variances of actual performance against the target as follows: Red: service performance significantly below target (i.e. less than 75% of target performance), Amber: performance slightly below target (i.e. between 75% and 99% of target), Green: target met/exceeded.
 - Where available targets have also been provided for all three years.
- 2.5 These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and objectives, as listed in the Corporate Strategy.
- 2.6 Where possible audited and checked data has been included in the report. However, some data may be corrected following the work of Internal Audit and before the final

publication of the indicators on the Council's website.

- 2.7 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.
- 2.8 A new Corporate Plan 2023-2027 is presently in development; a revised suite of Corporate KPIs will be established following feedback from the Corporate Plan Working Group and Council officers considering statutory requirements and corporate priorities.
- 2.9 For the past few years the Council has utilised and reported data for 130 KPIs, however this will be reduced to a smaller, and more focussed number. It is important that the Corporate KPI Scorecard is concise and provides assurance against Corporate Plan progress, some KPIs will have cross cutting themes across the diverse range of services and priorities the Council provides. Quarterly reporting for the new suite of KPIs will commence from April 2024 for 2024/2025 with an annual report at year-end. The Corporate Plan and suite of KPIs will also be reviewed on an annual basis
- 2.10 We measure our performance by examining these KPIs. Where available KPI data will be reported in a Quarterly Performance Report and scrutinised by a network of people including Corporate Management Team (CMT) and relevant Committees. Council services also have their own specific plans which look at performance in more detail and include a number of KPIs pertinent to that service.

3 GENERAL COMMENTS ON PERFORMANCE AND TARGETS

- 3.1 Analysis shows that of the 23 Personnel Services key performance indicators (KPIs) that can be compared to target:
 - 43.5% (10) of the KPIs met target (green) and or are on track.
 - 56.5% (13) of the KPIs provide data only.
- 3.2 Of the 23 Personnel Services KPIs where performance trend can be compared over the years:
 - 31% (7) of the KPIs have improved
 - 17% (4) of KPIs stayed the same
 - 52% (12) of PIs worsened
- 3.3 In respect of KPIs for Personnel Services, the following information regarding performance and targets has been provided:
 - **PI HR1 to PI HR11** – Staff grade and scale KPIs. No targets are set for these KPIs as they are data only indicators. A new Minimum Wage KPI has been included for monitoring purposes. The long term trend is to fill vacancies and retain staff.
 - **PI HR14 (BV11a) Top 5% of Earners: Women, PI HR15 (BV11b) Top 5% of Earners: Ethnic Minorities and PI HR16 (BV11c) Top 5% of Earners: with a disability** – data is collected for these KPIs to provide transparency and to create an inclusive and diverse workforce.
 - **PI HR17 (BV12) Working Days Lost Due to Sickness Absence** - 7.62 days were lost due to sickness absence in 2022/23, the number of days lost has continued to reduce since 2020/21 (11.32 days) and 2021/22 (9.58 days) respectively. Sickness absence remains a constant concern for the Council in terms of cost, impact on service delivery and creating additional workload for those who remain in work. Sickness absence is monitored very closely with HoS and managers taking a proactive approach to reduce absence.
 - **PI HR18 (BV14) Percentage of Early Retirements and PI HR19 (BV15) Percentage of Ill-health Retirements** - There were no early retirements or ill-health retirements in year.

- **PI HR20 (BV16a) Percentage of Employees with a Disability** - The percentage of council employees with a disability was 12.76% compared to the local government average of 15.7%.
- **PI HR21 (BV16b) The percentage of economically active disabled people in the authority area** – These statistics relate to the employment of working-age disabled people in the UK. They provide context for the government's goal to see one million more disabled people in work between 2017 and 2027. This goal was reached in 2022. In 2022/23 the percentage of economically active disabled people in Ribble Valley was 12.31%, showing a 2.18% increase since 2021/22
- **PI HR22 (BV17a) Ethnic Minority representation in the workforce – employees** - The percentage of BME employees was 5.53%, less than the national average in local government workforce of 8.2%, but representative when compared with the demographics for the area.
- **PI HR23 Staff turnover** – In 2022/23 the percentage of staff turnover was 13.61% a considerable reduction of 13.08% since 2021/22 (26.69%), with 32 leavers overall. Data relating to the reason for leaving is collated as part of the employees exit interview which are monitored and discussed at CMT.
- **PI HR24 Number of training days provided** – 111 training days were provided in 2022/23. This data provides information relating to training and workforce development including findings on skill-shortage vacancies, skills gaps and key training provision.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – There are no resource implications as a result of this report. Resource implications of any actions referred to within this report, will be reported to the appropriate Committee.
- Technical, Environmental and Legal – None identified.
- Political – None identified
- Reputation – It is important that correct information is available to facilitate decision-making.
- Equality & Diversity - For all Ribble Valley Borough Council Policies and Strategies and in line with the Council's approach to equalities, an Equality Impact Assessment (EIA) would identify the potential impact of the organisation's policies, services and functions on its residents and staff, and will actively look for negative or adverse impacts of policies, services, and functions on any of the nine protected characteristics. After consideration an EIA is not required for this report.

5 CONCLUSION

- 5.1 For committee to note the 2021/2022 and 2022/2023 performance information provided relating to this committee.









Jaqui Houlker
PRINCIPAL POLICY AND
PERFORMANCE OFFICER

Marshal Scott
CHIEF EXECUTIVE



BACKGROUND PAPERS:













REF: JH/ 24-01-17 Personnel Committee YE Performance Information v1
For further information please ask for Jaqui Houlker, extension 4421













Ribble Valley Borough Council Year-end monitoring report for 2020/21, 2021/22 & 2022/23









PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown	For data only KPIs, the long term trend is to fill vacancies and retain staff	
	Data Only		

Personnel Committee (HR 23 KPIs)

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI HR1	Number of staff at: craft grade	0	Data only	0	Data only	0	Data only		See Key above	We no longer have any staff on craft grade.	To monitor the number of staff on locally agreed grades
PI HR3	Number of staff at: Local Agreement grade	0	Data only	0	Data only	0	Data only		See Key above	We have local agreements in place. However, we no longer have any staff on a specific Local Agreement grade.	

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
New	Number of staff at: Minimum Wage	N/A	Data only	1 New KPI	Data only	2 New KPI	Data only		See Key above	New proposed KPI - Number of staff at: Minimum Wage.	
PI HR4	Number of staff at: Scale 1-3	107	Data only	99	Data only	106	Data only		See Key above		
PI HR5	Number of staff at: Scale 4-6	78	Data only	75	Data only	80	Data only		See Key above		
PI HR6	Number of staff at: Scale SO 1-2	14	Data only	11	Data only	15	Data only		See Key above		
PI HR7	Number of staff at: Scale PO 1-5	14	Data only	17	Data only	13	Data only		See Key above		
PI HR8	Number of staff at: Scale PO 6-10	8	Data only	4	Data only	7	Data only		See Key above		
PI HR9	Number of staff at: Scale PO 11-15	0	Data only	0	Data only	0	Data only		See Key above		
PI HR10a	Number of staff at: Scale PO 16-22	6	Data only	6	Data only	7	Data only		See Key above		
PI HR10b	Number of staff at: Scale PO 23-26	3	Data only	3	Data only	2	Data only		See Key above		
PI HR11	Number of staff at: Scale CEX/Director	4	Data only	4	Data only	3	Data only		See Key above		
PI HR14 (BV11a)	Top 5% of Earners: Women	38.40%	35.70%	30.76%	35.70%	50.00%	35.70%			The number of women in the top 5% earners has increased as a result of the appointment of two female employees replacing two male	To provide transparency and create an inclusive and diverse workforce

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
										postholders. There are 12 posts in total.	
PI HR15 (BV11b)	Top 5% of Earners: Ethnic Minorities	.00%	.00%	.00%	.00%	.00%	.00%				To provide transparency and create an inclusive and diverse workforce
PI HR16 (BV11c)	Top 5% of Earners: with a disability	0.00%	.00%	15.38%	.00%	0.00%	.00%				To provide transparency and create an inclusive and diverse workforce
PI HR17 (BV12)	Working Days Lost Due to Sickness Absence	11.32	10.00	9.58	9.00	7.62	8.00			Sickness absence remains a constant concern for the Council in terms of cost, impact on service delivery and creating additional workload for those who remain in work. Sickness absence is monitored very closely with HoS and managers taking a proactive approach to reduce absence.	To appreciate and invest in our staff
PI HR18 (BV14)	Percentage of Early Retirements	.00%	.50%	.00%	.50%	.00%	.50%			There were no early retirements in year	To appreciate and invest in our staff
PI HR19 (BV15)	Percentage of Ill-health Retirements	.00%	.45%	.00%	.45%	.00%	.45%			There were no ill-health retirements in year	To appreciate and invest in our staff
PI HR20 (BV16a)	Percentage of Employees with a Disability	10.46%	10.00%	10.00%	10.00%	12.76%	10.00%				To create an inclusive and diverse workforce and provide

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
											reasonable adjustments to ensure that disabled people are not disadvantaged.
PI HR21 (BV16b)	The percentage of economically active disabled people in the authority area	10.13%	Data only	10.13%	Data only	12.31%	Data only				
PI HR22 (BV17a)	Ethnic Minority representation in the workforce - employees	2.49%	3.00%	2.49%	3.50%	5.53%	4.00%				To provide transparency and create an inclusive and diverse workforce
PI HR23	Staff turnover	14.32%	15%	26.69%	15%	13.61%	15%				To understand the reason for staff leaving the Council and improve staff retention
PI HR24	Number of training days provided	292.5 days	Data only	78 days	Data only	111 days	Data only				Provides information relating to training and workforce development