



Purpose: For Decision

Committee report

Committee	CABINET
Date	TUESDAY, 1 SEPTEMBER 2009
Title	QUARTERLY PERFORMANCE, RISK AND STRATEGIC PROGRAMME MANAGEMENT REPORT- QUARTER 1 2009/10
Report of	CABINET MEMBER FOR MAJOR PROJECTS, CUSTOMER SERVICE AND COMMUNICATIONS

PURPOSE

1. To note the Council's service performance, risk and strategic project position during the first quarter of 2009/10 ending 30 June 2009.

BACKGROUND

2. This report covers the first quarter of the financial year 2009/10 and includes the following information detailed under the relevant Eco Island theme:
 - Identification of key performance achievements and issues for the Isle of Wight Council
 - A summary of the Council's Strategic Programme

In addition, the report appendices highlight:

- A summary of progress on the Council's key Strategic Priorities
- A summary of Organisational Health
- An up-to-date position of the Strategic Risk Register

STRATEGIC CONTEXT

3. The ongoing management of key performance indicators, strategic risks and the strategic programme supports all five of the Eco Island themes, twenty three corporate priorities and six strategic priorities as outlined in the Isle of Wight Council's Corporate Plan.

CONSULTATION

4. The Council's management processes involve the examination of performance, risk and projects at monthly service boards. As such, senior management are involved in discussions about performance, risk and projects on a routine basis.

CORPORATE THEME – A THRIVING ISLAND

5. **Key Performance Achievements:**

Highways and Transport

- The 86% of schools with travel plans have returned their annual review data which shows a reduction in car use by 20%.

Environment and Waste

- The first quarter has seen an increase in diversion from landfill. This is largely as a result of the gasification plant operating to a greater capacity than in previous months.
- The gasification plant has now been operational since 5 February 2009 and despite some technical difficulties, it continues to enable the Council to meet its landfill tax budget for 2008/2009 and continued operation will contribute to the achievement of the Council's Landfill Allowances Trading Scheme (LATS) targets. The Q1 Target for biodegradable waste sent to landfill to enable the Council to avoid LATS fines was 8,294.01 tonnes with the actual volume achieved in the quarter being only 5,612.69 tonnes.
- Following protracted contract negotiations, the Council will shortly be signing a contract with EON, the utility provider, to offer low cost home insulation to the Island's homes. This will reduce the Island's carbon footprint and provide opportunities for Island businesses to undertake the necessary work. It is expected that the scheme will result in £2m being invested on the Island and around 7500 properties insulated over the period of the contract.
- The Parks and Countryside service has celebrated the retention of a green flag at Appley Park in Ryde. This is a very highly regarded accolade and has a beneficial impact on tourism on the Island.

Planning Services

- Performance for determination of minor and other applications remains good and ahead of year end targets. (Minor applications: Q1 Actual 76.6% vs Target 65% and Q1 08/09 Actual 54.39%) (Other applications: Q1 Actual 86.67% vs Target 80% and Q1 08/09 Actual 76.32%)
- Performance on appeals has been better than the 30% target for three consecutive months (Q1 Actual was 25% compared with 2008/09 Actual of 28.57%). This demonstrates that decisions are being taken in accordance with policy background.

Key Performance Issues:

Planning Services

- The percentage for initial responses given to enforcement complaints within a 20 day period was 78% for June 2009, 22% down on the target of 100% for the month. This reflects a total of 25 out of 32 responses having been given to complainants within the required timeframe. Protocols are being put in place in order to improve on future performance achieved.
- Performance of 22% was recorded for June in notifying an identified breach to owners/operators of an enforcement allegation within 10 working days. This was 78% below the target of 100% for the month and represents notification of potential breaches being provided to only nine out of 41 owners within the ten day target. Protocols are being put in to place that will quickly improve this performance outcome.
- The number of major applications determined within 13 weeks recorded for June was 33.33%. This against a target of 60% means performance was 26.7% below target (but up by 8.3% against 2008/09 figures) and it is acknowledged that the speed of determination for major applications continues to require considerable monitoring as

some older applications remain to be determined while the number of simple major applications remains low due to the current economic conditions that prevail.

Summary of Strategic Programme:

There has been significant risk around the delivery of the major infrastructure programmes within this theme for some time. However, the stabilisation of the Highways PFI programme under the recently appointed Programme Director and the provision of additional resources has moved the programme ahead of schedule. There are still continuing issues with Ryde Gateway. Progress has effectively stalled, as is indicated by the lack of spend against plan, and the scheme remains at risk. Negotiations have now been ongoing with Network Rail for in excess of 1 year. An issues and options paper will be presented to members shortly for a decision.

CORPORATE THEME – A HEALTHY AND SUPPORTIVE ISLAND

6. Key Performance Achievements:

Human Resources

- A successful joint bid made through the Island Strategic Partnership in collaboration with Health and police, to Government Office for the South East (GOSE) has secured funding of £25,000 for this year, with a further £25,000 possible for next year. This will be used to develop and introduce an information pack for those new migrants to the UK who have elected to live on the Isle of Wight. There is often confusion experienced by these groups on a range of social and practical issues and this pack is intended to help inform and advise individuals on local community safety, health and wellbeing, public services, communication and education services. Through giving information on how people can access these services, better integration in to the Island Community will be achieved and reduce unnecessary demand and associated costs that may occur across public services. This project will engage both the employers and employees within the business, community and voluntary sectors.

Exchequer and Resident Services

- The Cowes Surgery previously held at Cowes Voluntary Centre, Beckford Road, has successfully been moved within the Cowes Library on a Wednesday afternoon from June 2009. The new location provides a dedicated private interview room and has joined up partnership working further with the Libraries.

Highways and Transport

- 39 Wightbus staff successfully completed the NVQ Level 2 | Road Passenger Driving (Community Transport) which promotes a professional service to passengers with special requirements such as the elderly, those with learning disabilities and wheelchair users.

Housing Services

- The on-going success of the preventative measures we introduced last year continues to be demonstrated by the number of homelessness acceptances and the reduction in the number of families in temporary accommodation. In the period April to June, only eighteen homeless applications were received with a total of three acceptances (against a target of 123 and compared to 2008/09 Q1 actual of 31), highlighting the value of the housing options and homeless prevention work.
- The number in temporary accommodation continues to fall with 135 at the end of June (against a target of 174). This compares with 261 households in temporary

accommodation at the end of June 2008. In the first quarter of 2009/10, 67 households were assisted to access private sector accommodation, 42 with financial assistance and 25 without.

- Since the start of the financial year the Housing Renewal team have seen the completion of 44 disabled facilities grants with a value of £269,000. In addition 13 repair grants totalling £55,000 and 15 Warm One Island grants have been concluded.
- On the 14th of July we were advised by the Government that the MyChoiceHomebuy scheme is to be discontinued and funding redirected to the Homebuy Direct and New Build Homebuy schemes. The MyChoiceHomebuy waiting list has therefore been closed and applicants advised of the changes. However, despite the withdrawal of this scheme 59 Island applicants have been assisted in purchasing their first home.

Supporting People

- The Supporting People programme continues to show solid performance in respect of National Indicator 141 in terms of the percentage of people achieving independent living. This LAA2 indicator measures successful, planned moves from supported accommodation to independent living and at the end of quarter one the programme achieved 81.25% against a target of 67.9% (compared to 78.05% achieved for the same period in 2008/09).

Pan Neighbourhood Project

- The Pan Neighbourhood Partnership has been recognised as an exemplar project with the receipt of a further award this time by the Homes and Communities Academy (a sub section of the wider Homes and Communities Agency) for its outstanding Community Development Work.

Adult Social Care

- Following the introduction of the new safeguarding service on the 1st April there has been a significant increase in the number of alerts of potential harm to vulnerable adults and despite the increase the team have managed to secure, through effective multi agency working a swift response to all referrals.
- The re-launch of the IOW Domestic Abuse Forum is now making good progress and The Hampton Trust, a nationally recognised organisation with expertise in the field of domestic violence has been engaged on a 12 month contract to lead the revitalisation of the Forum. The Chief Executive of the Hampton Trust will chair the Forum and will work to secure the appointment of a domestic abuse coordinator. The coordinator will work across all directorates, and with key partners and appropriate governance arrangements are currently being finalised.

Key Performance Issues:

Transforming Social Care

- The number of social care clients receiving Self-Directed Support ie, Direct payments and Individual Budgets, as at the end of June was 2.4% against a target for that month of 5%. This outcome represents of a total of 129 Self Assessment questionnaires scored, 82 cases were pending, 15 were receiving personal budgets and 32 cases were closed as having chosen not to progress.
- For those carers receiving a needs assessment or review and a specific carer's service, advice or information an outturn of 14.2% was recorded for June against a target of 18.2% for the month. To help improve on this result an Action Plan to improve recording is underway and a further Action Plan with regards to operational improvement, is being developed.

Summary of Strategic Programme:

There has been a general upturn in progress with all programmes reported as on target at the close of quarter 1. As 60% of this theme relates to housing schemes there is an underlying risk to delivery posed by current economic conditions. However, there are also significant opportunities - the Pan Regeneration scheme is currently working towards accessing funding from the Housing and Communities Agency to optimise the delivery of regeneration benefits to the local community. Although the team is under capacity, the Transforming Social Care project is on target overall. The personal budgets pilot has now been reviewed and experience is being embedded.

CORPORATE THEME – A SAFE AND WELL KEPT ISLAND

7. Key Performance Achievements:

Community Safety Services

- Despite the fact that the target for the first quarter was not achieved (Q1 Actual of 649 vs Q1 Target of 638), incidents of Criminal Damage decreased by 11% when compared with the first quarter of 2008 / 09 (Q1 Actual 2008/09 of 745). The Crime and Disorder Reduction Partnership (CDRP) is implementing an anti-social behaviour summer action plan, led by the police. The action plan includes a wide variety of activities aimed at reducing anti-social and inconsiderate behaviour, criminal damage and vehicle nuisance.
- A number of successful projects and initiatives were delivered during the first quarter of 2009 / 10 including the National Tackling Drugs Week events which took place on 8 – 10 June 2009, the Community Alcohol Partnership pilot being launched in Sandown on 23 June 2009 and the Safer Communities Day at Osborne Middle School in East Cowes on 11 June 2009. The effective policing of festivals and tackling graffiti on the Island were featured as good practice on 'Crimewatch' on 25 June 2009.
- The effective use of re-deployable CCTV cameras was instrumental in securing the arrest of criminals who committed armed burglary in Cowes in June 2009.

Highways and Transport

- Phase One of the carriageway strengthening and patching programme is on track and expected to be completed in November 2009. By delivering much of the work at night, the impact on Island residents and businesses is being minimised.
- The footway resurfacing programme will be substantially completed by August 2009 and work will be put in hand over the next few weeks to prepare a new programme of carriageway and footway schemes to be implemented using the new Highways Term Maintenance Contract, expected to be effective from 1 September 2009.
- A joint road safety campaign by the Isle of Wight Council and Hampshire Constabulary was awarded a silver award in the 2009 LGA Communications Awards in May 2009.
- The number of collisions at sites across the Island where speed reactive signs have been installed has reduced significantly. Figures show an 18% reduction in the number of collisions at the sites during 2008 when compared to the average of the previous three years. The average speed of traffic has also reduced at these sites, suggesting that the vast majority of drivers react when reminded of the speed limit. The council's plans to install further signs shows a real commitment to road safety on the Island, with plans to install further signs in areas that have been identified through consultation with the public, town and parish councils, and the police.

Fire and Rescue

- Eleven teenagers took part in the annual Local Intervention Fire Education (LIFE) scheme at Ryde Fire Station. Participants had to manage and maintain firefighting equipment and the station in general. The aim of the project, now into its third year, was to show the consequences of anti-social behaviour, providing an intensive work experience course within a team environment and to encourage young people to consider and address fire safety issues.
- The Fire and Rescue Service has been working in partnership with Surrey Fire and Rescue Service on a joint project to procure Mobile Data Terminals. Terminals will be fitted in all Fire Engines which will enable our Firefighters to access up to date risk information to help deal with incidents more effectively. This will enhance the safety of members of the public and Firefighters. Installation will be completed by the end of May 2009.

Key Performance Issues:

Fire and Rescue

- Attendance at Road Traffic Collisions that met the required response standard was 25% for June against a target of 80%. This was due to three failures out of four which occurred in June, which might be due to a number of factors including high volumes of traffic or road works being encountered or problems associated with the location at which an incident occurred. This is being reviewed by senior managers.
- In June, incidents which met the response standard for fire cover were recorded as at 62.5% against a target of 90%. Performance has dropped for this year and the reasons behind this are currently being investigated by senior management. Again factors include the volumes of traffic and problems with road works that may have been encountered together with the location of incidents for which the associated risk assessment for the area affects target times.
- The mobilisation of Firefighters on Retained Duty System (RDS) within six minutes of operation of alerters was recorded at 66.9% for June against a target of 80% (against 76.92% achieved in 2008/09). While the result was below target, performance has been demonstrated to be better in the second and fourth quarters, reflecting the impact of a combination of crew availability and seasonal holidays.

Community Safety Services

- The number of crimes per 100,000 population, which involved assault with injury, was recorded as 7.28% at the end of the first quarter, compared with a target of 6.55%. This result represents an actual total of 271 crimes being recorded, which equates to an increase of 11% against the same period for last year (242 crimes). An Actual Bodily Harm problem profile has been developed by the police analyst and this will be actioned by the Violence and Damage Steering Group, with key areas of challenge focussed towards bullying and domestic abuse. An Anti-Bullying Strategy is due to be launched in the new academic year.

Summary of Strategic Programme:

Fifty-seven percent of the schemes within this theme are drawn from the Highways and Transport Capital programme. The robust programme governance arrangements in place have secured good progress to date. CCTV improvements and Public Convenience works are also on target to deliver against plans and the Fire and Rescue Model for Change Consultation strategy has been launched.

CORPORATE THEME – AN INSPIRING ISLAND

8. **Key Performance Achievements:**

Learning and Achievement

- Newchurch Primary School, placed in special measures 4 years ago has been judged as outstanding in their recent inspection while Thompson House has received 'good with outstanding features' at their recent Ofsted Inspection and St Georges Special School has received an 'outstanding' Ofsted inspection. Each has contributed towards achieving an 81% performance outcome for this quarter against a target of 80% for schools inspected being graded as good or outstanding. (Q1 2008/09 was 100%.) This in turn also assists with boosting morale amongst teaching staff and pupils and is contributing towards raising standards across Island Schools.
- The Virtual (or on-line) Learning Environment, including the College has been launched successfully. This offers the potential to increase the learning potential for young people and will assist with the roll out of diplomas and reduce the need to transport young people between sites, through the use of e-learning delivered through computer based facilities.
- Sandown High School won the first national Global Rock Challenge. Ryde High came 5th out of a total of 12 entries. The Council contributes £8,000 every year to the Global Rock events. This helps to provide an outlet for young people to express themselves develops teamwork and promotes a sense of achievement and self-worth.
- A Children's Centre has set up a peer befriending programme for children who have English as an Additional Language in Sandown and helping to improve social relationships for more isolated Black and Minority Ethnic (BME) families.

Targeted Intervention

- An assessment using the Common Assessment Framework (CAF), which was completed several months ago following difficulty in getting services involved, has now seen the family re-housed which is a direct success of the process.
- 'Contact Point' is being developed to improve outcomes for children acting as a vital part in the delivery of early intervention for those children needing additional services as well as promoting effective safeguarding for children at risk of harm. Contact Point – RA7 accreditation passed with flying colours with a score of 638 (National average score 551) and the full team is due to be in place by July. Partnership agencies are now beginning to become aware of this initiative.

Preventative Services

- The National Support Team (NHS) highlighted during a week long visit the data we have used around obesity at reception year is best practice.

Key Performance Issues:

Legal Services

- Social Care Legal Team - This year has seen an increase in the amount of non accidental injury cases which require significant input from the team. It is also noticeable that around 70% of childcare proceedings are now in the Portsmouth care centre, having been transferred there on the grounds of complexity. This is a significant change as we have historically seen a much lower percentage (approximately 30%) transferred. It has a significant impact on the time involved for lawyers travelling and the additional work required for these more complex cases. The team has been undertaking much of the advocacy itself, which is excellent both in terms of saving external Counsels fees, and the development of team members

Learning and Achievement

- Provisional results suggest that efforts to progress pupils between Key Stage 1 (ages 5-7) and Key Stage 2 (ages 7-11) in English by two national curriculum levels, has slipped further behind, with a suggested dip of 12%. This may be explained in part by the poor performance exhibited in writing by boys in this age group.
- The Early Years Foundation Stage Profile (EYFSP) offers a statutory framework for children's learning and development and welfare from birth to the end of the academic year in which they turn five years of age;
 - Provisional results indicate that there was a slight fall in the numbers of children achieving a score of 78 points or more across the 13 assessment scales included in the EYFSP, including an average of six points per scale achieved in the two areas of Personal Social and Emotional Development and Communication, Language and Literacy. (49.3% Q1 2009/10 against 51.2% Q1 2008/09 this slight change is accounted for in cohort differences).
 - National focus is to the narrowing of the gap in the performance of children with differing backgrounds and/or social disadvantage. Provisional results show a marginal widening in the gap for achievement between those children who are socially disadvantaged and whose score falls in the lowest 20% of results locally and the rest of the children for the island. (27.8% Q1 2009/10 against 27.3% 2008/09 this marginal change may reflect the impact of the changing national economic position at a local level). Support services are putting in place actions to resolve this change in performance.

Summary of Strategic Programme:

The School Reorganisation Programme is on target with statutory notices published on schedule. The One School Pathfinder element of the Programme has suffered some minor delays with respect to procurement which will not impact on the overall programme. There is a degree of risk around capacity in the organisation to deliver but this is being mitigated through open dialogue and forward planning with relevant services.

CORPORATE THEME – A MODERN COUNCIL

9. Key Performance Achievements:

Democratic Services

- The Parish, Isle Of Wight Council and European elections were conducted successfully on 4th June, with the Counts taking place on 5th and 7th June 2009. The deadline for lodging of election petitions has now passed, and none have been submitted.

Legal services

- The Legal Team has successfully retained the Lexcel accreditation. Last year we had five minor non-compliances, fourteen areas for improvement and ten areas of good practice. This year, we have no minor non-compliances, ten areas for improvements and twenty one areas of good practice. We will be considering the areas for improvement and how to take this forward for next year.

Compliance & Procurement

- Annual Governance Statement which documents the Council's framework of corporate governance as it operated during 2008/2009 whilst also detailing any identified weaknesses in that framework (and actions planned to address them) completed and

approved by Audit Committee with the Statement of Accounts at their meeting on 22 June 2009.

Exchequer and Resident Services

- New claims processed on average for the year to date within 18.45 days, continuing to be processed within the 20 day target. (Performance for Q1 2008/09 was 17.49 days). The number of new claims received continues to rise in comparison to the same month last year (+10% increase). With planning and additional resource this is assisting the service to meet the demand and to maintain the performance.
- Change in Circumstance processed on average for the year to date within 7.20 days (Q1 actual of 6.02 days against a target 9.5 days and compared with 2008/09 Q1 actual of 8.65 days). With an increase to date of 20.5% in the number of changes received and processed compared to the same point last year, this has been achieved by diverting resource between the New and Changes team to maintain the targets.
- IWC Council Tax collection rates for 2008/09 were 98.60% at 31.03.09, (compared with 99.11% achieved at 31.03.08). The national average in-year collection rate for England was 97.0% & for Unitary Authorities was 96.7% according to Communities & Local Government. Collection for Non Domestic Rates was 98.30% and the national average in-year collection rate for England was 97.8% and for Unitary Authorities was 97.5% for 2008/09.

Tax collection rates are currently 0.46% down on target for the month which represents a total of £305,248 of net collectable debt and there were 1562 reminders issued on 17th June with a minimum level of £5.00. Information by way of the Authority's anti poverty/help with credit crunch leaflet and where to seek free debt advice will continue to be provided on the reverse of reminders and summons, although, the exercise undertaken earlier this year of inserting leaflets to encourage contact from tax payers receiving summons did not prove to be that successful with the percentage in May 2009 of accounts progressing from reminders to summons being 74%. The Authority is also due to be trialling a new enforcement agent company for a six month period that includes an Island based bailiff, whose local knowledge may prove beneficial with collection.

Financial Management

- Draft accounts for 2008/9 approved by Audit Committee on 22 June, subject to clarification of a number of issues; following a detailed response to each of the issues raised the Chairman of the Audit Committee signed the Statement of Responsibility for the Statement of Accounts on 30 June.
- The Council continues to keep close scrutiny on its Treasury Management arrangements in view of the potential exposure to risk of short term investments in the money markets. A Treasury Management Group reviews the short term lending position on a regular basis, including a close watch on the credit ratings of potential borrowers, and an arrangement has been made with the Treasury backed Debt Management Account Deposit Facility (DMADF). Money is currently being lent to the DMADF on a short term basis which, whilst earning relatively modest sums of interest, ensures the principal sum is guaranteed.
- The Council has compiled and submitted the NIS 179 efficiency savings figure to the Communities & Local Government (CLG) which demonstrates that the Council not only met its own budget savings target in 2008/9 but exceeded the 3% cash releasing efficiency savings target set by Government.

Strategic Asset Management

- As part of the Transformation Agenda office alterations have been completed at Thompson House improving the utilisation of the building, resulting in staff relocating

from 128 Pyle Street, thus enabling the lease of that property to be surrendered creating revenue saving of £51,000 per annum.

- Also as part of Transformation, relocation of two Care Teams from Bugle House, to The Gouldings and The Adelaide, has been completed, enabling space in Bugle House to be backfilled by those relocating from Carisbrooke Road.

Transformation Programme

- The Business Systems Improvement Project (BSIP) has been live for 3 months and systems and processes continue to embed. This is a major achievement for the council given the demanding timescales for implementation. There have been issues with the implementation, but these are mainly around the underlying processes, and not the system itself. Specific action plans have been put in place to address the issues.

Key Performance Issues:

Exchequer and Resident Services

- The percentage of invoices paid within 30 days at the end of June stood at 73% against a target of 100% for the month (against 94.87% attained in 2008/09). In part this is explained as a consequence of teething problems experienced in the first three months with the introduction of the new SAP system which was implemented in April for Accounts Payable. The performance figure for June was calculated directly from SAP, rather than on a manual basis and this has provided a clear indication to the areas in which improvements to performance are needed.
- The cumulative sundry debt collected from customer accounts for the current year at June 2009 was 25% against a target of 55% for the month (against 57.54% attained for 2008/09). Again the introduction of SAP has had a knock on effect to the ability to undertake full debt recovery procedures. However, cash received from debtors is being allocated and direct debits are now being collected and we are able to order payment cards. Issues remain with the printing of reminder letters but this is being worked on in conjunction with LOGICA. Again the information being provided by SAP is assisting with providing an indication to areas in which improvements to performance are needed. It is hoped to be back on target by the end of the second quarter.

Summary of Strategic Programme:

The Finance and Procurement elements of the Business Systems Improvement Project were delivered to schedule. However, there have been a number of residual issues with respect to support and training that are impacting on the implementation of HR and Payroll modules. The wider Transformation Programme has been at risk for some time due to capacity issues within relevant service areas. Capacity issues have been recognised and an accelerated recruitment process following the provision of additional resources will bring the programme back on track.

ORGANISATIONAL HEALTH

10. Refer to summary report Appendix B

STRATEGIC RISK

11. The Council's key business risks are identified and managed at the strategic, operational and project levels. The strategic risks are defined by reference to the strategic themes and strategic priorities within the Eco Island vision. Strategic risks

are those which present the most significant potential impact on the Council's operations and achievement of its objectives and are owned at Director level. Strategic risks are updated in conjunction with Directors and Heads of Service on an individual basis and through the quarterly service boards. These are underpinned by a hierarchy of less significant but still material service and project risks managed and owned at the Head of Service and Project Director/Manager level as appropriate. Appendix C provides a view of the Council's strategic risk profile for the first quarter of 2009/2010 drawn from the strategic risk register.

FINANCIAL / BUDGET IMPLICATIONS

12. There are financial implications relating to the Strategic Programme impacting on the delivery of the capital programme. Also, failure to effectively manage risk and performance is likely to impact on the Council's financial position in terms of either increased cost or missed opportunity.

LEGAL IMPLICATIONS

13. The Council has a statutory requirement under the terms of the Local Government Act 1999 to achieve Best Value in its delivery of its services. The performance of a service against expectations forms a key component of the test of Best Value. Risk management is a significant component of the Council's governance arrangements and has a direct and positive impact on our ability to comply with legal and statutory requirements.

RISK MANAGEMENT

14. The effective management of risk is an important element of the Council's corporate governance framework and a key expectation within the annual Use of Resources assessment. The reporting and consideration of risk at both officer and member level is an important part of the Council's discharge of its corporate governance responsibilities.

EQUALITY AND DIVERSITY

15. Although there is no direct impact of equality and diversity on this report, the council requires that all their services are delivered fairly to all residents. The council is prioritising the requirement for service equality and diversity 'Impact Assessments' as a structured three year approach to ensuring that services are delivered against the new Equality Framework for Local Government.

EVALUATION

16. The recommendations set out below are to progress managing performance in the council so improved services are delivered to residents. The implication of not adopting the recommendations is that performance of services will stay static or reduce therefore affecting resident's receipt of these services and objectives of the council will not be delivered.

RECOMMENDATION

17. Cabinet is recommended to:

- Note the report in full

APPENDICES ATTACHED

18. [Appendix A](#) – Summary Progress Report on Isle of Wight Council's Strategic Priorities
[Appendix B](#) – Quarterly Summary of Organisational Health
[Appendix C](#) - Strategic Risk Register Report

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