SUBJECT: Performance Report 2018/19 – Corporate Plan Goals and National

Performance Measures

MEETING: Economy and Development Select Committee

DATE: 5th September 2019

DIVISIONS/WARDS AFFECTED: All

1. PURPOSE

1.1 To present 2018/19 performance information under the remit of Economy and Development Select Committee; this includes:

- Progress made in 2018/19 to deliver the commitments set out in the Corporate Plan 2017 –
 2022 (appendix 2)
- 2018/19 performance information highlighted against a range of nationally set measures used by all councils in Wales (appendix 3)

2. RECOMMENDATIONS

2.1 Members are invited to scrutinise how well the authority performed in 2018/19 against the goals set in the Corporate Plan, and to scrutinise performance using a range of nationally set indicators that fall within the remit of the committee.

3. KEY ISSUES

- 3.1 The council currently has an established performance framework. This is the way in which we translate our vision of 'building sustainable and resilient communities' into action, and ensure that everyone is pulling in the same direction to deliver real and tangible outcomes. This is shown at appendix 1. Further information on the council's performance framework is available on the council's intranet, the Hub.
- 3.2 In February 2018, Cabinet and Council approved the Corporate Plan 2017 2022, titled 'A Monmouthshire that works for everyone'. The plan restates the Council's long-standing purpose of building sustainable and resilient communities and sets five priority goals, which also serve as the Council's well-being objectives. Each of the goals includes a number of commitments to action, 22 in total, which the organisation is committed to delivering between now and 2022.
- 3.3 Appendix 2 provides an update of progress in 2018/19 for the goal in the Corporate Plan that falls under the remit of the committee. An evaluation of activity and progress made is provided, with a progress rating included for each commitment. The parameters for the ratings are below:

Progressing well: most actions are underway and making good progress; improvements are

becoming evident; most activity has been on schedule

Taking steps: actions have been started and are making progress, whilst some are not

progressing or are yet to begin; some improvement is evident; activity has

been on schedule but some are behind schedule

Attention needed: most actions are not making progress; few improvements are evident;

most activity has been behind schedule.

No activity: no actions, improvement or activities are evident

The progress on the goal has also been given an indicative overall score based on the council's self-evaluation framework, level 1 – unsatisfactory to level 6 – excellent. The update also includes the performance measures that are being used to track progress, and the contribution of each goal to the national well-being goals and ways of working set out within the Well-being of Future Generations Act.

- 3.4 The Corporate Plan is an ambitious five year programme; some commitments focus on the longer-term future of the county and aim to address complex challenges, in line with the Future Generations Act. As it is in its early stages, this will need to be considered when assessing progress made as the impact of some activity may not be clearly demonstrable over short timescales, and some activity will be in the early stages or not yet started.
- 3.5 The purpose of bringing the information together is to allow Select Committee to understand performance in the context of the commitments made in the Corporate Plan. Committee members are encouraged to utilise their time appropriately and consider the scrutiny already undertaken in service areas, and as prescribed on the committee's work programme. The report may identify further areas of scrutiny that committee may want to consider for inclusion on the forward work programme. As some of the activity detailed cross cuts select committee remits, it is suggested that members particularly focus their scrutiny on the activity relevant to the committee with consideration of its contribution to the objective as a whole.
- 3.6 Performance indicators are also important within the performance framework to track and evaluate progress. One of the nationally set frameworks used to measure local authority performance are 'Public Accountability Measures' set by Data Cymru. Appendix 3 shows performance in 2018/19 for the indicators that are part of this framework and are under the committee's remit. This includes how performance benchmarks with other councils in Wales where data is available.
- 3.7 The Council's annual performance report will be presented to Council on 19th September 2019 and published by October 2019, in line with the requirements of the Well-being of Future Generations Act. As well as being presented to select committees, the goals detailed here will be included in this report, and will provide a more detailed evaluation of performance in 2018/19 against the Corporate Plan and wider arrangements.

4. REASONS:

4.1 To ensure that members have an understanding of Council performance in 2018/19 and can scrutinise how well the authority has performed.

5. AUTHOR:

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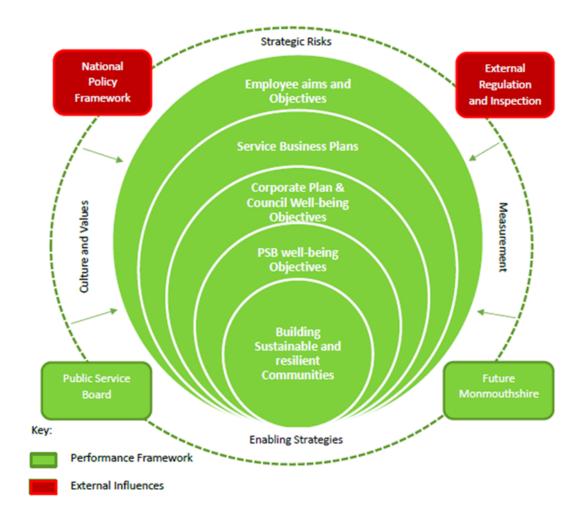
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Appendix 1 – Monmouthshire County Council Performance Management Framework

Our performance management framework ensures everyone is pulling in the same direction to deliver real and tangible outcomes. Building sustainable and resilient communities is the unifying purpose of the diverse range of services for which we are responsible. We are a partner in the Public Service Board, which is responsible for setting well-being objectives for the county. The council's own well-being objectives are set by the Council based on the same well-being assessment as the PSB objectives and forms the backbone of our five organisational goals in the Corporate Plan. Each of our teams has a business plan that aligns to these objectives and we have a range of performance measures that are used to track progress. Our risk management policy enables us to manage strategic risks to delivery of our goals, and the employee aims and objectives show the contribution that individuals make to these objectives and to delivering our vision in accordance with our values.



Appendix 2 - Corporate Plan Goal 2018/19

Monmouthshire County Council Goal B: Thriving and well-connected county

Why we are focusing on this

Monmouthshire has the second highest level of economic competitiveness in Wales with the highest rate of business births. Whilst productivity is comparatively high, more needs to be done to increase Gross Value Added in existing and new industries. Monmouthshire is the closest point for business relocation, post cessation of the Severn Bridge Tolls, and this means seizing the opportunity to boost research and development capacity. We will develop a clear strategy that articulates our distinct strengths and goals for enhancing competitiveness, innovation and productivity.

We want Monmouthshire to be a place to be – not just a place to be from - so we will review our Local Development Plan to ensure it is meeting our needs. The delivery of quality, sustainable, affordable housing will help enable the retention of young people, helping combat 'brain drain', and will assist in managing the social and economic challenges associated with a rapidly ageing population.

We will tackle the barriers to productivity, and focus on sustainable infrastructure and connectivity. Externally, developing such foundations will enable businesses and community enterprises to deliver employment, growth and prosperity. Post-Brexit, this will better enable businesses to look beyond our shores for customers. Internally, we will unlock the value of our own procurement spend, developing data-driven enterprise and commercial mindsets, and more innovative approaches to local market creation.

Summary of progress in 2018/19

Progress evaluation: Level 4 - Good

Work has progressed to support new and existing businesses in the county, with advice and support being provided to 82 pre-start and existing businesses.

Programmes to improve the prospects for school leavers at risk of becoming NEET has continued, with successes in the outcomes for the young people involved.

There has been considerable progress with projects related to the Cardiff Capital Region City Deal, with significant financial commitments being made specifically to regeneration projects in Monmouthshire.

Work to improve digital connectivity has seen significant investment, with hundreds of premises benefiting from better internet services. Despite this, the digital deprivation rate within Monmouthshire stands considerably higher than in our neighboring authorities and a digital deprivation action plan is being developed to identify opportunities to address this issue.

Five companies were awarded £50,000 of GovTech funding from the Cabinet Office to develop and pilot solutions to loneliness and limited rural transport in our communities. They worked with local people and organisations to coproduce their concepts.

Several Local Development Plan (LDP) targets relating to housing provision are not currently being achieved. Work on the replacement LDP is underway; the revision will ensure Monmouthshire maintains statutory Development Plan coverage to shape and manage development proposals.

		Detailed	Progress update						
Commitment to action	Progress rating	What we said we would do	Progress in 2018/19						
6) THE COUNCIL DEVELOPS AND DELIVERS A NEW ECONOMY AND ENTERPRISE STRATEGY	Taking steps	6.1 Work with business to create and deliver a new strategy focused on increasing competitiveness, productivity and innovation	Delivery of the Monmouthshire Business Growth and Enterprise strategy 2014-2020 is on target; advice and support has been provided to 82 pre-start & existing businesses. Engagement with local businesses is ongoing regarding wide ranging issues such as support and events being delivered by Business Wales and Superfast Business Wales, the business rates relief scheme and other issues of concern to local businesses.						
		6.2 Develop incentives and support to encourage indigenous business growth and inward investment	Numerous land and property searches have been conducted and potential sources of funding have been identified for a range of start-ups and existing businesses.						
	op pe	6.3 Develop more employment opportunities for young people to reduce the numbers leaving the county	A draft Monmouthshire County Council Apprentice, Graduate and Internship Strategy and tool kit has been developed and consulted on. The strategy aims to develop and support apprenticeship, graduate jobs and internships across the local authority.						
			Numerous events have been celebrated, International Women's Day with Caldicot School, Global Entrepreneurship Week with Caldicot, Chepstow, Monmouth and King Henry School, and National Apprenticeship Week with the Council.						
			Numerous programmes of work are underway for school-leavers to ensure the numbers of those know not to be in Education, Employment or Training (NEET) are reduced and to improve their opportunities to enter work following education. Work is ongoing with the Inspire2Achieve and Inspire2Work programmes, but is behind target on enrolments; it is on target for qualifications, further education/college and employment. Cabinet approved an extension for I2A and I2W to 2021 and 2022 respectively, including match funding and amendments to the profile of the programmes. Statistics on the percentage of young people NEET for 2018 show:						

		6.4 Ensure planning policies and land allocations for employment uses enable appropriate growth sectors.	Year 12 – 0.5% compared to 1.4% previous year; LA target for 2018 is 1.2% Year 13 – 1.4% compared to 2.1% previous year; LA target for 2018 is 1.9% An Employment Land Review has been commissioned to inform the new LDP; a review of the Local Employment Evidence Base for the sub-region is also being conducted, a joint project with Torfaen, Blaenau Gwent, Newport and Caerphilly. An Economies of the Future study has been completed by consultants, a joint project with the Business and Enterprise Team. A member workshop is being carried out in June to consider the council's growth ambition.
7) THE COUNCIL MAXIMISES ECONOMIC POTENTIAL THROUGH DELIVERING THE CARDIFF CAPITAL REGION CITY DEAL	Progressing well	 7.1 Lead 'Innovation theme' and play a key governance role in the Cardiff Capital Region 7.2 Develop and deliver projects of regional significance including capitalising on new Compound Semiconductor Foundry 	The Council has approved the Cardiff Capital Region Five-Year strategic Business Plan, which has been formally approved by the members of all 10 local authority partners. Cardiff Capital Region City Deal reported an underspend for financial year 2018/19 giving confidence that the framework is being well managed. Work is progressing on the Compound Semiconductor Foundry, within its first year, 46 highly-skilled technicians and engineers have begun work at the compound semiconductor facility, backed by the Cardiff Capital Region (CCR) City Deal.
8) THE COUNCIL DELIVERS BETTER INFRASTRUCTURE CONNECTIVITY & OPPORTUNITY	Progressing well	8.1 Develop and deliver solutions to improve rural broadband	The Council has continued to work with Welsh Government to support access to Superfast Cymru and is one of three local authorities represented on the Advisory Panel. Delivery of the Rural Community Development Fund broadband deployment project has been completed, with up to 500 premises now able to connect to the new network. In January, Welsh Government signed a grant agreement around the next phase of rollout for Monmouthshire for Superfast Cymru 2; discussions will commence in March regarding the next phase of the rollout. This will secure a further £160k to allow a further 550 'white' premises to be connected to the internet. Research suggests that the next phase is unlikely to solve all the digital deprivation issues, and it is estimated there will still be 9000 households/ premises that will be white post codes, suggesting we will need even more solutions. The current digital deprivation rate within Monmouthshire stands at 12.5%, considerably higher than the other Cardiff Capital Region Local Authorities who sit at 3% to 4%. A digital deprivation action plan is being developed to identify opportunities to address this issue.

8.2 Develop a range of options to improve rural transport and better public transport linked to opportunities throughout the Cardiff Capital Region	A successful bid was submitted to UK Government, with regional colleagues across the Cardiff Capital Region, for circa £8 million (£2 million in Monmouthshire) to develop a Local Full Fibre Network across the county. This includes 46 Anchor Tenancy sites and 39 site upgrades to aid improvements to broadband connectivity within the County. A Rural Transport Study, commissioned through the Rural Development Plan, identified numerous challenges regarding transport and access in the county, and made recommendations on potential measures to take forward. The Council GovTech challenge, funded by the Cabinet Office, was launched in July 2018 to encourage technology firms to develop and pilot solutions to loneliness and limited rural transport in our communities. 57 applications were received and from these, five companies were awarded £50,000 of funding from the Cabinet Office to conduct research into their proposed digital solutions. They worked with local people and organisations to co-produce their concepts, and these were presented at the end of March. If the GovTech pilots show enough promise then two of these could be awarded up to £500,000 each from the Cabinet Office to turn the proposals into working prototypes that would be tested in Monmouthshire Communities.
8.3 Enhance the quality of local highways services	The Monmouthshire highway maintenance programme continues to be delivered by prioritising schemes on the basis of need, within the budget available. New opportunities for maintaining the highway network, and associated assets, utilising new technology and construction methods, continue to be explored. In 2018/19, 2.7% of A roads and 4.7% of B roads were classified as being in poor

		8.4 Identify ways to reduce the difference in pay between men and women in the county	A Social Justice Strategy has been developed and demonstrates the Council's commitment to address inequalities and improve outcomes for the county's people and communities. It establishes the Council's purpose, intentions and activities for the next four years; this includes programs of work related to overcoming inequalities in access to economic prosperity. The latest information from 2018 on the average (median) weekly earnings for employees working in Monmouthshire shows there was a £109 difference in pay between men and women.
9) THE COUNCIL PROVIDES MORE OPPORTUNITIES FOR LOCAL LIVING, WORKING & LEISURE	Taking steps	9.1 Review the current Local Development Plan to ensure an appropriate supply of land for homes and businesses	Several Local Development Plan (LDP) targets and monitoring outcomes relating to housing provision are not currently being achieved, including new dwelling completions and affordable dwelling completions. In 2018/19, Monmouthshire had 4.0 years supply of housing land, this a slight increase from 3.9 years in 2017/18. A policy has been put in place to clarify how proposals for housing on unallocated sites is dealt with. In 2018/19 443 new dwellings were completed, this is an increase from 279 in 2017/18, although it's below the LDP target. Of the dwellings completed in 2018/19, 131 were affordable homes, above the 96 target.
			Work on the replacement LDP is underway. The initial call for candidate sites ended in November 2018 and 220 sites were submitted. Consultation has taken place on the issues facing the county and communities, on a vision for the LDP, and on objectives to address those issues and achieve the vision. Consultation begins in July 2019 on the growth and spatial options. The revision will ensure Monmouthshire maintains statutory Development Plan coverage to shape and manage development proposals and enable the Council's growth ambition and core purpose of building sustainable and resilient communities.
		9.2 Participate in and shape opportunities for regional strategic land-use development plans	The Council is committed to the preparation of the Strategic Development Plan (SDP) for the South East Wales region and chairs the Officer SDP Project Group, as well as the SE Wales Strategic Planning Group. The Cardiff Capital Region Joint Cabinet has agreed a paper setting out the proposed governance and resourcing of the SDP. A report will now be brought before each of the ten constituent County Councils before October to seek agreement to proceed with the SDP.

		9.3 Increase the volume, quality, variety and affordability of housing	Council has approved the findings of the initial appraisal into the feasibility and need for the Council to set up its own development company to undertake residential and commercial developments. A further report on the proposed Development Company will be considered by Council in September 2019. The delivery of quality, sustainable and affordable housing continues to be a focus through various programmes. Monmouthshire Lettings Service now have 63 units of shared accommodation and 23 properties signed up to be managed on behalf of landlords.
		9.4 Provide flexible support for business and tourism development	The Destination Management Plan (DMP) for Monmouthshire establishes a clear framework to address identified priorities and deliver year round sustainable tourism growth. A number of objectives are identified including consolidating Food Capital of Wales status for Monmouthshire and encouraging investment in the serviced accommodation sector. Latest STEAM (Scarborough Tourism Economic Activity Monitor) figures for Monmouthshire show that in 2018 tourism contributed £218.93m to the County's economy, a 3% increase on the 2017 economic impact figure. There were a total of 2.24 million tourist visitors in 2018, a decrease of 2.8% from 2.30 million in 2017. (The number of day visitors fell by 5.1% but staying visitors increased by 5.3% between 2017 and 2018). The number of FTEs supported by tourism increased by 0.7% over the same period to 2,989.
			The Events Team was established in 2018 with a focus on promoting Monmouthshire as a key destination for events through the provision of a county wide programme that is safe and accessible for all. The team is delivering a programme of corporate and commercial events, whilst also supporting community events organisers across the county and the wider Gwent region.
10) THE COUNCIL UNLOCKS ECONOMIC VALUE OF ITS SPENDING POWER	Taking steps	10.1 Review our procurement spend, improve analysis of expenditure and build local supply chains where	We have developed a progressive, fit for the future Procurement Strategy 2018-2022. It provides clarity on the additional value streams that can be driven through the Council's third party spend on goods, services and works, and attempts to award contracts on the basis of whole life cost.
		possible	The Procurement Strategy is underpinned by a stretching action plan that looks to award contracts on a combination of factors to include overall price, as well as quality, and a number of additional factors that might benefit the citizens of

	Monmouthshire. These might include creating opportunities for Small & Medium Enterprises (SMEs) to be awarded work both as primary contractors and as part of larger contractor's supply chains, as well as the potential to require suppliers to create local apprenticeship opportunities within the county.
10.2 Reduce w committing to of a 'circular e	o the principles expenditure which will then enable opportunities to be explored using circular
10.3 Ensure we part in nation commissionin	` '

	Well-being of Future Generations Act Impact											
Contribution	Contribution of Council goal to Future Generations Act Well-being Goals											
Prosperous	Prosperous Wales Resilient Wales Healthier Wales More equal Wales Wales of cohesive communities Wales Wales Wales Wales Wales											
✓		✓	✓		✓	✓	✓					

This goal is aimed at the long-term viability of Monmouthshire as a thriving place to live, work and visit. The City Deal is one example where we work collaboratively with neighbouring authorities to maximise opportunity. Keeping Monmouthshire thriving and well-connected promotes integration and will impact on the social, economic, environmental and cultural well-being of the county. This will require collaboration with local businesses and other organisations, and involvement from the local community to maximise the opportunities being presented. Considering the global wellbeing of Wales is also important and this goal will focus on ensuring decisions are made with future generations in mind and takes a preventative approach to help enable the retention of young people.

Measures of progress							
Measure	Previous	Current	Target	Comment			
Gross Value Added (£ per head) ⁱ	£20,303	£21,220	Increase	Gross value added estimates the total output of an economy Current data is from 2017.			
Difference in average pay between men and women ⁱⁱ : Men Women	£41.8 £546.30 £504.50	£109.6 £578.90 £469.30	Reduce pay difference	The average (median) weekly earnings for employees working in Monmouthshire, recorded on a calendar years basis; current is 2018 data. 2017 data shows a significantly lower difference in pay, this result varies significantly from recent years' trends.			
Average weekly earnings of people who work in Monmouthshire ⁱⁱⁱ	£538.6	£537.8	Increase	The average (median) weekly earnings for employees working in Monmouthshire, current is 2018 data.			
Number of active business enterprises in the county ^{iv}	4120	4170	Increase	Data is recorded on a calendar year basis; current is 2017 data.			
Number of businesses assisted by Monmouthshire Business and Enterprise and referrals to partners	63	82	75				
Proportion of premises with access to high speed broadband	Not available	80.08%	Increase	Data provided by Welsh Government and relates to infrastructure built by Superfast Cymru in phase 1 which completed December 2017.			
Number of market and affordable housing units built ^v	279	443	488	488 dwellings per year are needed from 2014 -2021 to meet the LDP housing need requirement of 4500 dwellings.			
Total income generated from tourism ^{vi}	£212.61 million	£218.93 million	10% increase by 2020	Data is recorded on a calendar year basis; current is 2018 data. Target from 2015 base of £186.65 million (£201.77 million indexed at 2018) This can be influenced by a range of factors, not entirely in the Council's control.			

Appendix 3 – National Performance Indicators 2018/19

Ref	Measure	2015/ 16	2016/ 17	2017/	2018/	2018/19 Target	Progress against target	Trend	2018/19 Quartile	Comments
PAM/ 013	Percentage of empty private properties brought back into use	14.18	3.88	3.57	1.4	5	Missed	Missed Declined	Bottom	New guidance for the indicator was applied in 2016/17 decreasing the number of properties that can be included in the indicator as returned to use through the Council's direct action. Direct action is based on the Council contacting empty home owners with advice. A lower number of responses, to letter contact, were
N	Number of empty private properties brought back into use	94	27	26	10					received this year compared to last year. In response it is proposed to review all aspects of work undertaken to return empty
D	Number of empty private sector properties	663	696	728	723					properties into use, including the means by which the Council communicates with owners.
PAM/ 014	Number of new homes created as a result of bringing empty properties back into use	n/a	n/a	0	0	Not set	N/A	N/A	N/A	No empty properties counted as returned to use through the Council's direct action were divided into additional dwellings.
PAM/ 036	Number of additional affordable housing units delivered per 10,000 households	n/a	n/a	n/a	Not availabl e	Not set	Not available	Not available	Not available	New indicator to this set for 2018/19 - data for 2018/19 not yet available.
N	Number of additional affordable housing units delivered									
D	Number of households									
PAM/ 017	Number of visits to leisure centres per 1,000 population	8,205	7,425	7,376	8,184	7,500	Met	Improved	Bottom	The main impact on the decrease in visitor numbers recently has been the new school re-build in Monmouth impacting upon visitor numbers to Monmouth leisure centre. Phase 1 of Monmouth leisure centre
N	Number of visits to leisure centres	757,	686,	687,	765,					opened in August 2018 with the health and
D	Total population	591 92,336	614 92,476	999 93,276	972 93,590					fitness element and phase 2 in February 2019 with the swimming pool and
U	Total population	32,330	32,470	33,270	35,550					additional facilities of a spa, treatment

Ref	Measure	2015/	2016/ 17	2017/ 18	2018/ 19	2018/19 Target	Progress against target	Trend	2018/19 Quartile	Comments
										room, café and play area. This has increased visitor numbers during the second part of the financial year.
PAM/ 018	Percentage of all planning applications determined in time	79	90	91	88	80	Met	Declined	Lower Middle	This is a measure of speed of determination. This PI has improved significantly in recent years due to more focus on officer workload and deadlines,
N	Number of all planning applications determined in time	862	976	975	973					along with the subsequent allowance for applications determined under extensions of time (beyond the 8 week statutory period). The target has been set at above 80%.
D	Number of all planning applications determined	1085	1087	1071	1101					
PAM/ 019	Percentage of planning appeals dismissed	71	73	36	46	70	Missed	Improved	robust the Council's decision on an application is. A low number of appear means performance can fluctuate base cases being decided. The target is to a around 70% of appeals being dismisse number of appeals is low compared to over 1,100 decisions that were made by	1
N	Number of planning appeals dismissed	17	11	5	6					around 70% of appeals being dismissed. The number of appeals is low compared to the over 1,100 decisions that were made by the Council as the planning authority over the
D	Number of planning appeals decided	24	15	14	13					year. Some appeals relate to Member decisions contrary to officer advice. The fall in the number appeals is an indication of the work to encourage applicants to amend schemes to reach a positive outcome.

¹ Stats Wales, Gross Value Added https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/Regional-Accounts/Gross-Value-Added-GDP

ii Stats Wales, Average (median) gross weekly earnings https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Earnings

iii Stats Wales, Average (median) gross weekly earnings https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Earnings

iv Stats Wales, Active Business Enterprises https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/Business-Demography

^v Monmouthshire County Council, Joint Housing Land Availability Study, https://www.monmouthshire.gov.uk/planning-policy/housing-land-supply

vi The total economic impact of tourism, STEAM data. The economic impact of Tourism is indexed each year.