



PERFORMANCE UPDATE

WHY ARE WE DOING THIS?

Last autumn Council approved the Corporate Strategy and City Priorities, setting our direction of travel and priorities. To deliver on this, we need transparency of:

- Our financial performance
- Operational performance
- Service delivery performance
- The city's performance

This will allow us to see where we are performing well, and where we need to improve.

It will allow us to properly shape our service delivery plans.

This is a work in progress, we are shaping a central delivery unit which will own our corporate performance reporting.





JOBS AND MONEY

- Percentage of people claiming Universal Credit now 5.4% - down from 7% in same quarter last year.
- Peterborough average weekly wage continues to increase and close the gap on national average.
- New jobs coming soon: Hilton Hotel, Empire Cinema, Wendy's, Taco Bell, Wurth UK, CareCo and Costa Coffee (Maskew Avenue).
- New businesses: Laser Cosmetics (Queensgate), Warren James (Queensgate), Las Iguanas (Church Street), Katana (Broadway), The Dice Box (Bridge Street), PuttStars Golf (Queensgate) and Poundland (Brotherhoods).
- Peterborough had the highest rate of new businesses (15.6%) in the county for the period 2016 to 2021.
- 1,150 apprenticeship starts in 21/22 and 430 apprenticeship achievements. More starts than previous year but 120 less completions.





HOMES AND PLACES

- In 2021/22 there were 1,005 housing completions of which 109 were affordable.
- Peterborough had the second highest housing stock growth from 2020-2021, just behind Milton Keynes.
- In more than 70% of cases, early intervention has been successful in preventing the need for temporary accommodation.
- We've had seven Towns Fund projects given the green light by Government representing £9.8million worth of funding. £48m has also been secured from the Levelling Up Fund for the Station Quarter.
- Of all cities, Peterborough has the lowest mean house prices in the East of England at £246,730.

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ENVIRONMENT

- We've delivered a 28% reduction in emissions of CO₂e for the council, relative to the 2018/19 baseline.
- We have 22 public electric vehicle charging spaces in the city centre, as well as four e-taxi rapid chargers and three chargers for council-run vehicles.
- Staff from our LEAP team made 590 home visits in the past 12 months, helping to save 1,667 tons of carbon.
- Total of 13 School Streets projects completed in this financial year, plus the Green Wheel redevelopment.
- The council has planted 4,500 trees in the past year.

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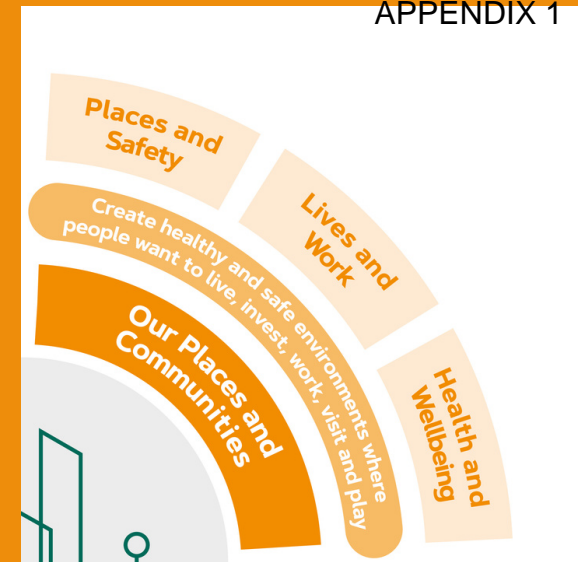
CHALLENGES

- 40.76% of household waste is recycled. We're investing in a waste and engagement team to drive up rates.
- Reduction in the number of people who are economically active between Q2 and Q3, down from 102,000 to 100,600 (or 77.5% to 76%).
- Housing needs - number of requests to join the housing register is too high and too many people in temporary accommodation. Now working with people in housing need much sooner, before they reach crisis point.
- Highest business death rates in Cambridgeshire for the period 2016 to 2021.
- Peterborough average weekly wage remains the 5th lowest across the East of England and East Midlands.
- Flytipping rates are too high - 9,950 incidents in 2022. Continue to investigate to support prosecutions.

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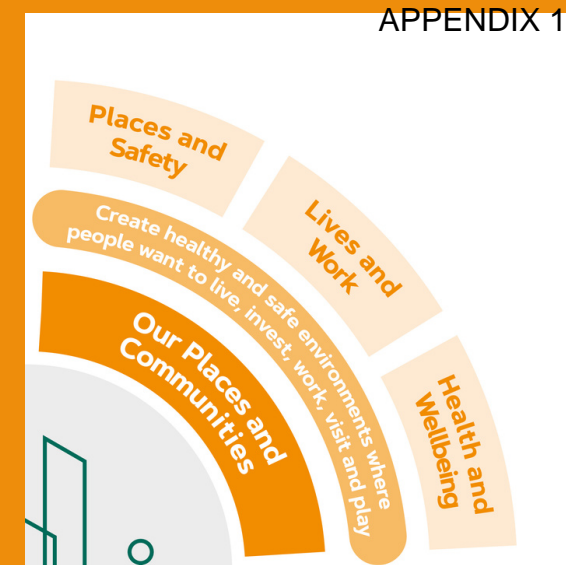


- Peterborough's highways services ranked 12th best in the country, and first in the region for the 6th consecutive year, as measured by the National Highways and Transport Network public survey.
- Our CCTV service has recorded 1,851 incidents in the year to December 2022, helping to keep our communities safe from harm.
- Our domestic abuse services supported 1,439 victims between April and September 2022.
- 1,046 hours of support were provided to businesses by our Trading Standards service, helping them to remain safe and compliant.



PLACES AND SAFETY



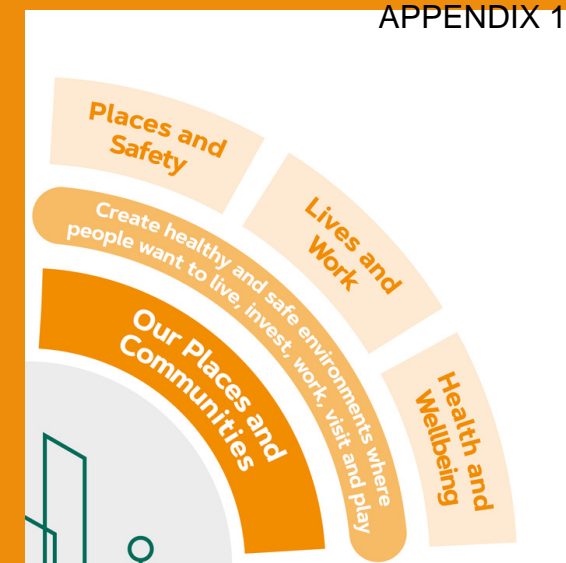


LIVES AND WORK

- Percentage of premises with an available connection for ultra-fast broadband, full fibre and gigabit is around 90%- significantly better than the national average.
- Increase in the number of visits to council-owned leisure centres - most recent quarter shows 166,000, compared to 115,000 for the previous quarter.
- 84% of businesses supported with issues of non-compliance are broadly compliant within three months.
- In the first half of 2022 we spent 401 hours giving advice to businesses under the Primary Authority Scheme.
- We issued 100% of the Covid-19 Additional Relief Fund – one of only a few councils to do so.
- Since November 2021, we've helped over 16,300 people who are struggling through our Household Support Fund, issuing over £1.1 million in vouchers and a further £159K in non-voucher help.
- Provided free school meal vouchers during school holidays – almost 14,000 vouchers issued during the Christmas break.

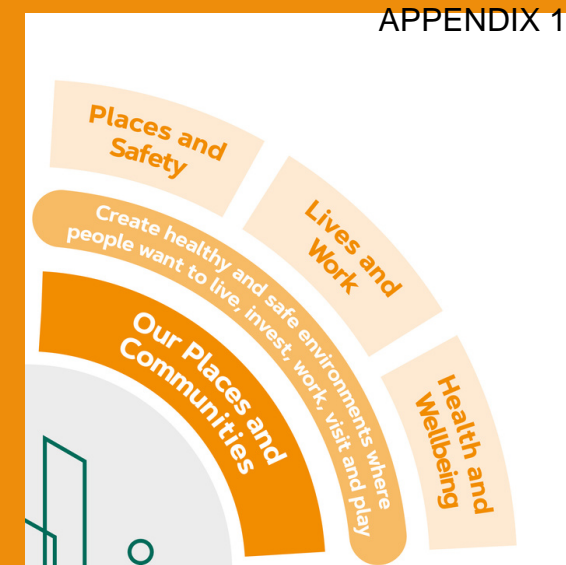


- We are meeting our food safety and food standards regulatory requirements. The service regulates 1,860 food businesses in Peterborough.
- The Integrated Sexual and Reproductive Health service saw around 9,000 patients in the first half of 2022/23. 85% within 48 hours of contact, above the 80% target.
- The Tier 2 Adult Weight Management service has had 1,771 referrals to date this year (target of 462) - 45% achieved 5% weight loss (national expectation 30%).
- More residents supported with physical activity and healthy eating than ever before, with 753 referrals up to November 2022 compared to 405 in November 2021.
- 211 In the first half of 2022/23 Stop Smoking services supported 186 smokers to quit against its target of 207, achieving 90% of its target.
- City identified as one of 75 local authorities to receive funding for the first wave of the Family hubs programme.



HEALTH AND WELLBEING

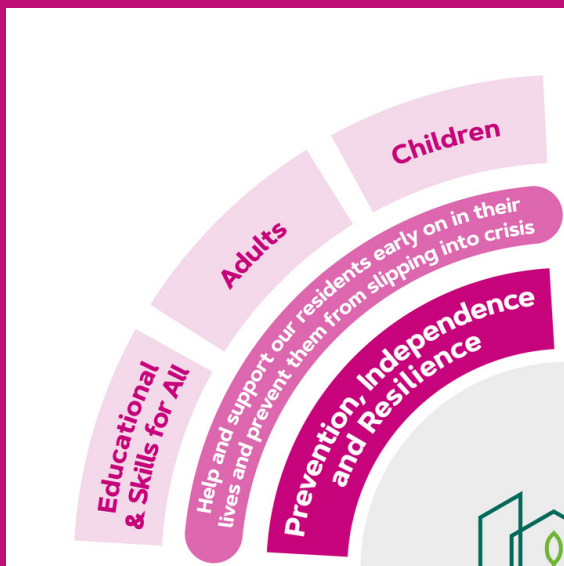




CHALLENGES

- **Visits to leisure centres and cultural attractions are increasing but they need to increase further. Plan for investment in leisure services being developed.**
- **Performance of public health services commissioned from primary care has been slow to recover, due to pressures on primary care services. However there are signs of improvement overall except concerns remain about the low number of smoking quitters from GP practices.**
- **As described nationally, the health visiting workforce is under immense pressure as practitioners struggle with the scale of rising need.**

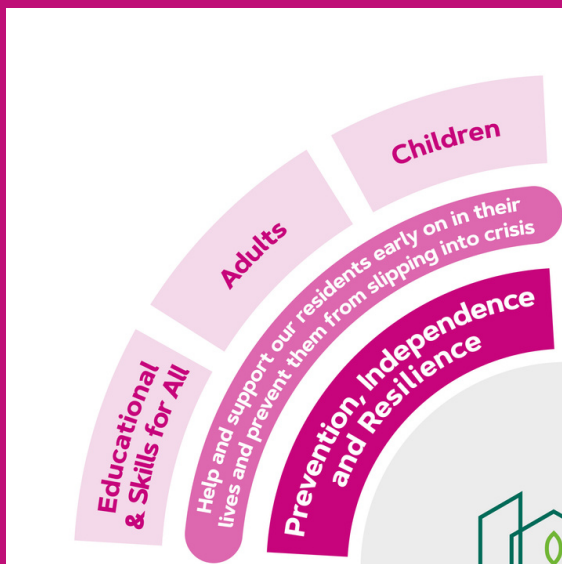




213 EDUCATION AND SKILLS FOR ALL

- **75% of our schools are judged good or better by Ofsted.**
- **29% of pupils taking multiplication tests scored the full 25 marks - higher than regional and national averages.**
- **In 2021/22, 71% of children achieved the expected standards in Phonics - up seven places on the year before.**
- **61% of children achieved a good level of development by the end of the Early Years Foundation Stage and we are closing the national gap.**
- **89% of pupils who left Key Stage 4 went on to education – same as the national average.**
- **Higher proportion of pupils leaving Key Stage 4 went into employment (3%) (England average of 2%).**
- **University opened in September, phase one Research Centre now complete and phase three begins soon.**

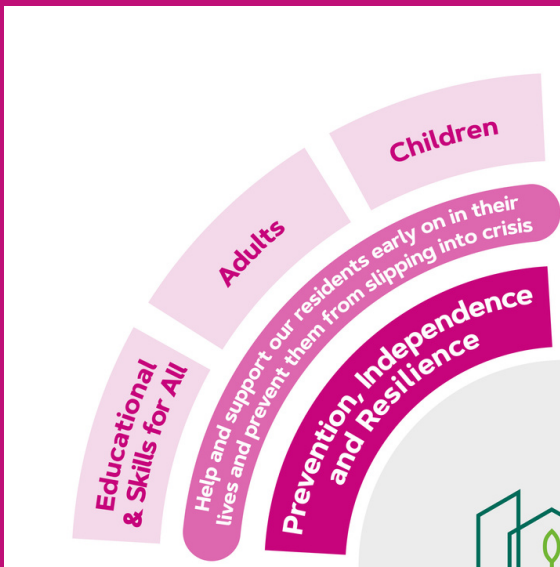




CHILDREN



- Consistent number of early help assessments completed meaning children and families are getting help and support early and avoiding escalation.
- Number of children on a child protection plan has decreased and is better than statistical neighbours.
- Every child in care receiving their reviews on time.
- Number of children in care who receive their statutory visits on time was 96% against a target of 98%.
- 71% of children in care have remained in their home setting for more than two years, providing stability.
- 94% of SEND initial assessments completed on time with continued focus on achieving target of 100%.
- 90% of care leavers have a pathway into education or training - good, but our target is 95%.



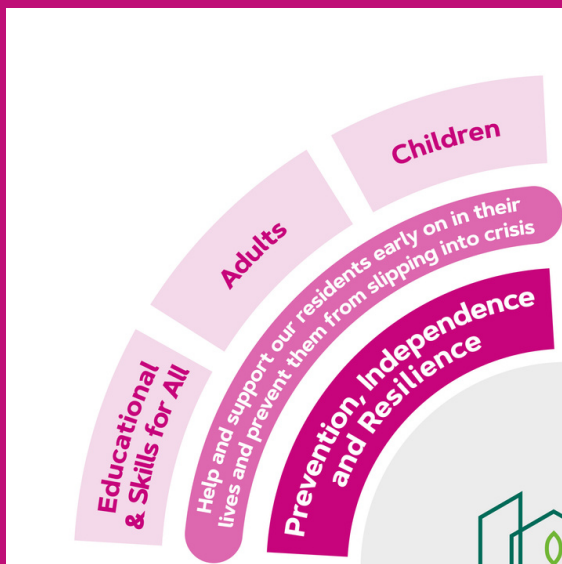
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ADULTS



- **84% of new client contacts to Adult Social Care did not result in long-term care and support - increase on previous quarter.**
- **91% of people receiving reablement care did not require long-term care and support.**
- **34% of people receiving Adult Social Care used direct payments, giving them more choice over how they meet their needs.**
- **Significant progress made in addressing a back-log of annual reviews caused by the pandemic - 82% of people had a statutory annual review (61% benchmark for the region as a whole).**
- **Increase in the percentage of safeguarding enquiries where risk has been reduced or removed**
- **An increase in the number of carers assessed or reviewed.**





CHALLENGES

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- **38% of care leavers are not in education, employment or training, a slight improvement on the same period last year but needs to improve.**
- **72% of single assessments which safeguard children from harm completed on time against a target of 95% with performance under investigation.**
- **While we continue to reduce the number of care leavers in unsuitable accommodation, we must continue to identify more local suitable accommodation for young people leaving care.**
- **Waiting lists for Adult Early Help and Occupational Therapy are increasing due to high volumes of referrals and complexity.**
- **Increasing numbers of assessments and reassessments. In December, 64 new client assessments were completed with 54 requiring long term care and support - this compares to only 34 in December 2021.**



SUSTAINABLE FUTURE COUNCIL

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How we work :

- Three-year financial strategy & annual balanced budget.
- Capital Programme reduced from £135m to £82m. Debt on our balance sheet reduced from £470m to £442m.
- Reserve levels increasing - predicted to be at 4.6% by 31 March and striving to increase that to 5%.
- Council Tax collection rate of 94.44% (£106.9m collected from £113.2m). Slight increase on last year.
- Business rates- 94.79% collected (£95.2m collected from £100.4m).
- Housing benefit claims - processed in average of 9.3 days - improvement on last year's 10 days.

How we serve:

- Staff turnover's reducing - 3.77% in Q3 (5% in Q1).
- 39% of our systems are hosted in the Cloud in line with our IT strategy.
- Customer Services team retained Customer Service Excellence accreditation. We met all 57 criteria and exceed the standard in 24 of them.





SUSTAINABLE FUTURE COUNCIL

How we enable:

- 91% of FOIs responded to within 20 working days - higher than the Information Commissioner's Office expectation.
- 36% of services have automated management dashboards.
- 17 staff members started apprenticeships in Q3, compared to three in same quarter last year.
- £123,273 spent on supporting apprenticeships in 2022.

The challenges:

- We've made great progress towards financial sustainability, but there remain challenges in a very uncertain economic environment.
- We need to secure additional investment to achieve the outcomes we want for the city, for example to develop and enhance leisure facilities.

