

Appendix 3: Performance and Risk Commentary

1. Measures from the Council Scorecard and risks from the Strategic Risk Register are detailed below in terms of the missions from the business plan against which they sit. This commentary includes all relevant risks from the corporate process – not just those on the Strategic Risk Register.

We Get the Best Start in Life

2. The main indicators for this outcome are reliant on educational attainment information which is published only once a year and will not be available until the middle of quarter three.
3. Recent trends in both these indicators are hard to establish as the approach to assessment was altered during the pandemic.
4. In both 2020 and 2021, the check on phonics progress was undertaken months after the usual assessment period. As for key stage four (GCSE), results required teacher-based assessment rather than independently marked coursework and exams.
5. The advice from the Department for Education is that comparison with previous years is not made for these indicators. 2022 results should provide an opportunity for a greater level of comparison with previous results and with other areas.

The greatest risk to achieving this outcome is currently the ability of the Council to meet the demand for provision for support for special educational needs and disability (SEND). This is a high financial risk and the Council's Education and Skills Directorate is working with the Department for Education to plan recovery and reduce the impact.

We Stay Active

6. Rates of referral into the Reablement Service remain higher than seen in previous years and have not decreased, despite coming out of winter pressures. This is evidence of the continued demand to support system flow and discharges from the acute hospitals.
7. Uncertainty around the amount of care Wiltshire Council will be responsible for providing is the stand out risk for this mission. The risk relates to the financial burden of providing expensive ad hoc care for people leaving hospital.
8. The risk is well controlled with further partnership working planned as additional mitigation.

We are Safe

9. The rate of re-referrals into Children's Services is a measure of how effective the work of those services are. Despite increases in the rate in

recent months, the current rate is below the Council's expected rate (17-19%).

10. This positive performance indicates strong practice in step down arrangements. Wiltshire's re-referral rate is lower than comparative local authorities (24%). Council teams also monitor repeat contact rates (those not progressing to assessment) and undertake routine dip sampling activity which ensures that the right people are getting the right support.
11. The percentage of Section 42 outcomes met within time scale remains high is evidence that demand into social care via the Advice and Contact Team is effectively managed and done so in a timely way. That demand is either resolved at this first point of contact or by being passed to a more appropriate team.
12. There are three high level risks for this mission on the Strategic Risk Register. All three relate, in different ways, to the provision of appropriate and timely social care.
13. The most critical of these is a failure of the social care market. With an additional economic pressure this risk is seen as likely to become an issue. There is some additional mitigation planned in terms of commissioning more social care but the impact of this is yet to be evaluated.

We Live Well Together

14. The overall number of looked after children placed more than 20 miles from home is very small. In the most recent quarter, the number increased by fewer than 10. Of that increase, 86% were young people who were placed beyond that 20-mile range but still within the county boundary meaning it is easier to offer them the correct level of support.
15. The risk of failing to help support refugees to integrate into Wiltshire society is scored as low and is highly controlled with well-established processes in place.

We ensure decisions are evidence-based

16. There were no neighbourhood plan referendums or unitary byelections in Q1.
17. When looking at the figures for previous polls it is important to consider that voter turnout in local polls is historically lower than in for larger elections. Promoting higher voter turnout, reflecting that voting is a personal choice, is seen as reflective of positive democracy.
18. Based on best practice and academic study the Council will consider (where it is within its control) the impact of timing, access and communication (including an educational aspect of the benefits of voting, focus where appropriate on hard-to-reach groups and trying to communicate where we might expect the biggest impact) to increase voter turnout.

19. None of the nine service-identified risks that link directly to this mission have a large enough impact to be elevated to the Strategic Risk Register.

We have the Right Housing

20. The rise in the number of families living in temporary accommodation is in part due to the pandemic response. During the pandemic, the Council followed government guidance to clear temporary accommodation and, as a result, the Council offered direct lets to clients in temporary accommodation which significantly reduced the numbers. The Council is now seeing a monthly average of around 80 clients in temporary accommodation.
21. However, the number of homeless applications triggered has doubled since April 2020, from 105 a month to 379 in June 22 so although TA is showing a slight decrease this does not reflect the increasing demand on homelessness services.
22. In March 2022, the Council had 98 clients in temporary accommodation, this equates to 0.45% per 100,000 of the population, which is excellent compared to other local authorities in the South West. The regional average is 1.59% per 100,000, with Wiltshire therefore managing temporary accommodation extremely well based on increasing homeless demand.
23. Maintaining a low level in temporary accommodation is also important for the council as if demand exceeds the places available the costs will be extensive and have to be found from other parts of the services.
24. Increased demand is also reflected when looking at the numbers on the housing register. Pre-COVID, the Council was receiving around 450 online applications a month. In June 2020, this reached 952 online applications received, and has remained at a monthly average of around 800. This is nearly a 50% increase in online applications which has resulted in a steady increase of clients joining the housing register.
25. This was mainly due to applicants' concerns about the COVID crisis: people worried about jobs, their business, being asked to leave by family and friends, and sharing accommodation became a health concern. More recently, it is connected to resident's concerns around the cost of living, recession and inability to find affordable alternative accommodation in the private sector.
26. As part of the Council's restructure of housing teams and new way of working, from 15 August 2022, anyone who would like to make an online application would first need to speak with a Housing Caseworker who will provide individual tailored advice and determine if applying on the housing register is the right option for them. Customers will no longer have the ability to just apply on line as it needs to be ensured that they are aware of our limited supply of social housing and that only those with a confirmed housing need will be offered the option to make a housing application.

27. Housing risks relate to both the potential for an increase in demand and the Council's ability to influence the housing market.
28. Planned activity to reduce risks against this mission include the use of Housing Perseveration Grants to build prevention teams to help avoid homelessness, a plan to update Wiltshire's five-year housing land supply within an updated Local Plan and the employment of a new Chief Planning Officer.

We have the Right Skills to Prosper

29. Both measures of employment show positive progress.
30. The unemployment rate equates to 2.1% in Wiltshire which compares favourably with 2.6% across the South West and 3.8% in England as a whole.
31. The youth claimant rate also shows positive progress heading below the pre-pandemic level of 3.2%.
32. None of the 13 service identified risks that link directly to this mission have a large enough impact to be elevated to the Strategic Risk Register.

We have Vibrant, Well-Connected Communities

33. The use of public transport indicator shows that passenger numbers continue to grow slowly in Wiltshire. Growth in the use of concessionary passes lags the wider growth in bus use.
34. The Council will be taking part in the national *Catch the Bus Month* in September with a view to further prompting public transport use across Wiltshire.
35. None of the 19 service identified risks that link directly to this mission have a large enough impact to be elevated to the Strategic Risk Register.

We Take Responsibility for the Environment

36. The overall amount of waste produced per household has fallen in the last year by 1.6%.
37. The proportion of residual waste (that gets sent to landfill) is up by one percentage point on the previous year. Typically, the only waste sent to landfill are bulky items collected at the kerbside that are unsuitable for waste treatment, and residual waste from HRCs which includes bulky items.
38. None of the 36 service identified risks that link directly to this mission have a large enough impact to be elevated to the Strategic Risk Register.

We are on the path to Carbon Neutral (Net Zero)

39. The scale of the measures around carbon emissions means that they are only measured annually and that there can be significant time lags between the point of measurement and reporting.
40. The role of the pandemic can be clearly seen in the results as activity fell in 2020, so did both the Council's and the County's carbon output. In the case of the Council there has been a rise in the carbon output in the most recent year but not to the levels seen pre-pandemic.
41. Activity to reduce, and help reduce, carbon output continues and each directorate has been supporting the development of the climate strategy delivery plans that are due to be published by the end of September.
42. The risk to the Council's ambition to be carbon neutral by 2030 is currently ranked as low and well controlled. Plans and strategies are being developed and all services are engaged.