

	<h2>Policy and Resources Committee</h2> <h3>19th July 2022</h3>
<p style="text-align: center;">Title</p>	<p>Delivery and Outcomes Framework – Q4 2021-22 and Annual Report 2021-22</p>
<p style="text-align: center;">Report of</p>	<p>Chair of the Policy and Resources Committee</p>
<p style="text-align: center;">Wards</p>	<p>All</p>
<p style="text-align: center;">Status</p>	<p>Public</p>
<p style="text-align: center;">Urgent</p>	<p>No</p>
<p style="text-align: center;">Key</p>	<p>No</p>
<p style="text-align: center;">Enclosures</p>	<p>Appendix A - Delivery and Outcomes Framework End of Year Report 2021-22</p> <p>Appendix B – Barnet Council Annual Report 2021-22</p>
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Summary

This report provides a progress update on delivery and performance against the associated Delivery and Outcomes Framework End of Year Report 2021-22 and a resident facing annual report on progress over the year 2021-22

Officers Recommendations

1. That the Committee note the reports

1. WHY THIS REPORT IS NEEDED

1.1 This report highlights key achievements and performance against the council's Delivery and Outcomes Framework for 2021-22. The objectives within the framework have been listed by theme committee alphabetically. At the start of 2021-22 we committed to publishing an annual report which would provide an update on our progress against the things that we said we would do. This will be a public facing document that residents will be able to access.

1.2 Delivery and Outcomes Framework

1.2.1 The Programmes, Performance and Risk team have led on the co-design and implementation of the Delivery and Outcomes Framework which was agreed at Policy & Resources Committee 30th September 2021. It focuses on the key activities being carried out and the most appropriate way of measuring the success and / or progress of these activities, whether that be key performance indicators (KPIs) and / or narrative.

1.2.2 The attached Delivery and Outcomes Framework End of Year Report 2021-22 reports provide full details on the data and narrative listed by theme committee.

1.2.3 Below provides key highlights over the last 12 months:

- As part of the Residents' Experience Programme, a series of improvements to web content, online forms and phone options were implemented, resulting in a 32% increase in online completion rates and lower wait times.
- The new Street Cleansing model has enabled the emptying of 3,500 litter bins each week, maintaining over 2,000 roads and 21 town centre areas and the removal of c. 200 graffiti instances each month.
- All Network Recovery Programme (NRP) major road resurfacing works have now been substantially completed.
- Expansion of the community safety team from six to 21 officers, providing a more comprehensive and seven-day ward based response to anti-social behaviour issues.
- The progression of the financial vulnerabilities project using data insight and resident engagement, with a final insight report taken to committee in June 2022.
- Continuing to deliver a borough wide tree planting programme and securing significant investment to deliver a range of improvements across our parks and open spaces.
- Completion of the pilot for a new model of community based multi-disciplinary team support for people with dementia and their carers which will be rolled out across the whole of the borough.
- Further development of the integrated discharge team reablement offer; now all clients discharged from hospital requesting social care support are offered a reablement service to maximise independence.
- Coproduction of a new Fit and Active Barnet Framework 2022-2026. Barnet has seen the largest increase in London (since 2015/16) of adults aged 16 and over who are active for at least 150 minutes per week.
- Expansion of the Prevention & Wellbeing Team, with increased capacity to support residents remain independent, including through using technology and equipment.
- Launch of new Domestic Violence and Violence Against Women and Girls Strategy 2022-2025 in March 2022.

- Completion of the Homeless Prevention and Insight project. This will feed into the review of the Homeless and Rough Sleeper Strategy with the aim of having a refreshed version that accounts for the findings.
- Over 1000 residents have been supported into work during 2021-22.
- 85 apprenticeships have also been provided by developers working across the borough.
- A £23.5m investment has been made into Town Centres to support high street recovery.
- Implementation of the growth agenda has progressed and work has continued to build more homes across the borough. Barnet has the biggest housing and development programme in outer London.
- Works at Brent Cross Town have continued to progress over the last year. Highlights include the opening of the Pavilion viewing centre in December 2021.
- A total of £3.5m grant has been secured to install 500 electric vehicle charge points.
- Barnet's Sustainability Framework was approved in December 2021, outlining plans to make sure that Barnet is a sustainable borough.
- During 2021-22, investment in supporting children and families across the borough has seen positive outcomes for Barnet's children and young people. The Parenting Hub, which works to provide intensive interventions for children who are at risk of entering care, was launched in November 2021.
- Barnet's services for children in care received a 'good' rating.
- 97% of Barnet's schools were rated as good or outstanding showing continued high standards of educational attainment. The service delivered a significant range of support for schools to support educational recovery.
- A joint Ofsted and CQC inspection of services for children with SEND gave positive feedback about the services provided, the work with parents and carers, and the support given to schools.
- Committed to hearing the voices of Barnet's children and young people, the 'My Say Matters' strategy has been developed and published in 2021-22. The strategy was launched at Hendon Town Hall on 31 May 2022.
- In January 2022, Barnet's Youth Justice Service was inspected and received positive feedback.
- The Life Chances Strategy supported children and young people across Barnet and enabled them to seize opportunities to live fulfilling lives: the service invested in employment and training support for young people and increased the package of support to schools.

1.3 Annual Report 2021-22

- 1.3.1 At the start of 2021-22 we committed to publishing an annual report which would provide an update on our progress against the things that we said we would do. This will be a public facing document that residents will be able to access.
- 1.3.2 The annual report has used updates provided as part of Delivery and Outcomes Framework End of Year Report 2021-22 to demonstrate key achievements and includes some highlights from the Resident's Perception Survey 2021-22. It outlines how prevention and equalities have informed our work and highlights key work and projects within these areas. The report sets out how place-based working has taken shape over

the last year, particularly the work emerging from the Community Participation Strategy as well as providing some key information on spending and funding over the last year.

2. REASONS FOR RECOMMENDATIONS

- 2.1 A Delivery and Outcomes Framework was collaboratively designed to monitor progress in delivery and performance, and ensure that residents, partners, Members and others are able to see whether we are achieving the objectives. The Delivery and Outcomes Framework was agreed at Policy & Resources 30th September and this report provides progress of the delivery over the past 12 months.
- 2.2 At the start of 2021-22 we committed to publishing an annual report which would provide an update on our progress against the things that we said we would do. This will be a public facing document that residents will be able to access via the Barnet Council website.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 None

4. POST DECISION IMPLEMENTATION

- 4.1 Reporting outcomes in this way seeks to bring together agreed outcomes into a single place, it does not preclude or replace any existing arrangements.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Barnet Plan sets out the corporate priorities 2021-22 and how we will deliver them. This report provides an update on the progress to end of Q4. Work is in progress to develop the new administrations vision and priorities.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 MTFS/business planning proposals have been mapped back to the objectives to ensure the budget includes resources to deliver all the elements of the plan. It should be noted that that the Barnet Plan does not cover all budget areas – it provides a set of overall developmental priorities and sets out areas of focus. As such, in some areas 'business as usual' budgets already support delivery of key objectives, while in others there may be additional funds allocated to support delivery. More detailed information on financial performance will continue to be reported to Policy & Resources Committee.

5.3 Legal and Constitutional References

5.3.1 Section 151 of the Local Government Act 1972 states that: “without prejudice to section 111, every local authority shall make arrangements for the proper administration of their financial affairs and shall secure that one of their officers has responsibility for the administration of those affairs”. Section 111 of the Local Government Act 1972 relates to the subsidiary powers of local authorities to take actions which are calculated to facilitate, or are conducive or incidental to, the discharge of any of their functions.

5.3.2 The council’s Constitution, Article 7 Committees, Forums, Working Groups and Partnerships, sets out the functions of the Policy and Resources Committee:

(1) To be responsible for: • Strategic policy, finance and corporate risk management including recommending: Capital and Revenue Budget (including all fees and charges); Medium Term Financial Strategy; and Corporate Plan to Full Council • Finance including: → Treasury management → Local taxation → Insurance → Corporate procurement → Grants → Writing-off debt → Virements → Effective use of resources • Procurement Forward Plan • Local Plans (except for matters reserved to Full Council) • Information Technology • Strategic Partnerships • Customer Services and Resident Engagement • Emergency Planning • Equalities

(2) To be responsible for the oversight of: (a) the overall financial performance of the council (

b) the performance of services other than those which are the responsibility of the: Adults & Safeguarding Committee; Housing & Growth Committee; Children, Education & Safeguarding Committee; Community Leadership & Libraries Committee; or Environment Committee

(c) the council’s major strategic contracts (Customer Support Group, Development and Regulatory Services, The Barnet Group Ltd (Barnet Homes) and HB Public Law) including (but not limited to): → Analysis of performance → Contract variations → Undertaking deep dives to review specific issues → Monitoring the trading position and financial stability of external providers → Making recommendations to theme committees on issues arising from the monitoring of external providers

(4) Consider for approval budget and business plan of the Barnet Group Ltd

(5) To be responsible for those matters not specifically allocated to any other committee affecting the affairs of the Council.

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5.4 Insight

5.4.1 Insight and intelligence data from the Insight function was used to identify priorities and support decision making.

5.4.2 The Delivery and Outcomes Framework brings together data from across the organisation into one place, allowing a comprehensive view of progress and performance.

5.4.3 The results of the Resident’s Perception Survey 2021-22 have been included to report against agreed outcomes.

5.5 Social Value

5.5.1 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

5.6 Risk Management

5.6.1 The council has an established approach to risk management, which is set out in the Risk Management Framework. Risks are reviewed quarterly (as a minimum) and any high level (scoring 15 to 25) risks are reported to Policy and Resources Committee. Risks are currently reported as part of the budget papers.

5.7 Equalities and Diversity

5.7.1 The equalities duties are continuing duties they are not duties to secure a particular outcome. The statutory grounds of the public sector equality duty are found at section 149 of the Equality Act 2010 and are as follows:

5.7.2 A public authority must, in the exercise of its functions, have due regard to the need to:

5.7.3 eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

5.7.4 advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

5.7.5 foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

5.7.6 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

5.7.7 remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

5.7.8 take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;

5.7.9 encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

5.7.10 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

5.7.11 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

5.7.12 Tackle prejudice, and

5.7.13 Promote understanding.

5.7.14 Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act. The relevant protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and Civil partnership

5.7.15 Our approach to the delivery of this annual plan has been intended to benefit all communities and groups within Barnet. Where individual decisions have been required in relation to specific elements of delivery these have been considered on a case by case basis to ensure no group is disadvantaged or left behind and an equality impact assessment has been undertaken.

5.8 Corporate Parenting

5.8.1 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in decision-making across the council. There are no implications for Corporate Parenting in relation to this report.

5.9 Consultation and Engagement

5.9.1 Consultation on the Barnet Plan 2021-25 was carried out in the autumn 2020. The Barnet Plan was approved by Council in March 2021.

5.9.2 The Delivery and Outcomes Framework was approved at Policy & Resources Committee 30th September 2021.

6. BACKGROUND PAPERS

6.1 Council, 2 March 2021 – approved Corporate plan (The Barnet Plan 2021-25)
<https://barnet.moderngov.co.uk/documents/s63856/Appendix%20A%20BARNET%20Corporate%20plan%202021%20-%202025.pdf>

6.2 Policy & Resources Committee, 30 September 2021 – approved Delivery and Outcomes Framework
<https://barnet.moderngov.co.uk/documents/s66664/Proposed%20Delivery%20and%20Outcomes%20Framework%20for%20the%20Barnet%20Plan%202021-25.pdf>