



**COUNCIL CABINET
7 SEPTEMBER 2016**

ITEM 15

Report of the Leader of the Council

PERFORMANCE MONITORING 2016/17 – QUARTER ONE RESULTS

SUMMARY

- 1.1 This monitoring report includes highlights from key performance measures included in the departmental business plans and which reflect the refreshed 2016-19 Council Plan. These priority measures form the Council Scorecard for 2016/17 and reflect key performance / budget risks that Chief Officers and Members need to be reviewing outcomes against on a regular basis.
- 1.2 At the end of quarter one (up to 30 June 2016), 71% of performance measures are forecast to meet or exceed their year end target. Results are assessed using traffic light criteria, according to their performance against improvement targets. A dashboard which summarises performance for the Council Scorecard is shown in **Appendix 2**.
- 1.3 Achievements noted at quarter one include:
 - The percentage of 16-19 year olds not in education, training or employment (NEET) is at 4.6%, maintaining below 5% is a key aim of the NEET Strategy.
 - The percentage of maintained schools inspected are judged to be 'good' or 'outstanding' has increased to 81%.
 - The volume of online transactions are ahead of target at quarter one.
 - 100% of social care clients continue to receive self-directed support through direct payments and individual budgets.
- 1.4 Accountable officers have provided commentary to put performance into context and identify actions that they are taking to address poor performance - see **Appendix 3**.

RECOMMENDATIONS

- 2.1 To note the 2016/17 quarter one performance results.
- 2.2 To give particular attention to the indicators highlighted in the Improvement Report at Appendix 3.
- 2.3 To note that Corporate Scrutiny and Governance Board review performance on a regular basis and may select indicators for Performance Surgery on the basis of this report.
- 2.4 To note amendments to the Council Scorecard in paragraphs 4.10 and 4.11.

REASON FOR RECOMMENDATIONS

- 3.1 Performance monitoring underpins the Council's planning framework in terms of reviewing progress regularly in achieving our priorities and delivering value for money. Early investigation of variances enables remedial action to be taken where appropriate.



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Report of the Chief Executive

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SUPPORTING INFORMATION

Background to Council Scorecard

- 4.1 The Council Plan contains the priorities for the Council to deliver in the medium term. The Council Plan has been refreshed for 2016-19 with a vision for a 'safe strong and ambitious city' reflecting the Derby Plan. The Council Plan aim is to be a modern, flexible and resilient Council. This is supported by a eight cross-cutting priority outcomes that aim to reflect both statutory demands and key 'risk / demand' areas.
- 4.2 The Council Scorecard approach reflects a mix of national and local priorities and enables a wider assessment of how the Council is performing. For 2016/17 the scorecard will be structured around the vision and aim within the Council Plan, these remain the same as in 2015/16. These are:
- Safe
 - Strong
 - Ambitious
 - Resilient
- 4.3 In 2015/16 the structure of the methodology used to select measures was updated to reflect current service drivers, rationalise the number of measures and focus on core statutory services that satisfy one of the below criteria...
- Measure linked to an area of significant budget pressure / income source.
 - A reflection of demand for services.
 - Key inspection / reputational / compliance risk area.
- 4.4 For 2016/17 there is an updated scorecard which has been refreshed in line with this methodology and aligned to the refreshed 2016-19 Council Plan.
- The updated scorecard contains now 45 measures which give Chief Officers and Members a consistent view of performance in some of the high risk areas. Proposals for the scorecard were approved at Cabinet on 13 July 2016 but will be subject to regular review to identify any other high risk areas/ measures which meet the above criteria.

4.5 The traffic light system is unchanged and is as follows...

- Blue – performance above 2% of target.
- Green – performance meets target.
- Amber – performance within 5% of target.
- Red – performance more than 5% adverse of target.

Corporate Scorecard Monitoring – 2016/17 Quarter One

4.6 A summary dashboard for the Council Scorecard is shown in **Appendix 2**. An improvement report is shown in **Appendix 3** with actions being taken to address areas not in line with expected performance.

4.7 In relation to the quarter one performance results, up to 30 June 2016, the latest position shows:

- 71% of measures are forecast to meet or exceed the year-end target
- 61% of measures have achieved their quarterly target.
- 37% of measures are forecast to improve compared to last year.

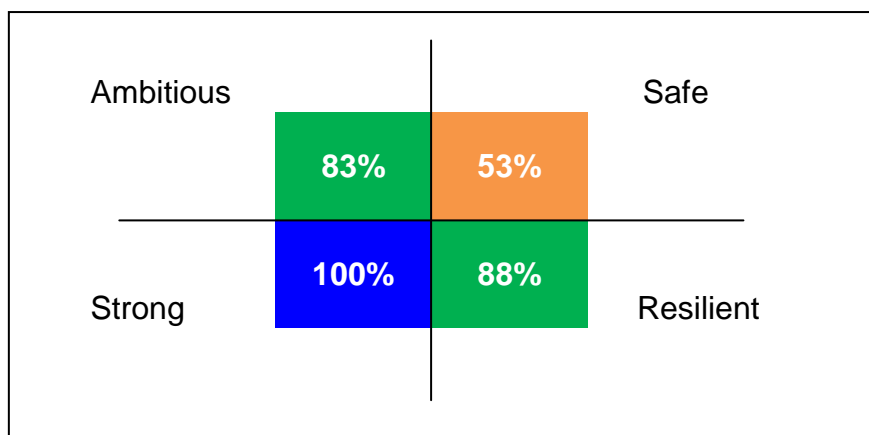
4.8 Summary performance results for all priority measures included in the Council Scorecard are as follows...

Traffic Light Status	Q1 performance against Q1 target	Forecast against year end target	2015/16 Performance
Green / Blue – met or exceeded target	61%	71%	50%
Amber - missed target by up to 5%	7%	3%	19%
Red - missed target by more than 5%	32%	26%	31%

Direction of Travel	Forecast against previous year outturn	2015/16 compared to 2014/15
↑ Better	37%	52%
→ Same / planned reduction	43%	18%
↓ Lower	20%	30%

Note: The comparative figures in previous years relate to a different set of performance measures as the scorecard is refreshed annually.

- 4.9 The percentage of measures that are forecast to meet or exceed the 2016/17 target for each pledge within the Council Scorecard are as follows...



- 4.10 The following measures have provisional targets agreed or have targets changed following the Cabinet Report outlining Council Scorecard targets on 13 July 2016...
- Regen PM14 Number of jobs created through projects where the Council has directly intervened – 600 target for 2016/17
 - Regen PM15 Number of businesses given financial support through the Derby Enterprise Growth Fund – 10 target for 2016/17
 - AHH 01A (NI 127) Social Care Quality of Life – target amended to 19.5 from 20.
- 4.11 The following amendments have been made to the Council Scorecard...
- AHH S6, 6a and 6b – these adult safeguarding measures are removed from the scorecard for 2016/17, these will be developed ready to be included in the 2017/18 scorecard.
 - EIIS PM39 Number of child sexual exploitation requests that were identified at medium or high risk at the first strategy meeting – added to the scorecard following feedback from the recent Peer Review.
 - L&I PM26a and 26b – two sub-measures of special educational needs – Education, Health and Care Plans have been added to the scorecard. These give more context in understanding the overall measure.

Key Areas to note – Improving Performance (where the target is forecast to be exceeded)

- 4.12 The percentage of 16-19 year olds not in education, training or employment (NEET) (EIIS PM16a) is currently at 4.6% below the 5.7% target, this is expected to be maintained in line with the NEET Strategy for 2016/17.
- 4.13 81% of maintained schools are judged as 'good' or 'outstanding' (L&I PM23c) as work continues through the School Improvement Team to improve the quality of maintained schools. This has improved from 76% in 2015/16 and closes the gap to the national average of 86%.

- 4.14 The volume of online transactions (CM PM15) and online transactions for existing options (CM PM19) are ahead of target at quarter one and expect to exceed targets set at the year end.
- 4.15 100% of social care clients continue to receive self-directed support through direct payments and individual budgets, maximising choice and control (AHH 01C).

Key areas to note – Deteriorating Performance (where the target is also forecast to be missed at year end)

- 4.16 The percentage of children placed with independent fostering agencies has increased to 55% at quarter one (SS PM23b). This is due to a number of resignations of in-house foster carers towards the end of 2015. However there are a number of assessments in progress and enquiry numbers remain steady and close to target. Recruitment activity continues to be a priority and ongoing improvements are being made to streamline to assessment and approval process.
- 4.17 The number of households living in temporary accommodation has increased at quarter one (YA&H PM03) to 38 compared to 33 at quarter four 2015/16. This is due to a lack of permanent accommodation vacancies within the social sector leading to the increased use of bed and breakfast accommodation. The number of homelessness acceptances (YA&H PM06) is also expected to increase dramatically with a current forecast of 492 for year end, the target is 370. There is also a decrease in homelessness preventions with households in crisis situations. Additional temporary accommodation units are being acquired as needed and this is being reviewed on an on-going basis.
- 4.18 The number of requests for Education Health Care Plan assessments continues to be extremely high (L&I PM27). The Council has issued 106 Education Health Care Plans to date. We are working with a target cohort on a fast track basis to improve the number of plans issued within 20 weeks (L&I PM27) but the annual target looks challenging to achieve.
- 4.19 Progress has been slower than usual in delivering this year's food safety intervention programme for premises risk rated A-C (EaRS PM 29). This is due to long term sickness absence within the team. Approval is being sought to obtain additional resource on a temporary basis to increase capacity. The latest forecast indicates 80% of the programme will be achieved by the year-end compared to 99.7% last year.
- 4.20 Good progress is being made in reviewing social worker registrations but there remains significant work to achieve the staff Disclosure and Barring Service (DBS) renewal programme (GOV PM01). Current monitoring shows a position of 43% however it is expected this figure will rise steadily during the year to 80%. Managers now receive regular reports to assist monitoring and prompt renewals where required and more HR resource is being dedicated to this priority area.

Business Plans

- 4.21 All performance measures and objectives within business plans are monitored on DORIS and reported to Directorate Management Teams. Full business plan reports will be available by Directorate and Department for Q1 on DORIS (The Council's Performance Management System).

Performance Review

- 4.22 The number of job opportunities created directly and indirectly through Council intervention (Regen PM14) will be reviewed by the Corporate Scrutiny and Governance Board in September 2016.

OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Service Director(s) Other(s)	Director of Strategic Services and Organisation Development Head of Performance and Intelligence
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IMPLICATIONS

Financial and Value for Money

- 1.1 The report shows how the Council is delivering value for money against its Council Plan objectives, customer standards and performance measures.

Legal

- 2.1 None directly arising.

Personnel

- 3.1 The performance framework includes indicators which monitor aspects of the workforce, for example, sickness absence.

IT

- 4.1 None directly arising.

Equalities Impact

- 5.1 The performance framework includes indicators which monitor the impact of Council initiatives on diverse groups.

Health and Safety

- 6.1 None directly arising.

Environmental Sustainability

- 7.1 None directly arising.

Property and Asset Management

- 8.1 None directly arising.

Risk Management

- 9.1 The report demonstrates the progress being made towards performance measures that have missed target and outlines the implications and actions to be taken in the appendices.

Corporate objectives and priorities for change

- 10.1 The report demonstrates progress made towards achieving the Council's priority outcomes as published in the Council Plan.

