



DERBY CITY COUNCIL

COMMUNITY COMMISSION 24 JULY 2006

Report of the Corporate Director of Corporate and Adult Social Services

Performance Eye

RECOMMENDATIONS

1. To decide the range of performance indicators to appear on this Commission's scorecard on Performance Eye.

SUPPORTING INFORMATION

Context

- 2.1 Performance management is a fundamental part of our corporate planning process. It is made up of the culture and systems that we put in place to help us manage, monitor and continuously improve our performance, and achieve our priorities.
- 2.2 To underpin the culture and systems we monitor our performance continually so we identify areas of service where good progress is being made and those areas that are not performing as well as expected. Demonstrating effective performance management is an important element in delivering good and improving services to the people of Derby and is featured in the Comprehensive Performance Assessment – CPA - framework.
- 2.3 The indicators that are managed through Performance Eye are the main mechanism in which performance is monitored corporately. Best Value Performance Indicators, BVPIs, are also used by Government to compare our performance to other Local Authorities and are integral to the national inspection framework.
- 2.4 Our performance against key BVPIs contribute to the Council's attainment of 'four star, excellent' council status in December 2005. Future CPA assessments will continue to have an emphasis on progress made against these indicators. Therefore the way in which we set targets and actions and continue to drive our improvement is increasingly important.

The Practicalities

2.6 Performance Eye is a 'traffic light' system backed by commentaries. Being computer based it is accessible 24 hours a day, 365 days per year. It can therefore be viewed by members in their own homes and at times of their own choosing. Each scorecard uses the 'traffic light' system to show how the individual items within the scorecard are performing. The traffic light system works as follows:

- Red – Performance is not achieving the target and is more than 5% adverse to the target
- Amber – Performance is not achieving the target and is within 5% adverse to the target
- Green – Performance is exactly meeting or exceeding the target.

The system means that councillors have immediate access to a range of data that only a few years ago would have required specific requests being made to senior council staff and, if not immediately available, a delay before the answer was provided.

2.7 The scorecard is a mix of quarterly reported and annually reported indicators which therefore determines how often the colour can change. For example, BV212, 'the average time taken to re-let local authority housing', is reported quarterly and the colour showing *could* change every 13 weeks to reflect changed performance. In comparison BV213, 'Number of homeless households where Council intervention resolved their situation' is only reported annually as required by central government. Once the result is known and the appropriate traffic light colour added, that cannot be altered until a year later when the next count is published.

2.8 After a new set Performance Eye data is becomes available the Commission can have brought to its attention areas of weak performance, or where significant trends are identified *plus* areas of exceptionally good performance. Regarding weak performance, the Commission may be satisfied by the proposed actions shown in the commentaries or may decide that a chief/senior officer or Council Cabinet member should be interviewed to explore the matter further. There is also the opportunity to re-visit the issue perhaps six or nine months later to see whether any corrective action has proven successful.

Issue for consideration

2.9 The creation of the new Commission allows members to fundamentally address the question: what recorded data about the performance of Council services do you wish to have shown on Performance Eye so it can be accessed through your computer without the need to make specific enquiries to officers?

- 2.10 The Commission needs to think carefully about the options and criteria for including key performance indicators or KPI's in its scorecard. **Option One** would be that the scorecard should contain no more than 20 indicators, to allow members to focus on key areas and become familiar with issues affecting performance in these areas. Selecting indicators which are monitored on a quarterly or six monthly basis would allow more regular updates on progress. **Option Two** would be to include all, or most, of the indicators. This larger 'menu' may promote greater interest as individual members can focus on issues of personal interest eg because of relevance to their ward or because of (past) professional knowledge.
- 2.11 Attached is a comprehensive list of i) the nationally required BVPIs and local indicators ii) in the Local Public Service Agreement, iii) the new Local Area Agreement and iv) the Council's own Corporate Plan. The list shows whether the data was included in a scrutiny scorecard during 2005/06 and whether the data is reported annually or quarterly.

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Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Comprehensive List of Performance Indicators Relating to the Portfolio of the Community Commission

IMPLICATIONS

Financial

1. None directly. However, good scrutiny of performance contributes to good stewardship of public monies and may identify opportunities for more greater effectiveness, efficiency and economy.

Legal

2. None directly. Section 21 of the Local Government Act 2000 requires that the Council's overview and scrutiny commissions between them can review and scrutinise the range of the Council's functions. Performance Eye can greatly assist by enabling a watching brief to be kept on the full remit of services within a Commission's portfolio so allowing members to identify and give focussed attention to areas of concern.

Personnel

- 3 None directly arising.

Equalities impact

- 4 None directly arising.

Corporate Priorities

- 5 Performance Eye is a major tool that can beneficially assist the overview and scrutiny function in monitoring the Council Cabinet's delivery of all of the Corporate objectives and priorities