



## CHILDREN AND YOUNG PEOPLE'S COMMISSION 12 JUNE 2007

Report of the Corporate Director of Corporate and Adult Social Services

### Performance Eye - Overview

#### RECOMMENDATIONS

1. That Commission Members a) note the report and b) be encouraged to attend the Performance Management training event on the afternoon of Monday 25 June 2007.

#### 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 Audit Commission's annual Comprehensive Performance Assessment – CPA - framework. Additionally, in 2007 there are two major external inspections:
  - the Corporate Assessment – which assesses how well the Council is run - and
  - the Joint Area Review which takes an in-depth look at how well all of the agencies and services across Derby serve children and young people and their families.
- 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, and – for Social Services functions - the Performance Assessment Framework, PAF, indicators 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 and PAF indicators contribute to the Council's attainment of 'four star, excellent' council status in December 2005 and its retention in 2006. 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 external inspections mentioned in paragraph 2.2 and the intake of new Members at the May elections mean it is timely to consider Member engagement in Performance Monitoring and specifically the role of overview and scrutiny.

2.5 The Performance Eye training manual shows the roles and responsibilities of the scrutiny function:

**'Overview and Scrutiny Commissions**

- Maintain an awareness of performance management reports considered by Council Cabinet
- Use performance information to shape the work programmes of the Commissions
- Hold Cabinet Members and senior officers to account for poor performance'

2.6 To hone Member engagement a half day training session with both internal and external speakers has been organised for the afternoon of Monday 25 June. It will:

- further expand on the role of Performance Management,
- suggest methods that Members can use for effective monitoring,
- include a practical case study, and
- give a demonstration of Performance Eye....

For the benefit of new Members the practicalities of Performance Eye are outlined below.

**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 – Where our performance is more than 5% below forecast target
- Amber – Where our performance is within 5%, adverse, to forecast target
- Green – Where our performance is on or above forecast 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, BV163, 'the proportion of children adopted', is recorded reported quarterly and the colour showing *could* change every 13 weeks to reflect changed performance. In comparison BV 181c, 'Key Stage 5 Results – Level 5 or above, Science' is only reported annually because the tests are only taken once per year. Once the results are known and the appropriate traffic light colour added, that cannot be altered until a year later when the next results are 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. The Commission can also decide to re-visit the issue perhaps six or nine months later to see whether any corrective action has proven successful.

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<b>Background papers:</b>	None
<b>List of appendices:</b>	Appendix 1 – Implications

<b>IMPLICATIONS</b>
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**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. Under Section 3 (1) of the Local Government Act 1999 there is a duty on a best value authority to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. 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