

2005-06 Quarter 2 – Performance Monitoring Report

SUMMARY

Background

- 1.1 The purpose of the quarterly performance report is to underpin performance management within the Council in terms of monitoring the achievement of our corporate objectives, our Local Area Agreement and Public Service Agreement targets.

Overview of Quarter 2 Performance

- 1.2 Within the second quarter of 2005-06 there are 143 performance indicators – PIs – and 13 Corporate Plan priorities due to be completed, reported upon.
- 1.3 Of the 143 PIs, we can compare the Quarter 2 end of year forecast performance to that forecast in Quarter 1 for 122 of them. The comparison shows:
- 29 - 24% - are expected to improve
 - 24 - 20% - are expected to deteriorate
 - 69 - 56% - are expected to remain the same.
- 1.1 14 of the 143 PIs – 10% – are showing a forecast year-end performance of more than 5% adverse to target, with 113 - 79% - expected to meet or exceed target.
- 1.4 Eight out of 13 actions under the 'plan' priorities of the Corporate Plan, due to be completed within the second quarter of 2005-06, have been completed on time and two of five outstanding from quarter one have now been completed.
- 1.5 Specific areas of achievement comprise...
- The number of working days / shifts lost to sickness absence continues to improve and is forecast to meet, or better, our annual target.
 - Corporate indicators on workforce equality and diversity indicators also show significant increases in the percentages of top five earners who are women, from an ethnic minority and, or, have a disablement.
 - The decent homes programme is on track to meet its 2006 completion date.
 - We have completed our public and other stakeholders consultation to establish areas of concern with street cleaning and are now waiting for the final analysis of the results.
- 1.6 Areas for improvement include...
- Hitting our published deadlines for completing Plan priority actions within the Corporate Plan.
 - The average time for processing new Housing Benefit claims and time taken processing change in circumstances, though the service is sustaining a trend of improvement.
 - Reducing the percentage of tenants with seven or more weeks of rent arrears.

- 1.7 Derby's Local Area Agreement - LAA - took effect on 1 April 2005 and covers three main areas of activity:
- Children and young people
 - Safer and stronger communities
 - Healthier communities and older people.
- 1.8 Over half of the LAA measures are owned by ourselves, with partners – Primary Care Trusts, Connexions service, Jobcentre plus – leading on the remainder. 29 indicators where we have lead responsibility are covered within the report. We also provided a six month progress report to Government Office – GOEM – in October. Whilst GOEM acknowledge it is too early to judge the role and impact of the LAA in certain areas, they have reported that we had made real signs of progress so far.
- 1.9 We have also agreed our second generation Local Public Service Agreement – LPSA2 - targets with Government and can expect to receive up to £4.2million in reward grant from our first LPSA. The grant claim for LPSA1 is currently being audited before being submitted to Government for payment.
- 1.10 Subject to any issues raised at the meeting, I support the following recommendation.

RECOMMENDATIONS

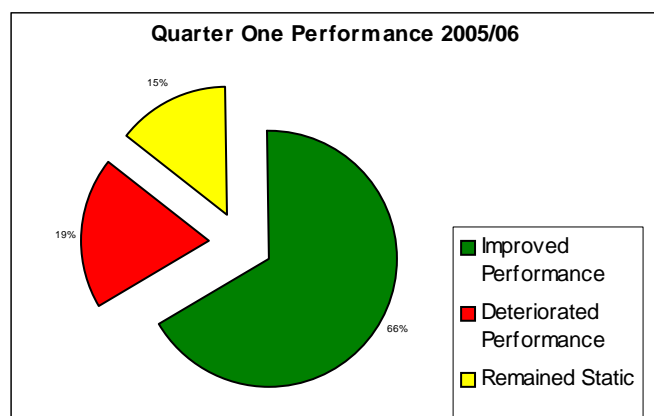
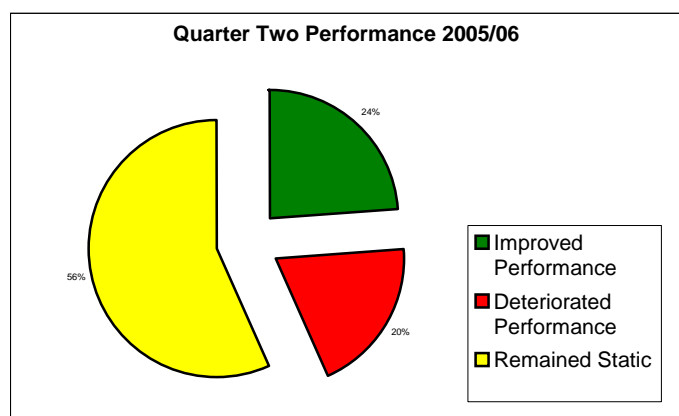
- 2.1 To note the performance of the Council against the targets included in its 2005/2006 Best Value Performance Plan, 2005-08 Corporate Plan, 2020 Vision Community Strategy, falling due to be reported on in the second quarter.
- 2.2 To give particular attention to those areas where the forecast year-end performance is currently below target and the action being taken to address this.

**2005-06 Quarter 2 – Performance Monitoring Report****SUPPORTING INFORMATION**

- 1.2 This report provides a summary of performance for quarter two 01/07/05 – 30/09/05 against the targets included in the Corporate Plan Priorities and Objectives – as shown in Appendix 2. This covers all the performance indicators monitored quarterly, or are due in this quarter.
- 1.3 The background performance tables have been published on CMIS, and provide the forecast year-end performance and the direction of change in year-end forecast from the previous quarter, for each indicator due in this quarter. Comments, where available, have been included from Performance Eye.
- 1.4 An update on the Local Area Agreement and Local Public Service Agreement 2 has also been included.

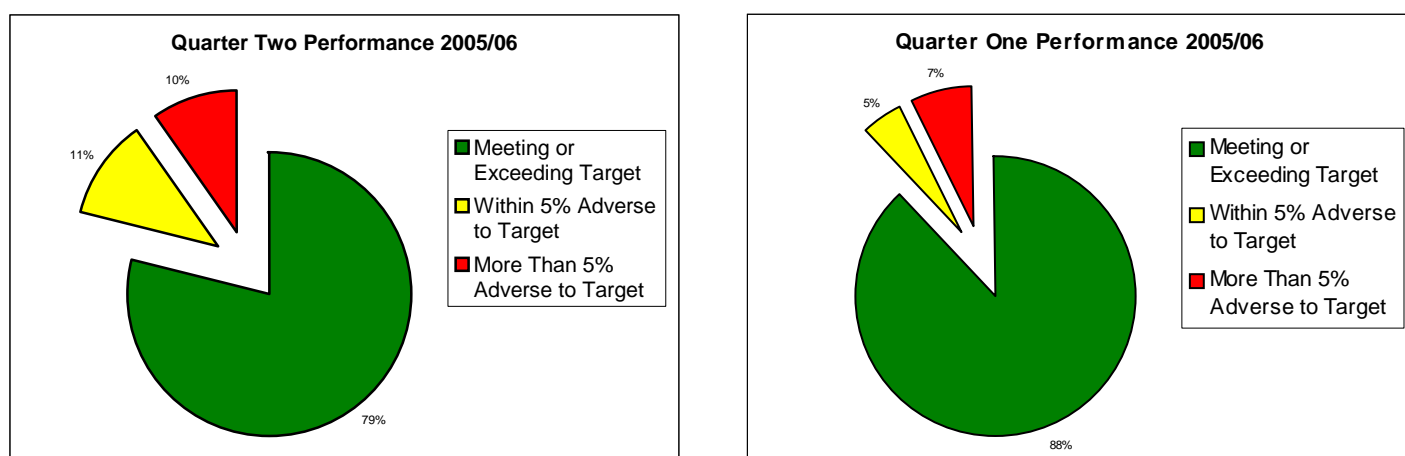
SUMMARY OF PERFORMANCE

- 1.5 For the 143 Quarter 2 Key Performance Indicator – KPIs – detailed in the background performance tables, we can compare the Quarter 2 end of year forecast performance to that forecast in Quarter 1 for 122 of them. The comparison shows...
- 29 - 24% - are expected to improve
 - 24 - 20% - are expected to deteriorate
 - 69 - 56% - are expected to remain the same

Figure 1 – Quarter 2 PI year-end forecast performance

- 1.6 For those KPI's where we have both a year-end forecast and target, 14 reported on this quarter – 10% – are shown as more than 5% below forecast year-end target, with 113 - 79% - expected to meet or exceed target.

Figure 2 – Quarter 2 PI year-end forecast against target



- 1.7 Eight of the 13 actions under the 'plan' priorities of the Corporate Plan, due to be completed within the second quarter, have been met. The five priorities that were behind schedule are:
- CPP1.1– to appoint a second Domestic Violence Advice Worker is due to be completed in November and CPP1.2, to provide a security package for victims of domestic violence, is dependent upon CPP1.1
 - CPP 4.4 – to consult the Council's Equalities Advisory groups to develop and implement ways of raising their profile and effectiveness as consultation mechanisms has not yet been done. We will be scoping a review of the advisory committees' roles during the process of the current work on the review of the Council's Consultation and Communications Strategies.
 - CPP 5.1- to develop and communicate an ICT Training Strategy. An initial meeting has been held with Capita and an outline training methodology is now due to be developed by the end of January 2006.
 - CPP 5.2 – to start a Business Process Reengineering training programme. A pilot programme is to be run during December.
- 1.8 There were five 'plan' priorities of the Corporate Plan outstanding from the first quarter and it was reported, within the Quarter One performance report, that work was ongoing to deliver these actions:
- Corporate Plan Priority – CPP 3.3 - the Procurement Guide has now been published on Derbynet, however it is being reviewed. An updated and more accessible version is expected to be available early in 2006.
 - CPP 4.7, provision of monitoring information to develop a baseline for measuring community cohesion, is still behind schedule though the Community Cohesion Steering Group has finalised a set of draft indicators which will be presented to the DCP Strategy Co-ordination Group in December. It will also be proposed that the indicators be managed and monitored as part of the Partnership's mainstream performance management.

- CPP 5.3, to develop a structured approach for Business Process Re-engineering reviews was contracted to an external provider in August 2005. The framework is due to be finalised in December 2005 with training taking place from January 2006.
- CPP 7.1, preparation of the strategy for developing new administrative accommodation. This is still running behind schedule. Feasibility studies are underway but not yet completed.
- Similarly, CPP 7.2, Cabinet approval of the Accommodation Strategy is also behind schedule, with feasibility studies underway but not yet completed.

AREAS OF ACHIEVEMENT

- 1.9 The percentage of young people aged 13-19 gaining a recorded outcome is showing significant achievements against the year-end target.
- 1.10 Statement of special educational needs prepared within 18 weeks - BV43a - continues to show strong performance against target.
- 1.11 The percentage of equipment delivered within seven days – BV56 – is performing strongly against target and is showing an improved forecast year-end performance.
- 1.12 BV218b, abandoned vehicles, shows 69 vehicles were removed, 60 within 24 hours of the Council being entitled to remove the vehicle.
- 1.13 The 'Plan' priority, to consult the public and other stakeholders to establish areas of concern with street cleaning has been completed and we are now waiting upon the results and analysis, which are expected in December 2005.
- 1.14 The Decent Homes Programme is on track to meet the 2006 completion date.
- 1.15 The number of working days / shifts lost to sickness absence continues to improve and is forecast to meet, or better, the annual target. The second quarter result is an overall 1% improvement compared to the same quarter in 2004/5.
- 1.16 Corporate indicators on workforce equality and diversity indicators also show significant increases in the percentages of top five earners who are women – BV11a – from an ethnic minority – BV11b – or have a disablement – BV11c.

AREAS FOR IMPROVEMENT

- 1.17 Amongst the 'Plan' priorities, within the Corporate Plan, we do not seem to be hitting many of our original target deadlines for completion in quarters one and two.
- 1.18 The proportion of expenditure on emergency and urgent repairs to Housing Revenue Account dwellings – BV211b – has not yet shown the expected improvement in performance and is forecast to be 8.5 percentage points above the year-end target of 38%. Performance was expected to improve during Quarter two. The actual result, at 39%, is worse than the previous quarter. Derby Homes hope to show some improvement before February 2006. However the current forecast has been raised to 38.5%, in line with the fairly consistent results seen in the first two quarters.
- 1.19 The 'Do' priorities on the percentage of waste recycled and composted – BVPI 82a&b - are on track to achieve their declared local Rethink Rubbish target of 27.5%, but not the statutory 2005-06 combined performance standard target for Derby of 30%. It is anticipated that the 30% target will be achieved early in 2006, once a new composting plant for food waste and cardboard recycling is operational.

- 1.20 The forecast year-end performance is still below target on the average time for processing new Housing Benefit claims – BV 78a – and time taken processing change in circumstances – BV78b – though the service is sustaining a trend of improvement. The action plan to improve performance has started. As a result, the section has moved forward significantly in the speed with which it looks at claims. These improvements will continue to reduce the time taken to process claims over the remaining next two quarters.
- 1.21 The percentage of tenants with seven or more weeks of rent arrears – BV66b – is below target. However, this was a new indicator for this year and the target may have been set at a stretching level. The year-end forecast indicates significant improvement is expected during the final two quarters of the year, but not yet considered sufficient to meet the original target. Similarly, rent arrears as a percentage of 'rent roll' - DHL01 – is showing deterioration in performance from Quarter one and an adverse year end forecast to target.

COMPREHENSIVE PERFORMANCE ASSESSMENT- 2005

- 1.22 The Audit Commission has recently published its report 'CPA – the harder test' which outlines the framework for 2005 and beyond. The overall framework will comprise...
- Annual use of resources assessments, as assessed by the Audit Commission.
 - Annual service assessments made by the Audit Commission and other inspection bodies such as OFSTED, Commission for Social Care Inspection and Benefit Fraud Investigation Agency.
 - Periodic corporate assessments by the Audit Commission.
 - Annual direction of travel assessments reported by the Audit Commission.
- 1.23 The assessment score for Environment, Housing and Culture Services will be derived from a Performance Indicator – PI element score and an inspection element score. Both the PI element and the inspection element will be given a score of 1-4, which will then be combined to give the overall score for each service. The weightings that apply for the two elements vary from service to service.
- 1.24 The Audit Commission has recently confirmed which PIs will be used to judge performance for these services. Performance will be compared against pre-determined thresholds – two in most cases, lower and upper threshold. The PI element score is based on the distribution of PIs within the service block, that are below the lower threshold, above the upper threshold or in between the thresholds.
- 1.25 We are currently working with Departments to focus upon indicators that are either below, or close to lower thresholds, which could affect the overall service block score. We are also highlighting indicators, which are close to upper thresholds and could impact positively on the overall service score in future years.
- 1.26 The Audit Commission will issue our annual Direction of Travel assessment at the end of November 2005, followed by confirmation of our overall CPA rating in December 2005. The new methodology is accompanied by a change of labelling – instead of poor through to excellent, the five new categories will be 4 stars – reflecting the highest level of performance, 3 stars, 2 stars, 1 star and 0 stars.

DERBY'S LOCAL AREA AGREEMENT – LAA

- 1.27 Derby's LAA took effect on 1 April 2005 and covers three main areas of activity...
- **Children and young people.**
 - **Safer and stronger communities.**
 - **Healthier communities and older people.**
- 1.28 Over half of the LAA measures are owned by ourselves, with partners – Primary Care Trusts, Connexions service, Jobcentre plus – leading on the remainder. There are a number of cross-cutting issues and outcomes that will be addressed through more than one of the LAA blocks, such as obesity being tackled in both the Children and Young People's and Healthier Communities blocks.
- 1.29 Progress is being reported through Performance Eye. A six monthly performance report was presented to Government Office – GOEM – in October. In turn, GOEM are required to provide the Office of Deputy Prime Minister - ODPM - with a highlight report on progress against LAA outcomes.
- 1.30 Whilst GOEM acknowledged that it was too early to judge the role and impact of the LAA in certain areas, they reported that we had made real signs of progress in the short term – which should begin to have an impact on delivery at least in the medium term. These include...
- A strong management structure driving the LAA.
 - Campaigns such as Getting Derby Active, which bring together a range of partners to promote healthy lifestyles.
 - A well advanced Integrated Children's Services project, which will drive performance improvement on the Children and Young People block.
 - Step change reductions in crime, the momentum for which is being given further impetus through the opportunities provided by the LAA and LPSA2.
- 1.31 29 LAA indicators, for which we are responsible, have been included within the background performance tables on CMIS. Key issues include...
- Children and Young People Block...
 - There have been continuing reductions in permanent exclusions, with further challenging reductions targeted.
 - The end of year forecast of re-registrations on the child protection register has increased from 13% in quarter 1, reasons for this are being investigated. The Council remains on target to meet its target of 17% for 2005/06.
 - Progress is being made in meeting childcare targets, although it is apparent there will be a slower increase in the creation of places because we are nearing our capacity as a city. As a result, some forecasts have been revised downwards in quarter 2.
 - Current difficulties over DfES deadlines, and levels for Sure Start capital expenditure linked to Children's Centre developments, as well as the scale of the projects will affect our ability to meet childcare targets within the specified timescales.
 - Safer and Stronger Communities Block...
 - Significant progress has been made on the neighbourhood initiatives of Sinfen, Osmaston and Normanton.

- Good progress has also been made in increasing the number of people gaining vocational qualifications after formal training and the number of businesses receiving grant support.
- We are unlikely to meet the target for increasing the number of people working in a voluntary capacity due to problems in evidencing the number of volunteers recruited.
- Healthier Communities and Older People Block:
 - In tackling the biggest causes of death, such as cancer and heart disease, we have adopted smoke free policies for staff and public areas – all Council premises are now 100% smoke free.
 - Steady progress is being made in helping older people to live at home. The quarter 2 forecast of 115 per 1,000 population, depicts very good performance, and is above the optimum target of 110 for 2005/06.

LOCAL PUBLIC SERVICE AGREEMENT – LPSA2

- 1.32 Our second generation Local Public Service Agreement – LPSA2 – has succeeded in reaching agreement on 12 targets. Many of the targets are not due to be reported upon at this time, as some are final year 2007/08 targets and others are cumulative beginning 2006/07. However, it is intended that progress reports on actions taken and use of pump-priming funds will be provided in the future where there is an absence of PI data.
- 1.33 The LPSA2 represents service priorities agreed across partners, with partner contributions key to delivering a number of the targets. The LPSA2 also links to our Local Area Agreement – LAA – targets. In cases where the LPSA2 and LAA targets are aligned, the LAA target should reflect the end LPSA2 target “without” stretch position.
- 1.34 The agreement has yet to be formally signed by ministers and by the Leader and Chief Executive of the Council, as the Accountable Body. We are waiting for final Government confirmation of the required protocol before sending the final agreement for ministerial signature. This is likely to be during late November 2005.
- 1.35 It should also be noted that the grant claim for our first LPSA, which ended in March 2005, is undergoing Internal Audit verification. This is being done to provide the self-certification required by the Office of Deputy Prime Minister, prior to the grant claim being submitted for payment before the end of December. The un-audited grant claim is for a reward grant total of £4.17 million, though we have already received £90k of this total last year, as an interim target reward payment.
- 1.36 The claim, once accepted by the Treasury, will be paid in two instalments of £2.04 million each in this and the next financial year.

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Background papers:	Background performance tables have been published on CMIS
List of appendices:	Appendix 1 – Implications Appendix 2 – Corporate priorities and objectives

IMPLICATIONS

Financial

1. In some areas, including Local Public Service Agreement targets, performance is directly related to the achievement of additional income through performance reward grants.

Legal

2. None directly arising from this report.

Personnel

3. None directly arising from this report.

Equalities impact

4. None directly arising from this report.

Corporate objectives and priorities for change

5. Improved performance will help the Council take forward all of its objectives and priorities

Cabinet 29 November 2005 - 2005-06 Quarter 2 – Performance Monitoring Report

Our corporate priorities

Our corporate plan 2005-08 'do' priorities are:

- no schools in 'causing concern' categories
- a more sustainable Derby through increased re-cycling
- raising educational achievement
- modernising social care, including adult home care and the fostering service
- improving customer service, in the city centre and locally.

An ongoing priority throughout the next three years is to:

- minimise increases in Council Tax and increase value for money.

Our top priorities in the 'plan' stage for 2005-06 are:

- working in partnership to reduce crime and the fear of crime
- integrating and improving children's services
- better procurement to deliver value for money, VFM
- working in partnership to achieve socially cohesive communities
- improving business processes and the use of ICT
- cleaner streets and public facilities
- improving the Council's built assets for service delivery
- provide and improve the transport network.

Our corporate objectives 2005-08

In addition to our specific priorities for change, we have six broad objectives that describe what the full range of our services will achieve.

The objectives reflect the key priorities of the 2020 Vision - Derby's Community Strategy. This allows us to demonstrate clear links between the Council's work and how this feeds into the work of Derby City Partnership to improve the quality of life enjoyed by all residents of the city. The Council's contribution to Derby's Local Area Agreement – LAA – will also underpin implementation of the 2020 Vision.

These objectives are for the Council to provide:

- a stimulating and high quality learning environment
- healthy, safe and independent communities
- a lively and energetic cultural life
- a diverse, attractive and healthy environment
- a prosperous, vibrant and successful economy
- a shared commitment to regenerating our communities.