



DERBY CITY COUNCIL

**COUNCIL CABINET**  
**6 June 2006**

**ITEM 13**

Cabinet Member for Corporate Policy

## **Best Value Performance Plan and Annual Report 2006-07**

### **SUMMARY**

- 1.1 This report presents our draft Best Value Performance Plan, BVPP, for 2006-07. The Plan, which is a statutory requirement, supports the Council's corporate performance framework and provides annual out-turn information on 2005-06 priorities and Best Value Performance Indicators - BVPIs. The BVPP also includes targets covering 2006-09 for BVPIs and local indicators included in the Corporate Plan, Local Area Agreement and Local Public Service Agreement. The latest draft of the Plan – version 2 – is available on CMIS at:  
<http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6697>
- 1.2 The report includes an overview of our performance against both local targets to deliver the Council's priorities in 2005-06 and those we set for the statutory BVPIs. Cabinet will receive a separate performance report on our Local Area Agreement, LAA, and Local Public Service Agreement, LPSA2, on 4 July 2006.
- 1.3 In addition to the BVPP, it is proposed to produce an Annual Report on a pilot basis, which would be in the form of a Council magazine. The magazine will include a summary of the BVPP and of the annual accounts as well as information on news and events from across the Council. It will be circulated to all households during July 2006.
- 1.4 Subject to any issues raised at the meeting, I support the following recommendations.

### **RECOMMENDATIONS**

- 2.1 To agree the contents of the draft Best Value Performance Plan, BVPP, for 2006-07.
- 2.2 To refer the Plan to Scrutiny Management Commission for comment.
- 2.3 To recommend that Audit and Accounts Committee approves the Plan for publication at its meeting on 29 June 2006.
- 2.4 To give the Chief Executive and Director of Resources, in consultation with the Leader of the Council, delegated authority to finalise the Plan for publication by 30 June 2006.

- 2.5 To note the Council's performance against the targets set in the 2005-06 Best Value Performance Plan.
- 2.6 To note the production of an Annual Report 2006-07 in magazine format. Further editions will be subject to research findings and ongoing funding considered as part of future budget processes.

<b>REASONS FOR RECOMMENDATIONS</b>
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- 3.1 The BVPP publication date and contents are subject to statutory guidance. The BVPP forms part of the Council's budget and policy framework and the arrangements for approving the plan take account of the Council's Constitution and the need to include the most up to date performance information at the time of publication.
- 3.2 The BVPP presents the Council's achievements against the full range of corporate targets set for 2005-06. This report provides a summary of these results, which provide the context for our improvement planning and delivery in 2006-07 and beyond.



## **Best Value Performance Plan and Annual Report 2006-07**

### **SUPPORTING INFORMATION**

#### **1 REQUIREMENT FOR BEST VALUE PERFORMANCE PLANS**

- 1.1 The Local Government Act 1999, Part 1 Best Value and Performance Improvement, sets out the requirement for councils to produce an annual Best Value Performance Plan, BVPP. The last update to the Act was contained in ODPM Circular 05/2006. This guidance confirms the required content of BVPPs for councils categorised as good or excellent, as:
- a. Details of performance:
    - out-turn performance over the past year on all Best Value Performance Indicators, BVPIs
    - targets for the current year and subsequent two years for all BVPIs.
  - b. A brief statement on contracts. Councils should certify in their plans that they have followed the Code of Practice on Workforce Matters for all individual contracts awarded during the past year that involve a transfer of staff.
- 1.2 The BVPP is also used to support our corporate performance framework which includes local measures and targets from our Corporate Plan, Local Area Agreement and Local Public Service Agreement.

#### **2 CONTENT OF BEST VALUE PERFORMANCE PLAN 2006-07**

- 2.1 The latest draft of the Plan – version 2 – is available on CMIS at <http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6697>
- 2.2 Officers have collected year-end performance data for 2005-06 and developed targets for 2006-07 onwards in respect of local indicators under our four corporate priorities. For the statutory BVPIs, the BVPP includes actual performance data for 2005-06 together with targets for each year up to 2008-09, as required.
- 2.3 We have included a review of the 2005-08 Corporate Plan in a separate section of the BVPP as the priorities have now changed for 2006-09. Targets to monitor our progress against the four priorities and thirteen key outcomes set out in the 2006-09

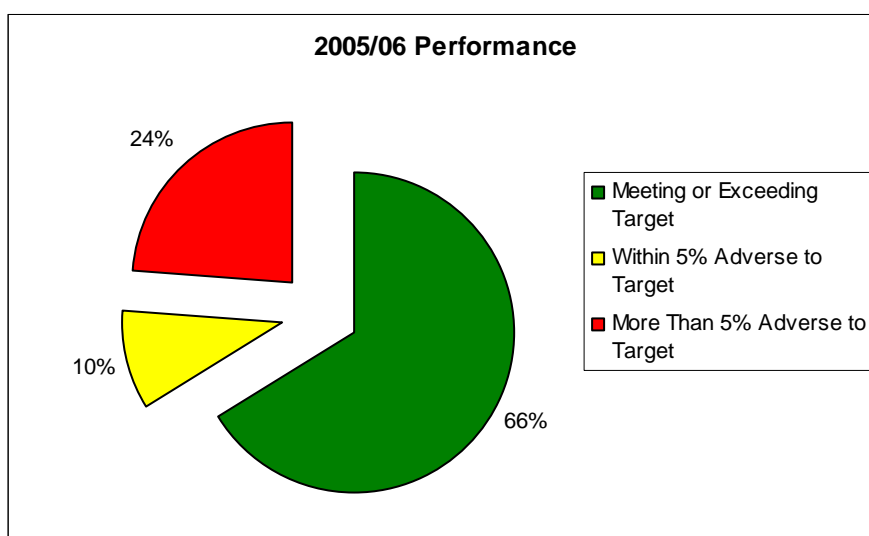
Corporate Plan are included to enable effective monitoring to take place during the year through our performance management framework.

- 2.4 The Council's four priorities are used as headings for the Corporate Plan indicators and BVPI data to be listed against. Any BVPIs that do not fall under the priority headings are listed under the heading of 'Additional performance information'. Links to other plans, such as the Local Area Agreement and Local Public Service Agreement are also highlighted.
- 2.5 The BVPP includes an overview of our Local Area Agreement and Local Public Service Agreement and the additional indicators in the agreements which are not already either BVPIs or local indicators under our priorities. For ease of reference an index of the BVPIs by reference number and responsible department will also be provided.
- 2.6 The Plan also reflects our broader change management and improvement activities, through the Building on Excellence programme and Gershon Efficiency agenda.
- 2.7 A limited number of targets and outturn data remain to be provided and officers are continuing to work on these, for example some financial indicators depend on the 2005-06 accounts closure and will be included in the updated draft to be presented to Audit and Accounts Committee on 29 June 2006.

### **3 OVERVIEW OF PERFORMANCE 2005-06**

- 3.1 The final BVPP will include a summary of performance against target for each of our priorities. During 2005-06, Council Cabinet has received detailed reports on predicted performance against targets, with commentary on the expected level of achievement and improvement plans where relevant. A summary of performance trends is provided here, based on the data in the BVPP.
- 3.2 The figures presented give the provisional position for 2005-06. They remain subject to audit and exclude those indicators where data is not yet available. The figures in the BVPP will be updated before publication at the end of June.
- 3.3 The BVPI suite provides a broad measure of our progress in meeting the Council's priorities and are used by the Audit Commission and other inspectorates in comparing and judging our performance. Comparisons are made here to the 2004-05 BVPIs, excluding satisfaction measures which were not collected in 2005-06.
- 3.4 Performance compared to target shows a similar pattern to the previous year. In 2004-05 we achieved or exceeded target for 72% of measures. This year, provisional data indicates that we met or exceeded 66% of targets, as shown in the graph overleaf.

**Figure 1: Performance against Corporate Plan and BVPP targets in 2005-06**



- 3.5 Provisional data suggests a similar trend in improvement compared to the position a year earlier, with more indicators improving rather than declining:

**Table 1: Performance trends in 2005-06 and 2004-05**

Trend position*	2005-06	2004-05
Performance improved compared to previous financial year	63%	64%
Performance the same as previous financial year	15%	13%
Performance declined compared to previous financial year	22%	23%

\* This analysis excludes new indicators for 2005/06 as there is no baseline figure to compare.

- 3.6 Performance by Cabinet portfolio is summarised in **Appendix 2**. Detailed performance tables structured by portfolio are shown on CMIS at <http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6698>

### **Progress against corporate priorities**

- 3.7 The priorities for 2005-08 are split into 'do' and 'plan' stages. Our 'do' corporate priorities are supported by priority actions and performance measures for monitoring change.
- 3.8 A summary of progress against our 'do' corporate indicators is shown overleaf:

**Table 2: Summary of progress against Corporate Plan 2005-08**

Priority	Summary of performance
<b>CPD 1 - No schools in causing concern</b>	<ul style="list-style-type: none"> <li>• There remain 2 schools in special measures compared to our target of nil. During the year, two schools were removed from special measures and placed in serious weakness category. A further school was given a special measures rating during March 2006.</li> <li>• All schools on the priority schools list are receiving termly monitoring visits and case conferences in line with targets. This close monitoring will assist in identifying underperformance issues earlier.</li> </ul>
<b>CPD2 - A more sustainable Derby through increased recycling</b>	<ul style="list-style-type: none"> <li>• Considerable progress has been made during 2005/06. Whilst we did not quite meet our target of 27.5% for the percentage of waste recycled and composted, BVPI 82a/b, the actual result of 26.5% is an achievement.</li> <li>• It is anticipated that the 30% Government target will be met during Summer 2006, once a new composting plant for food waste and cardboard recycling is operational.</li> </ul>
<b>CPD 3 - Raising educational achievement</b>	<ul style="list-style-type: none"> <li>• 2005 yielded positive Key Stage 3 results, although we marginally missed our ambitious targets. There was a 3% increase from 2004 at Level 5 or above in both English and Science. Maths performance was consistent with 2004.</li> <li>• We also achieved our best ever GCSE performance in 2005 with 54% gaining 5 or more A* to C grades and a year on year improvement of 2% greater than the national rise.</li> </ul>
<b>CPD 4 - Modernising social care - Children</b>	<ul style="list-style-type: none"> <li>• We implemented a new payment structure and allowance framework for foster payments and worked with the regional commissioning group to develop local arrangements for commissioning of places, with funding secured from DfES.</li> <li>• Recruitment levels in family support have improved and we met our targets for foster carers and vacancies. Use of independent foster carers did exceed target due to a surge of activity in summer 2005.</li> </ul>
<b>CPD 4 - Modernising social care - Adults</b>	<ul style="list-style-type: none"> <li>• We completed the Best Value Review of Home Care and agreed an improvement plan and overall commissioning strategy for older people. Progress on modelling costs of care has been limited and a new focus on commissioning and service quality is being explored.</li> <li>• We have made good progress in improving performance on direct payments, exceeding our target for 2005-06. The number of households receiving intensive home care per 1,000 population has also increased from 2004-05.</li> </ul>

Priority	Summary of performance
<b>CPD 5 - Improving customer service</b>	<ul style="list-style-type: none"> <li>Customer service performance in answering calls has exceeded targets for 2005-06 with 88% of calls answered within six rings.</li> <li>We introduced a customer service training programme with 901 employees participating in year one – compared to target of 1,000. A customer service trainer has now been appointed to continue this work.</li> <li>We successfully piloted our new Customer Service Information System and are using the system for dealing with service requests for pest control, dog warden services and abandoned vehicles.</li> </ul>
<b>CPD 6 - Minimising increases in council tax</b>	<ul style="list-style-type: none"> <li>Over £9 million of efficiency savings were identified during 2004-05 and 2005-06, which helped keep the Council Tax increase at 2.4% for 2006-07.</li> </ul>

3.9 'Plan' priorities reflect planning for implementation and are supported by specific actions. We have achieved 79% of our 'plan' actions however 8 of the 39 actions remain outstanding. Work is therefore ongoing to deliver these actions...

- **CPP1.2** - negotiations are continuing to provide a **security package for victims of domestic violence**, a service level agreement is needed but funding has not been obtained.
- **CPP 3.3 – the procurement guide** has been published on Derbynet, however it is being reviewed. An updated and more accessible version is expected to be available later in the year.
- **CPP 4.5 and 4.6 – to provide a good practice guide to help service providers consult more effectively with hard to reach groups and improve access arrangements for area panels.** A communication strategy is being developed which covers approaches to consulting with hard to reach groups and a good practice guide will be developed.
- **CPP 4.7 - provision of monitoring information to develop a baseline for measuring community cohesion**, is still behind schedule. Council departments have provided a baseline on community cohesion but this has not been developed further due to a lack of Council and Partnership resources.
- **CPP 7.1 and 7.2, preparation of the strategy for developing new administrative accommodation with Cabinet approval.** Progress on the preparation of the strategy has been delayed pending further research into feasibility and affordability.
- **CPP 8.2 – Delivering Connecting Derby** – written confirmation of funding has been received but additional work has delayed the advertising of the Compulsory Purchase Order and Side Road Order.

## Performance in Best Value Performance Indicators

3.10 Progress against BVPI quarterly targets has been reported in previous Cabinet performance reports. Notable achievements in 2005-06 include...

- **The percentage of planning applications determined within the required timeframes – BV109a, b and c** – has seen significant improvement since 2004-05 and we have exceeded all our targets for 2005-06.
- We outperformed last year's result for **looked after children adopted during the year, BV163**, which has improved from 6.4% in 2004-05 to 10.4% in 2005-06.
- Further improvements have been made to **processing Statements of Educational Needs, BV 43**, with 81% of statements including exceptions prepared within 18 weeks, compared to target of 68%.
- We met our targets for completing the **decent homes programme, BV 184**.
- There has been considerable success in community safety with a reduction of 22% in **domestic burglary, BV126**, compared to last year's outturn. There have also been significant reductions in **violent crime - BV 127a, robberies – BV127b, and vehicle crimes – BV 128**.
- An increased **number of prosecutions and sanctions per 1,000 caseload, BV76d**, from 4 in 2004-05 to 6.36 in 2005-06 based on changing priorities within the team.
- We met our target for **BV157 - % of interactions that are enabled for electronic delivery**, with 100% completed by December 2005.
- The **number of working days / shifts lost to sickness absence, BV12** has continued to fall from 9.5 in 2004-05 to 9.0 in 2005-06, consistent with its target.

3.11 Areas where indicators have fallen below target and/ or under-performed compared to last year include...

- There has been an increase in the **number of half days missed due to total absence in primary schools, BV46**, which has increased from 5.43% in 2004-05 to 6.43% in 2005-06. High sickness rates over the winter period have contributed to this. **Secondary school absences, BV45**, have improved from 8.26% to 8.02% over the same period.
- Despite missing overall targets for 2005-06, there has been significant improvement in the **average time for processing new housing benefit claims, BV 78a and time taken processing change in circumstances, BV78b**. Average times for the year are 39.6 days for new claims and 14.6 days for notifications, compared to targets of 36.0 and 13.0 days respectively.



- Performance in **recoverable overpayments, BV79b**, has not been at anticipated levels due to resource issues in the Benefits and Legal teams. Quarter 4 of 2005-06 saw improved results, indicating that resource problems have eased.
- **The proportion of relevant land and highways having combined deposits of litter and detritus that fall below an acceptable level, BV199**, has missed its target due to poor quarter 4 performance. Results in the high density housing areas were worse than expected but the extra resources from the NEAT programme should redress this situation in the coming year.
- Quarter 4 activity was insufficient to raise output for the **number of private sector vacant dwellings that are returned to occupation or demolished, BV64**, up to target. In total 69 dwellings were dealt with compared to our target of 109. This was due to fewer than anticipated Bond Bank Scheme cases, less completions of Group Repair Schemes resulting from the temporary suspension of the area renewal programme and the non- demolition of nine properties affected by the final phase of the Inner Ring Road.
- **The number of local passenger bus journeys, BV102**, has decreased by around 220,000 or 1.3%, missing the target for 2005-06 by 279,000. Possible reasons for this slight shortfall include the problems associated with the closure of the bus station and the move to the temporary on street arrangements, the extensive roadworks in the city centre associated with the Eagle Centre construction and the Inner Ring Road works, and a drop in discretionary travel following recent bus fare increases.
- **The number of racial incidents per 100,000, BV174**, has increased dramatically from 143 in 2004-05 to 224 in 2005-06, primarily due to more schools sending in their reports of racial incidents. There has also been more graffiti recorded overall as teams have been out looking for and removing graffiti, instead of waiting for complaints. However, the proportion of actual racist graffiti has reduced compared to overall numbers - 3.3% in 2005-06 compared to 4.9% in 2004-05.

## 4 APPROVAL PROCESS FOR BVPP

- 4.1 The BVPP forms part of the Council's budget and policy framework. Scrutiny Management Commission should therefore be given the opportunity to comment on the draft plan. The Scrutiny Management Commission will be invited to give particular attention to the targets set to make sure we deliver our priorities and how well the draft plan addresses any areas of underperformance the Commission is aware of.
- 4.2 Data collation and analysis for the Local Area Agreement, including Local Public Service Agreement, will be undertaken during May and June, with the Government Office Annual Review taking place in July. The end of year performance report for LAA and LPSA will be presented to Cabinet on 4 July.

- 4.3 In accordance with the Constitution and the need to approve and publish the plan by the end of June 2006, Audit and Accounts Committee will approve the plan at a meeting on 29 June. The Chief Executive, in conjunction with the Leader, should then be given delegated authority to amend the BVPP as necessary to permit publication.

## **5 PUBLICATION PROCESS**

- 5.1 The content, design and distribution reflects the function of the BVPP as an important but detailed reference document on the Council's performance and the basis for our corporate performance framework.
- 5.2 The BVPP will be produced to the same format and quality as last year's Performance Plan – issued in a ring binder with a printed cover and spine.
- 5.3 The plan will be sent to our auditors on 30 June 2006 and published on our website, with wider circulation to officers, partners and the public from the first week of July. Hard copies of the plan will be sent to third tier managers and above, and will be available to all other employees via Derbynet.

## **6 ANNUAL REPORT**

- 6.1 In addition to the BVPP, it is proposed to produce an Annual Report on a pilot basis. By its very nature the BVPP is a detailed document that is unlikely to attract much interest from the public. The Annual Report will take the form of a magazine and will be circulated to every household in the city. It will include a summary of the BVPP and of the annual accounts as well as information on news and events from across the Council.
- 6.2 To enable annual financial and performance information to be included in the magazine, it will be published and distributed in July 2006.
- 6.3 Following publication of the magazine, follow-up research will be undertaken through the Pointer Panel to gauge public reaction to it. If feedback proves favourable and long-term funding is secured, it is envisaged that the magazine would be published on a more frequent basis.

<b>For more information contact:</b>	Heather Greenan on 01332 256259 <a href="mailto:heather.greenan@derby.gov.uk">heather.greenan@derby.gov.uk</a>
<b>Background papers:</b>	Draft Best Value Performance Plan on CMIS at
<b>List of appendices:</b>	<a href="http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6697">http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6697</a>
	Performance tables by Portfolio on CMIS at
	<a href="http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6698">http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=6698</a>
	Appendix 1 – Implications
	Appendix 2 – Summary of Portfolio Performance 2005-06

<b>IMPLICATIONS</b>
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**Financial**

1. The functional design proposed for the BVPP will minimise reproduction costs and can be met from within existing budget provision.
2. Costs for the Annual Report are estimated at around £23,000 and it is proposed that costs will be met through savings achieved in 2005-06 on the preparation and production of the Corporate Plan, subject to approval by Cabinet in July. If the carry forward of these savings were not approved in July, savings would need to be found from within 2006-07 Resources Department budgets, as the costs of the Report would by then be committed. Budget provision of £3,000 from 2006-07 will also be required. The affordability of ongoing production of an Annual Report would need to be considered in future budget processes.

**Legal**

3. Councils are required under the Local Government Act 1999 to publish Best Value Performance Plans by 30 June each year. The latest guidance on content is provided in the Addendum to OPDM Circular, dated May 2006.

**Personnel**

4. None directly arising from this report.

**Equalities impact**







5. The BVPP will include performance indicators that measure how the Council is addressing equalities in both service delivery and employment.

**Corporate priorities**







6. The BVPP includes measures and targets to show how the Council is addressing the priorities included in the 2006-09 Corporate Plan.

## Summary of Portfolio Performance 2005-06

The table below summarises performance against our Corporate Plan and BVPP targets in 2005-06.

	Number of indicators				Number of indicators*			
Adult Services	7	71%	29%	0%	7	86%	0%	14%
Children's and Education Services	31	42%	13%	45%	29	59%	10%	31%
Community Services, Regeneration & E-Government	5	100%	0%	0%	5	100%	0%	0%
Corporate Policy	7	57%	14%	29%	4	75%	0%	25%
Environment and Direct Services	29	79%	3%	17%	25	44%	36%	20%
Housing and Social Inclusion	28	61%	11%	29%	17	53%	18%	0%
Leisure and Cultural Services	4	100%	0%	0%	4	100%	0%	0%
Personnel, Performance Management & Economic Development	13	69%	8%	23%	13	69%	15%	15%
Planning and Transportation	12	75%	17%	8%	11	73%	0%	27%
<b>Total</b>	<b>136</b>	<b>66%</b>	<b>10%</b>	<b>24%</b>	<b>115</b>	<b>63%</b>	<b>15%</b>	<b>22%</b>

\* This trend analysis excludes new indicators for 2005-06 as there is no baseline figure for 2004-05 to compare.

	Where performance meets or exceeds the target		Where performance has improved from the previous year
	Where performance is within 5% adverse to the target		Where performance has remained the same as the previous year
	Where performance is more than 5% adverse to the target		Where performance has deteriorated from the previous year