



COMMUNITY COMMISSION 18 June 2007

Report of the Director of Corporate and Adult Services

Performance Monitoring

RECOMMENDATION

1. To consider and comment on the performance indicators within the remit of this Commission for quarter four 2006-07.

SUPPORTING INFORMATION

- 2.1 Monitoring performance is an important role for scrutiny process as it enables the non executive members to assess Council's performance, hold the Cabinet to account and help to improve local services.
- 2.2 In Derby we use 'Performance Eye' an electronic system for monitoring performance with green, red and amber 'traffic lights' showing whether performance is on or off target. Most of our indicators monitor performance on quarterly but there are also a significant number of annual indicators such those monitoring GCSE exam results. All members can access this through the intranet.
- 2.3 There are 42 quarterly indicators within the remit of the Community Commission, whose performance is measured every three months. Of these 15 are green indicating performance at or above the year end target, 7 are amber where performance is within 5% of the target and 14 are red showing performance off target.
- 2.4 There are also 33 annual indicators whose performance is measured once a year. Of these there are 11 green, 4 amber and 5 red. There are also 13 indicators with no information.
- 2.5 At the last meeting of this Commission, members asked for information on the red indicators and specifically about BV 212 which monitors the average time taken to re-let local authority housing. The information on this indicator below has been taken directly off the Performance Eye.

BV212 - Average time taken to re-let local authority housing

	End of year Forecast actual	Actual	Quarterly Target	Target	Unitary Bottom Quartile	Unitary Median	Unitary Top Quartile	Lower Target
Q1 05/06	✓31.00	✓32.68		✓31.00				32.55
Q2 05/06	✓31.00	✓32.47		✓31.00				32.55
Q3 05/06	✓31.00	✓31.19		✓31.00				32.55
Q4 05/06	✓31.48	✓31.48		✓31.00				32.55
Q1 06/07	✓26.00	✓31.82	✓26.00	✓26.00	⚙57.00	⚙37.00	⚙30.00	27.30
Q2 06/07	✓26.00	✓34.11	✓26.00	✓26.00	⚙57.00	⚙37.00	⚙30.00	27.30
Q3 06/07	! 31.00	! 32.32	✓26.00	✓26.00	⚙57.00	⚙37.00	⚙30.00	27.30
Q4 06/07	! 32.16	! 32.16	✓26.00	✓26.00	⚙57.00	⚙37.00	⚙30.00	27.30
Q1 07/08				✓25.00				26.25

Q3 Commentary

Two difficult to let properties have been let during this quarter, having a total void period of almost 400 days between them. The re-let figure for December, the month both were let, is 34.39 days but if these two properties are removed from the calculation it comes down to 25.9 days. However, although monthly performance has vastly improved, this cumulative indicator will be affected by previous month's long term voids.

Q4 Commentary

We are disappointed that we have not achieved an improvement in the average time taken to re-let properties. Despite introducing a number of improvements to the process and eliminating unnecessary delays we have extended the average turn around period. During the year, the team have managed to let 27 difficult to let properties with a void duration of over 100 days each, and 6 properties with a void duration of over 200 days each. The success of letting these properties is at the expense of this indicator. In addition, the change over to Abritas meant that there was a period when we were not able to advertise/allocate properties for two weeks during February, obviously this also impacted on the target. We are confident that during 2007/08 we will see the benefits of the improved processes and the target figure of 26 days will be held for the next year.

- 2.6 Details of 14 red indicators that were off target in the fourth quarter of 2006/07 are listed in Appendix 2 and the red annual indicators are shown in Appendix 3.
- 2.7 It is anticipated that this year's Corporate Assessment process due to be conducted by the Audit Commission in autumn will also feature performance monitoring. Inspectors may well ask for evidence on how effectively overview and scrutiny is monitoring the Council's performance as part of their assessment

- 2.8 Members are also asked to note that a performance management workshop has been organised for 25 June to enable members to get a better understanding of the performance monitoring process. The workshop will hear from two external speakers on the strategic as well as operational aspects of performance management, and also enable delegates to improve their monitoring skills by practicing on real case study of local indicators. The workshop will start around 12.30pm with buffet lunch and finish around 4.30 pm. All members are being encouraged by the Scrutiny Management Commission to attend this important event.

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Background papers:	None
List of appendices:	Appendix 1 - Implications Appendix 2 – Red Indicators in the Fourth Quarter 2006/07 Appendix 3 – Red Annual Indicators

Appendix 1

IMPLICATIONS

Financial

1. None arising from this report.

Legal

2. None arising from this report.

Personnel

3. None arising from this report.

Equalities impact

4. Effective scrutiny is to the benefit of all Derby people.

Corporate Priorities

5. This report links with Council's priority for 2006-09 to:
 - make us proud of our neighbourhoods
 - create a 21st Century city centre