

## **Performance Reporting - Quarter Three 2013/14**

### **SUMMARY**

- 1.1 This report presents the quarter three performance results for the Council Scorecard and includes a summary of portfolio performance in **Appendix 2** and individual measure dashboards at **Appendix 3**.
- 1.2 The Council Scorecard, which contains 71 priority measures, will be presented at the Part 1 Cabinet Meeting on 12 February 2014. There are 14 relevant performance measures for this portfolio.
- 1.3 The quarter three position for all performance measures and departmental business plan objectives are available on the DORIS performance system.

### **RECOMMENDATIONS**

- 2.1 To note the quarter three 2013/14 performance results for this portfolio.
- 2.2 To review areas which are under-performing to ensure appropriate actions are in place to support improvement.

### **REASON FOR RECOMMENDATIONS**

- 3.1 Performance monitoring underpins the Council's planning framework in terms of reviewing progress regularly in achieving our priorities and delivering value for money. Early investigation of variances enables remedial action to be taken where appropriate.

### **SUPPORTING INFORMATION**

- 4.1 The Council Scorecard performance measures relevant to the portfolio are shown in **Appendix 2**. Performance at quarter three (October to December 2013) is assessed using traffic light criteria, according to their performance against improvement targets.

- 4.2 Dashboards for individual performance measures are shown in **Appendix 3** and provide more information on historical trends (where available) and the latest commentary from accountable officers.
- 4.3 All performance measures and objectives within business plans are monitored through DORIS on a quarterly and monthly basis. Latest performance reports for the Council Scorecard and departmental business plans are available on the DORIS performance system (available through iDerby).

<b>OTHER OPTIONS CONSIDERED</b>
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5.1 None.

**This report has been approved by the following officers:**

<b>Legal officer</b>	N/A
<b>Financial officer</b>	N/A
<b>Human Resources officer</b>	N/A
<b>Estates/Property officer</b>	
<b>Service Director(s)</b>	N/A
<b>Other(s)</b>	Head of Performance and Improvement

<b>For more information contact:</b>	Name: Natalie Tuckwell 01332 643462 email: natalie.tuckwell@derby.gov.uk
<b>Background papers:</b>	None
<b>List of appendices:</b>	Appendix 1 - Implications Appendix 2 – Council Scorecard performance measures Q3 2013/14 Appendix 3 – Individual measure dashboards

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

1. The performance framework measures how the Council is delivering value for money against its Council Plan objectives, customer standards and performance measures.

**Legal**

2. None directly arising.

**Personnel**

3. The performance framework includes indicators which monitor aspects of the workforce, for example, sickness absence.

**Equalities Impact**

4. The performance framework includes indicators which monitor the impact of Council initiatives on diverse groups.

**Health and Safety**

5. None directly arising.

**Environmental Sustainability**

6. None directly arising.

**Property and Asset Management**

7. None directly arising.

**Risk Management**







8. Commentary as part of performance monitoring demonstrates the progress being made towards measures that have missed target.

**Corporate objectives and priorities for change**

9. The performance tables demonstrate progress made towards achieving the Council's priority outcomes as published in the Council Plan.

## Council Scorecard – Relevant Portfolio Measures

### Appendix 2




Measure Description	Good is	Current Target Status	Year End Forecast	Year End Target	Forecast Year End Status	Direction of Travel
Business Processes						
CM PM13 Percentage of new claims and changes processed within 5 days of customer contact and receiving all information	High	Blue	90%	85%	Blue	
CM PM11a Contacts managed by channel: Self Service	High	Blue	50,000	25,000	Blue	N/A
CM PM09a The percentage of council tax collected within 36 months of it becoming due	High	Green	98.4%	97.5%	Green	
CM PM14 Percentage of existing claims and changes processed within 14 days of receiving all the information	High	Green	60%	60%	Green	
LPI 52e Percentage of Resources complaints responded to within 10 days	High	Amber	80%	80%	Green	
L&D PM11 Percentage of Care Proceedings concluded within 26 weeks of issue	High	Blue	90%	90%	Green	
Community and Service User						
CM PM02 Payment of invoices to small businesses within 10 days	High	Blue	90%	87.4%	Blue	
People						
CP 08f Average working days per employee (full time equivalents) per year lost through sickness absence - Excluding Schools	Low	Red	10 days	7.5 days	Red	N/A
CP 08d All employees participating in Managing Individual Performance	High	2013 employee survey results are being analysed.			N/A	N/A
NEW – Leadership Development	Measure to be defined.					
Value for Money						
F&P PM21 Unqualified Audit opinion	Low	Blue	On track	Green	N/A	N/A
F&P PM04 A legally balanced budget approved by Full Council	High	Annual Collection	On Track	On Track	Green	N/A
F&P PM28 Achieve a Balanced Revenue Outturn	Low	Green	0%	0%	Green	N/A
CP07g Residents who agree that the Council provides value for money	High	Results expected June 2014 (target is 55%)			N/A	N/A

### Key

Traffic Light Status:

- Blue** performance above target by 2% or more
- Green** performance meets target
- Amber** performance within 5% of the target
- Red** performance more than 5% adverse of target

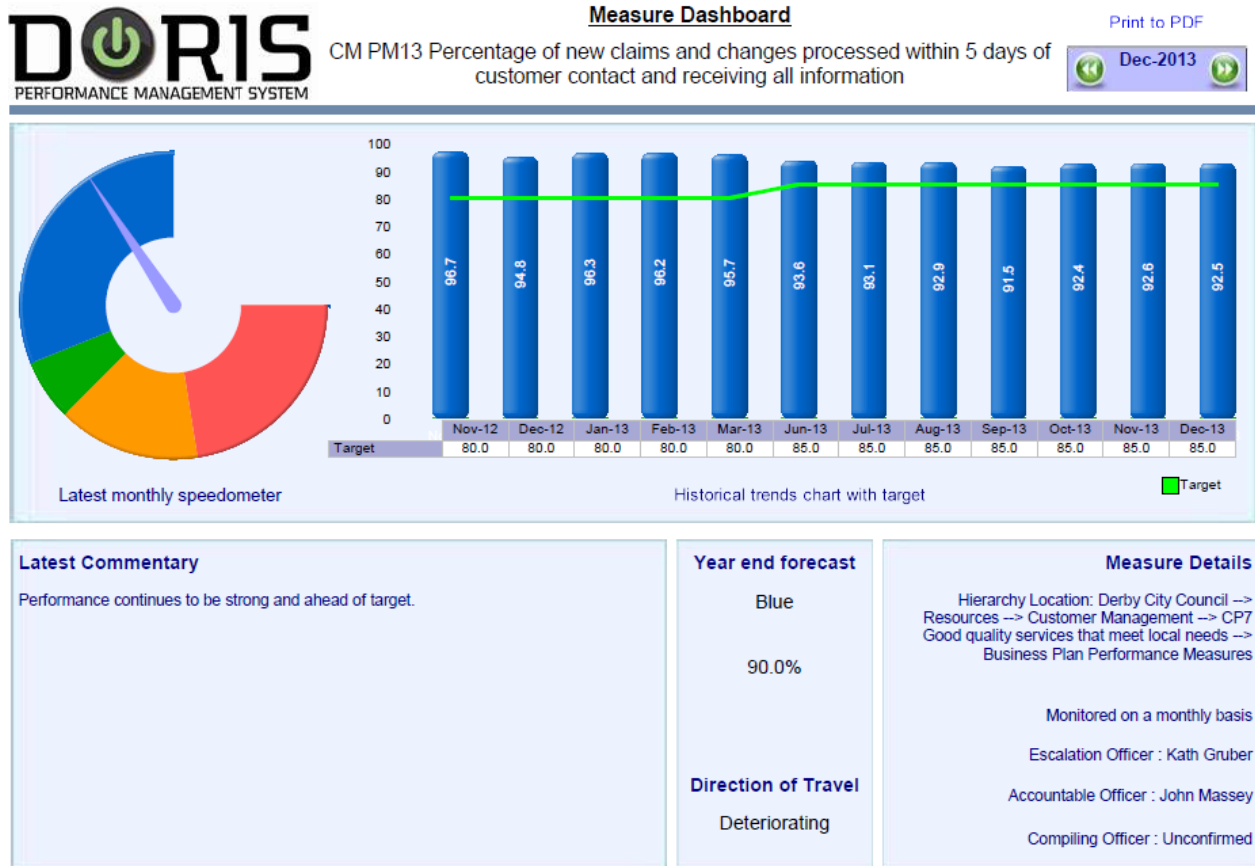
Direction of Travel:

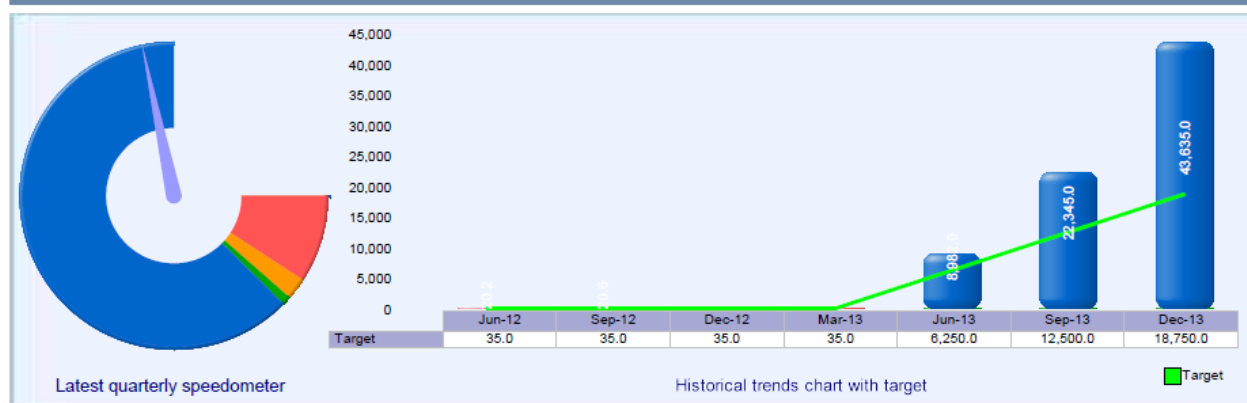
-  Performance expected to improve compared to the previous year
-  Performance expected to remain the same as the previous year
-  Performance expected to deteriorate compared to the previous year



Performance forecast to deteriorate compared to previous year – planned through target setting process

## Appendix 3





**Latest Commentary**

The Lagan self-service forms continue to do very well - the implementation of the Garden Waste Scheme has seen 3,682 self-service forms applications (70%) & 952 Housing Benefit DHP applications. The take-up of direct debit payments has increased by 5.5% (29,000 transactions)

**Year end forecast**

Blue

50,000.0

**Direction of Travel**

N/A

**Measure Details**

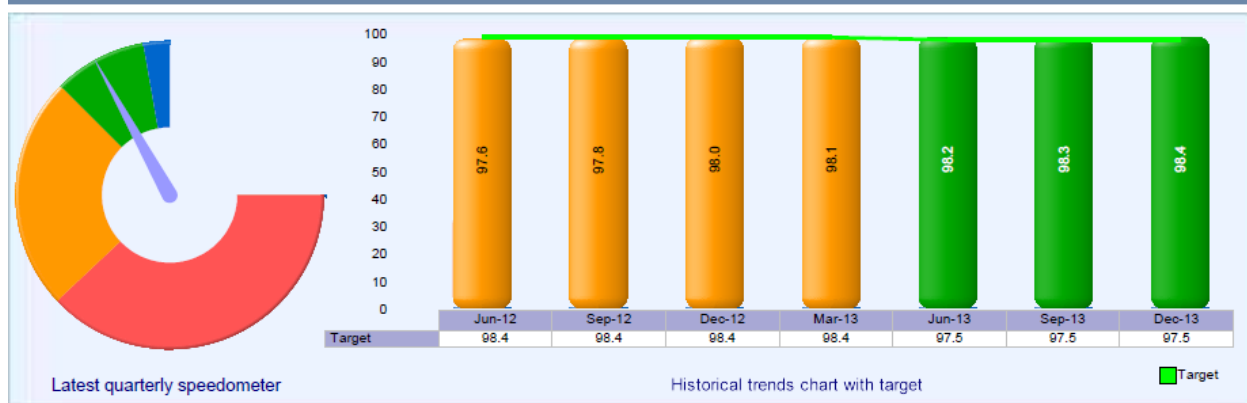
Hierarchy Location: Derby City Council --> Resources --> Customer Management --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Kath Gruber

Accountable Officer : Bernard Fenton

Compiling Officer : Rachel Parkes



**Latest Commentary**

It should be noted that the target figure of 97.5% refers to 2013/14 onwards. For previous years the target was to collect at least 98.4% of all council tax within 36 months of it becoming due. The 98.39% in the year to date is the collection rate for the 2010/11 financial year. This year ended on the 31st March 2011 so to be on target the collection rate for this year (and all earlier years) must be at least 98.4% by 31st March 2014. In terms of percentage we have collected 0.28% since the beginning of financial year, therefore we are on target to achieve our outturn collection rates of 98.4%. All previous years collection rates are already above the 98.4% figure.

**Year end forecast**

Green

98.4%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Resources --> Customer Management --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Unconfirmed

Accountable Officer : John Massey

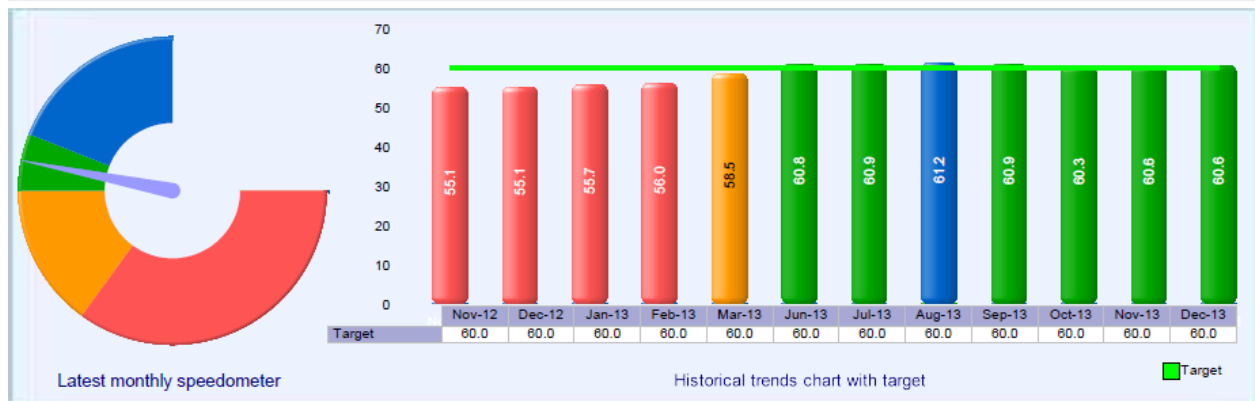
Compiling Officer : Unconfirmed

**Measure Dashboard**

CM PM14 Percentage of existing claims and changes processed within 14 days of receiving all the information

[Print to PDF](#)

[Dec-2013](#)



**Latest Commentary**

Performance continues to be strong and ahead of target.

**Year end forecast**

Green

60.0%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council -->  
Resources --> Customer Management --> CP7  
Good quality services that meet local needs -->  
Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Kath Gruber

Accountable Officer : John Massey

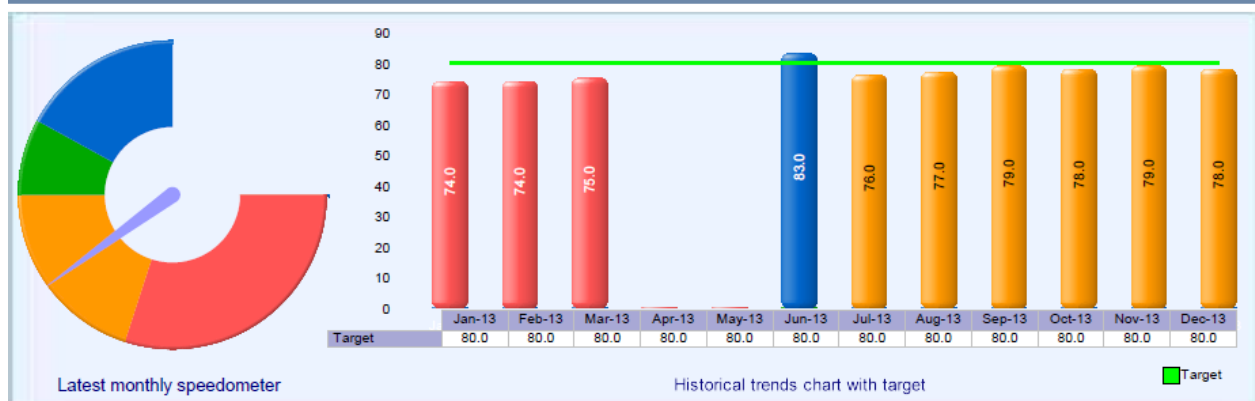
Compiling Officer : Unconfirmed

**Measure Dashboard**

LPI 52e Percentage of Resources complaints responded to within 10 days

[Print to PDF](#)

[Dec-2013](#)



**Latest Commentary**

The Operational Management Team in Customer Management review complaints at each monthly meeting. The complaint reports are issued to officers to ensure complaints approaching their SLA are addressed. 100% of complaints were responded to within SLA in December.

**Year end forecast**

Green

80.0%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council -->  
Resources --> Customer Management --> CP7  
Good quality services that meet local needs -->  
Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Kath Gruber

Accountable Officer : Bernard Fenton

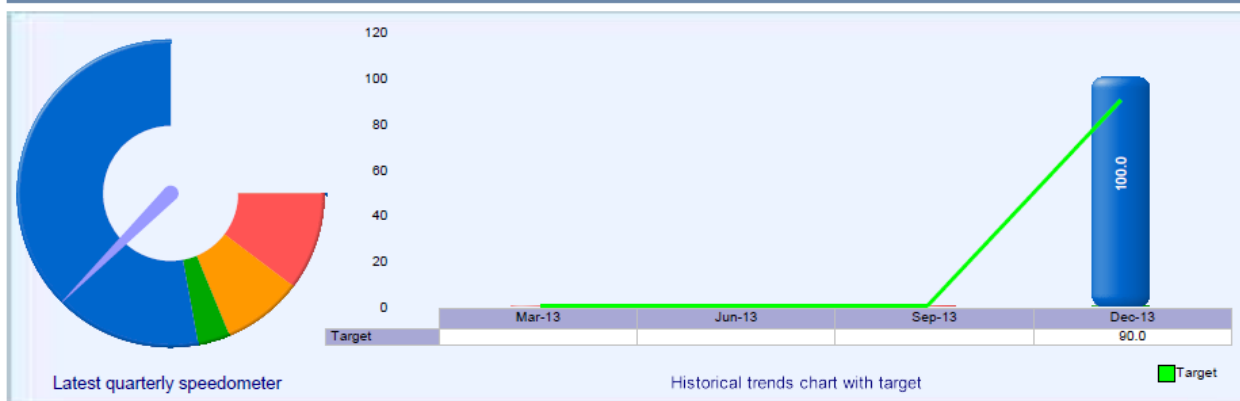
Compiling Officer : Unconfirmed

## Measure Dashboard

L&D PM11 Percentage of Care Proceedings concluded within 26 weeks of issue

[Print to PDF](#)

Dec-2013



### Latest Commentary

We are required to report on percentage of cases concluded in 26 weeks - the 26 week initiative commenced on 1st July 2013. In July 2013 one care matter was issued. This concluded within 26 weeks. A number of cases have been issued within preceding months to this report. However, they have not concluded and the 26 week timetable continues to run. Recent case law issued on 17th September 2013 is likely to impact on the ability to complete all cases within 26 weeks and may therefore in future periods affect the statistics.

### Year end forecast

Green

90.0%

### Direction of Travel

Improving

### Measure Details

Hierarchy Location: Derby City Council -->  
Resources --> Legal and Democratic Services -->  
CP7 Good quality services that meet local needs -->  
Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Janie Berry

Accountable Officer : Unconfirmed

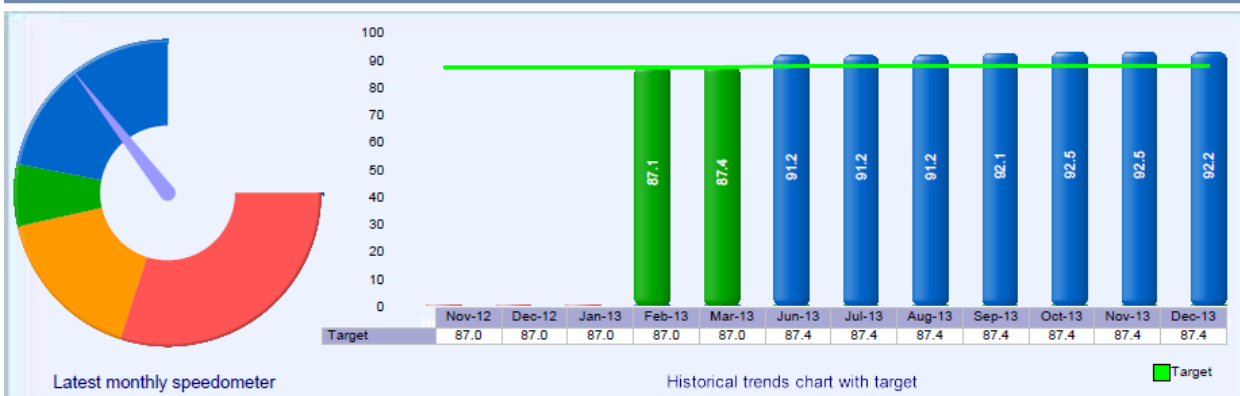
Compiling Officer : Kaye Howells

## Measure Dashboard

CM PM02 Payment of invoices to small businesses within 10 days

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Dec-2013



### Latest Commentary

Performance continues to be strong and ahead of target.

### Year end forecast

Blue

90.0%

### Direction of Travel

Improving

### Measure Details

Hierarchy Location: Derby City Council -->  
Resources --> Customer Management --> CP7  
Good quality services that meet local needs -->  
Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Kath Gruber

Accountable Officer : John Massey

Compiling Officer : Unconfirmed

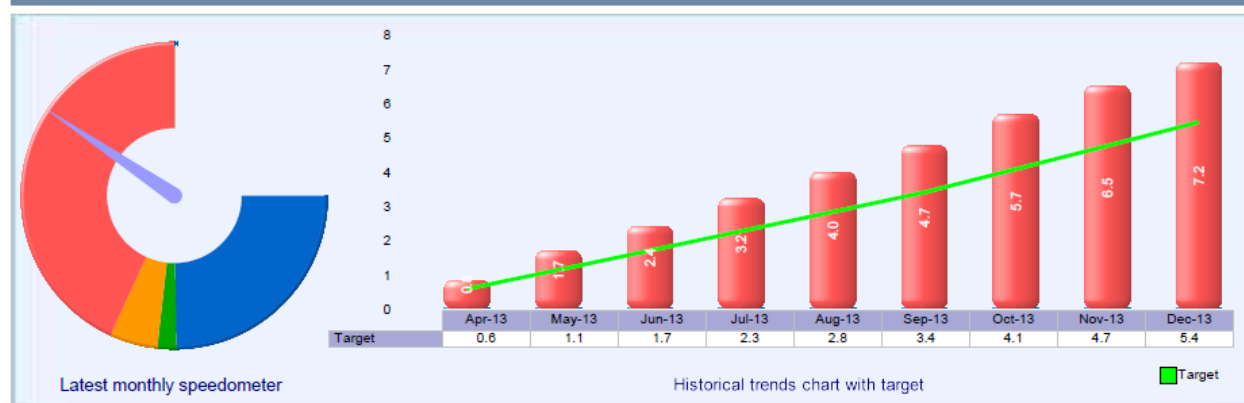


**Measure Dashboard**

CP 08f Average working days per employee (full time equivalents) per year lost through sickness absence - Excluding Schools

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Dec-2013



**Latest Commentary**

The December outturn figure of 0.68 days is below the BV12 figure of 0.69 days. If sickness absence stayed at this rate throughout the financial year, the final outturn figure would be substantially over target.

This measure has been discussed at performance surgery in October; the current action plan will be reviewed as part of this.

**Year end forecast**

Red

10.0

**Direction of Travel**

N/A

**Measure Details**

Hierarchy Location: Derby City Council --> Resources --> Human Resources and Business Support --> CP8 A skilled and motivated workforce --> Council Plan Indicators and Performance Measures

Monitored on a monthly basis

Escalation Officer : Karen Jewell

Accountable Officer : Mark Snape

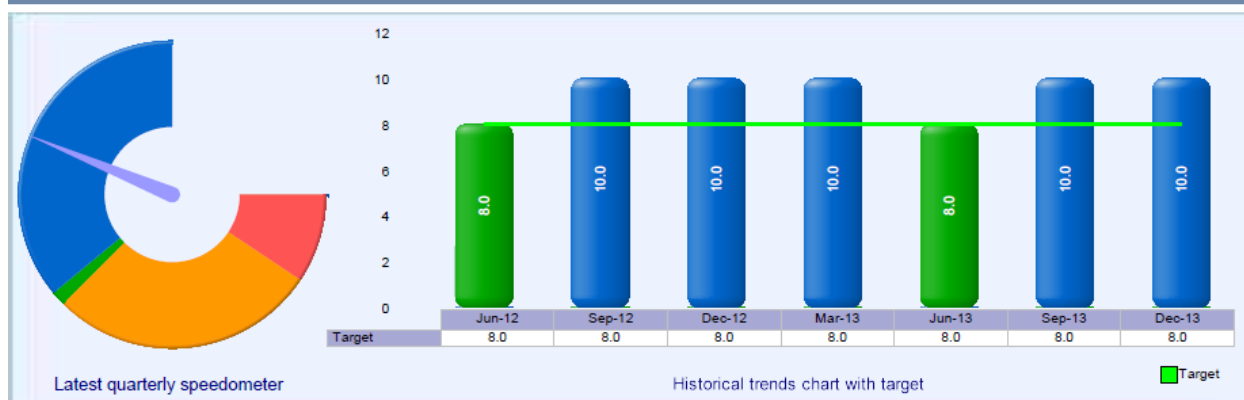
Compiling Officer : Simon White

**Measure Dashboard**

F&P PM21 Unqualified Audit opinion

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Dec-2013



**Latest Commentary**

The Council has received an unqualified audit opinion for its 2012/13 Statement of Accounts.

**Year end forecast**

Green

**Direction of Travel**

N/A

**Measure Details**

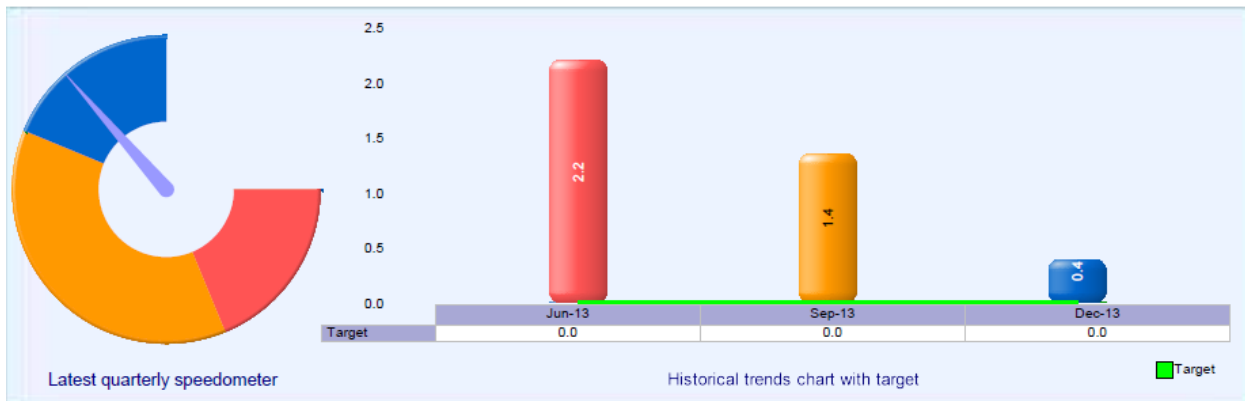
Hierarchy Location: Derby City Council --> Resources --> Finance and Procurement --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Unconfirmed

Accountable Officer : Chloe Bowes

Compiling Officer : Unconfirmed



**Latest Commentary**

Directorate pressures are being managed in order to achieve a balanced position by the year end, however, the latest position at period 8 shows a variance of +0.39% against the budget requirement.

**Year end forecast**

Green

0.0%

**Direction of Travel**

N/A

**Measure Details**

Hierarchy Location: Derby City Council -->  
Resources --> Finance and Procurement --> CP8 A  
skilled and motivated workforce --> Business Plan  
Performance Measures

Monitored on a quarterly basis

Escalation Officer : Martyn Marples

Accountable Officer : Chloe Bowes

Compiling Officer : Chloe Bowes