



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public/Private*

Date of Meeting: 6 December 2007

Title: CORPORATE PERFORMANCE MONITORING REPORT, 2nd
QUARTER TO SEPTEMBER 2007

Report of: Head of Policy & Performance Services

Report reference: PPP89/07

Summary:

The report is the 2nd of the financial year and presents the City Council's performance for the period to September 2007 for the areas covered by The Corporate Resources Overview and Scrutiny Committee. Most of the information is on an exception basis, however in the spirit of celebrating success, some areas of good performance are also highlighted.

Questions for / input required from Overview and Scrutiny:

1. Is the information contained in the report sufficient to promote continuous improvement in the Council's performance?
2. Areas under development for this year include:
 - Reviewing the performance indicators to reflect Council priorities as set out in the Corporate Improvement Plan
 - Using more relevant comparison information to benchmark performance against similar authorities.
 - Integration of financial and performance monitoring and,
 - Using customer feedback to inform service design and delivery

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

Are there any other areas we should consider in order to drive continuous improvement?

3. Are there any areas of exception in performance where the explanation given is inadequate and more information is needed?
4. Are there any areas of exception in performance (beyond agreed thresholds) where members' concerns are such that they require a further report from the appropriate lead officer with a view to identifying actions to improve performance?

Recommendations:

1. Consider and comment on the information contained in the report with a view to seeking continuous improvement in how the Council manages performance.
2. Consider how current levels of performance compare with other authorities, where this information is available.

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1. BACKGROUND INFORMATION

The following PIs are performing on target and are showing an improvement from last year; they are neither in exception or being reported as a highlight, and are therefore not included in the report. Further information about these PIs is available from the Policy and Performance Team.

PI No	Brief Description of Indicator
BV 10	National Non-Domestic Rates (NNDR) collected
BV 12	Days sick per member of staff
BV 14	Early retirements - staff
BV 15	Ill health retirements - staff
BV 175	% of those racial incidents resulting in further action
BV 79b(i)	Amount of Housing Benefit overpayments recovered as % of recoverable overpayments
BV 79b(iii)	Housing Benefit overpayments written off as % of total plus debt at start of period plus overpayments in period
BV 9	% of Council Tax collected.
LP 306	% of PI data submitted on time to Policy & Performance

PI Audit report

The Council's Internal Audit section carries out quarterly audits on a number of Performance Indicators. This quarter they looked at BV 12 Days sick per member of staff.

This new method of auditing, moving from doing about 12 at the end of the year to doing 3 each quarter has helped spread the workload for the Audit Team and has allowed for much more detailed audits to be carried out. The recommendations from the audits will be acted upon in good time, this is seen as good practice by the Audit Commission.

The table below contains a summary of the recommendations for each PI or group of PIs. Further details and the actual audit reports are available on the Intranet or from the Policy and Performance Team – policy@carlisle.gov.uk or telephone 01228 817165.

P.I. Number	BV12 - Days sick per member of staff
Date of Audit Report: 24/09/07	Recommendations It is recommended that procedure notes for preparing performance indicator returns via Trent (the new Personnel and Payroll system) should be prepared at the earliest possible opportunity. Also, sickness-monitoring officers should be able to enter sickness data directly into Trent and a corporate standard for collating the primary data should be considered and full procedures notes should be issued. It was also recommended that sickness should be rounded up or down to the nearest half day.

2. IMPLICATIONS

- Staffing/Resources – continual development of the City Council's performance management framework is a key area of focus for the Policy and Performance team and has been prioritised within its existing resources. There is funding earmarked in the Capital Programme for a new performance management system to replace the outdated Indicata+ software. The business case was approved by the Capital Projects Board. A decision will be made by the Executive Committee on 19th November about whether the monies will be released for a new performance management system.
- Financial – the financial aspect of performance, including value for money, needs to be better integrated into the corporate performance reporting process so the financial implications of performance become more apparent. Improvements in

this area are a priority for this year and will be developed by any new performance system. The Corporate Improvement Plan for 2007/10 now incorporates financial information analysed according to the Council's priorities for both capital and revenue schemes and work is continuing to develop this analysis further to improve the performance and financial reporting of services against Council priorities.

- Legal – none
- Corporate – a robust performance management framework will drive improvements in service delivery across the Council and help us to deliver our key priorities as set out in the Corporate Improvement Plan.
- Risk Management – the risk of the Council failing to deliver its key priorities, achieve continuous improvement and value for money, will be mitigated when a robust, performance management framework is in place.
- Equality and Disability – a number of indicators measure the Council's performance in some areas of equality and these are closely monitored. Performance information is available and accessible in a variety of media and in different formats upon request.
- Environmental – a number of Best Value indicators measure performance in this area. Further, local measures are being developed to support Greener Carlisle as part of the commitment by the Council to consider the environmental implications of all its activities and to reduce its carbon footprint where this is feasible.
- Crime and Disorder – a number of indicators measure the Council's performance, in partnership, in this area and are closely monitored by the Crime and Disorder Reduction Partnership.
- Impact on Customers – will help to drive continuous improvement in front line services for the benefit of our local communities.

Quarter 2 – 2007/2008

Carlisle City Council

This report presents the 2nd quarter performance information for 2007-2008, classified according to the Councils priorities:

- ♦ Cleaner, greener, safer Carlisle and
- ♦ Learning City
- ♦ A number of measures that indicate the Corporate Health of the organisation are also included

Key:

Performance on target



Uncertainty whether year end target will be met



Current performance not on target



NS Nationally set [target]

Notes:

- End of Year predictions have been made; in most cases a figure has been calculated based on last year's 2nd quarter and end of year totals to give an expected end of year figure. This takes into account seasonal variations in performance. Percentages have been assumed to be constant for the year.
- National quartile figures are based on 2005/06-quartile information.

Highlights


Cleaner Greener Safer

- BV 175 percentage of racial incidents resulting in further action is on target because the two racial incidents (BV174) both resulted in further action being taken.

Corporate Resources


- There has been no ill health retirements or early retirements this years so BV 14 and BV 15 are both on target and top quartile.

Cleaner Greener Safer – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	05/06 Actual	06/07 Actual	07/08 Target	Apr-Sept 07/08 Figure	Predicted Year 07/08 Figure	On/Off Target	National Quartile: Best, 2 nd 3 rd 4 th	Trend
BV 174	Racial incidents recorded by the authority per 100,000 population	Learning and Development	Corporate Resources	People Policy and Performance	Less is Better	1.93	1.90	1.8	1.94	1.94		Not Available	Deteriorating

BV 174 – Both incidents that account for the April to September figures for 2007/08 have been resolved earlier in the year. There have been no incidents in the 2nd Quarter from July to September.


Learning City – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	05/06 Actual	06/07 Actual	07/08 Target	Apr-Sept 07/08 Figure	Predicted Year 07/08 Figure	On/Off Target	National Quartile: Best, 2 nd 3 rd 4 th	Trend
LP 76	% of employees with no NQF level qualifications ¹	Learning and Development	Corporate Resources	People Policy and Performance	Less is Better	13.36%	12.45%	6.35%	11.47%	11.47%		Not Available	Improving

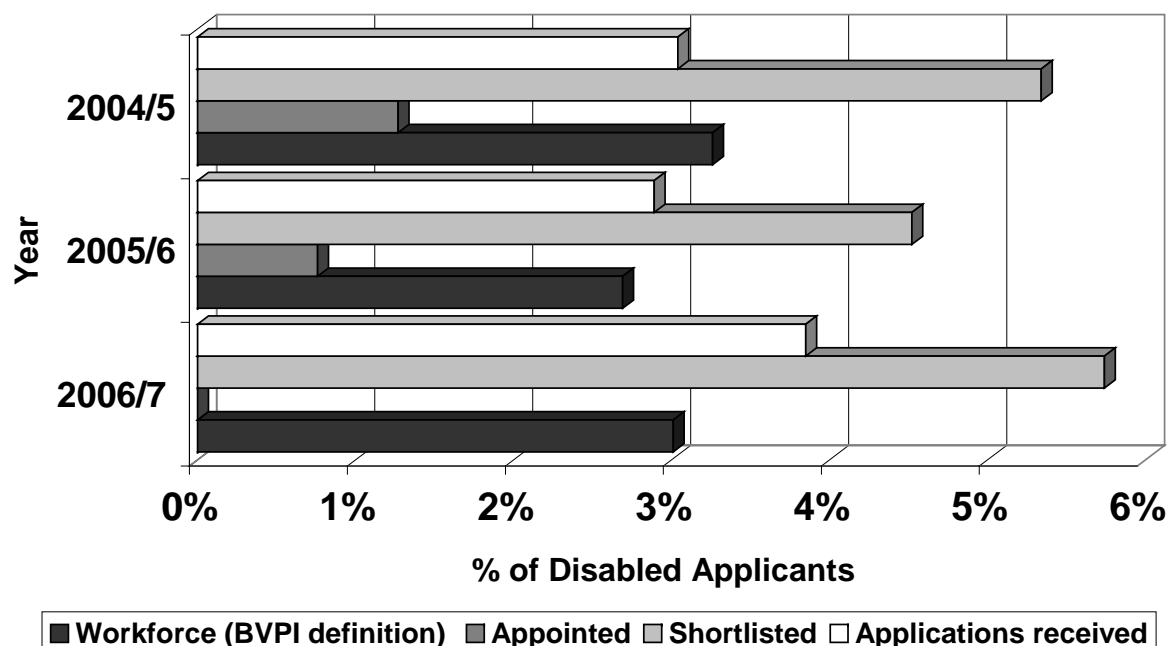
LP 76 – Although this indicator is off target there are a lot of employees who have enrolled on courses but have not yet gained a qualification. Once they have passed their qualification by the end of the year the indicator should be on target.

¹ (NQF) The National Qualifications Framework sets out the levels against which a qualification can be recognised

Corporate Health – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	05/06 Actual	06/07 Actual	07/08 Target	Apr-Sept 07/08 Figure	Predicted Year 07/08 Figure	On/Off Target	National Quartile: Best, 2 nd 3 rd 4 th	Trend
BV 16a	Staff with disabilities	Learning and Development	Corporate Resources	People Policy and Performance	More is Better	2.68%	3.01%	3.35%	2.27%	2.27%		3rd	Deteriorating


Percentage of Disabled applicants for Carlisle City Council posts at each stage of the process



BV 16a – The poor performance of BV16a is due some employees who were recorded as having a disability leaving the organisation and none being recruited in 2006/07.

The adjacent graph shows that no employees who were appointed in 2006/07 were disabled despite nearly 6% being shortlisted. This is a reduction on previous years.

Corporate Health – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	05/06 Actual	06/07 Actual	07/08 Target	Apr-Sept 07/08 Figure	Predicted Year 07/08 Figure	On/Off Target	National Quartile: Best, 2 nd 3 rd 4 th	Trend
LP 57	Maximise the occupancy of Council's commercially let business units	Economic Development and Enterprise	Corporate Resources	Development Services	More is Better	94.00%	96.00%	96.50%	94.30%	94.30%		Not Available	Deteriorating

LP 57 – The retail market in the city centre is still struggling under the influence of national trends and this is impacting on the council's portfolio. There has been a slight improvement in the last few months.