



REPORT TO EXECUTIVE

PORTFOLIO AREA: FINANCE & PERFORMANCE MANAGEMENT

Date of Meeting: 23rd October 2006

Public/Private*

Key Decision: No

Recorded in Forward Plan: No

Inside/Outside Policy Framework

Title: CORPORATE PERFORMANCE MONITORING REPORT, 2ND
REPORT TO SEPTEMBER 2006

Report of: Head of Policy & Performance Serices

Report reference: PPP45/06

Summary:

The report is the City Council's 2nd performance report for this financial year to September 2006. Most of the information contained within the report is on an exception basis, however, some areas of good performance are also highlighted.

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.
3. Consider where relevant, how financial and human resources may be redirected as part of the budget process, and while developing the corporate plan, to improve performance in order to deliver the Council's key priorities.
4. Refer the report to the relevant overview and scrutiny committee for consideration.

Contact Officer: Carolyn Curr

Ext: 7017

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

1. REASONS FOR RECOMMENDATIONS

To ensure a robust performance management framework that helps the Council to achieve improvement in services that matter to local people and communities.

2. BACKGROUND INFORMATION

Development work was undertaken during 2005, in collaboration with members, to improve the ways in which performance information is presented and therefore monitored and managed. From the performance information that is presented within the report, the Council should be able to determine:

- Standards of performance and whether they are appropriate to achieving our key priorities.
- How the council's performance compares with other, similar authorities, including costs where this information is available, in order that we can make a value for money judgement. This aspect of the performance management framework is being developed during 2006.
- Whether it is appropriate for resources to be re-directed into other areas of activity in order to achieve the Council's key priorities.

A small amount of performance information is missing from the report.

LP114 a and b	– food hygiene inspections
LP115	– health and safety inspections and
BV12	– sickness absence

This will be forwarded to the committee prior to its meeting date.

3. IMPLICATIONS

- Staffing/Resources – developing the organisation's performance management framework is a key area of focus for the Policy and Performance team and has been prioritised within its existing resources.
- Financial – the financial aspect of performance, including value for money, needs to be better integrated into the quarterly reporting process so the financial implications of performance become more apparent. Improvements in this area are a priority for this year.

- 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.
- 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 Issues – 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. Local measures are being developed to support Greener Carlisle as part of the current environmental audit of the Council.
- Crime and Disorder – more relevant, local performance measures will be developed in this area as part of the work currently underway.
- Impact on Customers – will help to drive continuous improvement in front line services for the benefit of our local communities.

Performance report

October 2006 – Performance to date

Carlisle City Council

The report presents the performance information to September 2006 for all areas, 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 / downward trend in performance





Notes:

- End of Year predictions have been made; in most cases calculated by extrapolating 6 months performance to give an expected end of year figure. Percentages have been assumed to be constant for the year. The use of seasonal variations is being developed where appropriate.
- Quartile figures are based on 2004/2005 quartile information as 2005/2006 information is not yet available from the Audit Commission. This information is always at least 1 year in arrears.
- Exeter Benchmarking (previously Historic Cities) data is taken from 2005/6.

Performance report

October 2006 – Performance to date

Cleaner, Greener, Safer - Highlights

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 82bi	% of tonnage household waste sent by the authority for composting.	Environment and Infrastructure	Infrastructure	Community Services	More is Better	13.49%	16.24%	17.00%	23.16%	17.00%		***		Improving
BV 84a	Kg household waste collected per head.	Environment and Infrastructure	Infrastructure	Community Services	Less is Better	496.00	472.63	420.00	190.19	380.37	***	**		Improving




BV 82bi

The year to date performance of this indicator is very encouraging, however, this figure is likely to reduce as less garden waste will be composted in the winter months.

Performance report

October 2006 – Performance to date

Cleaner, Greener, Safer - Highlights

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BV 109a	% of major planning applications determined in 13 weeks	Environment and Infrastructure	Infrastructure	Development Services	More is Better	40.00%	53.48%	60.00%	70%	70%	***	**		Improving
BV 109b	% of minor planning applications determined in eight weeks	Environment and Infrastructure	Infrastructure	Development Services	More is Better	64.25%	74.76%	65.00%	73.04%	73.04%	**	**		Improving
BV 126a	Domestic burglaries per 1,000 households	Sustainable Communities	Community	People Policy and Performance	Less is Better	9.06	7.61	9.45	3.42	6.84	**	N/AV		Improving

BV109 a and b - The targets for these PIs are set nationally.



BV126a - The targets for this PI are set nationally.

The good performance of this indicator is partly due to CDRP projects such as safer homes and safer houses - reducing repeat victims to a minimum. The increased targeting of domestic burglary by Cumbria Police has also reduced the overall number of domestic burglaries in Carlisle.

Performance report

October 2006 – Performance to date




Cleaner, Greener, Safer - Highlights

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 183i	Average length of stay in B&B (weeks) families and pregnant women	Sustainable Communities	Community	Development Services	Less is Better	4	4	1	0	0	N/AV	***		Improving
LP 128a	Vehicle crimes per 1,000 population	Sustainable Communities	Community	People Policy and Performance	Less is Better	13.4	10.54	9.94	4.06	8.18	**	N/AV		Improving

Performance report

October 2006 – Performance to date

Cleaner Greener Safer - Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 82ai	% of household waste recycled	Environment and Infrastructure	Infrastructure	Community Services	More is Better	11.64%	12.65%	15.00%	14.23%	14.23%	N/AV	**		Improving
BV 82aii	Total tonnage household waste recycled	Environment and Infrastructure	Infrastructure	Community Services	More is Better	5847.67	6241.33	6700	2848.98	5697.96	N/AV	*		Deteriorating
BV 109c	% of other planning applications determined in eight weeks	Environment and Infrastructure	Infrastructure	Development Services	More is Better	79.63%	85.79%	80.00%	83.52%	83.52%	**	*		Deteriorating



BV109 c

The target for this PI is set nationally

Performance report

October 2006 – Performance to date

Cleaner Greener Safer - Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 127a	Violent crime per year per 1,000 population	Sustainable Communities	Community	People Policy and Performance	Less is Better	22.24	23.61	17.33	11.03	22.06	*	**		Improving
BV 183ii	Average length of stay in hostels (weeks) families and pregnant women	Sustainable Communities	Community	Development Services	Less is Better	6.00	12.00	7.00	14	14	N/AV	**		Deteriorating



BV 183ii

This performance indicator is still under performing although the performance has improved since last quarter when it was 19 weeks. As predicted, the figure has fallen dramatically and if this improvement continues, the target would be achieved.

Performance report

October 2006 – Performance to date




Cleaner Greener Safer - Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 218a	% of reports of abandoned vehicles investigated in 24 hours	Environment and Infrastructure	Community	Community Services	More is Better	N/AP	95%	100%	95.58%	95.58%	N/AV	***		Improving
BV 218b	% of abandoned vehicles removed in 24 hours	Environment and Infrastructure	Community	Community Services	More is Better	N/AP	84.16%	100%	97.05%	97.05%	N/AV	***		Improving

Performance report

October 2006 – Performance to date

Cleaner Greener Safer - Exceptions

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CV 4	Number of recorded crimes per 1,000 population	Sustainable Communities	Community	People Policy and Performance	Less is Better	120.31	120.47	102.51	54.52	109.04	N/AP	N/AV		Improving
LP 134	Number of public disorder incidents per 1,000 population	Sustainable Communities	Community	People Policy and Performance	Less is Better	103.35	140.28	96.1	80.34	160.68	N/AP	N/AV		Deteriorating
LP 135	Number of incidents of Criminal Damage per 1000 population	Sustainable Communities	Community	People Policy and Performance	Less is Better	N/AV	34.31	32.43	16.91	33.82	N/AP	N/AV		Improving

CV 4 and LP 135

The CDRP has been aware of the poor performance in respect of criminal damage for the past few quarters. Criminal damage makes up almost a third of all recorded crime and therefore has a detrimental effect on CV 4. However, it appears that the trend in Carlisle is now improving. At the end of October the CDRP will begin some specific project work tackling criminal damage to dwellings in Botcherby. This is the beginning of a concerted campaign of criminal damage reduction.

LP 134



Policy and Performance Team

Performance report

October 2006 – Performance to date

The new national recording standard for incidents has meant that more incident types, and therefore more incidents, are being recorded. The Respect Campaign has also increased reported number of incidents as more people have been encouraged to report disorder.

Corporate Health – Highlights

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 78a	Average time (days) for processing new claims	Finance and Performance Management	Corporate Resources	Corporate Services	Less is Better	26.57	23.79	25.00	20.75	20.75	***	***		Improving
BV 78b	Average time (days) for processing changes in circumstance	Finance and Performance Management	Corporate Resources	Corporate Services	Less is Better	10.26	10.52	11.00	7.62	7.62	**	***		Improving

The Targets for BV 78a and 78b are set nationally.



BV78a & BV78b - these are both ahead of target. This is due to a combination of factors

- Verification Officers proactively collecting evidence from claimants when in their locality
- Assessment Officers proactively using telephone calls and letters to keep reminding claimants to return evidence and,
- A software enhancement (requested 3 years ago) that allows the document image processing/workflow system to prioritise document deadlines in terms of calendar, rather than working, days i.e. in accordance with the way the Department of Work and Pensions measure performance

Performance report

October 2006 – Performance to date

Corporate Health – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 79bi	Amount of Housing Benefit overpayments recovered as % of recoverable overpayments	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	N/AP	87.41%	88.00%	71.97%	71.97%		**		Deteriorating
BV 79bii	Housing Benefit overpayments recovered as % of total amount plus debt outstanding at start of period	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	N/AP	33.86%	35.00%	23.03%	23.03%		*		Deteriorating



The targets for BV 79bi and 79bii are set nationally.

The reason for these indicators not being on track/target is the direct result of a large fraud being uncovered by the Benefits Investigations section. The fraud resulted in a single overpayment of £31,169 and whilst the claimant will be recommended for prosecution, there are no financial means available with which to repay the overpayment. This is often the case and means that the more successful we are in investigation activity, the more we have a counter/negative effect on overpayment collection rates.

Performance report

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Corporate Health – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (***=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 8	% undisputed invoices paid on time	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	97.07%	97.92%	99.00%	98.15%	98.15%	***	***		Improving
CV 27	Revenue generated into Carlisle Conference Group (CCG) venues through CCG office	Economic Development and Enterprise	Infrastructure	Development Services	More is Better	£137144	£127760	N/AP	£53234	£106468	N/AP	N/AV	N/AP	Deteriorating
LP 306	% of PI data submitted on time to Policy & Performance	Finance and Performance Management	Corporate Resources	People Policy and Performance	More is Better	74.00%	96.00%	100.00%	79.41%	79.41%	N/AV	N/AV		Deteriorating



LP306

There have been some delays in submitting the PI information this quarter. This has mainly been due to sickness absence and staff being diverted into other priorities such as job evaluation.

Performance report

October 2006 – Performance to date



Learning City – Highlights

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 170a	The number of visits to museums per 1,000 population (including website visits)	Leisure, Culture and Heritage	Community	Community Services	More is Better	3,214	3,166	3,300	1823.41	3646.82	***	***		Improving
LP 72	Number of people taking part in Learning activities delivered by the Museum and Arts Service	Community Services	Community	Community Services	More is Better	N/AP	N/AP	175734	107759	215518	N/AP	N/AV		N/AP

Performance report

October 2006 – Performance to date

Learning City – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	O & S Committee	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 06/07 Figure	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	On/Off Target	Trend
BV 170b	Number of those visits to museums in person per 1,000 population	Leisure, Culture and Heritage	Community	Community Services	More is Better	2,843	2,678	2,700	1309	2617	***	***		Deteriorating
BV 170c	Number of pupils visiting museums and galleries in school groups	Leisure, Culture and Heritage	Community	Community Services	More is Better	10,566	13,824	12,000	3173	6346	***	**		Deteriorating

BV170b

This indicator is down against the target as reflected in the low income for Tullie House. The pound has been strong which reduces the number of incoming tourists. Visitors have potentially been deterred from visiting Tullie House because they have to pay to enter, unlike many other council attractions.

BV170c

This indicator includes the months of July, August and September when few school trips are made, so the seasonal variation means that the indicator appears to be poorly performing at this stage. The indicator should pick up in the second half of the year.