



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public/Private*

Date of Meeting: 21 February 2008

Title: CORPORATE PERFORMANCE MONITORING REPORT, 3rd
QUARTER TO DECEMBER 2007

Report of: Head of Policy & Performance Services

Report reference: PPP18/08

Summary:

The report is the 3rd of the financial year and presents the City Council's performance for the period to December 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. BV78a and BV78b are the omission to this rule and are not included in the main report as exceptions because despite being off target they are in the best quartile. Further information about these PIs is available from the Policy and Performance Team.

PI No	Brief Description of Indicator	Status
BV 10	National Non-Domestic Rates (NNDR) collected	On Target
BV 79b(i)	Amount of Housing Benefit overpayments recovered as % of recoverable overpayments	On Target
BV 79b(iii)	Housing Benefit overpayments written off as % of total plus debt at start of period plus overpayments in period	On Target
BV 8	% undisputed invoices paid on time	On Target
BV 78a	Average time (days) for processing new claims	Off Target but Best Quartile
BV 78b	Average time (days) for processing changes in circumstance	Off Target but Best Quartile
BV 175	% of those racial incidents resulting in further action	On Target
BV 79b(ii)	Housing Benefit overpayments recovered as % of total amount plus debt outstanding at start of period	Within 5%
LP 179	% of standard searches carried out in 10 working days	On Target

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. We are currently in the early stages of implementing Covalent, a new, electronic performance management system. The first performance report will be produced in Covalent for the end of year performance report. Members and Senior Managers will be trained in the system in the new financial year.
- 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 3 – 2007/2008

Carlisle City Council

This report presents the 3rd quarter performance information for 2007-2008, classified according to the Council's 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:

- The report highlights good performance to begin with and then focuses on exceptions i.e. indicators that are either off target, deteriorating compared to last year or in the worst national quartile.
- End of Year predictions have been made; in most cases a figure has been calculated based on last year's 3rd 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 2006/07-quartile information.
- Trends are based on comparing the predicted figure for 2007/8 with the actual of 2006/7.
- Financial breakdowns of key areas are included (some of these financial comments are in draft form at this stage (16 Jan 2007))

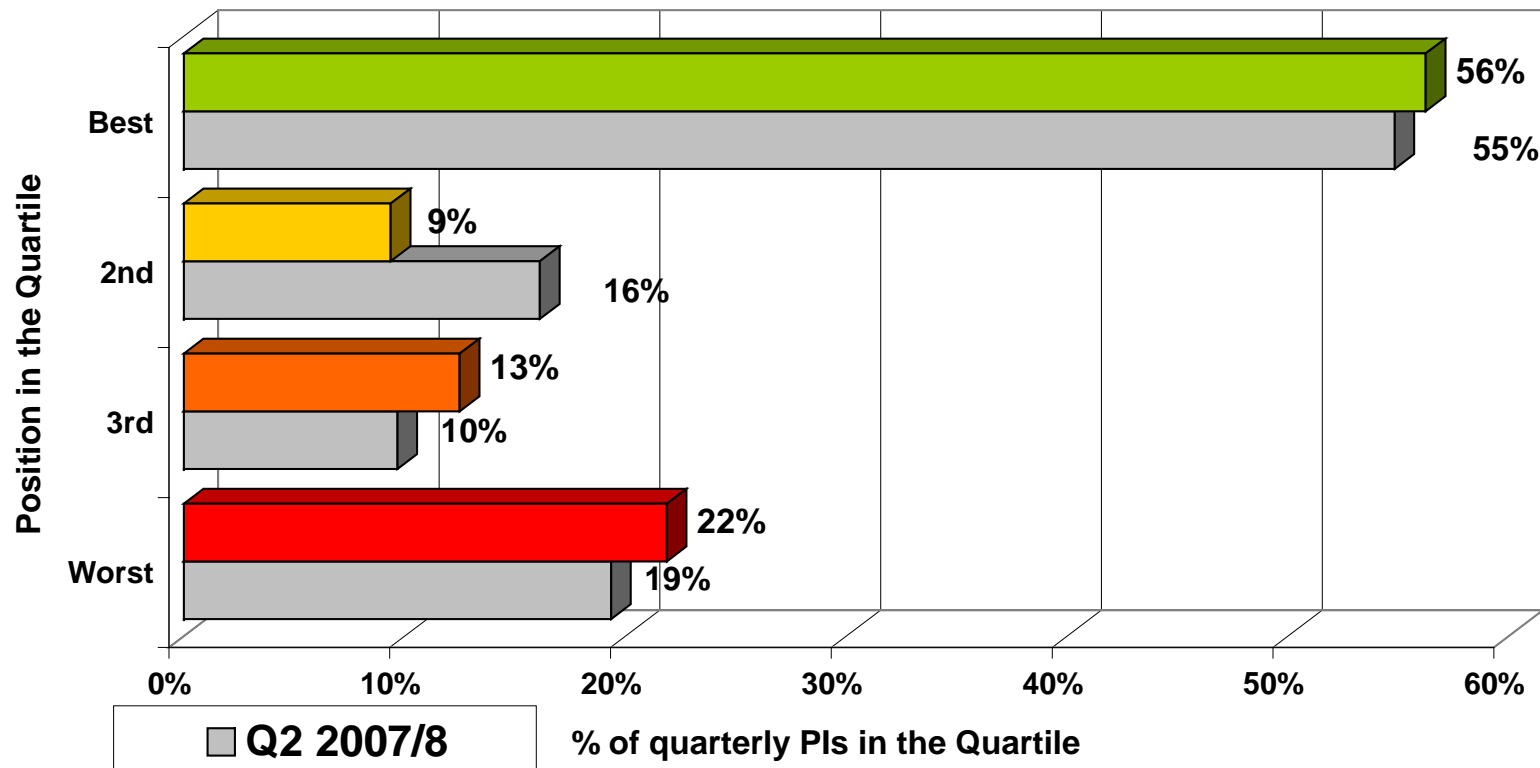
Highlights

Corporate Health


- There has been no ill health retirements or early retirements this year, so BV 14 and BV 15 are both on target and top quartile.
- BV 306 (PIs received on time) is at 100% and has been maintained at 100% throughout the year. It must also be noted that after being audited for data quality in the summer, there were no qualifications of PIs. This means that we can also now trust the quality and accuracy of our performance information. Those responsible for PIs should be praised for their punctuality, accuracy and diligence throughout the year.

The new national district quartiles comparison information for 2006/07 is available for the third quarter report. The below graph demonstrates the change in quartiles from quarter two 2007/08 to quarter three 2007/08. It is important to notice now the new quartiles are available that we have more PIs in the third and worst quartiles and less in the best and second quartiles compared to the second quarter. This could mean that some PIs that have maintained performance against last year are now being surpassed by national improvements trends in performance. However, over half of our key quarterly PIs are in the best quartile, this is an excellent achievement.

Quarterly BVPIs Q2 07/08 compared to Q3 07/08 positioning in the new National Quartiles for 2006/07. Total of 31 PIs




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-Dec 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	2.9	2.9		Not Available	Deteriorating

BV 174 – A further incident has been added to the total during the 3rd quarter. This is a result of a comment made in a questionnaire returned to the Customer Contact Centre that related to racial issues, although no specific details were given and no customer details were provided. The follow-up action relates to staff briefings taking place covering this issue reminding staff not to leave themselves vulnerable to such suggested complaints.


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-Dec 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%	11.19%	11.19%		Not Available	Improving

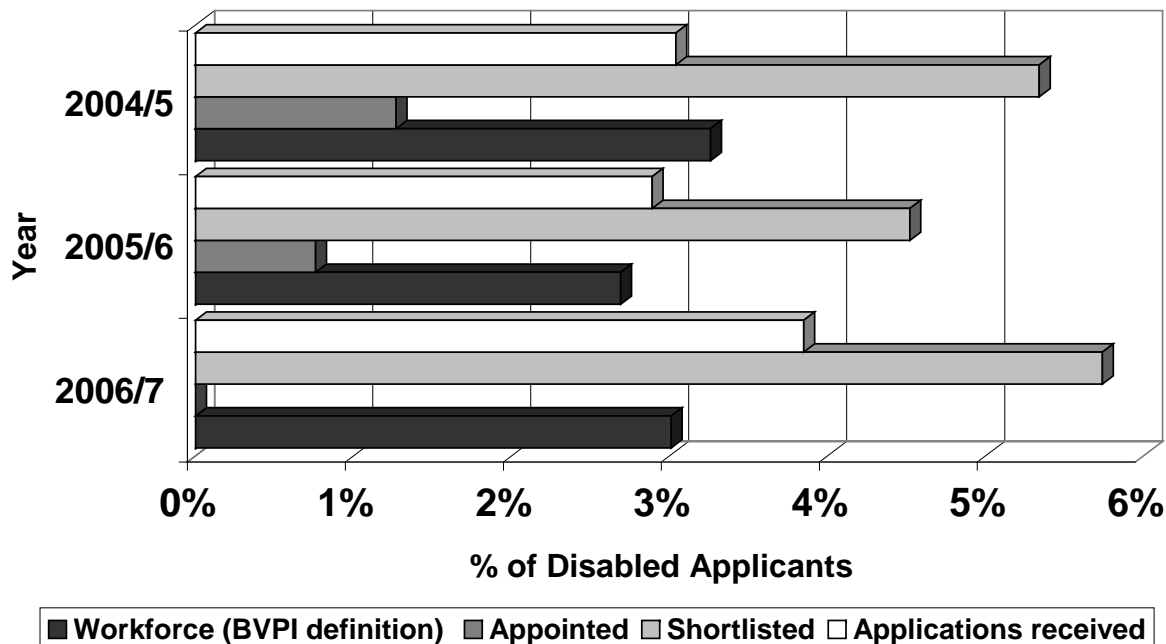
LP 76 – Although this indicator is off target there are a lot of employees who have enrolled on courses but have not yet gained a qualification. Most of the people enrolled on courses are studying NVQs and these may take a year or longer to complete, so it may take a while before the number of employees who have no qualifications decreases.

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-Dec 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%	2.20%	2.20%		4 th	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.

The Recruitment Policy is going to be equality impact assessed this year as part of the equality and diversity action planning for the council.

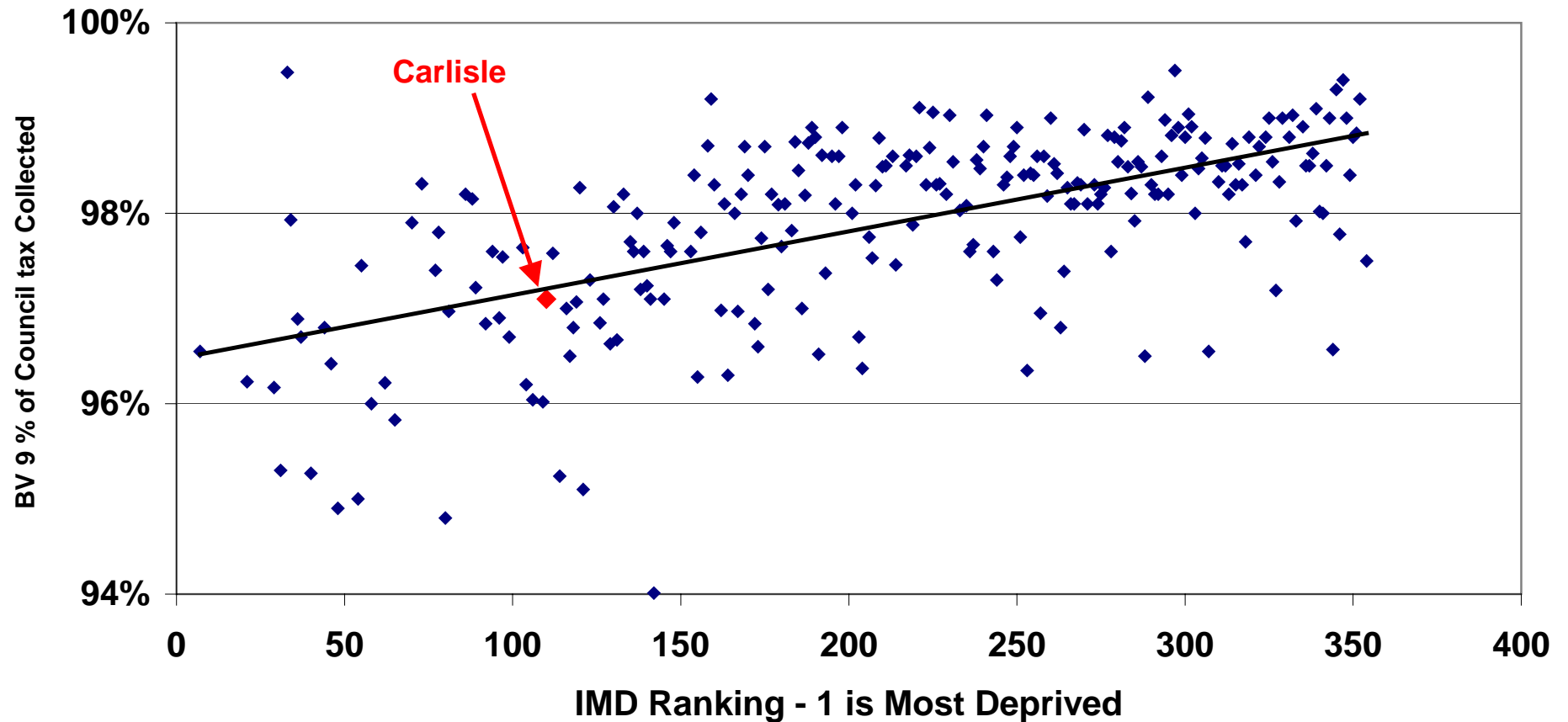
Corporate Health – Exceptions

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-Dec 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
BV 9	% of Council Tax collected.	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	97.20%	97.10%	97.20%	85.30%	97.20%		4 th	Improving

LP 57 – The retail market in the city centre is subject to the influence of national trends and this is impacting on the council's portfolio. Although the figures show a slight improvement the underlying monthly trend is steady. A decrease in voids is probably reflective of the extra space commonly taken by traders on a temporary basis over the Christmas period.

BV 9 – Although BV 9 is in the 4th district quartile for collecting council tax, it is improving and average when compared to other authorities with a similar level of deprivation. Ability to collect council tax is related to the deprivation levels in each district. The graph below shows that Carlisle is on the trend line for % of council tax collected against the Indices of Multiple Deprivation (IMD) rank. This means that Carlisle is collecting the average amount of council tax considering its position in the Indices of Multiple Deprivation (IMD) rankings.

Graph to show all the District Councils 2006/07 BV 9 percentage of Council Tax collected against the 2007 Indices of Multiple Deprivation (IMD) District Ranks (1 is most deprived)



Red diamond is Carlisle