



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public/Private*

Date of Meeting: 19th October 2006

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

Report of: Head of Policy & Performance Services

Report reference: PPP47/06

Summary:

The report is the 2nd of the financial year and presents the City Council's performance for the period to September 2006 for the areas covered by The Corporate Resources Overview and Scrutiny Committee. Most of the information contained within the report is on an exception basis, however some areas of good performance have also been 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.

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

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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 in collaboration with members to improve the ways in which performance information is presented and therefore monitored and managed. From the performance report, the Council should be able to determine:

- Standards of performance and whether they are appropriate in helping us achieve 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

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.

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Quarterly performance report to Corporate Resources Overview and Scrutiny Committee

October 2006 – Performance to date

Carlisle City Council

The report presents the performance information to September 2006 for the areas of activity covered by the Corporate Resources Overview and Scrutiny Committee, 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 in some areas.
- 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.



Policy and Performance Team

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October 2006 – Performance to date

Corporate Health – Highlights


PI No	Brief Description of Indicator	Portfolio Holder	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 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 Services	Less is Better	10.26	10.52	11.00	7.62	7.62	**	***		Improving

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October 2006 – Performance to date

Corporate Health – Exceptions

PI No	Brief Description of Indicator	Portfolio Holder	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 Services	More is Better	N/AP	87.41%	N/AP	71.97%	71.97%		**	N/A	Deteriorating
BV 79bii	Housing Benefit overpayments recovered as % of total amount plus debt outstanding at start of period	Finance and Performance Management	Corporate Services	More is Better	N/AP	33.86%	35.00%	23.03%	23.03%		*		Deteriorating

BV79bi and bii



The poor performance of these two PIs is attributable to an extremely poor performance in the first quarter of the year – 62.15% and 14.17%, this was down to reduced staffing levels and new staff coming into post being unfamiliar with the processes – this has been addressed through training. The performance for the second quarter of the year has been much improved and the performance should continue to improve if staffing levels are sufficient and unchanged.

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PI No	Brief Description of Indicator	Portfolio Holder	Directorate	Direction of Travel required	04/05 Actual	05/06 Actual	06/07 Target	Apr-Sep 06/07 Figure	Predicted Year 0607 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 Services	More is Better	97.07%	97.92%	99.00%	98.15%	98.15%	***	***		Improving
LP 306	% of PI data submitted on time to Policy & Performance	Finance and Performance Management	People Policy and Performance	More is Better	74.00%	96.00%	100.00%	79.41%	79.41%	N/AV	N/AV		Deteriorating

BV 8

Although this indicator is not on target it has made some improvement on last year's figure and is still in the top quartile nationally and in the top quartile for the Exeter Benchmarking Group.