



RESOURCES OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 6 December 2011

Title: CORPORATE PLAN: MID YEAR PERFORMANCE REPORT

Report of: Policy and Communications Manager

Report reference: PPP 19/11

Summary:

This is the mid-year performance report against the 2011/12 Corporate Plan. A summary of the progress made in the delivery of each of the Corporate Plan Key Actions (KA) is in the table in section 3 and further detail is provided (along with relevant performance indicators) in section 4.

The contents of the report were determined at the Senior Management Team meeting on 1 November and the Key Action Red, Amber, Green (RAG) rating was assessed by the relevant Assistant Director.

Recommendations:

The Panel is requested to:

1. Consider the performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council delivers its priorities.

Contact Officers: Steven O’Keeffe
Gary Oliver

Ext: 7258
7430

1. REASON FOR RECOMMENDATIONS

The purpose of the report is to highlight the mid-year performance of the City Council, acknowledge the key successes of the year so far and identify areas for improvement.

2. IMPLICATIONS

Corporate – Measuring the Corporate Plan

Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?		
Age	No	
Disability	No	
Race	No	
Gender/ Transgender	No	
Sexual Orientation	No	
Religion or belief	No	
Human Rights	No	
Social exclusion	No	
Health inequalities	No	
Rurality	No	

If you consider there is either no impact or no negative impact, please give reasons:

Impacts have been considered throughout the year

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3. CORPORATE PLAN KEY ACTIONS SUMMARY

The table below summarises what proportion of each Key Action has been completed at the mid-year point. It also shows the RAG assessment that Assistant Directors have made for their Key Actions and whether they feel the action is progressing as expected. Green indicates that the action is progressing as expected, Amber is a slight cause for concern and Red is a major concern.

Key Action	Assistant Director	Portfolio Holder	Progress Year to Date	Expected Progress	RAG Rating
1. Working with community based organisations	Keith Gerrard	Cllr Geddes	52%	On target	Green
2. Carry out funding review with partners	Keith Gerrard	Cllr Geddes	46%	On target	Green
3. Community Resource Centre	Keith Gerrard	Cllr Bloxham	17%	On target	Green
10. Deliver Economic Action Plan	Jane Meek	Cllr Bowman	11%	On target	Green
13. High quality customer services	Keith Gerrard	Cllr Geddes	50%	On target	Green
14. Develop Revenues and Benefits shared service	Keith Gerrard	Cllr Geddes	50%	On target	Green

4. CORPORATE PLAN KEY ACTIONS DETAIL

The tables below provide more detail around progress made in the delivery of each Key Action and relevant performance indicators. A key is provided on the final page of the report.

Key Action 01: WORKING WITH COMMUNITY BASED ORGANISATIONS

O & S Panels: Community, Economy & Environment, Resources

Description	Progress Bar	Start Date	Due Date	Comments
1. Review our approach to engaging and working with community based organisations and create new forms of engagement, enterprise and investment. (Community Engagement)		01-Apr-2011	31-Mar-2012	Progress in Quarter 2: A further round of meetings has taken place with Cumbria Voluntary Service, Law Centre and Citizens Advice Bureau to discuss funding from 2012; offer made of lean systems review - due to be concluded before Christmas. Further reports to Joint Management Team - agreement on way forward is through Your Community Matters. Framework for partnership meetings agreed.

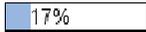
Key Action 02: CARRY OUT FUNDING REVIEW WITH PARTNERS

O & S Panels: Community, Resources

Description	Progress Bar	Start Date	Due Date	Comments
2. Work with partners to do a full funding review of grant arrangements to external organisations, focusing on community associations, and the charitable & voluntary sectors. (Community Engagement)		01-Apr-2011	31-Mar-2012	Progress in Quarter 2: Links to Economic Development & Enterprise Group to be established. New relationships established with Federation of Community Associations and development plan in place.

Key Action 03: COMMUNITY RESOURCE CENTRE

O & S Panels: Community, Resources

Description	Progress Bar	Start Date	Due Date	Comments	Milestones Description	Milestones Due Date
3. Commission partners to operate and develop our new Community Resource Centre, ensuring this facility delivers an integrated programme of training and support to our communities. (Community Engagement)		1-Apr-2011	31-Mar-2012	Progress in Quarter 2: Building due for completion early January 2012. Round of meetings with YMCA scheduled.	Foyer operational	31-Mar-2012
					Lead on establishing homelessness support & prevention programme (internal and external)	31-Mar-2012
					Opening of centre	31-Jan-2012

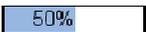
Key Action 10: DELIVER ECONOMIC ACTION PLAN

O & S Panel: Resources, Economy & Environment

Description	Progress Bar	Start Date	Due Date	Comments
<p>10. Work with the Economic Development and Enterprise Group to deliver the economic action plan, focusing on:</p> <ul style="list-style-type: none"> - improving business performance - raising skills and reducing unemployment - supporting growth and investment - growing the low carbon economy - management of public assets <p>(Economic Development)</p>		01-Sep-2011	31-Mar-2012	<p>Meeting with Business Link North-West to explore opportunities of support. The new Carlisle Economic Partnership is now leading on this action. A business mentoring scheme is in operation helping new businesses.</p>

Key Action 13: HIGH QUALITY CUSTOMER SERVICES

O & S Panel: Resources, Community

Description	Progress Bar	Start Date	Due Date	Comments
<p>13. Deliver a Customer Access Strategy and maintain and extend high quality customer services for the Council, our partners and clients.</p> <p>(Community Engagement)</p>		01-Apr-2011	31-Mar-2012	<p>Progress in Quarter 2: Passport office now bedded in. Bid in to Cumbria Constabulary for City Council contact centre staff to deliver counter service on behalf of the Police. Housing & Council Tax Benefits service now migrated to contact centre. Full training programme in place for customer service staff to learn benefits and benefits staff to learn all other services. This will lead to a single point of contact for delivery of all internal and external services providing efficiencies via economies of scale.</p>

Key Action 14: DEVELOP REVENUES & BENEFITS SHARED SERVICE

O & S Panel: Resources, Community

Description	Progress Bar	Start Date	Due Date	Comments
Develop our shared Revenues and Benefits service via a culture of high performance and customer focus. (Community Engagement)		01-Apr-2011	31-Mar-2012	Progress in Quarter 2: Shared Service Review programme produced and part 1 underway. Performance Improvement Plan produced and regularly reviewed.

On Target?	PI Name	Current Value	Current Target	Short Term Trend	Latest Note
	CE_RB_001 % of Council Tax collected within year demanded - Carlisle only	57.63%	57.71%	Improving	
	CE_RB_002 % of National Non Domestic Rates collected within year demanded - Carlisle only	60.62%	61.24%	Improving	
	CE_RB_003 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events – Carlisle only	13.59	14.51	Improving	8,199 change events (1,407 new claims and 6,792 changes in circumstances) processed in a total of 111,385 days (39,226 days and 72,159 days respectively) gives a 2 nd quarter performance result of 13.59 (111,385 / 8,199 = 13.59). Source: Capita on line stats monitoring. 04/10/11. The target for the 2 nd quarter in isolation was 14.51. It is anticipated that performance will align to the annual target of 8.33 by the end of the year.
	CE_RB_004 Speed of processing - new HB/CTB claims - Carlisle only	27.88	27.00	No significant change	1,407 New Claims processed in 39,226 days equalling 27.88 days to process new claims i.e. 39,226 / 1,407 = 27.88 days.
	CE_RB_005 Speed of processing - changes of circumstances for HB/CTB claims - Carlisle only	10.62	11.00	Improving	6,792 Changes in Circumstances processed in 72,159 days equalling 10.62 days to process changes in circumstances i.e. 72,159 / 6,792 = 10.62 days.

5. KEY TO SYMBOLS

PI Status	
	Well Below Target
	Within 5% of Target
	On Target
	Unknown
	Data Only

'Short Term Trend' is the current period compared to the previous period.

'No significant change' is defined as the current value being within 5% of the value in the previous period.