



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public *

Date of Meeting: 4th September 2008

Title: **CORPORATE PERFORMANCE MONITORING REPORT, FIRST
QUARTER, APRIL – JUNE 2008**

Report of: Corporate Performance Monitoring report for the first quarter of
2008/09 for the service areas covered by the Committee.

Report reference: PPP 79/08

Summary:

The report presents the performance of the Council for the first quarter 2008/09 for the service areas covered by this committee. Measures from the National Indicator Set (NIS) are included for the first time. Residual Best Value Indicators will be renamed as Local Indicators. The report is the first quarterly report produced in Covalent.

Questions for / input required from Overview and Scrutiny:

1. Consider the performance of the City Council as presented in the report with a view to seeking continuous improvement in Council services.
2. Consider how current levels of performance compare with other authorities, where this information is available.
3. Comment on the presentation of the information in Covalent and any changes required in order to improve understanding and usefulness of the data.
4. As the review of the Corporate Plan and priorities progress, consider other performance measures that may be required.

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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. BACKGROUND INFORMATION

Performance information is presented for the first time within the new performance framework. Of the 198 national indicators, 35, plus 16 statutory education indicators are contained within the Cumbria Local Area Agreement. The report presents those national indicators relevant to this committee along with residual Best Value and Local Indicators most relevant to monitoring progress against Council priorities.

2. PERFORMANCE OVERVIEW

The report covers 8 indicators under 6 themes. Overall the performance is on target or within 5% of the target for all but one of the indicators.

The exception is BV12 'Working Days Lost Due to Sickness Absence' which is now well over the target set and has taken us into the worst performing group when compared with other authorities. The poor performance in this indicator triggered an exception report to the Senior Management Team. An additional update report was presented to SMT on 19th August, based upon these updates and actions have been set in motion.

The comments on indicator LP57 'Percentage of units let as a percentage of total units available to let' identify an emerging issue that could have a detrimental impact on the income to the City Council as well as the negative image of empty retail and industrial units'.

3. IMPLICATIONS

- Staffing - developing the organisation's performance management framework [in order to drive improvement in the way the Council develops and delivers local services] is a key area of focus for the Policy and Performance team and is prioritised within its existing resources. Implementation of the new software, Covalent is underway.
- Financial - performance information is being integrated more and more into the financial planning processes. Development of the Medium Term Financial Plan, Capital Strategy, Asset Management Plan and review of the Corporate Improvement Plan are now aligned, and will be informed by the year end performance. The Corporate Improvement Plan for 2007/10 incorporated 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 the way the Council develops and delivers local services and enable us to deliver our priorities, as set out in the Corporate Improvement Plan. Current levels of performance will inform the current review of the Corporate Plan and associated strategies highlighted above (financial implications). The implementation of the new National Indicator Set has given rise to an opportunity to redefine the performance reports for each of the Overview & Scrutiny Committees.
- 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. The Council achieved its target of Level 2 of the Equality Standard for Local Government through a process of self-assessment. More detailed information on this process will be reported in the annual Equality and Diversity report. Performance information is available and accessible in a variety of media and in different formats upon request.
- Environmental - a number of National 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 minimise its carbon footprint.
- Crime and Disorder - a number of National 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 - a robust performance management framework, integrated with financial planning, will help to drive continuous improvement in front line services for the benefit of our local communities. The perception of local people of the places of their local communities will be measured by the Place Survey, due Autumn 2008.

First Quarter 2008/09 Performance Report - Corporate Resources O&S

Report Author: Gavin Capstick and Tommy Davies

Report Type: PI Report produced in Covalent

Generated on: 15 July 2008

Note: Please refer to the Key (Guidance) sheet on page 2 as a guide to this performance report



Foreword:

This is the First Quarter Performance Report for 2008/9. It contains all the indicators that the council currently monitors on a monthly or quarterly basis. The report monitors performance information for the period April 1st 2008 to June 30th 2008.

This is the first time we have reported performance against a selection of the new national indicator set called "NI" indicators, it is also the first quarterly report to be produced in Covalent. Actual monthly data has been input into Covalent and this has then been used to generate a projected year-end figure. It is this projected figure that we are presenting and using to report performance against target, trend and quartile position information.





Please refer to the Key/Guidance sheet on page 2, which will help explain some of the new style columns and icons.

Key/Guidance for the report







This heading shows the corporate priority grouping for the following batch of Indicators

Targets

These columns show:

- 07/08 Targets we set ourselves at the start of the year in the Corporate Improvement Plan.
- On Target?: How we performed against the targets
 -  = above target
 -  = within 5% of Target
 -  = target not met
 -  = data/information only PI (no target set)

Homelessness

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV***							Best			Aim To Maximise	
NI***							2 nd			Aim To Minimise	
LP***							4 th			Aim To Maximise	

PI No (PI Number)

BV = Best Value Performance Indicator
 LP = Local Performance Indicator
 NI = National Indicator (new performance framework)

Figures

These show the last two years' actual performance (outturns), and a predicted outturn for this year.




National Comparison

This indicates how we compare with other District Councils in England (based on 2006/07 published statistics). Quartile information does not apply to local performance indicators.

Direction of Travel

This indicates if a larger or smaller

Short-term trend arrows show the performance of the indicator in 2007/8 compared to 2006/7.

 = Improved
 = No change from previous year
 = Deteriorated

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Theme: Asset Management

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
LP57	Percentage of units let as a percentage of total units available to let	Councillor M Bowman	96.00%	94.00%	91.26%	95.00%	N/A			Aim To Maximise	The continued downturn in the commercial and industrial property market, both nationally and locally, is impacting on the indicator and leading to a further deterioration in the occupancy rate. Depending on where the economy is headed the situation could well worsen over the coming year. The Lanes, Market Hall and the portfolio of Workshop Units have been particularly hard hit.



Theme: Equality & Diversity

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV174	Racial Incidents Recorded	Councillor Luckley	1.90	3.90	2.00	2.90	N/A			Aim To Minimise	There were no incidents or complaints reported during the first quarter, the reported figure is a best estimate projection.
BV175	Racial incidents resulting in further action	Councillor Luckley	100.00%	100.00%	100.00%	100.00%	Best			Aim To Maximise	This PI is reported as on target as there has been no reports under BV174 to allow us to assess BV175.

Theme: Finance

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV8	% of invoices paid on time	Councillor J Mallinson	98.20%	98.30%	98.71%	98.00%	Best			Aim To Maximise	P.I. currently on target



Theme: PI Time

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
LP306	% PI data returned on time	Councillor J Mallinson	100.00%	100.00%	100.00%	100.00%	N/A			Aim To Maximise	All PIs were reported within their allocated timescales. As this was the first collection generated by Covalent, PI users were given extra time and/or training during the collection.

Theme: Revs & Bens

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Councillor J Mallinson	N/A	N/A	8724	8064	N/A		N/A	Aim To Maximise	This is a new national indicator that has been estimated for the first quarter. There is a new system being out in place to provide a precise figure. It is predicted that this indicator will be on target for the year end.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Councillor J Mallinson	N/A	N/A	14	14	N/A		N/A	Aim To Minimise	This is a new national indicator that has been estimated for the first quarter. There is a new system being out in place to provide a precise figure. It is predicted that this indicator will be on target for the year end.

Theme: **Sickness**

PI No	Brief Description of Indicator	Portfolio Holder	Value 2006/07	Value 2007/08	Predicted Performance 2008/09	Target 2008/9	Quartile Position 2006/7 Data	2007/08 On Target?	Short Term Trend Arrow	Direction of Travel	Comments
BV12	Working Days Lost Due to Sickness Absence	Councillor Earp	7.96	7.78	12.3	7.59	4th			Aim To Minimise	Performance raises concern which is being monitored carefully