



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public/Private*

Date of Meeting: 22 February 2007

Title: CORPORATE PERFORMANCE MONITORING REPORT, 3RD
REPORT TO DECEMBER 2006

Report of: Head of Policy & Performance Services

Report reference: PPP10/07

Summary:

The report is the 3rd of the financial year and presents the City Council's performance for the period to December 2006 for the areas covered by The Corporate Resources Overview and Scrutiny Committee. Most of the information 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.

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

The following is a list of PIs that 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. Further information about these PIs is available from the Policy and Performance Team.

BV 12	Days sick per member of staff
BV 14	Early retirements - staff
BV 15	Ill health retirements - staff
BV 174	Racial incidents recorded by the authority per 100,000 population
BV 179	% of standard searches carried out in 10 working days
BV 78a	Average time (days) for processing new claims
BV 78b	Average time (days) for processing changes in circumstance
LPM 12	Number of claimants visited in the year
LPM 17	% of applications for reconsideration, actioned and notified in four weeks
LPM 18	% of appeals submitted to Appeals Service in four weeks
LPM 2	% of new claims outstanding over 50 days
LPM 3	% of new claims decided in 14 days of receiving all information

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.

Carlisle City Council

The report presents the performance information to December 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 the following ways;
 - BV 16a has been assumed to be constant for the year.
 - Percentages have been assumed to be constant for the year.
- Quartile figures are based on 2004/2005 quartile information as the final 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.

(NS) = This symbol underneath a PI number denotes a Nationally Set target.

Quarter 3 Performance Report – Corporate Resources Overview and Scrutiny Committee

January 2007 – Performance to date



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-Dec 06/07 Figure	Predicted Year 06/07 Figure	On/Off Target	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	Trend
LP 57	Ensure at least 90% occupancy of Council's commercially let business units	Economic Development and Enterprise	Corporate Resources	Development Services	More is Better	97.33%	94.00%	90.00%	95.06%	95.06%		N/AP	N/AV	Improving
<p>LP57 the good performance of this PI is because there is a shortage of property in a good market in high demand, we have a good portfolio and the properties are desirable</p>														

Quarter 3 Performance Report – Corporate Resources Overview and Scrutiny Committee

January 2007 – 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-Dec 06/07 Figure	Predicted Year 06/07 Figure	On/Off Target	National Quartile (**=top quartile)	Exeter Benchmarking Group Quartile	Trend
BV 16a	Staff with disabilities	Learning and Development	Corporate Resources	People Policy and Performance	More is Better	3.26	2.68	3.3	2.85	2.85		**		Improving
BV 79a (NS)	% of cases where benefit was accurately calculated	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	97.80%	96.00%	98.00%	94.40%	94.40%		**	**	Deteriorating

BV16a – There is an improvement from last year, but still off target. There has been an improvement in the record keeping which means that more people are completing the declaration, and as this PI based on the number of declarations, rather than the number of staff it is natural that there will be this initial dip in performance.



BV79a – This PI does not manage the current accuracy trend, as it repeatedly measures past performance so that any more recent improvement measures can have no direct effect.

NB. Benefits have purchased some Quality Assurance software to help deal with current competency issues. However, it is dependent on all PC's in the Benefits office being upgraded to MS Office XP or 2003 (Word & Excel). This upgrade is part of a corporate roll out so we are not able to benefit from the software functionality until decisions are taken out-with our remit. IT are aware of our priority need for this upgrade and it has also been identified as a subject for urgent action in an internal audit report. There will still potentially be a problem with this measure unless it is changed to measure accuracy on claims processed in the quarter.

Quarter 3 Performance Report – Corporate Resources Overview and Scrutiny Committee

January 2007 – Performance to date

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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%	65.43%	65.43%		N/AP	*	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%	28.86%	28.86%		N/AP	**	Deteriorating

The targets for **BV 79bi** and **79bii** are set locally (not nationally as stated in the previous quarter report).


It is unlikely that these targets will be met.

The reason for these indicators not being on track/target is as a 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.

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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%	78.00%	78.00%		N/AV	N/AV	Deteriorating
<p>LP306 - The return rate for this month was 78%. A number of PIs were not returned within the deadline. This is particularly disappointing as 6 of them were PIs, which are reported one month in arrears. This is the 3rd quarter running that these indicators have not been reported to time. It is also worth noting that at no time during the year to date have 100% of indicators (the annual target) been reported at a monthly or quarterly interval.</p>														