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| **COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE** |

**Committee Report**

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| **Public** |
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| **Date of Meeting:** | **26 August 2010** |
| Title: | **CORPORATE PERFORMANCE MONITORING REPORT,** **FOR YEAR TO DATE 2010/2011** |
| Report of: | **Policy & Performance Manager** |
| Report reference: | **PPP 34/10** |

**SUMMARY:**

The report presents the performance of Carlisle City Council for the 2010/11 year to date (up to July 2010 where available), measured by national and local indicators. The National Indicator (NI) set has been reduced in size and there is consequently an increase in the number of locally defined indicators contained within the Performance Framework.

The focus of performance during 2010/11 is around developing useful measures to take the organisation forward. The first of these changes are reflected in the Economy section of Priorities Performance, Worklessness and Skills section and the new indicators around fly tipping.

The transition to a complete Balanced Scorecard for the authority will continue this year with the development of management information and appropriate local indicators.

**Questions for / input required from Overview and Scrutiny**:

1. Consider the performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council designs and delivers more responsive local services.
2. Comment on the new lay-out and format of Appendix B of the Performance Report.

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# BACKGROUND INFORMATION:

Performance should be viewed as the relationship between personnel, finances and activity. High satisfaction and positive perceptions may be considered an outcome of good performance rather than a separate measure. It is only by considering all these facets of organisational performance that a judgement may be made and consideration given to how it informs the transformation programme and review of priorities.

# IMPLICATIONS

* Staffing/Resources – Transformation and Vacancy Management continue to have major implications on the year.
* Legal –The duty on authorities to report on National Indicators is being reduced.
* Corporate – New Corporate Plan was implemented during 2010.
* Financial – performance has yet to be fully integrated into one report with financial information. Work will continue in 2010/11 to prepare data sets for inclusion in monthly reports to Senior Management Team and quarterly reports to Members.
* Risk Management – is now being managed through the Covalent performance management software system. Extra scorecards for managers to view performance and risk in the same window are now being trailed.
* Equality and Diversity –. More detailed information on this process will be reported in the annual Equality and Diversity Report.
* Environmental –Performance measures are included in the body of the report. Further information has been provided on fly tipping.
* 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. The CDRP Manager will be updating the Community Overview & Scrutiny Committee throughout the year on the work programme and related performance of the CDRP.
* Impact on Customers –The Place Survey satisfaction survey has been postponed although it is likely to e replaced locally. In addition the continued development work on service monitoring through Feedback Cards and Carlisle Focus Surveys is providing useful insights into our customers.

**July Performance Report**

**Year to Date 2010/2011**

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# Executive Summary

This is the 2010/11 July Year to Date Performance Report presenting the Council’s performance across its priorities, and corporately, over the months April to July 2010 (where available).

Work is ongoing to move towards a balanced scorecard approach to performance reporting and developing useful indicators around key performance areas and service monitoring. The Place Survey 2010 has now been officially cancelled and a consortium of Cumbria council’s (Carlisle, Copeland, South Lakeland and the County Council to date) is looking at options with a number of suppliers.

This report is the first to be in the format as agreed at Executive on 15/2/10 (Report PPP 07/10). Year on year comparisons can now be made between year to date figures and forecasted end of year values.

# Corporate Health

## Introduction

Overall, the indicators show a fairly positive outlook for the organisation. Work continues to be ongoing in developing further measures as we move towards a balanced scorecard approach.

## Personnel

Early indications show that sickness absence levels are slightly higher than last year. However, with only 3 month’s worth of data and the fact it is only a slight increase, it is too soon to suggest that this is cause for concern.

Over the last 3 months the proportion of sickness that is long term (over 28 days) has dropped and is moving closer to the level of long term sickness experienced last year.

## 2.3 Finance

Developing a clearer understanding of Value for Money within the organisation, and integrating these measures into our performance reports, will assist a fresh approach to integrating financial and performance information. Work is underway to link the financial cost codes to the priorities, identifying the current budgets available for Local Environment and Local Economy.

# Priorities

## 3.1 Economy

The “Percentage of Units Let” indicators show an improvement on the performance reported in the Quarter 1 Report. This is very positive considering the economic climate we continue to experience. All 35 units in the smaller locations reported together in L931C6 are now let and 2 further units have been let in the Market during July.

A partnership has been developed with Connexions to identify current ‘Worklessness and Skills’ information. The report includes information around certain groups of young people who are not in education, employment or training (NEET) – MI 717a, MI 717b and MI 717c. This information will act a baseline for the Council. To date this information has only been available on an annual basis but will now be updated more frequently. Further PIs will be defined as further information becomes available.

Despite the Planning and Development indicators appearing to show mixed performance, based on historical data, all 3 indicators are expected to meet target by the end of the financial year.

## 3.2 Local Environment

The Local Environment indicators continue to reflect the excellent performance being achieved by the various department and teams. All indicators are either on target or show an improvement. As mentioned in the Quarter 1 report a key point to note is the continued improvement in LI317b – Abandoned Vehicles (% removed within 24 hours). Last year 10% of vehicles were not removed on time. To date in 2010/11 9 out of 9 have been removed on time.

Further fly tipping information has been included for the first time in order to drive discussion and debate around what we should be reporting. The Environment and Economy Overview and Scrutiny Panel have requested further information around fly tipping; namely number of complaints, incidents, warnings, prosecutions, identification of hotspots and review of existing strategies and procedures. These indicators will go some way to satisfying this request along with providing key management information in the future.

# Service Standards and Shared Services & Partnerships

‘Invoices paid on time’ (LI472) continues to be on target with less than 1% (54) of invoices paid late.

In times of recession and economic instability, the indicators around crime are also very promising, partially due to the continued hard work around the CDRP priorities. All 5 PIs are now on target.

The Tullie House and Sports and Recreation indicators reflect the successful local initiatives in place to attract visitors to Tullie House and off-site activities. All of the Tullie House indicators show a year-on-year improvement, while 2 of the 3 Sports and Recreation indicators are on target.

# APPENDIX A: Key to tables

**Annual Target / Traffic Light Icon**

These columns show:

* 10/11 Target (set at the start of the year in the Corporate Improvement Plan).
* On Target?: How we will perform against these targets (based on the year-end forecast).
	+ = above target

* + = within 5% of Target

* + = target not met

* + = data/information only PI (no target set)

**Report**

**Key / Guidance**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **December 2009** | **December 2010** | **2010/11** | **2010/11 Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **09/10 Year to Date** | **10/10 Year to Date** | **Year-end Forecast** |
| LI\*\*\* |  |  |  |  |  |  |  | Aim to maximise |  |
| NI\*\*\* |  |  |  |  |  |  |  | Aim to minimise |  |
| MI\*\*\* |  |  |  |  |  |  |  | Aim to maximise |  |
| GI\*\*\* |  |  |  |  |  |  |  | Aim to maximise |  |

**PI No (PI Number)**

LI = Local Performance Indicator

NI = National Indicator

MI = Management Information

GI = Geographical information

(new performance framework)

Underlined …Local Area Agreement

**Year End Forecast**

This shows a forecast for the performance outturn at the end of the year (based on the current year-to-date figure).

**Year to Date Figures**

These show this years year-to-date figures and the figures from the same period from the last calendar year.

# APPENDIX B

**Direction of Travel**

This indicates if a larger or smaller figure is better for each indicator.

# Corporate Health Performance

#### Sickness Absence

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **Q1 2009 Year to Date** | **Q1 2010 Year to Date** | **2009/10 Value** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| LI912ii | Working Days Lost Due to Sickness Absence per FTE  | Councillor J Mallinson | 1.75 | 1.82 | 8.6 | 8.71 | 9.32 |  | Aim to Minimise | Sickness is slightly worse than previous year but still well within target. 5 out of 6 ‘directorates’ on target.  |
| MI913cii | Proportion of sickness that is long term | Councillor J Mallinson | N/A | 46.48% | 43.69% | 46.48% | Info only, no annual target. |  | Aim to Minimise |  |

# Priorities Performance

**Economy**

#### Asset Management & Review

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| MI931C1 | Percentage of units let as a percentage of total units available to let | Councillor M Bowman | 88.3% | 85.4% | 88.0% | 85.4% | Info only, no annual target. |  | Aim to Maximise | 3 extra units let compared to previous month – 2 in the Market and others in ‘Other Locations’ |
| LI931C2 | % of units available that are let - THE LANES | Councillor M Bowman | N/A | 91.8% | N/A | 91.8% | 95% |  | Aim to Maximise | 67 out of 73 units let  |
| LI931C3 | % of units available that are let - THE MARKET | Councillor M Bowman | N/A | 85.7% | N/A | 85.7% | 85% |  | Aim to Maximise | 54 out of 63 units let  |
| LI931C4 | % of units available that are let - THE ENTERPRISE CENTRE | Councillor M Bowman | N/A | 72.6% | N/A | 72.6% | 85% |  | Aim to Maximise | 37 out of 51 units let  |
| LI931C5 | % of units available that are let - WORKSHOPS | Councillor M Bowman | N/A | 90.6% | N/A | 90.6% | 90% |  | Aim to Maximise | 29 out of 32 units let  |
| LI931C6 | % of units available that are let - OTHER LOCATIONS | Councillor M Bowman | N/A | 100% | N/A | 100% | 95% |  | Aim to Maximise | All 35 units let  |

#### Worklessness and Skills

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| MI 717a | 16 to 18 year olds who are not in education, employment or training (NEET) in Carlisle District | N/A | N/A | 209 | N/A | 209 | Info only, no annual target. |  | Aim to Minimise | The 209 16-18 year olds are taken from a total cohort of 4802. Of the 209, 132 are actively seeking education, employment or training, while 77 are unavailable.  |
| MI 717b | Care leavers between 16 to 18 year olds who are not in education, employment or training (NEET) in Carlisle District | N/A | N/A | 7 | N/A | 7 | Info only, no annual target. |  | Aim to Minimise | The 7 16-18 year olds are taken from a total cohort of 21 and they are made up of Care Leavers. Of the 7, five are actively seeking education, employment or training, while two have personal circumstances that prevent them from taking up these opportunities.  |
| MI 717c | Teen mothers between 16 to 18 year olds who are not in education, employment or training (NEET) in Carlisle District | N/A | N/A | 44 | N/A | 44 | Info only, no annual target. |  | Aim to Minimise | The total cohort of teen mothers is 63. All 44 listed are unavailable to seek education, employment or training. Twelve regularly attend weekly group meetings to work with the local Teen-Parent support team and eleven have recently applied for, or have received information on learning opportunities through the Connexions Centre. There are also three Year 11 leaver teen mothers.  |

#### Planning & Development

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| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| NI 157a | Processing of planning applications: Major applications (Target Set Nationally) | Councillor Bloxham | 44.44% | 53.85% | 63.64% | 64.58% | 60.00% |  | Aim to Maximise | 7 out of 13 applications processed on time in year to date |
| NI 157b | Processing of planning applications: Minor applications (Target Set Nationally) | Councillor Bloxham | 79.79% | 78.02% | 82.77% | 82.25% | 75.00% |  | Aim to Maximise | 71 out of 91 applications processed on time in year to date |
| NI 157c | Processing of planning applications: Other applications (Target Set Nationally) | Councillor Bloxham | 88.94% | 86.36% | 89.67% | 88.68% | 87.00% |  | Aim to Maximise | 190 out of 220 applications processed on time in year to date |

**Local Environment**

#### Highways

|  |  |  |  |  |  |  |  |  |  |  |
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| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| LI305b | Street lights repaired within seven days - LP5 | Councillor Bloxham | 100% | 98.8% | 97.81% | 98.8% | 94.00% |  | Aim to Maximise | 413 out of 418 repairs carried out on time in year to date  |

#### Street & Environmental Cleanliness

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| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| MI796a | Incidents of fly tipping. | Councillor Bloxham | 253 | 152 | 681 | 580 | Info only, no annual target. |  | Aim to Minimise | Significant decrease year on year |
| MI796c | Fly Tipping Complaints | Councillor Bloxham | N/A | 64 | 140 | 157 | Info only, no annual target. |  | Aim to Minimise | Increase on previous year |
| MI796d | Fly Tipping Warning Letters Sent | Councillor Bloxham | N/A | 4 | 15 | 14 | Info only, no annual target. |  | Aim to Minimise | Insufficient evidence in July so no letters sent  |
| MI796e | Fly Tipping Inspection Visiits | Councillor Bloxham | N/A | 157 | 325 | 374 | Info only, no annual target. |  | Aim to Maximise |  |

#### Tackling ASB

|  |  |  |  |  |  |  |  |  |  |  |
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| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| LI317b | Abandoned Vehicles - % removed within 24 hours of required time | Councillor Bloxham | 75% | 100% | 79.17% | 100% | 99.00% |  | Aim to Maximise | 9 out of 9 removed on time  |

#### Waste & Recycling

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **May 2009** | **May 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| NI 191 | Residual household waste per household (KG) | Councillor Bloxham | 79.8 | 78.0 | 475.89 | 474.09 | 480 |  | Aim to Minimise |  |
| NI 192 | Percentage of household waste sent for reuse, recycling and composting | Councillor Bloxham | N/A | 49.09% | 46.78% | 49.09% | 50% |  | Aim to Maximise |  |

# Service Standards – Internal Services

#### Financial Transactions

|  |  |  |  |  |  |  |  |  |  |  |
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| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| LI472 | % of invoices paid on time  | Councillor J Mallinson | N/A | 99.11% | 97.02% | 99.11% | 98.00% |  | Aim to Maximise | 5996 out of 6050 invoices paid on time.  |

#### Sports & Recreation

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| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **June 2009** | **June 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| LI357a | Number of attendances of Young people using the Multi Use Games Area formal courses at:- a. Melbourne Park - LP70a | Councillor Luckley | 252 | 226 | 873 | 843 | 900 |  | Aim to Maximise | Satisfactory numbers attending  |
| LI357b | Number of attendances of Young people using the Multi Use Games Area formal courses at:- b. Dale End Road - LP70b | Councillor Luckley | 237 | 232 | 915 | 910 | 900 |  | Aim to Maximise | Satisfactory numbers attending  |
| LI357c | Number of attendances of Young people using the Multi Use Games Area formal courses at:- c. Hammonds Pond - LP70c | Councillor Luckley | 237 | 234 | 1,005 | 1,002 | 850 |  | Aim to Maximise | Healthy numbers attending  |

#### Tullie House

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **July 2009** | **July 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| LI310a | Visits to and Use of museums & galleries - All Visits  | Councillor Ellis | 1,383 | 1,486 | 4,282 | 4,385 | 4,200 |  | Aim to Maximise | Continuing to have good visitor and user figures compared with last year. |
| LI310b | Visits to and use of Museums & galleries - Visits in Person  | Councillor Ellis | 833 | 941 | 2,595 | 2,703 | 2,800 |  | Aim to Maximise | Continuing to show good visitor figures - a busy programme of events and activities are showing positive results and there appears to be an increase in overseas visitors and tourists in general.  |
| LI310c | Visits to and Use of Museums - School Groups -  | Councillor Ellis | 4,730 | 5,056 | 12,421 | 12,747 | 12,500 |  | Aim to Maximise | On target and showing an increase when compared with last year. |
| LI311a | Number of people participating in museums (off-site) community outreach activities - LP71 | Councillor Ellis | 2,558 | 4,443 | 6,463 | 8,288 | 8,000 |  | Aim to Maximise | Continuing good work for the two hub funded officers show a large increase on last years outreach figures - it is expected the funding from the hub will cease at the end of March 2011 which will have a huge effect on our outreach work. |
| LI311b | Number of people taking part in learning activities delivered by the Museum and Arts Service - LP72 | Councillor Ellis | 92,147 | 103,170 | 286,406 | 289,929 | 285,000 |  | Aim to Maximise | This indicator reflects the wide range of opportunities for learning provided by the Museum. Figures to date for this year continue to show an increase in these opportunities year on year. |

**Shared Services & Partnerships**

#### Carlisle & Eden CDRP

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |
| **PI No** | **Brief Description of Indicator** | **Portfolio Owners** | **June 2009** | **June 2010** | **2009/10** | **2010/11 Forecast** | **2010/11 Annual Target** | **Traffic Light Icon** | **Direction of Travel** | **Comments** |
| **Year to Date** | **Year to Date** | **Value** |
| GI20CA | Assault with injury rate | Councillor Luckley | 1.82 | 1.89 | 6.84 | 6.91 | 7.78 |  | Aim to Minimise | Continued good performance  |
| LI305a | Recorded criminal damage crimes of per thousand population - LP135 | Councillor Luckley | 5.15 | 4.28 | 18.45 | 17.58 | 21.0 |  | Aim to Minimise | Maintenance target based upon last years performance. Criminal damage remains a priority for the CDRP.  |
| LI317a | Recorded incidents of anti social behaviour per thousand population - LP134 | Councillor Luckley | 26.92 | 23.6 | 101.74 | 98.42 | 136.1 |  | Aim to Minimise | Maintenance target based on last year's performance. ASB remains a priority for the CDRP.  |
| LI320a | Assault with injury rate (NOT Domestic Violence) | Councillor Luckley | 1.46 | 1.47 | 5.51 | 5.52 | 6.15 |  | Aim to Minimise | Maintenance target based on last year's performance. April counts of assaults the highest since July 2008. Violent crime continues as a priority for the CDRP.  |
| LI320b | Assault with injury rate (Domestic Violence) | Councillor Luckley | 0.36 | 0.42 | 1.33 | 1.39 | 1.63 |  | Aim to Minimise | Maintenance target based on last year's performance. Domestic Abuse continues as a priority for the CDRP.  |