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<b>REPORT TO:</b>	<b>Finance &amp; Management Committee</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>3<sup>rd</sup> December 2009</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>Director of Corporate Services</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>John Porter (Tel 595780) Policy Officer (Performance) <a href="mailto:john.porter@south-derbys.gov.uk">john.porter@south-derbys.gov.uk</a></b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Performance Management Report (1<sup>st</sup> July – 30<sup>th</sup> September 2009)</b>	<b>REF:</b>
<b>WARD (S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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## **1.0 Recommendations**

### **1.1 That Members:**

- (a) Note the Council's key achievements and performance for the second quarter ending 30<sup>th</sup> September 2009
- (b) Review where performance has failed to achieve the specified target and consider the adequacy of responses.
- (c) Note the financial performance information attached at Appendix C

## **2.0 Purpose of Report**

- 2.1 To report details of performance for the second quarter (period ending 30<sup>th</sup> September 2009), in relation to the Council's Corporate Plan 2009 –2014.
- 2.2 The Corporate Plan 2009-14 Action Plan consists of four main themes (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*). This Committee is responsible for actions within the 'Value for Money' theme.
- 2.3 Reports have been prepared using the Council's new computerised Performance Management System. Work is currently in progress to develop the system. A presentation of the new system and its functionality will be provided at a future meeting of this Committee.
- 2.4 Details are provided in the respective appendices as outlined below, which are attached to this report.
  - Corporate Plan 2009 to 2014 Actions - Appendix A
  - Performance Indicators - Appendix B
  - Financial Performance - Appendix C

### 3.0 Detail

#### Key Achievements

3.1 The key achievements during the second quarter are outlined below:

#### Corporate Plan

##### Theme: Value for Money

- √ The 'Place' survey has been completed and results published. Ipsos Mori have presented the full information to Council (10<sup>th</sup> September 2009) and the South Derbyshire Partnership Board (22<sup>nd</sup> October 2009). We have reviewed the findings and are in the process of developing an action plan as to how we will address the issues raised.
- √ A process is being finalised that will enable the Customer Services' Visiting Officer to complete an electronic benefit application in the customer's own home or at group venues. During July, August and September our Customer Services Visiting Officer attended 94 home visits and attended monthly surgeries at Newhall Children's Centre, Castle Gresley Children's Centre, Bankgate Resource Centre and The Old Post Community Centre. Following some of these home visits, at least an extra £800 plus per week is being paid in benefits to residents in our Community.

Here are a few of the success stories for this quarter:

- *During a home visit to a resident in connection with a claim for Disability Living Allowance, it became apparent that the resident was also eligible for a National Travel Card. Our Visiting Officer returned to the address a few days later, completed a travel card application and took the resident's photograph.*
- *A resident is now £83.26 better off following her successful claim for Attendance Allowance and Pension Credits. She is also now receiving maximum housing and council tax benefit.*
- *Following a home visit, a resident is now £47.10 a week better off and as a result of this is also eligible for maximum housing and council tax benefit.*
- *During a visit to residents, our Visiting Officer offered to contact Social Services on their behalf because she identified that they would benefit with some disability aids such as grab rails, bathroom items etc. A visit was subsequently made by Social Services in order to progress this forward.*
- *Our Visiting Officer worked with Welfare Rights in order to help residents receive the benefits they were entitled to but had not claimed. Following this they are now receiving maximum housing and council tax benefit.*

- √ An additional 34 officers have participated in general equality training. Work is continuing with the Equalities Impact Risk Assessments (EIRA) screening across the Council, with the identification of one high-risk policy that has had a full EIRA assessment.
- √ The Leadership and Management Development programme continues, with the second cohort of thirteen first line managers commencing their learning in July 2009.

The Council has signed up to the 'Skills Pledge' with an action plan being developed to further this work. The Skills Pledge is about encouraging and supporting our employees to gain the skills and qualifications that will support their future employability and meet the needs of our Council. It is also about providing support / opportunities for staff to acquire basic literacy and numeracy skills, & work towards their first Level 2 qualification in an area that is relevant to our Council. Central Government provides funding for this so comes at no extra financial cost to this Council.

- √ The Communications team has continued to deliver on external campaigns, including '*Cleaner South Derbyshire*' and '*Beat the Crunch*' developing promotional material, supporting the events and continuing to receive positive media coverage. Internally, they have published 3 further copies of the staff magazine '*Better*' and a number of corporate 'blogs' from the Corporate Management Team and a guest 'blog' from the Chairman of the Council.
- √ An external review of the Authority's corporate governance arrangements was undertaken by Solace Enterprises in March 2009. The review confirmed that the Council's local code complies in full with best practice, as set out in the national framework.
- √ The Council's second Annual Report 2008/09 was published in August 2009. The Report highlights our achievements in 2008-09 and what we intend to do in 2009-10. During this quarter, our external auditors, Grant Thornton and the Audit Commission have been assessing our performance against the new Comprehensive Area Assessment regime. A judgment will be formally announced in December 2009.
- √ A continued programme of health and safety has been provided, including basic health and safety and manual handling. Generic templates for undertaking risk assessments have been developed and made available for use on the intranet. Revised arrangements for reporting accidents have been implemented via the use of electronic transfer of data. In the 2nd quarter (Jul - Sep 09), there were a total of 14 incidents (which included one near miss). Of those, there were 6 incidents which the Council had a legal duty to report under the *Reporting of Injuries, Diseases & Dangerous Occurrence Regulations 1995* (RIDDOR). In comparison in the first quarter (Apr - Jun 09) there were a total of 11 incidents (which included one near miss). Of those, there were no RIDDOR reportable incidents.
- √ The corporate performance management system (which has been called PRiDe – Performance Review & Development) is now in place and reports have been produced from the first quarter. We have now included financial

performance and analysis and will look to integrate risk management into future performance reports. A future plan is in place to structure development around the needs of the Council and will integrate key drivers to assist us maintain continuous improvement. Further training for users and a presentation to Members will be made during the next quarter.

- √ The efficiency statement reported to Committee (10<sup>th</sup> September 2009) identifies cumulative efficiency savings of £1.2 million by 2015 under CSR07. The majority of this has been included in the Medium Term Financial Plan (MTFP). An additional £25K maybe attained if as expected it can be sustained on savings made on stationery and protective clothing during this financial year. This would generate approx. £150K between 2009 and 2015. Other cashable gains may be made through, for example, the Corporate Partnership Partnering Project and the introduction of the new 'purchase to pay' process. The efficiency statement is part of the MTFP. In accordance with the Financial Strategy, further gains will be built in once achieved and with known amounts. The estimated new gains, during 2009/10 are £191,746. The continuing uncertainty on many external factors such as the economic downturn, levels of government grant and public expectations etc. will need to be considered. These have been considered in full in the latest MTFP reported to Committee in September 2009.

### **Performance to 30<sup>th</sup> September 2009**

- 3.2 Summary details of actual performance against second quarter targets will now be provided.

### **Corporate Plan**

- 3.3 This Committee is responsible for the 9 initiatives shown in Appendix A. The quarterly performance is shown in Table 1 below.

**Table 1: Corporate Plan –performance against targets (as at 30<sup>th</sup> June 2009)**

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	Total
1: Value For Money	9 (100.0%)			9 (100.0%)
Total	9 (100.0%)			9 (100.0%)

- 3.4 Table 1 reveals that all 9 (100%) actions have been achieved and or 'on target'.

### **Performance Indicators (PIs)**

### **Performance Indicators**

- 3.6 Performance measures detailed within the Corporate Plan are outlined in Appendix B. Annual targets (where possible) have been profiled on a quarterly basis. As a result, details of target and actual performance for the current and previous quarter are provided with an assessment based on current quarterly performance. For

information the annual target has also been provided with an end of year assessment.

- 3.7 The performance measures consist of both National and Local Performance Indicators.
- 3.8 There are 198 National Performance indicators, which were introduced in April 2008, in which 64 PIs will be reported at the district level. However, the Council will collect only 29 PIs from its own data sources (the others will be derived from other external data sources, such as Defra, Office for National Statistics etc.)
- 3.9 Details regarding the collection and reporting arrangements for some of these new performance indicators have yet to be clarified. Therefore, it is still not possible to make any informed assessment for those indicators at this stage.
- 3.10 In order to measure operational performance, local performance indicators have been set by each Head of Service.
- 3.11 Table 2 below shows a summary of performance against targets within the Corporate Plan theme- '*Value for Money*' shows that 37 (78.7%) targets have been achieved or 'on target'. It should be noted that a number of cross cutting performance indicators have been included that show either indications of levels of customer satisfaction or relate to the Councils' financial position.

**Table 2: Performance Indicators – performance against targets (as at 30<sup>th</sup> September 2009)**

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	No Data Available /Not Applicable	Total
4: Value For Money	37 (78.7%)	6 (12.7%)	4 (8.6%)	9	56
Total	37 (78.7%)	6 (12.7%)	4 (8.6%)	9	56

- 3.12 Table 3 below lists those targets that are 'at risk' and or 'probable failure' Members are now requested to review this position and assess whether they consider the proposed remedial measures are satisfactory at this stage.

**Table 3: Performance Indicators - targets 'at risk' and 'probable failure' (as at 30<sup>th</sup> September 2009)**

Description	Annual Target 2009/10	Qtr 2 Target 2009/10	Position as at 30 <sup>th</sup> Sept 2009	Comments and any proposed actions	Service
<b>Performance Indicators – targets 'at risk' (Amber)</b>					
HS21 - Percentage of former tenant arrears collected - HRA dwellings	7.50%	7.50%	5.82%	For Information – Referred to Housing & Community Services Committee	Housing
CS5 - Accuracy check on Housing Benefit assessment	10.00%	10.00%	3.20%	Additional resource recruited from October to remedy shortfall.	Customer Services

Description	Annual Target 2009/10	Qtr 2 Target 2009/10	Position as at 30 <sup>th</sup> Sept 2009	Comments and any proposed actions	Service
CS10 - Number of Benefit sanctions / prosecutions	40	10	14	Baseline year –quarterly targets to be reviewed	Customer Services
OD04 - Number of working days lost due to sickness absence (per person).	8.40	2.1	2.43	Review of the sickness absence policy being completed. Monthly monitoring continues. Support is provided by HR to assist managers with employee absences	Org. Developpt.
OD06 - (BV16a) Percentage of staff declaring that they meet the Disability Discrimination Act definition	5.41%	5.41%	4.23%	Data derived from declarations made or omitted by employees. Downturn in performance relates to changes in the workforce	Org. Developpt.
BI6 - Respond to Freedom of Information requests within 20 working days	95.0%	95.0%	86.5%	A large number of complex FYI requests received during this period. These have taken more time to resolve	IT & Business Imp
<b>Performance Indicators – targets 'probable failure' (Red)</b>					
HS19 - Rent arrears of current tenants ex. Former Tenant Arrears (FTA's)	130.00	125.00	141.92	For Information – Referred to Housing & Community Services Committee  Arrears levels are on the decline following increase in April. Greater monitoring of individual cases by Senior Housing Management Team	Housing Services
HS20 - Amount of former tenant arrears	140.0	140.00	144.03	For Information – Referred to Housing & Community Services Committee  A large review of outstanding temporary accommodation debt is underway in order to reduce the overall total	Housing Services
<b>Performance Indicators – targets 'probable failure' (Red) - continued</b>					
CS2 - Contact Centre - Minimum percentage of Telephone Calls answered within 20 seconds	85.00%	85.00%	75.00%	High number of calls due to the 'credit crunch' Quarterly targets to be reviewed. New LCD screens displaying information on calls waiting will assist with call management.	Customer Services
CS8 - Percentage of Single Person Discount reviewed	50.0%	50.0%	0.0%	The anticipated cross county exercise funded by the County Council	Customer Services

				has not been taken up by other authorities in Derbyshire	
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## **Financial Performance**

- 3.13 Analysis of financial performance is outlined at Appendix C.
- 3.14 Financial performance is measured across three main accounts: the General Fund Revenue Account (Table 1) and Capital Expenditure (Table 2).
- 3.15 Within each 'Account' details are provided by spend area, the approved annual budget and a projected variance for the year. An assessment of the spend is provided with a commentary on major variances.

## **4.0 Financial Implications**

- 4.1 There are no specific financial implications relating to this report. The need to continually improve whilst delivering the ambitions of the new *Corporate Plan* will require a sustained efficiency programme, including the shifting of resources to the priority areas.

## **5.0 Corporate Implications**

- 5.1 The Council aspires to be an "excellent" Council in order to deliver the service expectations of our communities. This performance report evidences an improvement in how we are meeting those demands and expectations.

## **6.0 Community Implications**

- 6.1 The delivery of the key priorities within the Council's Corporate Plan 2009-14 will benefit the residents of South Derbyshire. Having developed the Corporate Plan based on the identified needs of residents should support the continued improvement of the satisfaction with the Council.

## **7.0 Conclusions**

- 7.1 A high level of performance and improvements has delivered a range of positive outcomes for local communities.
- 7.2 This performance report shows that significant improvement in how we are meeting the communities' demands and expectations.

## **8.0 Background papers**

- 8.1 Performance information collated and provided into the Corporate Performance Management System.