
| | | |
|--------------------------------|---|------------------------------|
| REPORT TO: | Finance & Management Committee | AGENDA ITEM: 7 |
| DATE OF MEETING: | 29th November 2007 | CATEGORY: |
| REPORT FROM: | Chief Executive and Director of Corporate Services | DELEGATED |
| MEMBERS' CONTACT POINT: | Jayne Jones (5800) | OPEN |
| SUBJECT: | Performance Management Report (April – September 2007) | PARAGRAPH N/A |
| | | DOC: |
| | | REF: |
| WARD (S) AFFECTED: | ALL | TERMS OF REFERENCE: G |

1.0 Recommendations

- 1.1 That the Committee notes the key achievements and the continuously improving performance within its area of responsibility.
- 1.2 The Committee reviews where performance is not on track and agrees the proposed remedial measures in those cases.

2.0 Purpose of Report

- 2.1 To report achievements to date and current performance levels for the 6 months ending 30th September 2007 in relation to this Committee's contribution to the Council's Corporate and Improvement Plans; Community Strategy Action Plan; National Best Value Performance Indicators and service level targets for which it is responsible.
- 2.2 The report also provides an opportunity for Members to note achievements and performance levels to date but also review those areas that are either not "on track or at risk of failure" to achieve the agreed target by the end of the year.

3.0 Detail

Key achievements to 30th September 2007

- 3.1 The high level of performance detailed in this report has delivered a range of outcomes for local communities. This Committee's key achievements in the Corporate Plan to date include: -

Theme 1: Safer And Healthier Communities

- ✓ A Corporate Group has been established to take forward the child protection agenda in order to make progress on the '*Every Child Matters*' outcomes. Currently, the initial focus is on training for staff providing services on a regular basis to children, young people and families. Most of these staff have attended the Common Assessment Framework training

Theme 2: You at the Centre

- ✓ The Council's Consultation Strategy has been approved and actions are being progressed. For instance, the Consultation toolkit has been placed on the intranet and actively promoted via the core brief. The Annual User Satisfaction Survey was undertaken in September, and the response data is currently being evaluated. A Communication Strategy is currently being developed
- ✓ A survey of travel patterns/modes for the Council has been completed. A comprehensive 'Green Travel' policy review for the Council will now commence.

Theme 3: Higher Quality Services

- ✓ 3 Pilot projects to test different approaches to monitoring Council services to ensure that they are delivered equitably to all sections of our community are underway in Housing, Leisure Services and Planning Services
- ✓ Corporate Equalities Plan is nearing completion, and it is on schedule to be considered by this Committee in March 2008
- ✓ Work is 'on-going' in order to bring more services within the scope of our 'Customer First' Contact Centre. For instance, the process mapping of further services in Planning and the integration of Council Tax.
- ✓ The Financial Strategy and Medium Term Financial Plan has fundamentally been reviewed. The longer term financial plan with options and risk analysis have been implemented

Theme 4: Prosperity for All

- ✓ Steps to reduce the burden of local taxation for local people by delivering our services more efficiently have commenced. For instance, targeting the lower levels of council tax, together with the first outcomes from the Capacity Building Project and the impact of the on-going Gershon efficiency programme. These detailed measures will need to be considered as part of the 2008/09 budget-round.

Theme 5: Rural South Derbyshire

- ✓ We are continuing to work with Derbyshire Rural Community Council in encouraging and supporting local communities prepare Community / Parish Plans, especially in terms of promotional activity.
- ✓ Assisting rural post offices to maintain their viability. For instance, by installing an information kiosk at Hilton Post Office; promoting the rate relief scheme; and considering the delivery of our services and those of the Safer Derbyshire Partnership services via the Post Office network

Theme 6: Stronger in the Region

- ✓ A Committee has been established with our partners in Derbyshire, in order to ensure that local people and businesses can take advantage of the opportunities

provided by the London Olympics 2012. This matter has also been raised at the Derbyshire Partnership Forum

- ✓ The Council is acting on our commitment to the Nottingham Declaration on climate change. For instance, following completion of the 'Carbon Footprint', work on a detailed Action Plan is now in progress

Actual Performance to the 30th September 2007

3.2 Appendix A provides details of all the performance targets relevant to this Committee grouped by Head of Service for the following service areas:

- Finance & Property Services
- IT & Customer Services
- Revenues
- Legal & Democratic Services
- Human Resources
- Policy

3.3 Summary details of actual performance against targets set in relation to this Committee's responsibilities within the Council's Performance Framework and individual Service areas will now be provided.

Corporate Plan

3.4 This Committee has responsibility for 18 actions, of a total of 58, within the Corporate Plan and the current projected performance is shown in Table 1 below.

Table 1: Corporate Plan – Projected performance against targets (as at 30th September 2007)

| | On Track | At Risk | Probable Failure | Total |
|---------------------------------|-------------------|------------------|------------------|-----------|
| Total for this Committee | 15 (83.3%) | 5 (27.7%) | 1 (5.5%) | 18 |
| Total for Council | 45 (77.6%) | 12 (20.7%) | 1 (1.7%) | 58 |

3.5 Table 2 below lists those actions that are not "on track", and the Committee are asked to review the position and assess whether they consider the proposed remedial measures to be satisfactory at this.

Table 2: Corporate Plan -Targets "at risk" of failure (as at 30th September 2007)

| Ref No. | Target | Service | Position at 30 September 2007 | Remedial Measures |
|---|---|------------------------|--|---|
| At risk of failure | | | | |
| Theme 3: Higher Quality Services | | | | |
| 3.4 | Work with Derbyshire County Council to coordinate and improve our approach to 'street-scene' issues | IT & Customer Services | Awaiting scope of the project to be defined / agreed | Further meeting with Derbyshire County Council required in order to assess the viability of the project |

| Ref No. | Target | Service | Position at 30 September 2007 | Remedial Measures |
|--|---|---------------------|--|---|
| Theme 5: Rural South Derbyshire | | | | |
| 5.2 | Introduce a fair and streamlined funding regime for Parish Councils, which creates a level 'playing field' with non-parished areas. | Finance & PS | Report with associated recommendations for distributing Concurrent Functions (Section 136) budget completed in 2006. | Need to be considered as part of the Medium Term Financial Plan |
| Ref No. | Target | Service | Position at 30 September 2007 | Remedial Measures |
| Theme 6: Stronger in the Region | | | | |
| 6.1 | Establish a local Highways Forum in partnership with the County Council (as Highway Authority) | Policy & Econ Regen | No progress to date | Meeting to be arranged with Derbyshire County Council during the next quarter in order to progress this matter |
| 6.4 | Ensure that the impact of the approved Regional Plan on local communities is fully addressed in Council Plans and those of partner agencies | Policy & Econ Regen | No progress to date | Position to be reviewed and reported during the next quarter |
| 6.5 | Initiate a review of the South Derbyshire Community Strategy through the SDLSP | Policy & Econ Regen | An initial review of the way in which the partnership operates was undertaken at special meeting of the Board in July. | 2008/09 actions to be progressed in the LSP's Sustainable Community Strategy for 2009/14 which is yet to be developed |
| Probable failure | | | | |
| Theme 4: Prosperity for All | | | | |
| 4.2 | Develop proposals to tackle the causes and effects of social exclusion within our community | Policy & Econ Regen | No progress to date | Position to be reviewed during the next quarter |

Improvement Plan

- 3.6 The Council's Improvement Plan has 15 actions that mainly focus on internal business improvement issues. All the actions, with the exception of one fall within the responsibility of this Committee. Table 3 below shows that all the targets have been achieved and /or 'on track.'

| | Achieved/ On Track | At Risk | Probable Failure | Total |
|-------------------------------|-----------------------|----------|---------------------|-----------|
| Total (this Committee) | 14 (100 %) | 0 | 0 | 14 |
| Total (Council) | 1 (100%) | 0 | 0 | 1 |

Community Strategy Action Plan

- 3.7 The Council has responsibility for 14 actions, from the total of 26 actions within the Community Strategy Action Plan, which is divided into six themes. This Committee has responsibility for 1 action, which is the 'opportunities for all' theme of the Action Plan. Table 4 below shows that all actions within the responsibility of this Committee have been achieved and/or 'on track.'

Table 4: Community Strategy Action Plan - Projected performance against targets (as at 30th September 2007)

| | Achieved / 'on track' | At 'risk' | Probable failure | Total |
|---------------------------------|----------------------------------|------------------|-----------------------------|--------------|
| Total for this Committee | 1 (100%) | 0 | 0 | 1 |
| Total for Council | 12 (86%) | 1 (7%) | 1 (7%) | 14 |

Best Value Performance Indicators

- 3.8 There are a total of 75 Best Value Performance Indicators (BVPI's) across the Council, in which this Committee has responsibility for 21. Of the overall total, the Council has specified 29 'priority indicators' where a more demanding set of targets have been established, where there is an expectation that these 'priority' indicators to:
- Be above the lower quartile level by the end of 2007
 - Achieve upper quartile performance by the end of 2009.

This Committee has responsibility for 7 of these 'priority' indicators.

- 3.9 Table 4 below shows the summary BVPI performance for this Committee compared with the Council as a whole. For instance, at the 30th September 2007, all 21 (100%) of all this Committees' BVPI's have been achieved and / or 'on track.'

Table 4: BVPI's – Projected performance against targets (as at 30th September 2007)

| | Achieved / 'on track' | At 'risk' | Probable failure | Total |
|---|----------------------------------|------------------|-----------------------------|--------------|
| 'Priority' BVPI's (this Committee) | 7 (100%) | 0 | 0 | 7 |
| 'Priority BVPI's (Council) | 19 (66%) | 6 (21%) | 4 (13%) | 29 |
| 'Non-priority' BVPI's (this Committee) | 14 (100%) | 0 | 0 | 14 |
| 'Non-priority' BVPI's (Council) | 36 (78%) | 6 (13%) | 4 (9%) | 46 |
| All BVPI's (this Committee) | 21(100%) | 0 | 0 | 21 |
| All BVPI's (Council) | 55 (73%) | 12 (16%) | 8 (11%) | 75 |

Service Level Targets

- 3.10 These targets are specific to service areas and have been set to assist Heads of Services monitor their operational performance. Table 5 below provides a summary of all service level targets for this Committee.

Table 5: Summary position of all Service Level Targets for this Committee (as at 30th September 2007)

| | Achieved / 'on track' | At 'risk' | Probable failure | Total |
|--------------------------------|--------------------------|-----------|---------------------|-------|
| All targets for this Committee | 25 (100%) | 0 | 0 | 25 |

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 a further significant improvement in how we are meeting those demands and expectations.

6.0 Conclusions

- 6.1 The Committee’s performance is the best with in the Council across all areas. This level of performance reflects well on the Members and the Officers involved in delivering these high quality services.