
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	6TH SEPTEMBER 2012	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	Head of Corporate Services Kevin Stackhouse (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC:
SUBJECT:	Corporate Plan 2009 to 2014: Performance Management Report (1st April 2012 – 30th June 2012)	
WARD (S) AFFECTED:	All	TERMS OF REFERENCE: FM 08

1.0 Recommendations

1.1 That Members:

- (a) Note the progress and achievements during the period 1 April to 30 June 2012, in relation to the Council's Corporate Plan 2009/14.
- (b) Review where progress has failed to achieve the specified target and consider the adequacy of the remedial action taken.

2.0 Purpose of Report

- 2.1 To report details of progress and achievements during the period 1st April to 30th June 2012, in relation to the Council's Corporate Plan 2009 –2014.
- 2.2 Details are provided in the respective appendices outlined below, which are attached to this report.
 - Progress against Corporate Plan 'Key Projects' as attached at Appendix A; and,
 - Progress against Corporate Plan 'Performance Measures' as attached at Appendix B.

3.0 Detail

Executive Summary

It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the 1st quarter's performance on the key targets the Council has set and approved.

Corporate Plan 2009/14

- 3.1 To provide context the Council's Corporate Plan 2009-14 Action Plan consists of four main 'themes' or 'priorities' (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*)
- 3.2 In March 2012, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on 'how our actions' will make a difference to our residents and stakeholders. In order to focus our actions, performance will be measured against a reduced number of actions or 'key projects' and performance measures
- 3.3 Each 'theme' contains a number of 'Outcomes' that help explain what the 'theme' is about. In order that the Council and its stakeholders are able to tell whether the 'outcomes' are being delivered, a number of 'Key Projects' (with a series of 'tasks/ milestones') and performance measures have been allocated to each 'Outcome' that will be monitored either on a quarterly or annual basis.
- 3.4 This Committee is responsible for the delivery of 4 'outcomes' [*Financial resilience- a sustainable financial base maintained; Cutting costs not services; Strong leadership and robust governance; and An improved customer experience*] within the 'Value for Money' theme.

Progress to 30th June 2012

Key Projects

- 3.5 Table 1 below summarises the progress made against 'key projects.' It shows that 6 (100%) tasks for the quarter have been completed.

Table 1: Progress against Corporate Plan Projects (as at 30th June 2012)

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Value For Money	6 (100.0%)	0	0	6 (100.0%)

Performance Measures

- 3.6 Table 2 below, provides a summary of performance against targets for both the current quarter and projected out turn for the year. It shows that 4 (57.1%) quarterly targets have been achieved. It is also forecast that all 7 (100%) of the targets will be met by the year end.

Table 3: Performance Measures – performance against targets (as at 30th June 2012)

Theme	Quarter Target 'Achieved'	Quarter Target 'Failed'	Quarter Target 'N/a'	Total	Projected Annual Target 'On Track'	Projected Annual Target 'At Risk'
Value For Money	4 (57.1%)	1 (14.3%)	2 (28.6%)	7 (100.0%)	7 (100.0%)	0

- 3.7 Table 3 below, summarises the quarterly targets that have ‘not been met’. Brief comments and remedial action taken is also provided.

Description	Qtr 1 Target	Qtr 1 Actual	Comments and Planned Remedial Action
VM 07 - Respond to 95% of all official complaints within 10 working days	95%	90%	10 complaints received in the quarter of which 1 fell outside the 10 working days by one day.

Managing Risks

- 3.8 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 4 below outlines the main risks across the Value for Money theme of the Corporate Plan.

Table 4: Managing Risks

Risk Description	Likelihood	Impact	Mitigating Action
Corporate Services consists of small, discrete and specialist teams where detailed knowledge and experience rests with individuals. Consequently, resilience is a risk.	Medium	Medium	<p>The implementation of the generic Corporate Assistant Post is starting to ensure coverage across legal, democratic and licensing services.</p> <p>The Audit Partnership is now providing additional resources and coverage. There has been an increase in resources for the Financial Services Unit and it is being reshaped following its transfer back to the Council.</p> <p>Generally, keep under review arrangements through the Partnerships who may be able to provide cover and temporary resources where necessary.</p>
Reliance on Partnerships to deliver services. Includes partners ceasing to exist or going out of business.	Low	High	<p>Continue to monitor closely the performance frameworks which include early warning signs of deteriorating service delivery.</p> <p>Support Northgate and the Audit Partnership to develop the Regional Business Centre and attract new Clients to protect their service base.</p> <p>Ensure License cover continues for key computer systems used in service delivery.</p>

Corporate Risks

- 3.9 In addition to risks that may impact upon the individual Themes and Priorities in the Corporate Plan, the Council maintains a Corporate Risk Register. This analyses the strategic issues and external factors that potentially impact across all council services. The associated risks are identified as part of the corporate planning process. An update is provided in Table 5, below.

Table 5: Managing Corporate Risks

Risk Description	Likelihood	Impact	Mitigating Action
<p>Further reductions in Government Grant</p> <ul style="list-style-type: none"> Local authorities are expected to face further reductions over and above those currently notified. This includes a reduction in funding to support the new Council Tax Allowance scheme. In addition, uncertainty around how the new NNDR redistribution system will impact upon the Council. 	High	High	<ul style="list-style-type: none"> Medium-term Financial Plan in place covering 5-years. This allows for a reduction in overall resources. Budgets considered prudent with provisions for inflation and growth. Current reserves are healthy and would help to sustain further reductions in the short-term allowing time for more sustainable action. On-going work/transformation programme in place to generate efficiencies and budget savings. As a growth area, overall reduction could be mitigated through the New Homes Bonus and the new national redistribution system.
<p>Continuing effects of the Economic Downturn</p> <ul style="list-style-type: none"> As a growth area, potential income streams from planning and grants are limited, whilst pressure remains on expenditure. In addition, an increase in the number of people claiming benefits and finding difficulty in paying council tax and housing rent. Development and regeneration projects such as the Depot relocation are delayed which hinders service provision and limits the ability to meet identified needs such as affordable housing. 	High	Medium	<ul style="list-style-type: none"> Budgets for income streams and specific grant allocations are assumed at current minimum levels; service provision is based on this. Council Tax has been frozen for the last 2 years and included in the MTFP. Measures in place to maximise benefit subsidy and fraud is proactively being pursued with successful prosecutions. The Asset Management Plan has been refocused to ensure our assets are being positioned to react to an economic upturn. On-going dialogue with developers and housing providers to look at alternative options for regeneration.
<p>Keeping pace with Technology</p> <ul style="list-style-type: none"> The Council's IT infrastructure is becoming dated and capacity to store and handle data efficiently is becoming limited compared to more modern day solutions. 	Medium	Medium	<ul style="list-style-type: none"> The IT strategy has identified some key projects that will now be rolled out during 2012/13. The server infrastructure has now been upgraded and a separate back-up facility created on-site. E-mail archiving/storage system, desktop virtualisation and Microsoft upgrade now being planned.
<p>Business Continuity and in particular the loss of the main Civic Offices.</p> <ul style="list-style-type: none"> Council services are predominantly managed from one Administrative Building. There is no alternative building to accommodate an IT facility which is crucial to enable many services to operate. 	Low	High	<ul style="list-style-type: none"> Back-ups are made and stored off-site. Plans now in place to provide a new back-up facility for IT at the new Oaklands Village. This should be operational by March 2013. Maintain relationships with other agencies and partners to secure alternative accommodation on a reciprocal basis if required. Could take advantage of spare capacity in private sector market although this would depend on timing.

Risk Description	Likelihood	Impact	Mitigating Action
Capacity and Resilience in Service Provision <ul style="list-style-type: none"> Reducing staff and budget resources could create capacity and resilience within council services. 	Medium	Medium	<ul style="list-style-type: none"> Training and development programme being reviewed to include change management and “doing more with less.”
Partners and Voluntary Sector <ul style="list-style-type: none"> Financial pressures on partners who deliver services with or on behalf of the Council, including voluntary organisations. 	Medium	Medium	<ul style="list-style-type: none"> Current grant funding is being maintained for all supported organisations. Spending can be refocused to meet external funding requirements and is project based rather than on-going. Dedicated officer time to support the voluntary sector and local organisations.

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 *Corporate Plan* will require a sustained efficiency programme, including the shifting of resources to the priority areas.

5.0 Equalities Implications

5.1 This report has no implications in respect of meeting the Public Sector Equality Duty of the Equalities Act 2010.

4.0 Financial Implications

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5.0 Corporate Implications

5.1 No other specific legal, HR or other resource implications

6.0 Community Implications

6.1 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