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| REPORT TO: | Finance & Management Committee | AGENDA ITEM: 13 |
| DATE OF MEETING: | 16th February 2010 | CATEGORY: DELEGATED |
| REPORT FROM: | Director of Corporate Services | OPEN |
| MEMBERS' CONTACT POINT: | John Porter (Tel 595780) Policy Officer (Performance) john.porter@south-derbys.gov.uk | DOC: |
| SUBJECT: | Performance Management Report (1st October – 31st December 2009) | REF: |
| WARD (S) AFFECTED: | ALL | TERMS OF REFERENCE: |

1.0 Recommendations

1.1 That Members:

- (a) Note the Council's key achievements and performance for the second quarter ending 31st December 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 (1st October - 31st December 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 2009/14 Actions - Appendix A
 - Performance Indicators - Appendix B
 - Financial Performance - Appendix C

3.0 Detail

Key Achievements

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

Corporate Plan

Theme: Value for Money

- √ A detailed action plan is being developed. This will identify key issues arising from the Place Survey and propose actions to meet the priority needs raised by the community. Following approval by Committee, the Place Survey outcomes and the proposed actions will be taken to Council and residents will be consulted at area meetings.
- √ The peer assessment for reaching '*achieving*' status under the National Equality Framework will be completed on 3rd & 4th February 2010. A self assessment has been compiled drawing on information from the Council's evidence base, all services, partners and members of the community. This has been subject to consultation with the internal and external equality groups and review by a neighbouring authority. Training has continued with over 100 staff attending the courses during the quarter. Equality Impact Risk Assessments have continued and in particular on employment procedures.
- √ The Leadership and Management Development programme has continued. A review of the Performance Development and Review (PDR) has been completed and training will be rolled out in the final quarter ahead of the next PDR rounds for 2010. The workforce profile has been completed and published. A number of employment procedures are being reviewed in connection with the Pay & Grading Review. Other policies reviewed include, the Council's Maternity Policy, e-Communications Policy and added guidance and training provided in line with the recently updated recruitment and selection procedure.
- √ The Customer Services Visiting Officer is working alongside other organisations i.e. Welfare Rights; Citizens Advice Bureau; Council for Voluntary Service in a benefit take-up campaign targeting low income families. Benefit take-up leaflets will be delivered to schools and distributed to the children. As well as the usual surgeries throughout the district, we have forged links with the Woodville Surestart Children's Centre who are holding monthly surgeries at their venue.
- √ The Council has continued to attract a high level of media interest, both locally and nationally on the work and services provided by the Council. This includes member of staff being featured on a BBC programme. The quarterly 'What's on' guide was produced internally along with supporting a number of other promotional activities involving the Council's website, leaflets and graphic design work. Internal communications have included editions of the 'Better' magazine and blogs from the Management Team and Chairman of the Council.

- √ The six monthly review of the Corporate Governance assessment was carried out by Officers in November 2009. Progress and a recalculation of the score will be reported to the Standards Committee in February 2010 and Audit Sub Committee (16 December 2009) with their views on progress considered by Full Council. An external review of the Authority's corporate governance arrangements was undertaken by Solace Enterprises which confirmed that the Council's local code complies in full with best practice, as set out in the national framework.
- √ The latest efficiency statement identifies on-going efficiency savings of approximately £833,000 for 2009/10. To date, this equates to total cashable savings of £1.5m that have been achieved under NIS 179 (National Performance Indicator) which records efficiencies achieved since 1st April 2008. Other cashable gains are likely to be made through the restructure of the Community Services directorate, together with the Corporate Services Partnering Project.
- √ A corporate skills audit form has been developed and will be rolled out during the final quarter. This will enable the Council to capture additional information on the skills of the workforce. Changes to the absence management procedure will be determined by the Joint Consultative Committee (JCC) in February 2010. This will be followed by training for all managers. A second corporate project has been identified for the first line managers action learning set that will commence in February. The employee survey has been completed using an external company. The outcomes from this will be reported in the final quarter. Work has progressed with the Pay & Grading Review with statutory procedures implemented to complete and implement the review in June 2010
- √ The 'Training' Member Champions have agreed the procedure to be undertaken in relation to the rollout of the Member Performance Development Plans which are currently being completed by Members. Members of the Development Control, Standards and Licensing Sub Committees have received their annual awareness training.
- √ Quarterly reports are continually being produced using the Council's performance management system (PRiDe). These are reported to Policy Committees. The reports identify progress and where appropriate proposed actions to ensure that targets are achieved. Financial information is also included to enable Members to monitor expenditure. The external Auditors and Audit Commission have assessed the Council's performance against the new Comprehensive Area Assessment (CAA) regime. The Council attained a score of 3 (out of 4) for 'use of resources' and 3 (out of 4) for managing performance giving the Council an overall score of 3 (out of 4) for its organisational assessment. A score of 3 shows that the Council is 'performing well' across all the services being provided to the community.

Performance to 31st December 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 12 initiatives shown in Appendix A. The quarterly performance is shown in Table 1 below.

Table 1: Corporate Plan –performance against targets (as at 31st December 2009)

| Theme | 'Achieved' / 'On Target' | 'At Risk' | 'Probable Failure' | Total |
|--------------------|--------------------------|-----------|--------------------|----------------|
| 1: Value For Money | 12 (100.0%) | | | 12 (100.0%) |
| Total | 12 (100.0%) | | | 12 (100.0%) |

- 3.4 Table 1 reveals that all 12 (100%) actions have been achieved and or 'on target'.

Performance Indicators (PIs)

Performance Indicators

- 3.5 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.
- 3.6 The performance measures consist of both National and Local Performance Indicators.
- 3.7 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.)
- 3.8 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.
- 3.9 In order to measure operational performance, local performance indicators have been set by each Head of Service.
- 3.10 Table 2 below shows a summary of performance against targets within the Corporate Plan theme- '*Value for Money*' shows that 39(84.8%) 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 31st December 2009)

| Theme | 'Achieved' / 'On Target' | 'At Risk' | 'Probable Failure' | No Data Available /Not Applicable | Total |
|--------------------|--------------------------|-------------|--------------------|-----------------------------------|-------|
| 4: Value For Money | 39 (84.8%) | 4 (8.7%) | 3 (6.5%) | 13 | 59 |
| Total | 39 (84.8%) | 4 (8.7%) | 3 (6.5%) | | 59 |

3.11 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 31st December 2009)

| Description | Annual Target 2009/10 | Qtr 3 Target 2009/10 | Position as at 31 st Dec 2009 | Comments and any proposed actions | Service |
|---|-----------------------|----------------------|--|---|-------------------|
| Performance Indicators – targets 'at risk' (Amber) | | | | | |
| HS 017 - (BV66a) Collection of HRA Rent (FY Quarter) | 99.00% | 99.00% | 97.23% | For Information – Referred to Housing & Community Services Committee | Housing Services |
| HS 018 - (BV66b) Percentage of gross rent arrears (more than 7 weeks) (FY Quarter) | 2.50% | 2.50% | 2.67% | For Information – Referred to Housing & Community Services Committee | Housing Services |
| CS 002 - Contact Centre - Minimum percentage of Telephone Calls answered within 20 seconds (FY Quarter) | 85.00% | 85.00% | 83.00% | 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 |
| CS 013 – (BV10) Non-Domestic Rates collected (FY Quarter) | 98.50% | 29.50% | 27.90% | Continuing high levels of Business failure. Additional effort made to promote take-up of Small Business Rate Relief. | Customer Services |
| Performance Indicators – targets 'probable failure' (Red) | | | | | |
| HS 019 - Rent arrears of current tenants ex. Former Tenant Arrears (FTA's)(£000s) (FY Quarter) | £112.50 | £120.00 | £152.55 | For Information – Referred to H & C S Committee | Housing Services |
| HS 020 - Amount of former tenant arrears(£000s) (FY Quarter) | £130.0 | £130.00 | £149.75 | For Information – Referred to H & C S Committee | Housing Services |
| HS 021 – Percentage of former tenant arrears collected (FY Quarter) | 15.0% | 11.25% | 8.62% | For Information – Referred to H & C S Committee | Housing Services |

Financial Performance

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