
REPORT TO:	Finance & Management Committee	AGENDA ITEM: 12
DATE OF MEETING:	4th September 2008	CATEGORY: DELEGATED
REPORT FROM:	Director of Corporate Services	OPEN
MEMBERS' CONTACT POINT:	John Porter (5780)	DOC:
SUBJECT:	Performance Management Report (1st April 2008 – 30th June 2008)	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That Members:

- (a) Note the Committee's key achievements and performance for the quarter ending 30th June 2008.
- (b) Review where performance has failed to achieve the specified target and consider the adequacy of responses.

2.0 Purpose of Report

- 2.1 To report details of performance for the quarter ending 30th June 2008, in relation to the current four key strands of the Council's Performance Management Framework.
- 2.2 Full details can be found in the respective appendices as outlined below, which are attached to this report:
 - Corporate Plan – Appendix A
 - National Indicator Set - Performance Indicators – Appendix B
 - Local Performance Indicators – Appendix C
 - Service Level Key Tasks – Appendix D

3.0 Detail

Key Achievements during the period ending 30th June 2008

- 3.1 The high level of performance and improvements detailed in this report has delivered a range of outcomes for local communities.
- 3.2 The key achievements during the first quarter for each of the key strands of the Council's Performance Management Framework are now itemised in turn, below:

Corporate Plan

Theme 3: Higher Quality Services

- √ Three leadership and management development programmes have commenced.
- √ Assets “surplus to requirements” in accordance with the Council’s Disposals Policy to generate resources for capital investment have been identified. As a result £267,500 has been generated to-date. This was reported to Committee in May 2008.
- √ Measures to minimise Council Tax increases by improved commissioning of services, streamlining processes and restructuring are being implemented. To date, actual savings of £15,730 have been achieved. In addition, £24,828 in savings has been identified, but yet to be confirmed.
- √ Currently 71% of our customers are being dealt with at the first point of contact. The Customer Services Team are receiving training on Benefits and Council Tax.
- √ Level 2 of the Equalities Standard achieved in March 2008. An action plan to get us to Level 3 by March 2010 is being progressed.

Theme 4: Prosperity for All

- √ Work continues to take place in order to deliver the programme for ensuring that all Council homes are decent ahead of the Government’s 2010 deadline
- √ Initial consultation exercises have been carried out in order to develop ‘move-on’ protocol for people in temporary supported accommodation
- √ Contracts have been signed for the introduction of customer choice into social housing allocations via Choice -Based Lettings. The first implementation workshop has been arranged for 31 July 2008
- √ There are 30 less ‘vulnerable’ households that are experiencing fuel poverty and poor housing standards in Rural Areas
- √ Heat savers, British Gas and Warmfront are working in the district in order to deliver energy conservation measures. As a result, 250 new energy conservation measures have been installed in new homes

Theme 6: Stronger in the Region

- √ An Action Plan is being delivered in respect of our help in promoting and delivering the priorities of the South Derbyshire Local Strategic Partnership (LSP)

Performance to 30th June 2008

- 3.3 Summary details of actual/ out turn performance against targets set in relation to the current four components of the Council’s Performance Framework will now be provided.

Corporate Plan

- 3.4 This Committee is responsible for 9 of the 58 Corporate Plan targets / actions. The quarterly performance is shown in Table 1 below.

Table 1: Corporate Plan –performance against targets (as at 30th June 2008)

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	Total
1: Safer & Healthier Communities				0
2: You at the Centre	1 (100.0%)			1 (100.0%)
3: High Quality Services	6 (85.7%)	1 (14.3%)		7 (100.0%)
4: Prosperity for All				0
5: Rural South Derbyshire				0
6: Stronger in the Region	1 (100%)			1 (100.0%)
Total for this Committee	8 (88.9%)	1 (11.1%)	0	9 (100.0%)
Total for the Council	53 (91.4%)	2 (3.4%)	3 (5.2%)	58 (100.0%)

- 3.5 Table 1 reveals that 8 (88.9%) actions / targets for this Committee have been achieved and or 'on target'.
- 3.6 Table 2 below, lists those actions 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 2: Corporate Plan – targets 'at risk' and 'probable failure' (as at 30th June 2008)

Ref No.	Action	Target for 2008 / 09	Achievements to 30 th June 2008	Reasons and proposed action(s)
Targets 'at risk of failure' (Amber)				
Theme 3: Higher Quality Services				
3.5	Develop website further to enable more transactions on line	80% of customers satisfied with website	54% 'Satisfied'	Current process to be reviewed. New question will be added to encourage feedback

Community Strategy

- 3.7 The Council has responsibility or joint responsibility for 37 of the 71 actions within the Community Strategy Action Plan, which is divided into four themes. However, none of these actions are within the remit of this Committee.

National Indicator Set – Performance Indicators

- 3.8 In April 2008, the existing Best Value Performance Indicators were replaced by a set of 198 National Performance indicators. Approximately, 64 PIs will reported at the district level, of which 29 PIs will be collected by the Council from it's own data sources (others will come from other external data sources, such as Defra, ONS etc.) In addition a further 20 'Place survey' indicators will be collected every 2 years and these will measure residents satisfaction with the Council, community, their health and with anti-social behaviour.
- 3.9 Details regarding collection and reporting arrangements for the majority of these new performance indicators have not yet been clarified. Therefore, it is not possible to make any informed assessment at this stage.

Local Performance Indicators

- 3.10 There are a total of 153 Local Performance Indicators (LPIs) of which 33 are ex-Best Value Performance Indicators (BVPI's). Although these BVPIs no longer have to be reported to the Audit Commission, they have been retained as LPIs for service delivery purposes.
- 3.11 Table 4 below shows a summary of performance against targets within each of the Corporate Plan themes. This Committee is responsible for 51 targets, of which 46 (88.5%) targets have been achieved or 'on target'.

Table 4: Local Performance Targets – performance against targets (as at 30th June 2008)

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	Total
1: Safer & Healthier Communities	3 (100.0%)			3 (100.0%)
2: You at the Centre	4 (100.0%)			4 (100.0%)
3: High Quality Services	38 (86.4%)	5 (11.4%)	1 (2.3%)	44 (100.0%)
4: Prosperity for All	1 (100.0%)			1 (100.0%)
5: Rural South Derbyshire				0
6: Stronger in the Region				0
Total for this Committee	46 (88.5%)	5 (9.6%)	1 (1.9%)	51 (100.0%)
Total for the Council	137 (89.6%)	10 (6.5%)	6 (3.9%)	153 (100.0%)

- 3.12 Table 5 below, lists those LPI 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 5: Local Performance Indicators - targets 'at risk' and 'probable failure' (as at 30th June 2008)

Ref. No.	Description	Service / Committee	Target 2008/09	Position as at 30 th June 2008	Comments and any proposed actions
Local Performance Indicators – targets 'at risk' (Amber)					
CS 10	Dealing with: compliments	Cust Serv	60	10	Awareness raising to be undertaken via the Team Brief
BVPI 8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of receipt or within the agreed payment terms	Finance & PS	95.00%	89.90%	Greater emphasis has been placed on producing faster and more sophisticated monitoring information to assist managers in identifying weaker areas. Senior management have responded to this and are ensuring that actions are in place to improve performance in appropriate areas.
BVPI 78a	Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	Cust Serv	26.0	39.0	Due to the installation of the Academy system, performance is now recovering from dip in the 4th Quarter (07/08). Currently dealing with the backlog of applications within the system
BVPI 78b	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	Cust Serv	6.0	16.0	As above
BVPI 79b(ii)	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	Cust Serv	40.00%	12.20%	Recovery action on the Academy system has recommenced. Increase number of deductions from ongoing benefits

Ref. No.	Description	Service / Committee	Target 2008/09	Position as at 30 th June 2008	Comments and any proposed actions
Local Performance Indicators – targets ‘probable failure’ (Red)					
BVPI 79b(iii)	HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	Cust Serv	75.00%	70.45%	Review of aged debt required. Planned to be undertaken during the second half of 2008/09

Service Level Key Tasks

- 3.13 These targets are specific to service areas and have been set to assist Heads of Service monitor their operational performance.
- 3.14 Table 6 below provides a summary position of all service level targets by Corporate Plan theme. This Committee is responsible for 16 targets out of a total of 89 targets. All 16 (100%) of these targets have been ‘achieved’ / ‘on target’ for completion.

Table 6: Service Level Key Tasks - targets ‘at risk’ and ‘probable failure’ (as at 30th June 2008)

Theme	‘Achieved’ / ‘On Target’	‘At Risk’	‘Probable Failure’	Total
1: Safer & Healthier Communities				0
2: You at the Centre				0
3: High Quality Services	16 (100.0%)			16 (100.0%)
4: Prosperity for All				0
5: Rural South Derbyshire				0
6: Stronger in the Region				0
Total for this Committee	16 (100.0%)	0	0	16 (100.0%)
Total for the Council	89 (97.8%)	2 (2.2%)	0	91 (100.0%)

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 Conclusions

- 6.1 A high level of performance and improvements has delivered a range of outcomes for local communities.
- 6.2 This performance report evidences that significant improvement in how the Council is meeting demands and expectations.