
REPORT TO:	Finance & Management Committee	AGENDA ITEM: 13
DATE OF MEETING:	8 th September 2011	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 (1 st April 2011 – 30 th June 2011)	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE: FM 08

1.0 Recommendations

- 1.1 That progress is reviewed and considered for the period 1st April to 30th June 2011 in relation to the Council's Corporate Plan 2009 -14.

2.0 Purpose of Report

- 2.1 To report details of progress and achievements during the period 1st April to 30th June 2011, in relation to the Council's Corporate Plan 2009 –2014.
- 2.2 The performance report, attached at **Appendix A** shows progress against Corporate Plan Key Projects and Performance Measures under the remit of this Committee.

3.0 Detail

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 2011, 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 2011

Key Projects

- 3.5 Table 1 below summarises the progress made against 'key projects.' It shows that 5 (100%) tasks for the quarter have been completed.

Table 1: Progress against Corporate Plan Projects (as at 30th June 2011)

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Value For Money	5 (100.0%)	0	0	5 (100.0%)

- 3.6 To assist the Committee in their assessment of progress made, the Lead Officer for each of the key projects has provided some supplementary information on how the projects are supporting the delivery of the outcomes.
- 3.7 All 5 projects are currently on track with the implementation of the upgraded Financial Management System being the key achievement in the first quarter. Several issues are still being addressed around information for budget holders and on-going training, but overall the system is up and running and delivering the council's accounting requirements.

Performance Measures

- 3.8 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 all 5 quarterly targets have been achieved. It is also forecast that all 8 (100%) of the targets will be met by the year end

Table 3: Performance Measures – performance against targets (as at 30th June 2011)

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	5 (62.5%)	0	3 (37.5%)	8 (100.0%)	8 (100.0%)	0

- 3.9 Again, a commentary is provided on progress to add some qualitative information around the figures. The biggest improvement (as planned) is in the average time to process new benefit claims. This was 20 calendar days in 2010/11 and as so far reduced to an average of 12 in 2011/12.

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 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

Outcome	Measure	Actual 2010/11	Target Quarter 1 2011/12	Actual Quarter 1 2011/12	Quarter Status	Annual Target 2011/12	Predicted Out turn 2011/12	Predicted Status	Comments/ Remedial Action
VO 1 - Financial resilience - a sustainable financial base maintained	VM 01 - Publish a 'fit for purpose' Medium Term Financial Plan	Feb-11	N/a	N/a	Grey	Feb-12	Feb-12	Green	As approved, a review of the current MTFP will be reported in October
	VM 02 - Disposal of assets deemed 'surplus to requirements' to generate income. (£)	£377,250	£50,000	£110,192	Green	£100,000	£200,000	Green	2 easements/rights of way for Melbourne and Swadlincote Town Centre (£105,332), plus 2 plots of garden land for £4,860
	VM 03 - Improved income collections from Council Tax & Sundry Debtors (£)	£42,000	N/a	N/a	Grey	£42,000	£42,000	Green	Collection rates currently on track and monitored by the Corporate Services Operational Board
VO 2 - 'Cutting costs not services'	VM 04 - On-going efficiency savings. (£)	£1,031,000	£0	£0	Grey	£280,000	£280,000	Green	Final proposals for the Restructure of Community Services to be reported shortly. Environment Services currently subject to review
VO 3 - Strong leadership & robust governance	VM 05 - Achieve an external 'fit for purpose' Code of Corporate Governance assessment.	Jun-10	Jun-11	Jun-11	Green	Jun-11	Jun-11	Green	Approved by the Audit sub Committee on 22nd June 2011. Awaiting any comments from External Audit as part of their financial statements work which is due for report on 29th September
VO 4 - An improved customer experience	VM 06 - Percentage of satisfied customers contacting or dealing with the Council.	95%	> 85%	94%	Green	> 85%	95%	Green	Current monthly average over the last 12 months has been 94%
	VM 07 - Average time to process new Council Tax / Housing Benefit claims (calendar days)	20	< 18	12	Green	< 18	12	Green	
	VM 08 - Average time to process notifications of changes for benefit claims (calendar days)	13	< 8	7	Green	< 8	7	Green	

Value For Money: Progress against Projects

Appendix A

Outcome Project	VO 1 - Financial resilience - a sustainable financial base maintained	Q1 Task	Q2 Task	Q3 Task	Q4 Task	Status	Comments/ Remedial Action
VP 01- Roll out the upgraded Financial Management System to enable e-procurement and strengthen control over spend	VP 01.1 All Agresso training complete					Complete	Some residual training and additional support to be provided. Also further written guidance to be issued to budget holders
	VP 01.2 Increase in number of electronic orders across Council					N/a	This will be assessed over the next quarter following the implementation of new workflow procedures
	VP 01.3 All aspects of new system , incl. Reporting & budgetary modules fully implemented in accordance with objectives					N/a	Currently being rolled out. Several issues still being addressed, although overall, system is working and maintaining the Council's books of account. Internal Audit reviewing for Audit Committee
	VP 01.4 Review of current status & plan for next upgrade incl. Incorporation into Regional Business Centre					N/a	Work for later in the year

Outcome Project	VO 2 - 'Cutting costs not services'	Task	Status
	VP 02 - Continue the programme of procurement and service transformation reviews in accordance with the Council's Business Improvement Plan	Q1 Task VP 02.1 This is set out in the Business Improvement Plan and reported separately to Council	Complete
		Q2 Task VP 02.2 This is set out in the Business Improvement Plan and reported separately to Council	N/a
		Q3 Task VP 02.3 This is set out in the Business Improvement Plan and reported separately to Council	N/a
		Q4 Task VP 02.4 This is set out in the Business Improvement Plan and reported separately to Council	N/a

Comments/ Remedial Action
Business Improvement Board reviewed progress in July 2011. A six monthly review of projects and savings to be reported to the Committee at its meeting on 1st December 2011
As above
As above
As above

Outcome Project	VO 2 - 'Cutting costs not services'	Task	Status
	VP 03 - Undertake an accommodation review of the Civic Offices, with a view to rationalise usage and create opportunities for income generation.	Q1 Task VP 03.1 Draft Plans agreed and approved	Complete
		Q2 Task VP 03.2 Detailed operational arrangements agreed	N/a
		Q3 Task VP 03.3 Actual reorganisation takes place & DCC staff relocate to Civic Offices	N/a
		Q4 Task VP 03.4 Post project review of arrangements	N/a

Comments/ Remedial Action
All stakeholders have agreed the plan and a work programme for removal is currently on-going. External funding for capital costs secured
As above, physical moves now taking place.
Currently on target
Work for later in the year

Outcome Project	VO 3 - Strong leadership & robust governance	Status
	VP 04 - Communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them	Complete
	Q1 Task VP 04.1 Annual Report & Work Plan reported to Committee	
	Q2 Task VP 04.2 Monthly Media Report	
	Q3 Task VP 04.3 Monthly Media Report	
	Q4 Task VP 04.4 Monthly Media Report	N/a

Comments/ Remedial Action
Report and work plan being considered in a separate paper elsewhere on this Committee's Agenda
To be produced as planned
To be produced as planned
To be produced as planned

Outcome Project	VO 4 - An improved customer experience	Status
	VP 05 - Develop and adopt an 'Access to Services Strategy' for all residents	Complete
	Q1 Task VP 05.1 Work scoped	
	Q2 Task VP 05.2 Research & analysis undertaken	
	Q3 Task VP 05.3 Strategy drafted	
	Q4 Task VP 05.4 Consultation & Final report to Committee	N/a

Comments/ Remedial Action
Project group set up
To be undertaken now by the Project Group which includes representation by external stakeholders and supported by the CVS
Work for later in the year
Work for later in the year