
REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	10TH SEPTEMBER 2009	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	JOHN PORTER (5780) John.porter@south-derbys.gov.uk	DOC:
SUBJECT:	PERFORMANCE MANAGEMENT REPORT (1ST APRIL 2009 – 30TH JUNE 2009)	REF:
WARD (S) AFFECTED:	ALL	TERMS OF FM REFERENCE:

1.0 Recommendations

1.1 That Members:

- (a) Note the Council's key achievements and performance for the quarter ending 30th June 2009.
- (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 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 that went live on the 1st June 2009. Work is currently in progress to develop the system and provide a range of reports.
- 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

3.0 Detail

Key Achievements

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

Corporate Plan

Objective: Value For Money

- √ Place survey results have been received and will be reported to Council and its partners in early September 2009. These results will be used as a baseline from which we will be able to measure ourselves over the next year.
- √ Continue to promote the Customer Services Visiting Officer by increasing the number of home visits to vulnerable and rurally excluded groups.
- √ Corporate Equalities & Fairness Action plan being developed in order to deliver the 'achieving' status by March 2010.
- √ A number of high profile external campaigns, which include the Cleaner South Derbyshire and launch of the new Etwall Leisure Centre have been progressed. Internal communications have been revamped across the Council. For example, the introduction of the new magazine 'better' and corporate blogs for each member of Corporate Management Team
- √ Work is being undertaken to look at the future development of the Citizens Panel and the results of the Place Survey to better understand the data and put in place actions to improve satisfaction across the district.
- √ The Leadership and Management Development programme has continued, with all delegates completing their second round of 360 appraisals. An E-induction has been completed and implemented. A review of the absence management policy has been completed with proposals made to the Trade Unions.
- √ The Council was awarded with the 'Silver ' rating of the liP Standard (2nd highest rating possible)
- √ An external review of the Authority's corporate governance arrangements was undertaken by Solace Enterprises in March 2009. The review confirmed that the Council's local code complies in full with best practice, as set out in the national framework.
- √ Produced and launched the Council's new Corporate Plan 2009-14 (April 2009), which sets out the main priorities for the Council over the next 5 years.
- √ The new performance system is up and running and will be used to drive timely and accurate information to improve service delivery. The first quarter reporting has been produced using the new system.

Performance to 30th June 2009

- 3.2 Summary details of actual performance against 1st quarter targets will now be provided.

Corporate Plan

- 3.3 This Committee is responsible for the 9 initiatives shown in Appendix A. The quarterly performance is shown in Table 1 below.

Table 1: Corporate Plan –performance against targets (as at 30th June 2009)

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	Total
1: Value For Money	9 (100.0%)			9 (100.0%)
Total	9 (100.0%)			9 (100.0%)

- 3.4 Table 1 reveals that all 9 (100%) actions have been achieved and or 'on target'.

Performance Indicators (PI's)

National Indicator Set

- 3.5 A set of 198 National Performance indicators was introduced in April 2008. 64 of these PIs are being reported at the district level. However only 29 PI's will be collected by the Council from its own data sources (the others will be derived from other external data sources, such as Defra, ONS etc.).
- 3.6 Details regarding the collection and reporting arrangements for the majority of these new performance indicators have still not yet been clarified. Therefore, it is not been possible to make any informed assessment at this stage.

Local Performance Indicators

- 3.7 These are the performance indicators, which have been set by each Head of Service, so that they can measure their operational performance.
- 3.8 Table 2 below shows a summary of performance against targets within the Corporate Plan theme - '*Value for Money*'. 39 (84.8%) of targets have been achieved or 'on target'. It should be noted that a number of cross cutting PIs 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 30th June 2009)

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	No Data Available /Not Applicable	Total
1: Value For Money	39 (84.8%)	7 (15.2%)	0	2	48
Total	39 (84.8%)	7 (15.2%)	0	2	48

3.9 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 30th June 2009)

Description	Service	Qtr 1 Target 2009/10	Position as at 30 th June 2009	Comments and any proposed actions
Performance Indicators – targets 'at risk' (Amber)				
NIS180 - The number of changes of circumstances which affect customers' HB/CTB entitlement within the year (Quarter)	Customer Services	6,000	3,272	This is the first time that a quarterly target has been set. Quarterly targets to be reviewed.
HS17 - (BV66a) Collection of HRA Rent (Quarter)	Housing Services	99.00%	95.74%	This is a cumulative figure and is on track to meet the annual target of 99%.
CS2 -Contact Centre - Minimum percentage of Telephone Calls answered within 20 seconds	Customer Services	85.00%	73.00%	High number of calls due to the 'credit crunch' Quarterly targets to be reviewed.
CS6 - Total number of Housing Benefit cases requiring Rent Office decision referral (Quarter)	Customer Services	100%	99%	There was a delay from the rent officer relating to a few cases in Q1. This has been resolved and this will be on track for the year-end.
CS7 - Percentage increase of payments made by Direct Debit	Customer Services	58.50%	57.08%	Baseline year Quarterly targets to be reviewed.
CS11 - Percentage of Investigations that result in an overpayment of Benefit	Customer Services	20	27	Baseline year Quarterly targets to be reviewed.
CS12 - (BV8) Percentage of Council Tax collected. (Quarter)	Customer Services	29.25%	29.00%	This is a cumulative figure and despite being behind target for Q1 we anticipate that collection will meet target by the year-end.

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 central performance system.