
REPORT TO:	Finance & Management Committee	AGENDA ITEM: 12
DATE OF MEETING:	24th June 2010	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 to 31st March 2010)	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That Members:

- (a) Note this Committee's key achievements and performance for the year ending 31st March 2010.
- (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 year ending 31st March 2010, in relation to the current four key strands of the Council's Corporate Plan 2009 -14.
- 2.2 The Corporate Plan 2009 -2014 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 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 for the year ending 31st March 2010

- 3.1 The high level of performance and improvements detailed in this report have delivered a range of outcomes for local communities.
- 3.2 The key achievements for the year ending 31st March 2010 are now itemised below:

Corporate Plan.

Theme: Value for Money.

- √ The Visiting Officer has worked alongside other organisations in a benefit take up campaign that was targeted at low income families, in addition to attending the usual surgeries throughout the District and forging links with the Woodville Surestart Children's Centre.
- √ A National Equality Framework peer assessment was completed in February 2010, and the Council attained 'Achieving' status.
- √ The Place Survey has been completed and results published. An action plan has been developed to show how we will address issues raised by the community and to increase satisfaction across the District.
- √ The Communications team has delivered a number of external campaigns, such as '*Cleaner South Derbyshire*' and '*Beat the Crunch.*' Promotional materials were developed in conjunction with supporting events that have generated 723 items of positive media coverage. Nine issues of the staff magazine '*Better*' have been published with a large number of Corporate 'blogs' from the Corporate Management Team and a guest 'blogs' from the Chairman of the Council.
- √ 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, including a member of staff in Environmental Services (Liz Daykin) being featured on a BBC television programme – '*Britain's Empty Homes*'.
- √ The Council's Medium Term Financial Plan was reviewed and approved in January 2010. A programme of savings is being formulated, that includes a robust review of budgets and to make more use of central purchasing for goods and services. The latest efficiency statement identifies on-going efficiency savings of approximately £833,000 for 2009/10. Cumulatively, this equates to total cashable savings of £1.5m that have been achieved under the national performance indicator NIS 179, which records efficiencies achieved since 1st April 2008.
- √ The Council was awarded the 'Silver' rating of the Investors in People (IIP) Standard. (this is the 2nd highest rating). Thirteen employees have completed the First Line Manager programme with the attainment of the Institute of Management Certificate. The middle and senior manager's programme has also continued during the year.
- √ The Council signed up to the national *Skills Pledge* that recognises the Council's approach to improving the skills (in particular, literacy and numeracy) of the workforce.
- √ The Council participated in a national employee survey, organised by the Sunday Times and Best Companies. The outcomes of the survey placed the Council in 57th position of the '*Top 75 public sector companies to work for*' and as 'one to watch' in the '*Best Companies Index*'.
- √ Individual training sessions for Elected Members were provided with the annual awareness training for members of the Development Control, Standards and Licensing Sub Committees. The roll-out of the Elected Member Performance

Development Plans are currently being undertaken. Health & Safety training has been provided to Members and Officers and revised arrangements for reporting accidents have been implemented.

- √ Corporate Plan 2009/14 and the Annual Report 2008/09 were published and circulated to key partners, business, stakeholders and the community.
- √ The performance management system (PRiDe) has been implemented and continues to be used to collate and report corporate performance data in a consistent manner of which now includes financial information.
- √ The Council's performance has been externally reviewed with a score of 3 (out of 4) in both the Use of Resources and managing performance assessments under the new Comprehensive Area Assessment (CAA) regime. An overall score of '3' shows that the Council is 'performing well' across all the services being provided to the community, and places the Council among the 'best' performing district councils in the region.
- √ 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.
- √ Significant progress has been made with an innovative project to deliver corporate services with a private sector partner. Northgate has been selected and a transition plan is being followed leading upto the transfer of services at the end of July 2010.

Actual / Out - turn performance (as at 31st March 2010).

3.3 Summary details of actual/ out turn performance against targets within the Corporate Plan will now be provided.

Corporate Plan Actions

3.4 The progress against actions within the Corporate Plan is outlined in Appendix A.

3.5 This Committee is responsible for 23 actions and the actual /out turn performance is summarised in Table 1 below.

Table 1: Corporate Plan – Actual / out turn performance (as at 31st March 2010)

Theme	'Achieved'	'Failure'	'Data not available'	Total
1: Value for Money	8 (100.0%)			8 (100.0%)

3.6 Table 1 reveals that all 8 (100%) actions have been achieved.

Performance Indicators

3.7 Performance measures consisting of both national and local indicators detailed within the Corporate Plan are outlined in Appendix B.

- 3.8 Details regarding the collection and reporting of some national performance indicators, which were introduced in April 2008, are still unclear, and in such cases it has not been possible to make any informed assessment at this stage.
- 3.9 Local indicators have been set by Heads of Service, in order to measure operational performance.
- 3.10 The current year's performance is provided with an assessment against the target set. National comparisons are made against all other English authorities where the data is available. At a local level, comparative data is provided against the previous two years data. A 'direction of travel' assessment has also been made where possible.
- 3.11 This Committee has responsibility for 58 targets, and Table 2 below, shows that 43 (78.2%) targets have been achieved. There are 3 targets where an assessment cannot be made.

Table 2: Performance Indicators – out turn performance (as at 31st March 2010) against targets

Theme	'Achieved'	'Failure'	'Data not available'	Total
1: Value for Money	43 (78.2%)	12 (22.8%)	3	58

- 3.12 Table 3 below, provides details of those Performance Indicators where the target was not met with an accompanying commentary.

Table 3: Performance Indicators - targets 'not achieved' (as at 31st March 2010)

Ref. No.	Description	Service	Target 2009/10	Position as at 31 st March 2010	Comments and any proposed actions
National Indicators					
NIS 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year	Customer Services	2,400	1,656	This PI will no longer be measured in 2010/2011. However, comparing actual performance for 2008/09 it is top quartile (1,369 days)
Local Indicators					
CS 001	Contact Centre - Percentage of abandoned telephone calls	Customer Services	10.00%	10.40%	Increase in phone calls due to current economic climate
CS 002	Contact Centre - Minimum percentage of Telephone Calls answered within 20 seconds	Customer Services	85.00%	75.25%	Increase in phone calls due to current economic climate
CS 005	Accuracy check on Housing Benefit assessment	Customer Services	10.00%	5.50%	From November, additional resources were utilised in order to address performance
CS 007	Percentage increase of payments made by Direct Debit	Customer Services	60.00%	57.42%	Performance affected by current economic climate. Target to be reviewed.
CS 008	Percentage of Single Person Discount reviewed	Customer Services	100.00%	0.00%	Derbyshire County Council scheme was abandoned, due to lack of take up by other district authorities. Due to be undertaken in 2011
CS 012	(BV8) Percentage of Council Tax collected.	Customer Services	99.00%	97.40%	Performance affected by current economic climate. However an improvement on 2008/09 (96.7%) and 2007/08 (96.0%)
CS 013	(BV10) Non-domestic rates collected	Customer Services	98.50%	96.20%	Performance affected by current economic climate, in particular liquidations.
FPS 003	Disposal of assets surplus to requirements and streamlining use of property (£'000)	Finance & Property Services	200	114	Realisation affected by current economic climate. Target to be reviewed.
OD 006	(BV16a) Percentage of staff declaring that they meet the Disability Discrimination Act definition	Org. Dev	5.41%	3.94%	Data derived from employee declarations. Changes to the workforce composition. Target to be reviewed.
OD 007	(BV17a) Percentage of local authority employees from minority ethnic communities	Org. Dev	1.69%	1.60%	Data derived from employee declarations and changes to the composition of the workforce. Target to be reviewed.
OD 013	(BV12) Number of working days lost due to sickness absence (per person).	Org. Dev	8.6	8.73	Reduction in the number of day's absence compared with the previous year (9.11days). Attendance Management Procedure reviewed and supplementary training provided for managers.

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 this *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 meet 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 the significant improvement in how the Council is meeting demands and expectations of the Community and delivering the targets set in the Corporate Plan 2009/14.

7.0 Background Papers

[Council's Corporate Plan](#) 2009/14 and Action Plan
PRiDe Performance Management System