REPORT TO:	Finance & Management Committee	AGENDA ITEM: 10
DATE OF MEETING:	4th December 2008	CATEGORY: DELEGATED
REPORT FROM:	Chief Executive / Director of Corporate Services	OPEN
MEMBERS' CONTACT POINT:	John Porter (5780)	DOC:
SUBJECT:	Performance Management Report (1st April to 30th September 2008)	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE: FM14

1.0   Recommendations

1.1   That Members:

(a)   Note this Committee's key achievements and performance for the quarter ending 30th September 2008.

(b)   Review where performance has failed to achieve the specified target and consider the adequacy of responses.

(c)   Receive an annual overview of the number of accidents as part of the Council's Health and Safety performance management framework

2.0   Purpose of Report

2.1   To report details of performance for the quarter ending 30th September 2008, in relation to the current four key strands of the Council's Performance Management Framework for 2007/2008

2.2   Full details can be found in the respective appendices as outlined below, which are attached to this report:
- o Corporate Plan – Appendix A
- o National Indicator Set Performance Indicators – Appendix B
- o Local Performance Indicators – Appendix C
- o Service Level Key Tasks – Appendix – D

2.3   Previously reported achievements (as outlined in these appendices) have been italicised, to assist Members in differentiating changes between the current and previous periods.

2.4   Following a request of the previous meeting of this Committee, to provide an annual overview of the number of accidents, which have occurred within the Council during the previous two years. – Appendix E

3.0 Detail

Key Achievements during the second quarter (period ending 30th September 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 are now underway.

√ 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. However, several disposals are being held back pending improvement in the economy

√ 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.

√ Currently 72% *(71%)* of our customers are being dealt with at the first point of contact. The Customer Services Team has received Benefits and Council Tax training, which will enable them to deal with more calls at the 'first point of contact', thus increasing customer satisfaction.

Theme 5: Rural South Derbyshire

√ Work to encourage and support local communities in preparing Community/ Parish Plans is progressing well. Currently, 9 Parish Plans are being supported

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 September 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 There are a total of 58 Corporate Plan targets / actions. This Committee is responsible for 16 targets / actions. The quarterly performance for this Committee is shown in Table 1 below.

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

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	'Data not available'	Total
1: Safer & Healthier Communities					0
2: You at the Centre	1 (100.0%)				1
3: High Quality Services	5 (71.4%)	2 (28.6%)			7
4: Prosperity for All					0
5: Rural South Derbyshire					0
6: Stronger in the Region	1 (100%)				1
Total for this Committee	**7 (77.8%)**	**2 (22.2%)**	**0**	**0**	**9**
Total for the Council	**52 [-1] (89.7%)**	**5 [+3] (8.6%)**	**1 [-2] (1.7%)**	**0**	**58**

3.5 Table 1 reveals that 7 (77.8%) actions / targets 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 September 2008)

Ref No.	Action	Target for 2008 / 09	Achievements to 30th September 2008	Reasons and proposed action(s)
Targets 'at risk of failure' (amber)				
Theme 3: Higher Quality Services				
3.2	Identify assets "surplus to requirements" in accordance with the Council's Disposals Policy to generate resources for capital investment	Proceeds of £800,000 generated by March 2009	£267,500 generated to-date as reported to Committee in May 2008.	Several disposals are being held back pending improvement in the economy. The most recent disposal put to Auction, did not attract any bids. Some smaller disposals have been realised but this will not be sufficient to hit the target. There are potentially some significant disposals in the pipeline (subject to approval), but it is anticipated that they will fall after March 2009.
3.5	Develop website further to enable more transactions on line	80% of customers satisfied with website	68% 'Satisfied' based on the new question 'How satisfied are you with the website overall?'	Below target, but expected higher satisfaction levels when new website launched in November

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 33 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 This Committee has responsibility for 6 targets. Table 4 below reveals that one target has been achieved or 'on target.' However, data is not yet available for 5 targets, because reporting and collection methods have not yet been clarified by DCLG and therefore, it is not been possible to make any informed assessment of these targets at this stage.

Table 4: National Indicator Set – performance against targets (as at 30th September 2008)

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	'Data not available'	Total
1: Safer & Healthier Communities					0
2: You at the Centre					0
3: High Quality Services	1 (100.0%)			5	6
4: Prosperity for All					0
5: Rural South Derbyshire					0
6: Stronger in the Region					0
Total for this Committee	**1 (100.0%)**	**0**	**0**	**5**	**6**
Total for the Council	**9 (81.8%)**	**1 (9.1%)**	**1 (9.1%)**	**22**	**33**

Local Performance Indicators

3.12 This Committee is responsible for 13 Local Performance Indicators (LPIs) of which 1 is an ex-Best Value Performance Indicator (BVPI). Although BVPIs are no longer reported to the Audit Commission, it has been as a LPI for service delivery purposes.

3.13 Table 4 below shows a summary of performance against targets within each of the Corporate Plan themes. This Committee is responsible for 52 targets, but data is not available for 8 targets. 37 (84.1%) targets have been achieved or 'on target'.

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

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	'Data not available'	Total
1: Safer & Healthier Communities				2	2
2: You at the Centre	3 (100.0%)			1	4
3: High Quality Services	33 (82.5%)	6 (15.0%)	1 (2.5%)	5	45
4: Prosperity for All	1 (100.0%)				1
5: Rural South Derbyshire					0
6: Stronger in the Region					0
Total for this Committee	**37 (84.1%)**	**6 (13.6%)**	**1 (2.3%)**	**8**	**52**
Total for the Council	97 (83.6%)	15 (12.9%)	4 (3.4%)	39	155

3.14 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 September 2008)

Ref. No.	Description	Service / Committee	Target 2008/09	Position as at 30th Sept. 2008	Comments and any proposed actions
Local Performance Indicators – targets 'at risk' (amber)					
Theme 3: High Quality Services					
BVPI 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Finance & PS/ F&M	75.00%	71.00%	It is unlikely that this indicator can be improved any further at this stage. Full details will be provided when an update of the Council's Asset Management Plan is reported to Committee in December.
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 / F&M	95.00%	91.70%	Greater emphasis has been placed on producing faster and more sophisticated monitoring information to assist managers in identifying weaker areas. Senior management are ensuring that steps are in place to improve performance. Performance in the last 2 months of this quarter has been 94% and 97% respectively.
BVPI 76d	The number of prosecutions and sanctions, per year, per 1,000 caseload	Customer Services / F&M	5.00	2.27	Three sanctions during Qtr 2 4 cases deemed unsuitable for prosecution. 4 cases authorised for prosecution- latter cannot be claimed until prosecution is successfully completed
BVPI 78b	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	Customer Services / F&M	10.0	13.9	Original target of 5.5 days based on the way which data was processed in the computer system, which was replaced in January 2008. Target now reflects attainment of upper quartile performance

Ref. No.	Description	Service / Committee	Target 2008/09	Position as at 30th Sept. 2008	Comments and any proposed actions
Local Performance Indicators – targets 'at risk' (amber)					
Theme 3: High Quality Services -continued					
FPS 2	%age of Annual Audit Plan completed in the year	Finance & PS / F&M	90.00%	41.00%	Due to a period of relatively long-term absence, projection now at 88%, but will not materially affect delivery of the overall plan. The Audit Sub-Committee will keep under review.
CS 10	Dealing with compliments	Customer Services / F&M	60	22	Awareness raising to be undertaken via the core brief
Local Performance Indicators – targets 'probable failure' (red)					
Theme 3: Higher Quality Services					
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 over payments identified during the period	Customer Services / F&M	5.00%	0.70%	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 September 2008)

Theme	'Achieved' / 'On Target'	'At Risk'	'Probable Failure'	'Data not available'	Total
1: Safer & Healthier Communities					0
2: You at the Centre					0
3: High Quality Services	16 (100.0%)				16
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**	**0**	**16**
Total for the Council	89 (97.8%)	1 (2.2%)	0	0	91

4.0 **<u>Financial Implications</u>**

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 **<u>Corporate Implications</u>**

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 **<u>Conclusions</u>**

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.