
REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	30 NOVEMBER, 2006	
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	
MEMBERS' CONTACT POINT:	IAN REID (5790)	DOC: s:\cent_serv\committee reports\finance and management\2006\30 november 2006\fm pm report second quarter 2006-07 (a).doc
SUBJECT:	'ACHIEVING MORE' - PERFORMANCE MANAGEMENT FRAMEWORK SERVICE REPORTS SECOND QUARTER 2006/07	REF: IR/SAC
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 The committee notes the performance information in the report and takes the opportunity to discuss the report and any issues arising at the meeting.

2.0 Purpose of Report

2.1 To report current performance levels in relation to this Committee's contribution to the Council's Corporate and Improvement Plans, the Community Strategy Action Plan as well as the Best Value Performance Indicators for which it is responsible. Service level performance is also reported, and will be strengthened in future reports when Service Plans have been formally agreed by policy committees at their October meetings.

3.0 Detail

3.1 This performance report is based on our approach to performance reporting and management that will be familiar to Members. This format has been designed to provide an approach that is consistent across all services and was first reported to Policy Committees in August and September 2006. It is linked to the work of the Improvement Panel, who are working to improve performance across the whole of the Council, and these reports include Service Level information for the first time. They also reflect the new Community Strategy Action Plan milestones, agreed by the Local Strategic partnership in July 2006.

3.2 The tables attached to this report, at Annexe A, provide information on actual performance at the end of the first quarter, 30 September 2006. The information is summarised from the report to the Improvement Panel in relation to the Corporate Plan, Improvement Plan, Community Strategy and Best Value Performance Indicators, and is presented for each service area that reports to this committee. Service level performance information is also included in these reports, based on the agreed Service Plans.

3.3 The service areas that reports to this committee are:-

- Finance & Property Services
- Human Resources
- IT & Customer Services
- Legal and Democratic Services
- Policy & Economic Regeneration
- Revenues

There are some performance indicators within the service areas that are the responsibility of another committee. Following requests by Members, only details of performance relevant to this committee is included in the reports. Copies of the complete reports will be made available to Members in their lounges and on the intranet.

3.4 This report allows the committee to review the performance information presented and any ideas that they wish to be considered for further improvements. It also provides an opportunity for Members to discuss service issues with the relevant Head of Service and celebrate successes.

3.5 Heads of Service are asked to provide a summary of their service's achievements in the period, which can be considered by the committee in conjunction with their service report. The relevant senior officers will attend the meeting to present their report and discuss any issues with the committee. The summary of achievements is attached within the table of performance measures in Annexe A.

4.0 Financial Implications

4.1 There are no specific financial implications relating to this report.

5.0 Corporate Implications

5.1 It is important that Corporate and Service Plans are incorporated into our performance management arrangements with regular reports to policy committees. This standard corporate reporting arrangement to all policy committees will assist Members undertake their key role in managing our performance.

6.0 Conclusions

6.1 The corporate and service level performance information is extremely promising and indicates that previously strong improvements in performance are continuing.

KEY ACHIEVEMENTS - FINANCE & PROPERTY SERVICES

FIRST SIX MONTHS 2006/2007

- Approval gained from the Audit Commission to clarify the Council's Sheltered Housing vision as "Affordable Housing" thereby maintaining substantial capital receipts within South Derbyshire
- Draft Statement of Accounts 2005/06 for Audit completed and reported within the required timescale
- Big improvement in the percentage of payments made to suppliers within 30-day limit
- Audit Committee established and first quarterly meeting undertaken
- Fire Risk Assessments of all Council owned buildings completed
- The Council's main business risks were reviewed and on-going action to address the potentially high risk areas identified
- The Council's Medium Term Financial Plan was updated showing the overall financial position to 2009 as fairly sound at this stage.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HEAD OF FINANCE AND PROPERTY SERVICES				
CORPORATE PLAN				
Monitor and review our Financial Strategy and Medium Term Financial Plan (MTFP)	29	Financial Strategy reviewed and updated. MTFP reviewed and updated.	GREEN	Mid year review of MTFP reported to F & M Committee. Review of Financial Strategy due in October. Further review of MTFP as part of 2007-08 budget round.
Review funding arrangements with Parish Councils for the delivery of local priorities	43	Information about existing funding arrangements collected and analysed. Initial consultation with Parish Councils about a fair and streamlined funding regime.	GREEN	Review completed. Subject to funding.
IMPROVEMENT PLAN				
Improve the efficiency of our services	12	Approach and project plan for reviewing service efficiency agreed. Key actions for Year 1 delivered.	GREEN	Strategy agreed in June and work ongoing.
Deliver the Use of Resources Action Plan	13	Key actions delivered. Progress formally reviewed by Members (ahead of next assessment).	GREEN	Completed. Audit Commission to commence review in November 2006.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Review the operation of major partnerships	16	Programme and assessment toolkit agreed. First review completed.	GREEN	Review of LSP to be undertaken after training which is scheduled for January.
Implement and keep under review the Risk Management Strategy	17	Progress on implementation reported quarterly to Council. Review and update of the Strategy finalised.	GREEN	Quarterly reporting now in place.
Deliver key stages in the Asset Management Plan	18	Options appraisal for delivering property management produced. An annual programme of planned maintenance for the Councils property portfolio established and delivered. Disposals Policy implemented.	GREEN	Mainly those relating to the Use of Resources Assessment for 2006/07, which are largely in place. Audit commission to review in November 2006
COMMUNITY STRATEGY				
NONE				

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS									
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	8	91.56%	93.00% (2nd quartile)	93.85%	91.54		93.00%	AMBER	Improved performance has slipped slightly. More action and support planned to help services deliver on this target.
The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	156	57.73%	70.00%	N/A	N/A		70.00%	AMBER	2nd phase of DDA works now let. Upon completion, the percentage will then be recalculated.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
SERVICE LEVEL MONITORING - KEY TASKS				
Statement of Accounts - summary publicised	FSP 1	End June 06	GREEN	Reported to Finance & Management Committee on 29 th June 2006.
Review of Base Budget	FPS 2	End November 06	GREEN	Initial exercise took place on 16 th October 2006.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Efficiency Review of Financial Services	FPS 6	End March 07	GREEN	Priority area identified and scoping exercise undertaken. Awaiting report on implementation plan.

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
LOCAL PERFORMANCE INDICATORS									
Production of Draft Statement of Accounts for Audit		30 th June	30 th June	Hit target			Hit target	GREEN	Reported to F & M on 29 th June 2006.
Percentage of Annual Audit Plan completed in the year		89%	90%	24%	49%		90%	GREEN	
Review Operations to generate capacity within Finance Services	FPS3		Annual efficiency					GREEN	FP6 Committee agreed way forward in September 2006.

KEY ACHIEVEMENTS - HUMAN RESOURCES

SECOND QUARTER 2006/2007

- Moved into the second stage of the Council's Pay & Grading Review with the completion of job evaluation questionnaires for all posts.
- Increased the portfolio of Human Resources employment policies with agreement reached with the Trades Unions for a temporary procedure for regrading posts.
- Supported the review of corporate health & safety arrangements with the recommendation to move the resources into the Human Resources Team.
- Continued work on the priority actions within the Council's People Strategy.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HEAD OF HUMAN RESOURCES				
CORPORATE PLAN				
Provide child protection training to councillors and employees	34	Training programme developed and rolled out across the organisation.	GREEN	Initial overview being completed. Need to co-ordinate further actions with nominated Lead Members in this area
IMPROVEMENT PLAN				
Implement Year 1 Actions in the People Strategy	10	Key actions delivered.	GREEN	Initial actions delivered and progress being made on the other key actions to be delivered in the 1 st year
Deliver Leadership and Management Development Programme	11	Training provider identified. Programme rolled out.	GREEN	Review of pilot programme being completed. Recruitment into a key post within Human Resources (6 th Nov 06) should enable continued progress in this area.
COMMUNITY STRATEGY				
NONE				

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	YEAR END PROJECTION	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS										
The percentage of top 5% of earners that are women	11a	23.39%	40.23% 29.63% 19.63%	23% (3rd quartile)	23.40%	23.53%		23.00%	GREEN	
The percentage of top 5% of earners who are from ethnic minority communities	11b	0.00%	3.48% 0.79% 0.00%	0.00% (bottom quartile)	0.00%	0.00%		0.00%	GREEN	
The percentage of top 5% of earners who have a disability	11c	0.00%		6.00%	0.00%	0.00%		0.00%	RED	The Council has recently achieved the Disability Two Ticks symbol and this will be used on all recruitment material. (6% = 1 person)
The number of working days/shifts lost due to sickness absence	12	9.38	8.40 9.56 11.10	8.50 (2nd quartile)	2.37	4.33		9.5	RED	Review of current policy being undertaken
Early retirements (excluding ill-health retirements) as a percentage of the total workforce	14	0.30%	0.16% 0.41% 0.84%	0.30% (2nd quartile)	0.00%	0.00%		0.30%	GREEN	
Ill-health retirements as a percentage of the total workforce	15	0.00%	0.12% 0.26% 0.44%	0.30% (3rd quartile)	0.00%	0.00%		0.30%	GREEN	

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	YEAR END PROJECTION	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
The percentage of staff declaring that they meet the Disability Discrimination Act definition	16a	4.04%	3.73% 2.47% 1.49%	4.30% (top quartile)	2.92%	3.83%		4.30%	GREEN	
The percentage of local authority employees from ethnic minority communities	17a	0.60%	4.6% 1.9% 0.9%	0.9% (3rd quartile)	0.6%	0.82%		0.9%	AMBER	Performance is slightly below target but showing an increase from previous years out-turn figure. Continue to use range of options to advertise vacancies including dedicated sites linked to our e-recruitment website.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
SERVICE LEVEL MONITORING - KEY TASKS				
Deliver on priority year 1 actions in People Strategy	HR1	Annual report & quarterly updates to Committee	GREEN	IP 10 Initial actions delivered and progress being made on the other key actions to be delivered in the 1 st year.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Deliver Leadership & Management Development Programme	HR2	Steering Group to monitor progress al report to Committee	GREEN	IP 11 Review of pilot programme being completed. Recruitment into a key post within Human Resources (6 th Nov 06) should enable continued progress in this area.
Complete Pay & Grading Review	HR3	Regular reports to Single Status Steering Group approval from F & M Ctte	GREEN	IP 10 Progress being maintained in accordance with the agreed action plan. The next stage is to complete job evaluation of all posts in the Council that is scheduled for completion at the end of quarter 3.
Review Sickness Absence Management procedure	HR4	Monthly monitoring reports Best Value Performance Plan	GREEN	IP 10 Review completed and final proposals being discussed with the Trade Unions.
Develop and sustain compliant employment policies – Age discrimination, Discretionary Compensation Policies	HR5	Revised procedures adopted by Council Agreed with Trades Unions	GREEN	IP 10 Revised procedures subject to further consultation with the Trade Unions.
Progress national pilot in partnership with HSE & ACAS on Stress standards	HR6	Progress monitored by HSE Steering Group is managing project	GREEN	IP 10 Action plan being developed with ACAS and HSE to fit in with the national programme. Initial work has been completed and actions taken include provide training, completing survey and holding focus groups.
Establish Corporate Workforce Development Plan	HR7	Annual report & quarterly updates to Committee	GREEN	IP 10 Baseline of workforce profile included in the People Strategy adopted by the Council. Annual reviews to be undertaken to inform development of Workforce plan.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Complete review of recruitment & selection procedure	HR8	Annual report & quarterly updates to committee	GREEN	IP 10 Review commenced.
Establish corporate Health & Safety resource.	HR9	Reports to Health & Safety Committee	GREEN	IP 10 Post approved by committee. Recruitment has commenced with interviews being held in November.
Complete a review of the Human Resource Service.	HR10	As per project plan agreed.	GREEN	Review to commence in final quarter.
Consider options concerning electronic recruitment.	HR11	E-recruitment partnership	GREEN	Contract with the current provider is subject to renewal in January 2007.

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	YEAR END PROJECTION	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
LOCAL PERFORMANCE INDICATORS									
Percentage of job applications submitted electronically (new indicator)		N/A	50%				50%	GREEN	Reported Annually. Facility available for all candidates to apply electronically. All adverts signpost candidates to Council website to use facility
Labour Turnover – voluntary leavers only		7.1%	7.5%				7.5%	GREEN	Reported Annually
Number of learning days per employee		1.85	2.00				2.00	GREEN	Reported Annually Learning events provided and course evaluations are requested from any employee who undertakes training.

KEY ACHIEVEMENTS - IT & CUSTOMER SERVICES

SECOND QUARTER 2006/2007

Customer Services

- Customer First programme ongoing, continue move of Waste and Cleansing services taken into Contact Centre
- Action Plans following Mystery Shopper Project
- Website had 90,389 visitors in the second quarter

IT

- Stable IT Infrastructure in place
- Review of ICT Division planned to take place in August/September
- eProcurement project progressing
- Paperless Direct Debits project progressing

Procurement

- 4 out of 7 key actions completed from Procurement Strategy

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
HEAD OF IT AND CUSTOMER SERVICES				
CORPORATE PLAN				
Deliver a plan for establishing service standards (in consultation with service users) across all service areas	24	Plan produced and key actions delivered.	GREEN	Environmental Service standards and customer service standards approved
Actively promote our complaints/compliments procedure (so that we can learn from our customers)	25 CS02	Publicity campaign launched. Details of complaints/compliments reported twice a year to Council along with planned improvements. Feedback provided to local people.	GREEN	Prominent on web site covered in "The News" . Reporting framework in place. Reported to Finance and Management on 19 th October.
Continue to work with the Derbyshire E-Government Partnership to expand the number of services that can be delivered electronically	30	Delivery of the Council's contribution to the Derbyshire E-Government Partnership programme delivered.	GREEN	Attend IEG Meetings. Lead on CRM Project. Active in project delivery.
Consult older people about the services they need from the Council	33	Consultation programme developed and rolled out. Results evaluated and potential areas for improvement identified.	GREEN	Programme developed in benefits. Commissioned CVS to undertake further development.
IMPROVEMENT PLAN				
Bring more services within the scope of the 'Customer First' Contact Centre	1 CS01 IT09	65% of initial enquiries answered at first point of contact.	GREEN	Customer First project ongoing at 55%

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Progress Charter Mark accreditation for Council services	2	Plans in place to achieve Charter Mark accreditation in two areas (Customer First and Environmental Services).	GREEN	Standards completed and approved. Environmental Services Charter Mark Assessment 3 rd Quarter 2006. Customer First Assessment to be reviewed after Environmental Services.
Deliver key stages of the Corporate Procurement Strategy	14 PR01 PR02 PR03	Key actions delivered.	GREEN	Strategy being implemented and delivered 10 (of 16)

COMMUNITY STRATEGY

NONE

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS									
The number of racial incidents recorded by the authority per 100,000 population	174	0.00	2.00%	0.005	0.00%		2.00%	AMBER	Awaiting external support to work with us on developing and promoting the racial incident reporting. (CP3)

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
The percentage of racial incidents that resulted in further action	175	0.00%	50.00%	0.00%	0.00%		50.00%	AMBER	Awaiting external support to work with us on developing and promoting the racial incident reporting. (CP3)

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
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SERVICE LEVEL MONITORING - KEY TASKS

Review ICT Strategy (Including IT Services, IT Helpdesk and Telecoms)	IT01 IT03 IT04	<i>Updated Strategy</i>	GREEN	ICT strategy review planned for Nov 06. IT services – Dec 06. Helpdesk – Dec 06. Telecoms – Nov 07.
Ensure stable up to date IT infrastructure in place	IT02	<i>Infrastructure updates</i>	GREEN	IT infrastructure in place, annually reviewed.
Business Continuity from IT perspective	IT05 CG4	<i>Ensure plan can be activated</i>	GREEN	Discussion with Emergency Planning Officer, dry run to be done with Continuity team. Needs to fit in with overall Business Continuity, cannot just be IT.
Systems Support, Maintenance and Interfaces	IT07 IT08	<i>Ongoing support and maintenance in place.</i>	GREEN	Ongoing support taking place.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
IT Projects: IT06 Document Management and Record Storage, IT10 Revenues and Benefits, IT11 Paperless Direct Debits, IT12 eTendering, IT13 GIS, IT14 NLPG/LLPG	IT06 IT10 IT11 IT12 IT13 IT14	Specific projects relating to IT to be delivered in 06/07.	GREEN	
Website	IT15	Effective website	GREEN	
Review Support services including post room, handling of post, distribution of post and verification framework	CS03	Generate efficiencies	GREEN	
Establish a baseline for satisfaction with Council Services: - Questionnaires, customer focus group telephone survey -Produce report	CS04	Improved Customer Service	GREEN	
Implementation of Information Kiosks at the LIFT Scheme and Reception area	CS05	Easier access to information	GREEN	Kiosk in reception. Planned to be in LIFT Centre by end of year.
Review Print Room services/network printing	PR04	Reduction in number of desk top printers	GREEN	
Business and marketing plan for print room	PS01		GREEN	
Financial break even financial profit	PS02	See Local Performance Indicator 10	GREEN	
Develop Intranet		End March 07	GREEN	Internal target.

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
LOCAL PERFORMANCE INDICATORS									
Maintain stable network		99%	97%	99.00%	99.00%		97%	GREEN	IT02
Overall Service Rating		78.75%	75%	85.00%	84.00%		75%	GREEN	
Number of enquiries handled at first point of contact	LPI3	10%	40%	45%	50%		40%	GREEN	
Abandoned telephone calls	LPI4	8%	6%	TBC	TBC		6%	GREEN	
Minimum % of calls answered within 20 seconds	LPI5	60%	70%	TBC	TBC		70%	GREEN	
Support Services process improvements	LPI6	20%	30%	22%	23%		30%	GREEN	Ongoing improvements taking place.
Number of unique website visitors	LPI7	Not measured	360,000	88,890	90,389		360,000	GREEN	IT15

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
Deliver key stages of procurement strategy	LPI8	Not measured	10 (of 16)				10 (of 16)	GREEN	IP 14
Print room deliver all print requests on time	LPI09	80%	90%				90%	GREEN	
Make a profit on print room services	LPI10 PS02	70%	80%				80%	GREEN	

KEY ACHIEVEMENTS - LEGAL & DEMOCRATIC SERVICES

FIRST SIX MONTHS 2006/2007

- Members and the Chief Executive have been nominated to positions on the Local Area Agreement Board and Executive. Meetings are regularly attended by Officers and Members, ensuring that county; regional and national Local Government Associations are lobbied on issues affecting South Derbyshire.
- Through Area Meetings, the Council has continued to raise concerns in relation to Community Safety and Highway Issues with the Police and County Council.
- The Leader is a representative on the East Midlands Regional Assembly and the Chief Executive works closely with the East Midlands Development Agency on all inward investment opportunities. Both attend and represent the Council at all important meetings, ensuring that the Council's voice is heard.
- The work of the Council is made known through 'The News', which is published on a quarterly basis. The winter edition will be distributed from 11 December 2006. In addition, the use of the website, the local media, press releases and radio networks provides other channels of communication for the work of the Council.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HEAD OF LEGAL & DEMOCRATIC SERVICES				
CORPORATE PLAN				
Lobby county, regional and national Local Government Associations on issues affecting South Derbyshire	47	Local views put forward on all key issues.	GREEN	Members are nominated for positions on the Local Area Agreement (LAA) Board and Executive. The Chief Executive is a member of the LAA Board. Meetings are regularly attended by Officers and Members
Resist changes in the delivery of services by other agencies, which will have an adverse impact on local people and communities	48	All plans to make adverse changes to key local services challenged.	GREEN	Through Area Meetings, the Council has continued to raise concerns in relation to Community Safety and Highway issues with the Police and County Council
Ensure that the Council's voice is heard at meetings of the East Midlands Regional Assembly, the East Midlands Development Agency and the Derbyshire Partnership Forum	49	Attendance or representation achieved at all important meetings.	GREEN	The Leader is a representative on the East Midlands Regional Assembly and the Chief Executive works closely with the East Midlands Development Agency on all inward investment opportunities. Both attend and represent the Council at all important meetings
Provide details of the work we are doing to represent South Derbyshire interests	50	Details published in 'The News' (our newsletter) and on our web site.	GREEN	The work of the Council is made known through 'The News' which is published on a quarterly basis. In addition, the use of the local media, Press Releases and radio networks provides other channels of communication for the work of the Council

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Institute an annual award for good citizenship	53	Award established.	GREEN	The Chief Executive is to raise this item with the Corporate Management Team

IMPROVEMENT PLAN

Commission a Peer Review of the organisations	7	Review completed. Results evaluated and used to inform improvement planning.	GREEN	The Council has made contact with and produced a Scoping Document for the IdeA in preparation for detailed consideration by the Corporate Management Team
Deliver actions arising from the Corporate Governance evaluation framework	19	Quarterly progress reports provided to the Standards Committee and Council. Annual review of framework completed.	GREEN	The annual review of the framework has been completed. In future, this matter is to be considered by the Audit Sub-Committee rather than the Standards Committee

COMMUNITY STRATEGY

NONE

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
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BEST VALUE PERFORMANCE INDICATORS

NONE

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
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SERVICE LEVEL MONITORING - KEY TASKS

NONE

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
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LOCAL PERFORMANCE INDICATORS

% of decisions that are recorded accurately in Minutes	L.1	99	100	100	100		100	GREEN	
% of agendas and reports made available electronically 5 clear days before the meeting	L.2	N/A	100	N/A	N/A		100	GREEN	

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
Full cycle of Committee Minutes made available electronically at time of receipt by Full Council	L.3	N/A	100	100	100		100	GREEN	
% of decision/action sheets issued within deadlines	L.4	100	100	100	100		100	GREEN	
To make Tree Preservation Orders within 5 working days of receipt	L.5	90	95	100	100		95	GREEN	
% of civic invitations responded to within 5 working days	L.6	95	95	95	95		95	GREEN	
% of households returning the Electoral Registration Form	L.7	98.8	100	N/A	N/A		100	GREEN	
% of draft contracts sent out within 15 working days of receipt of proper detailed instructions	L.8	100	90	95	95		90	GREEN	
% of draft Transfers for RTB transactions sent out to solicitors within 15 working days of receipt of proper detailed instructions	L.9	100	90	95	95		90	GREEN	
% of draft S.106 Planning Agreements sent out to solicitors within 15 working days of receipt of proper detailed instructions.	L.10	100	90	95	95		90	GREEN	

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
% of draft commercial leases sent out to prospective tenants or their solicitors within 15 working days of receipt of proper detailed instructions	L.11	90	90	90	90		90	GREEN	
Within 25 working days of receipt of an initial instructing memorandum requesting the initiation of prosecution proceedings, to confirm to the instructing officer that their instructions are adequate or to advise what further information or action is required	L.12	75	90	90	90		90	GREEN	
% of written communications responded to within 10 working days	L.14	96	97	97	97		97	GREEN	
To issue 4 editions of 'The News' per municipal year	L.15	2	4	1	1		4	GREEN	
% of standard searches carried out in 10 working days	L.16	100	100	100	100		100	GREEN	

KEY ACHIEVEMENTS - POLICY & ECONOMIC REGENERATION DIVISION

FIRST SIX MONTHS 2006/2007

Policy

- Development and launch at a Public Forum event for the Second Community Strategy Action Plan
- Publication of the statutory Best Value Performance Plan and Annual Report for the Race Equality Scheme
- Finalisation and publication of the new Corporate Plan and the preparation of promotional material for the 'Ideas into Action' Campaign
- Collation of the Best Value Performance Indicators for audit and preparation of supporting material for the Audit Commission's Data Quality audit
- Successful launch of "Cleaner, Greener, Safer, Healthier – BETTER" campaign
- Service Plan Framework revised and plans for all services approved by Policy Committees
- Performance reporting maintained and extended to all Policy Committees
- Organisation of annual satisfaction surveys of council and service performance
- Completion of a short programme of intensive Community Scrutiny reviews into service improvements
- Introduction of Performance Management framework into Local Strategic Partnership

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HEAD OF POLICY & ECONOMIC REGENERATION				
CORPORATE PLAN				
Improve arrangements for reporting racial incidents and supporting victims	3 PER1	Agreement with Derby Racial Equality Council for Caseworker support finalised. Arrangements for reporting incidents reviewed.	GREEN	Discussions are now moving ahead with the DREC. Support for the review of reporting arrangements has also been sought from colleagues in other Derbyshire Councils.
Develop a corporate communications and consultation strategy	10 PER8	Strategy approved.	GREEN	An appointment to the post of Policy Officer (Consultation) is about to be made. The postholder will lead on the development of the strategy.
Do more to consult with 'hard to reach' groups	11 PER9	Agreement with South Derbyshire CVS (for specialist support) finalised. Agreed programme delivered.	GREEN	Ditto; the programme with CVS will be finalised shortly in the light of consultation with stakeholders
Establish a rolling programme of local Community Plans	18 PER13	Programme finalised and resources in place.	GREEN	Initial scoping is underway.
Establish a rolling programme of customer satisfaction surveys	26 PER10	Programme finalised. Year 1 surveys completed and evaluated.	GREEN	The Best Value User Satisfaction Surveys (which will form the core of the 2006 programme) are now well underway.
Agree improvement priorities with Audit Commission and deliver required actions	28 PER17	Improvement plan agreed. Performance monitored and reported to Council on a quarterly basis.	GREEN	The Improvement Plan has been incorporated in the 2006 Best Value Performance Plan and first and second quarter monitoring reports have been produced

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Develop a strategic approach to social inclusion	31 PER7	Strategy adopted.	RED	The requirement to produce a Disability Equality Scheme and a Gender Equality Schemes has meant that work on the Social Inclusion Strategy and Corporate Equalities Plan has had to be deferred. An appointment of the post of Policy Officer (Equalities) is expected shortly and progress on the Strategy and Plan will be reviewed when the post holder takes up their duties.
Develop a Corporate Equalities Plan	32 PER2	Plan adopted.	RED	As above. As above
Deliver our contribution to the Community Strategy	51 PER11	Delivery of actions linked to the Council's planning and performance management processes	GREEN	Progress in the delivery of actions in the Community Strategy Action Plan is monitored and reported to Members on a quarterly basis. The SDLSP Board has also adopted the Councils 'traffic light' monitoring and reporting mechanism for all Community Strategy actions.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Assist the South Derbyshire Local Strategic Partnership (SDLSP) to operate effectively	52 PER12	Community Strategy Year 2 Action Plan approved by Partnership Forum. Review of SDLSP operating arrangements completed and resource requirements addressed by partners.	GREEN	The Year 2 Action Plan was launched at a Forum event in July. A review of operating arrangements is underway (commencing initially with performance monitoring and reporting).
IMPROVEMENT PLAN				
Initiate a pilot project for collecting and analysing service delivery data at a local level	3 PER25	Brief for project agreed. First performance report produced and results evaluated	GREEN	This work is currently planned for later in the year.
Continue to deliver and develop our 'Achieving More' performance management framework	4 PER18	Achievement of agreed targets, reported regularly to Members and stakeholders. Framework developed to include a 'value for money' component. Format for Service Plans 'refreshed'. Procedures/protocol for ensuring data quality established. Performance Management training provided to members and employees across the organisation.	GREEN	First and second quarter reports have been presented to Members. The format for Service plans has been refreshed and policy committees have agreed Plans for 2006/09. Initial work on data quality has been completed – the future direction will now be shaped by feedback from the Audit Commission's data quality review. Final report from the Audit Commission will also inform the future development of the 'Achieving more Framework', but initial feedback very positive.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Improve performance against the national Best Value Performance Indicators (BVPIs)	5 PER21	All national standards achieved. For priority areas, no bottom quartile performance by March 2007. For non priority areas, at least 90% of indicators improving and/or staying the same at March 2007.	GREEN	Performance report indicates that all 3 criteria are on track to be achieved.
Identify a suitable Performance Improvement Tool and prepare to 'roll out'	6 PER19	Improvement tools reviewed. Training of assessors completed. Roll out plan in place.	GREEN	This work will be undertaken later in the year.
Prepare for the Direction of Travel Assessment	8 PER20	Progress formally reviewed by Members (ahead of next assessment). Self assessment completed.	GREEN	Progress formally reviewed by Members (ahead of next assessment). Self assessment completed.
Develop a good practice protocol for partnership working	15 PER26	Protocol approved and rolled out across the organisation.	GREEN	Initial scoping work has been undertaken.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
COMMUNITY STRATEGY				
CREATING OPPORTUNITIES FOR ALL				
1.0 Developing and Implementing a Communication and Consultation Strategy				
Regular LSP Update in SDDC newsletter	OA1.2 PER15	Quarterly updates produced.	GREEN	Supplement included in the Autumn edition of 'The News'

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Establish baseline of awareness in Community of LSP	OA1.3 PER14	Review number of community members attending LSP events in 2005/06. Carry out research for definition of 'awareness' – needed to establish baseline. Question in citizens panel	GREEN	A wide range of existing consultation arenas (eg Area Meetings and Safer Neighbourhood Panel) will be used to determine levels of awareness. There will also be a specific question for the Citizens' Panel in February 2007.
2.0 Engaging Hard to Reach Groups				
Develop relationships with Hard to Reach groups and individuals	OA 2.1 PER9	Mechanism to involve individuals developed and supported.	GREEN	See previous comments on Corporate Plan Actions 10 and 11. A list of hard to reach groups is also being compiled by CVS.

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS									
The level (if any) of the Equality Standard for Local Government to which the authority conforms	2a	1	1	1	1		1	GREEN	
The duty to promote race equality -checklist score	2b	42%	47%	42%	42%		47%	GREEN	
The percentage of economically active disabled people in the authority area	16b	13.90%	13.90%	13.90%	13.90%		13.90%	GREEN	

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS									
The percentage of economically active population from ethnic minority communities in the local authority area	17b	2.6%	2.6%	2.6%	2.6%		2.6%	GREEN	

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
SERVICE LEVEL MONITORING - KEY TASKS				
Update Corporate Equalities policy	PER3	BVPI 2a – Equality Standards for Local Government achieved	GREEN	The update is underway with the identification of legislative and other changes.
Race Equality Scheme – deliver, report and review	PER4	BVPI 2b – The duty to promote racial equality checklist score	GREEN	Delivery is ongoing – current work includes a review of the relevance of functions to the general duty.
Develop a Disability Equality Scheme	PER5	Scheme in place	GREEN	Preparation of the scheme is underway (including consultation with disabled people)
Develop a Gender Equality Scheme	PER6	Scheme in place	GREEN	This work will commence early in the New Year (when the Disability Scheme is in place).

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber /Green)	Progress to Date/Remedial Measures
SERVICE LEVEL MONITORING - KEY TASKS				
Corporate Plan – contribute to development of action plan for 2007/08	PER16	Update Action Plan in place	GREEN	The Action Plan for 2007/08 will build on the current 'Ideas into Action' Campaign.
Prepare for and/or contribute to Audit Commission: <ul style="list-style-type: none"> • Use of Resources Value for Money Assessment • Performance Management Study • Inspection of Cultural Services 	PER22	Assessments/inspections concluded	GREEN	The Use of Resources (Value for Money) assessment has now been submitted to the Audit Commission. The Performance Management Study has been completed by the Audit Commission and comments on the draft report are being finalised. The Audit Commission has recently indicated that the Culture Inspection will take place early in March 2007.
Publish BVPP and Plan Summary in accordance with statutory guidance	PER23	Plan produced.	GREEN	The 2006 BVPP was published by the statutory deadline of 30 June 2006.
Produce data quality strategy	PER24	Strategy produced	GREEN	Work is scheduled to commence shortly.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Deliver actions in the Corporate Procurement Strategy	PER27	National Concordat for Small Businesses signed Chief Economic Development Officer's checklist implemented	GREEN	Preliminary discussions have taken place with the Corporate Procurement Manager and neighbouring Councils have been contacted with a view to establishing a common approach.

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
LOCAL PERFORMANCE INDICATORS									
Best Value Performance Plan – opinion by Audit Commission	L/PER 1	Un-qualified	Un-qualified	N/A	Final Feedback from the Audit Commission IS not available until March 2007 (via the Annual Letter).		Un-qualified	GREEN	

KEY ACHIEVEMENTS – REVENUE SERVICES

SECOND QUARTER 2006/2007

Revenue Billing and Collection

- The collection of the Council Tax and the National Non-Domestic Rate remains on target at the end of the quarter
- Work is well on schedule for the introduction of “paperless” direct debits to increase the take-up of this method of payment
- Continued recovery action in accordance with timetables taken for both Council Tax and National non-Domestic Rate with an added emphasis on the monitoring of in-year agreements

Housing and Council Tax Benefits

- The reporting of overpayment recovery statistics has now been achieved and work has been completed to identify the individual cases in the various categories
- Continuing joint working with the Pensions Service to provide comprehensive visiting arrangements across both services with a number of success stories reported
- The self-assessment for the HB/CTB Performance Measures has increased from 68.64% to 80.93% with a status of “excellent”

Fraud Investigation

- There has been a number of successful prosecutions in the Crown Court
- Ongoing investigation work is identifying a number of potential cases for court action

Revenue - General

- Work to identify the provision of replacement revenues and benefit computer systems and arrangements for the delivery of the service continues and a number of options are being evaluated

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HEAD OF REVENUE				
CORPORATE PLAN				
NONE				
IMPROVEMENT PLAN				
NONE				
COMMUNITY STRATEGY				
NONE				

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS									
The % of Council Tax collected	9	98.82%	98.85% (top quartile)	30.73%	59.36%		98.85%	GREEN	
The % of non-domestic rates due for the financial year which were received by the authority	10	99.46%	99.50% (top quartile)	31.79%	60.62%		99.50%	GREEN	

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
The number of housing benefit claimants in the local authority area visited per 1,000 caseload	76a	188.48	190.00 (3 rd quartile)	62.45	103.96		190	GREEN	
The number of fraud investigators employed by the local authority per 1,000 caseload	76b	0.56	0.56	0.56	0.56		0.56	GREEN	
The number of Housing Benefit and Council Tax Benefit fraud investigations per 1,000 caseload	76c	33.35	35.00 (3 rd quartile)	10.47	22.81		35.00	GREEN	
The number of prosecutions and sanctions, per year, per 1,000 caseload	76d	3.74	3.75 (2 nd quartile)	1.31	3.93		3.75	GREEN	
Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	78a	24.5	24.0 (upper quartile)	29.3	27.97		25	AMBER	Improvement on first quarter
Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	78b	5.4	5.2 (upper quartile)	5.9	4.86		5.2	GREEN	

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/ Green)	Progress to Date/Remedial Measures
Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	79a	97.40%	98.00% (2 nd quartile)	98.40%	99.20%		98.00%	GREEN	
The amount of Housing Benefit overpayments (HB) recovered during the period being reported as a percentage of HB deemed recoverable over payments during that period	79b(i)	No data collected	35.00%	86.39%	104.50%		75.00%	GREEN	
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	79b(ii)	No data collected	22.00%	15.34%	33.79%		25.00%	GREEN	
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	79b(iii)	No data collected	20.00%	0.05%	0.17%		20.00%	AMBER	No schedule of cases put forward for write-off yet.

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
SERVICE LEVEL MONITORING - KEY TASKS				
Secure replacement computer system	REV1	<i>Option appraisal undertaken</i>	GREEN	
Integrate front line duties with "Customer First"	REV2	<i>Review front/back office structure</i>	GREEN	
Continue to implement the HB/CTB Performance Standards	REV3	Incremental increase in compliance to 80.93%	GREEN	
Introduce "paperless" Direct Debits	EV4	Scheme to be operational by 31.03.07a	GREEN	
Develop the joint working arrangements with the Pension Service	EV5	Further develop joint working arrangements	GREEN	
Continue to develop joint working arrangements with other authorities and introduce new ones	REV6	Feasibility study to be undertaken	GREEN	
Prepare and implement the Council Tax rebanding	REV7	To bill on the correct bands after the rebanding as required by Government.	GREEN	

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End Projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
LOCAL PERFORMANCE INDICATORS									
Joint working feasibility	LP11	New Indicator	Agree future arrangements	Put arrangements into place			Complete by Mar 07	GREEN	REV 6
Move front of house service to 'Customer First'	LP12	Cash office, basic enquiries for Revenue & Benefits & telephone payments	Identify & specify Revenue Services customer facing duties				On track for completion in Mar 08	GREEN	REV 2
Direct Debit Take up	LP13	New Indicator	55.00%	53.37%	53.79%		55%	GREEN	