

Committee: PERFORMANCE SELECT COMMITTEE
Date: 14 August 2008
Title: PERFORMANCE MANAGEMENT REPORT
Quarter 1 2008/09 (April - June)
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Agenda Item

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Item for
information

Summary

1. This report presents a summary of performance data for 2008/09 Quarter 1 (April - June) Corporate, National and Service Indicators

Recommendations

2. That the Committee review and comment on performance for 2008/09 Quarter 1 (April - June) Corporate, National and Service Indicators
3. That the Committee review the new report format (spreadsheet) and provide feedback where appropriate.

Background Papers

4. The following papers were referred to by the author in the preparation of the report:
 - National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions
 - Performance Improvement Team internal files 2008

Impact

Communication/Consultation	Communication on performance is carried out via Utterings, Uttlesford Life, Members' Bulletin and specific service briefings
Community Safety	None
Equalities	None
Finance	Performance Improvement Plans cover any additional funding associated with recovery of performance
Human Rights	None
Legal implications	The Audit Commission's focus on data quality will require consideration and quality assurance controls
Sustainability	No direct impact resulting from report findings

Situation

5. The collection and reporting of performance indicators is one aspect of the Performance Management Framework and is managed through Covalent, the council's performance management system. Data is collected for Corporate, National and Service Performance Indicators and presented to Members quarterly at Performance Select Committee and annually at Full Council.
6. This report tracks performance against the above mentioned indicators that are monitored on a quarterly basis, and indicates whether targets are being met and whether performance is improving. It does not include annually reported performance indicators.
7. Full performance data is reported for each of the 18 Corporate Indicators, whereas performance data for National and Service Indicators is reported on an 'exception' basis i.e. where indicators have not achieved their target.
8. Some indicators can only be monitored annually because they are based upon budget outturns or because it is not meaningful to collect the information over a shorter period. Others can be tracked on a quarterly basis.
9. Where targets have not been met the relevant Collection Officers have been asked to provide comments as to why this is and these have been included on the accompanying spreadsheet and have also been included in tabular form below (section 13).
10. The data for 5 indicators (2 Corporate Indicators and 3 Service Indicators) will not be available until Quarter 2 and for 1 Corporate Indicator the data still needs to be verified by the Planning Inspectorate. See below for further explanation:

Performance Indicator	Explanation
CI 11 % of Council-led actions from the Sustainable Community Strategy completed on time	Data for this indicator will not be available until Quarter 2 as the Strategy itself has only just been completed
CI 12 Cost per visit to Leisure Centres (per head)	Although data for this indicator is available (£3.10) targets have not yet been finalised
CI 22 Planning appeals allowed	The data for this indicator is awaiting verification by the Planning Inspectorate.
SI 01 % of invoices paid on time	Data for this indicator will not be available until the end of July
SI 29 % of TEN notifications acknowledged within 1 working day of receipt	Data for this indicator will not be available until at least Quarter 2. This is due to the inability of the licensing software system to provide quarterly data. It is hoped that the software provider will be able to add an enhancement to the system in the next couple of months in order to rectify this.




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	Manual calculation of this data is not possible, as it would necessitate several hours' work.
SI 30 % of committee hearings arranged within 20 working days after the consultation period where representations have been received to a premises application	As above

11. The performance indicator report format (spreadsheet) is new, with the report now being exported directly from Covalent into Excel via a customised report template. The aim is to reduce the amount of administration required and eradicate the manual manipulation that was previously necessary to produce the final spreadsheet. It should be pointed out that there are however, limitations to what can be produced directly from Covalent and this new format is a 'work in progress'. Feedback on the new format would be welcomed.
12. It should be noted that as a member of the Essex Policy and Performance Network, UDC have been offered the opportunity of submitting National Indicator target and performance data for benchmarking against other members of the network. This will allow us to verify that we have interpreted the guidance, set targets and are collecting data in a manner comparative to other authorities.
13. The associated spreadsheet details:
 - Performance for Q1
 - Quarterly and Annual targets
 - Status
 - Accountable Division/Organisational Unit
 - Officer responsible for Performance Indicator
 - Officers notes on performance for Q1

Statistics



Corporate Indicators (based on 16* indicators)

5% or more off Target	Up to 5% off target	On or above target
		
6	2	8
38%	12%	50%



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*Data for 2 indicators will not be available until Quarter 2 (see explanatory notes table above)

National Indicators (based on 5 indicators in total)

5% or more off Target	Up to 5% off target
	
1	1
20%	20%

Service Indicators (based on 25* indicators in total)

5% or more off Target	Up to 5% off target
	
4	1
16%	4%

* Data for 3 indicators will not be available until Quarter 2 (see explanatory notes table above)

14. Notes on Quarter 1 2008/09 Performance for Indicators that have not performed to target (where notes have been provided by the collection officer)

Environment – Protecting and enhancing the environment	
Corporate Indicators	
CI 22 (BV 204) Planning appeals allowed	Qtr 1 Performance on appeals fallen from previously improved figures. Planning management team meet with the planning inspector regarding the previously unusually high amount of appeals being allowed who advised us to continue applying our policies in the way we had been. We are reviewing the results of any appeals allowed, and modifying our approach when trends are identified. Officers had complained to the Planning Inspectors Quality Assurance

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	team. Data still to be completely verified by Planning Inspectorate.
CI 23 % of surplus Council land used for affordable housing	Qtr 1 No land available for affordable housing in Quarter 1.
National Indicators	
NI 157b (BV 109b) Processing of planning applications: minor applications	Qtr 1 Indicator is running slightly below target due to quantity of work received at beginning of period. Extra resource has been put into minor applications in the short term to address this. Performance is monitored and managed at individual, team and management levels regularly to ensure achievement of targets and improvement of performance.
Service Indicators	
SI 20 Number of days that a property is void	Qtr 1 Performance off target due to the implementation of Choice Based Lettings system as this is having an effect on the turn around times due to the procedures we have to go through. This is a problem not just with Uttlesford but also with other local authorities that have also implemented the system. We are in the process of looking at ways to improve turn around times.
SI 25 (DS 5) % of full plan applications checked within 3 weeks of receipt	Qtr 1 Under performance is due to: - 1. No decrease in volume of work but less staff. 2. Identified problem in data collection, which is being corrected.
Finance – Effectively managing our finances and operating within budget	
Corporate Indicators	
CI 01 Amount of spend against budget	Qtr 1 £2.743m spent against £3.682m profiled budgets The aim of this indicator is not to ‘maximise’ or ‘minimise’ the amount spent against budget. Instead it is based on a ‘goldilocks’ gauge, thus an under or overspend of 10% results in a ‘red’ status (i.e. poor performance)
CI 03a Percentage of finance staff who are qualified CCAB Accountants	Qtr 1 Currently Interim Director of Central Services is the only qualified accountant. By the end of the next quarter a CFO is expected to be appointed.
CI 04 (BV 9) % of Council Tax collected	Qtr 1 Small shortfall on target of 30.40 possibly due to retrospective changes in valuation bands and downturn in economy. No action required at this stage.

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National Indicators	
NI 181 Time taken to process Housing Benefit/Council Tax benefit new claims and change events	Qtr 1 Quarter 1 saw a particularly high number of new claims being submitted in response to the prevailing economic conditions. A number of changes to the way claims are administered have also been made which should drive through improvement in subsequent quarters. Audit Commission diagnostic confirmed good prospects for improvement.
Service Indicators	
SI 04 (BV 79a) Accuracy of processing – HB/CTB claims	Qtr 1 A new system of accuracy checking has been introduced to coincide with the change from BV79a to SI 04. It will result in training needs being focused in key areas and drive up the long-term trend in future. Audit Commission diagnostic confirms good prospects for improvement.
SI 19 (BV 66c) Rent collection and arrears recovery: Notices seeking possession	Qtr 1 A higher than expected number of Notices issued, 4 more than for the same period last year, yet the number of accounts in arrears reduced from 1336 to 1138.
SI 32 (CG 6) % of planned audits completed	Qtr 1 50% of the audits are focused on corporate issues and this is expected to overlap into Quarter 2. In addition, time was taken up on specific audit briefs outside the scope of the terms of reference
People – Consulting and engaging with staff and customers	
Corporate Indicators	
CI 05a Short term sickness	Qtr 1 Explanation not provided. Officer on leave
CI 05b Long term sickness absence	Qtr 1 Explanation not provided. Officer on leave. Targets for this indicator to be reviewed as the related calculation has highlighted a problem with the way in which the targets were initially set.
CI 05c Total sickness absence	Qtr 1 Explanation not provided. Officer on leave.

Risk Analysis

The following have been assessed as the potential risks associated with this issue:

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Risk	Likelihood	Impact	Mitigating actions
That performance will fail to meet all set targets	1	3	<p>Performance is considered and commented on by SMB on a quarterly basis.</p> <p>Performance Select Committee will focus on corporate performance issues.</p> <p>Performance Management Framework is established and has been communicated throughout the authority.</p>