

Committee:	PERFORMANCE SELECT COMMITTEE	Agenda Item
Date:	17 November 2009	4
Title:	QUARTER 2 2009/10 PERFORMANCE REPORT	
Author:	Tülay Norton, Business Improvement & Performance Officer, Ext 569	Item for decision

Summary

- 1 This report presents a summary of performance data for Quarter 2 2009/10 (Jul - Sep) for all quarterly and semi-annually collected National, Corporate and Service Indicators.
- 2 All Quarter 2 data has been extracted from Covalent. This information has been loaded onto the system by collection officers that have direct responsibility for the performance management and reporting of relevant indicators.
- 3 For all indicators where the performance is below target (red status), explanatory notes have been collected from relevant officers and included in this report and the accompanying spreadsheet.
- 4 It should be noted that the data for 1 Corporate Indicator (CI 22 Planning Appeals Allowed) is draft and needs to be verified by the Planning Inspectorate.
- 5 There are two additional indicators that are monitored semi-annually included in this report. NI 14 (Avoidable contact: the proportion of customer contact that is of low or no value to the customer) and CI 07 (Percentage of relevant staff up to date on appraisals).

Recommendations

- 6 That the Committee discusses Quarter 2 2009/10 performance analysis and considers any further action to be taken.

Background Papers

- 7 Business Improvement & Performance Team internal files 2008/09 and 2009/10.
- 8 National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions

Impact

Communication/Consultation	Communication on performance is carried out via Utterings, Uttlesford Life, Members' Bulletin and specific service briefings
Community Safety	None beyond service improvement on the Community Safety performance indicators. Awaiting comment from Essex Police
Equalities	None beyond service improvement on the equality and diversity performance indicators
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

- 9 The Council collects a number of indicators to monitor performance and these form part of the performance management framework. They include:
 - National Performance Indicators specified by the Government
 - Local Performance (Corporate and Service) Indicators determined by the Council, which the Government expects to reflect local priorities.

- 10 As part of the ongoing review and improvement of corporate performance management at Uttlesford District Council, performance indicators are reported directly to the Performance Select Committee.
- 11 The Council is statutorily required to collect indicator data, set targets for improvement and compare its performance against other councils. The above indicators are subject to annual audit by the External Auditor (Audit Commission) and the Council is expected to have in place systems to monitor performance on an ongoing basis. Covalent is our performance management system and collection officers are responsible for loading data directly onto the system.
- 12 Some indicators are only required to be monitored annually because they are based upon budget outturns or it is not meaningful to collect the information over a shorter period. Others are tracked on a quarterly or six monthly basis hence the requirement for this review.

Data quality checks

- 13 Following a recent internal audit of Performance Management, the BI&P team are now not only conducting data quality checks on yearly outturn data but also on quarterly submitted performance data.
- 14 These checks have commenced for Quarter 2 data and will be conducted from now on each quarter on a randomly selected 10% sample as follows:

Indicator Type:	No.
National Indicators	1
Corporate Indicators	2
Service Indicators	3

- 15 The checks will ensure that all data calculations are correct and that relevant support documentation is available for audit and data quality purposes. The introduction of such checks will help to prevent the submission and reporting of incorrect performance data prior to the approval of outturn data by both SMB and PSC.
- 16 The data required for completing these checks is no more than collection officers are currently being asked to provide for quarterly indicator data submission.

17.0 Notes on Quarter 2 2009/10 Performance

17.1 The following table provides a summary of performance information for PIs that have not performed to target (red and amber status) in Quarter 2. All comments have been provided by the relevant collection officer.

Status: Indicator more than 10% off of target 

PI Code & Short Name	Corporate Priority	Performance Comments
<p>NI 157b (BV109b) Processing of planning applications: Minor applications (Max)</p>	<p>Environment</p>	<p>Performance is improved on previous quarter but is running below target due to long term sickness and staff shortages. Vacant post has been filled and new officer starts in November. Temporary cover is being used in the interim and to deal with other staff absences. As a result of these actions performance is expected to start improving.</p>
<p>NI 157c (BV109c) Processing of planning applications: Other applications (Max)</p>	<p>Environment</p>	<p>Performance is improved on previous quarter but is running below target due to long term sickness and staff shortages. Vacant post has been filled and new officer starts in November. Temporary cover is being used in the interim and to deal with other staff absences. As a result of these actions performance is expected to start improving.</p>
<p>SI 03 (b) Did all investments comply with the approved Investment Strategy?</p>	<p>Finance</p>	<p>2 minor technical breaches of policy as reported to F&A Committee on 24 September. £2m limit was slightly exceeded for 2 counterparties for a short period.</p>
<p>SI 12(d) Museum users: Total users of museum service (Max)</p>	<p>People</p>	<p>Users below target, partly because website visitor numbers are increasing at slower rate than hoped for since redesign of Council website. Also, HQC project was expected to have advanced further by now, generating more interest.</p>
<p>SI 14(b) Percentage of press releases used by at least half the papers in relevant circulation area (Max)</p>	<p>People</p>	<p>Although all releases appeared in at least one paper, several releases were picked up by insufficient papers to hit the target. Two papers are now giving first priority to non-press release news over any press release sent in (irrespective of the organisation). Two further papers appear to have reduced their coverage of the area. We continue to liaise with media contacts to maximize coverage of the council and its services.</p>
<p>SI 20 * Number of days that a property is void (including major works) (Min)</p>	<p>Finance</p>	<p>Housing Officers are working closely with the repairs team to help reduce the number of days that a property remains void. BI&P Team are currently formulating a recommendations report that will be presented to SMB early November. A number of process efficiencies have been identified that should improve the performance of this indicator.</p>

SI 34 (a) Was monthly budgetary control information issued within 10 working days of month end?	Finance	June reports issued 2 July (2nd working day). July reports issued 5 August (3rd working day). August reports issued 15 September (11th working day - delay due to staff sickness).
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Status: Indicator between 0.01 and 10% off of target 

PI Code & Short Name	Corporate Priority	Performance Comments
CI 12 Cost per visit to Leisure Centres (per head) (Min)	Partnerships	Net monthly charges for the quarter £233,042.67 divided by population of 70,000. Monthly invoice charges vary due to compliance or non-compliance with service provision - deductions made for non-compliance.
CI 21 (BV66b) * Rent collection and arrears recovery: No. LA tenants with >7wks arrears (Min)	Finance	The target has not been met due to: 1. The actual number of tenants being less than expected due to the number of voids still increasing: and 2. The current economic climate Expected improvement timescale: The current voids situation is impacting on the indicator and until the number of void properties is decreased it will be difficult to reach the specified target. However there has been a small reduction on the previous quarter.
NI 157a (BV109a) Processing of planning applications: Major applications (Max)	Environment	The small number of Majors makes each one highly influential on overall performance. Performance has improved on previous quarter (now meeting national target) but is running below (local) target due to increase in number of Majors, long term sickness and staff shortages. Vacant post has been filled and new officer starts in November. Temporary cover is being used in the interim and to deal with other staff absences.
SI 01 (b) % of supplier invoices paid within 30 days of receipt by the Council	Finance	Q2 performance, not surprisingly, has dipped slightly from the very high level achieved in Q1 but the cumulative result still exceeds target. The departure of a key member of staff from Dunmow will have had an effect, temporarily, on performance.
SI 04 (BV79a) Accuracy of processing - HB/CTB claims (Max)	Finance	An improvement on Q1 but accuracy rate is still a cause of concern because of potential benefit subsidy implications. Strategic solution continues to be pursued.

<p>SI 18 (BV66a) * Rent Collection and Arrears Recovery:rent collected as proportion of rents owed on HRA (Max)</p>	<p>Finance</p>	<p>There are various factors as to why this PI has not performed to target:</p> <ol style="list-style-type: none"> 1. The current economic climate has had a major impact over the last 2 quarters (the first 3 quarters of last year were on target) and the rent collected has significantly reduced 2. The restructuring in Housing has not released the expected time for Housing Officers to go out on their patches chasing arrears. <p>How to improve:</p> <ol style="list-style-type: none"> 1. Once the economy improves this will slowly filter through to tenants rent accounts 2. A further review of Housing Officer duties has been carried out to free them up to chase arrears 3. There is a pending rent decrease backdated to April 09 which should impact positively on the arrears. <p>Expected improvement timescale: Depending on the above factors it would be expected that the target will be met by the end of the financial year.</p>
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* Denotes that PI is reported as a cumulative figure

SMB Summary

- 18 SMB found overall performance in Quarter 2 satisfactory however it was agreed that the areas such as planning applications, finance and museum should be monitored closely. There are strategic actions being developed and as a result of the implementation of these actions performance is expected to start improving.
- 19 The underperforming PI review of SI 20 (Number of days that a property is void including major works) is in its re-engineering stage. BI&P team are currently formulating a recommendations report that will be presented to SMB early November. A number of process efficiencies have been identified that should improve the performance of this indicator.

Risk Analysis

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

Risk	Likelihood	Impact	Mitigating actions
That Performance Indicators will not meet Quarterly/Annual Targets.	1	3	Performance is considered and commented on by SMB on a quarterly and annual basis. Performance Select Committee will focus on corporate performance issues. Benchmarking will be continually conducted against other local authorities.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project