



Report of the Head of Corporate Policy

- 1 The purpose of this report is to provide an update of quarter 3 performance and 2005/06 quartile positions for the authority's corporate priorities and the Best Value Performance Indicators (BVPIs) relevant to our Corporate Aim, Ensuring Effective Corporate Leadership.

- 2 Full details of our objectives, achievements and plans for this aim are set out in the relevant section of the Corporate and Best Value Performance Plan 2006/07. Our main corporate leadership priorities are represented by the Embracing Change programme. This includes: performance management, equalities and diversity, the People Strategy, Community, Localism and Access, and the BVPIs reported here tell us how we are doing in some of these areas.





- 3 Performance for quarter 3, 2006/07 and quartile positions for 2005/06 for BVPIs aligned to Ensuring Effective Corporate Leadership are available in Appendix A.

- 4 To gain maximum impact of performance management intelligence from Performance Plus, the system requires tolerances and milestones to be set for targets. A zero tolerance is applied alongside graduated milestones, where appropriate, up to the year-end 2006/07.

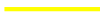




Key to Tables

- | | | | |
|---|---------------------------------------|---|--|
|  | increasing, improved performance |  | performance worse than target (outside tolerance) |
|  | decreasing, improved performance |  | performance within tolerance levels |
|  | decreasing, deteriorating performance |  | performance better than target (outside tolerance) |
|  | increasing, deteriorating performance | | |
|  | no change | | |

Key to Quartile Positions

- | | |
|---|-----------------|
|  | bottom quartile |
|  | third quartile |
|  | second quartile |
|  | top quartile |

Key to Graphs

- | | |
|---|--------------------------------|
|  | Actual |
|  | worse than target performance |
|  | better than target performance |
|  | Projection - 3 data points |
|  | Projection - 8 data points |

- 5 There are 17 BVPIs relevant to our Corporate Aim, Ensuring Effective Corporate Leadership. Of these, 4 indicators improved performance, 4 deteriorated, 2 remained static and 7 could not be updated due to the transition from Open Door to Resource Link. Indicators that could not be updated for this report will be reported to the corporate scrutiny sub-committee of the 29 May 2007.

Performance	BVPI
Improved	2b – The duty to promote race equality 8 – invoices paid within 30 days 156 - % LA buildings – disabled access 174 – racial incidents per 100,000 population
Static	2a – equality standard level 175 – racial incidents – further action (100%)
Deteriorated	3 – Satisfaction – council overall 4 – Satisfaction – complaint handling 157 - % e-government 12 – days / shifts lost due to sickness
No data available	11a – Top 5%: women 11b – Top 5%: black / minority ethnic 11c – Top 5%: with a disability 14 – early retirements 15 – ill-health retirements 16a - % disabled employees 17a - % ethnic minority employees

- 6 8 BVPIs relevant to our Corporate Aim, Ensuring Effective Corporate Leadership have been placed into quartiles for 2005/06. Of these, 2 deteriorated from 2004/05 and 6 remained static. Details are included in Appendix A.

- 7 There is one corporate priority for improvement aligned to Ensuring Effective Corporate Leadership:

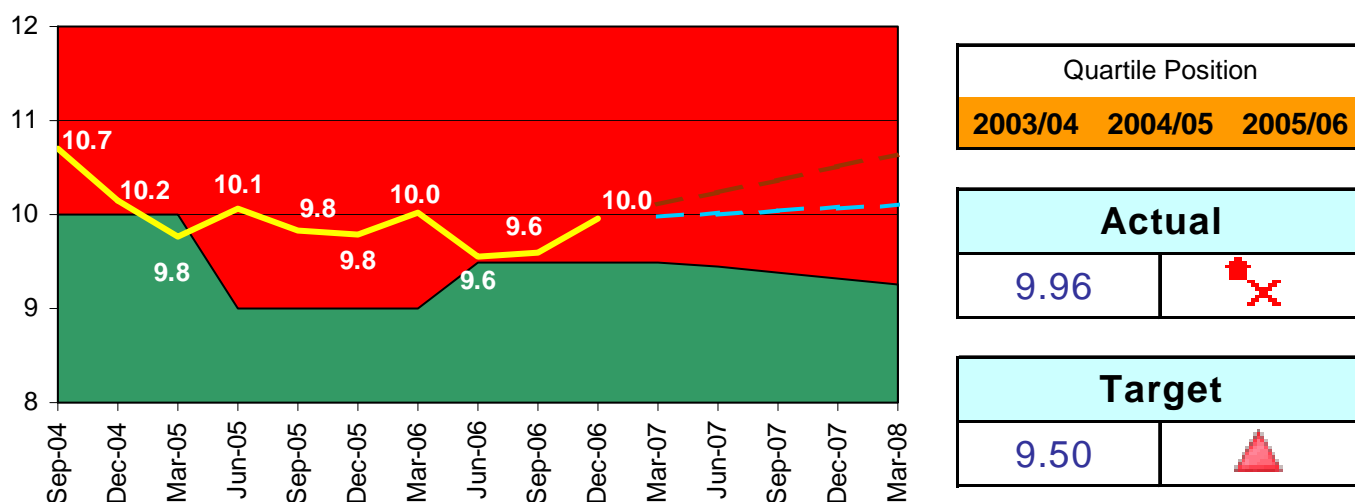
PRIORITY FOR IMPROVEMENT 4

Improving Health

Reduction in County Council Sickness

To know if we are succeeding at this, we are measuring:

Number of days / shifts lost due to sickness



142,653 days were lost due to sickness in the 12 months ending 31 December 2006. Performance has deteriorated compared to the second quarter of 2006/07 and remains worse than target. Due to recent structural changes a breakdown by service is limited to the first nine months of 2006/07. The table below shows the average days lost October to December 2006 by service.

The following data are for quarter 3, 2006/07 (i.e. not a rolling year)

SERVICE	1 October 2006 - 31 December 2006		
	FTE	Days Lost	Total Days Lost / FTE
Adult and Community Services	2,364.70	9,600.40	4.06
Chief Executive's Office	212.00	689.00	3.25
Children and Young People's Services	10,034.82	27,853.59	2.78
Corporate Services	342.05	810.00	2.37
County Treasurer	148.00	458.00	3.09
Environment	459.40	860.00	1.87
Service Direct	876.00	2,912.00	3.32
Council	14,436.97	43,182.99	2.99

The average for the authority in quarter 3 was 2.99 days with performance ranging from Environment (1.87) to Adult and Community Services (4.06).

Areas of improved performance

8 The following indicators improved during quarter 3, 2006/07:

- **BV 2b – The duty to promote race equality**
During quarter 3, Durham County Council provided evidence of compliance with an additional 2 sections of this indicator. Therefore, it is now compliant with 16 of the 19 areas required.
- **BV 8 – invoices paid within 30 days**
Performance has improved since quarter 2. 295,926 were paid within 30 days of receipt or within the agreed payment terms. 20,627 (6.5%) were not.
- **BV 156 - % LA buildings accessible to people with a disability**
The percentage of local authority buildings accessible to people with a disability has increased further during quarter 3. Works are commissioned for DDA (Disability Discrimination Act) improvements to a further 2 properties which will allow Durham County Council to meet its 55% target by 31 March 2007.
- **BV 174 – racial incidents per 100,000 population**
In the year to 31st December 2006, there were 34.61 racial incidents per 100,000 population (173 incidents in total). Performance is currently better than target.

Areas of deteriorated performance

9 The following indicator deteriorated during quarter 3, 2006/07:

- **BV 157 - % e-government**
This apparent deterioration in performance is due to an additional 124 interactions being added to the PID (process identifier) list. This has generated work for services and we will resume our progress back towards our 100% target.

10 Indicators from the 2006 Best Value User Survey

The Best Value User Survey was distributed to 6000 random addresses in County Durham in autumn 2006. A number of BVPIs are generated from this survey and two are relevant to this themed scrutiny, both of which have resulted in poorer performance than in 2003/04. .

- **BV 3 – Satisfaction – council overall**
Overall satisfaction with the council decreased by 4 percentage points and the target set following the 2003/04 survey was not achieved. This movement reflects the national trend for all county councils which is down by 4 percentage points.
- **BV 4 – Satisfaction – complaint handling**
Satisfaction with complaint handling decreased by 2 percentage points and performance is worse than the target set. However, Durham's performance is 1 percentage point above the national average.

Recommendations

That Corporate Scrutiny Sub-Committee Members:

- (i) note the contents of this report
- (ii) agree to receiving subsequent quarterly performance progress reports

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