

**Corporate Scrutiny Sub-Committee  
Performance Clinic  
25<sup>th</sup> February 2008  
Exception Report  
Quarter 3 2007/08 Joint Performance & Finance**



**Report of Ann Campbell, Head of Corporate Policy,  
& Stuart Crowe, County Treasurer**

**Purpose of the Report**

1. To provide an update on performance and financial matters at quarter 3 and to alert chief officers to areas of concern and good progress.

**Background**

2. This report provides performance information on key performance indicators included in the Council's Corporate Plan relating to quarter 3, 2007/08 that can be reported at this time. The report provides summaries, highlights exceptions, and identifies where finance /resource has impacted on performance, or has the potential to impact upon future performance.

**Direction of Travel**

3. The following summary provides an indication of the Council's direction of travel since the year end 06/07 based on the agreed corporate priorities for improvement for 2007/08 included in the Council's Corporate Plan.

PI Status		Number of measures (58)	%
Improved since y/e 06/07		16	67%
Maintained y/e performance		1	4%
Deteriorated since y/e 06/07		7	29%
Reported this qtr but no direction of travel available		7	
<b>Total</b>		31	
<b>Not being reported this Qtr.</b>		27	

4. At this point we are reporting 31 of the 58 indicators that make up our corporate priorities for improvement. However, the direction of travel for 7 of these indicators can not be reported due to either having no 06/07 year-end data or being compared to a plan (finance indicators). The majority of the 27 indicators that are not being reported this quarter are reported annually.




5. Reporting Quarter 3 performance highlights that 67% of our reportable agreed Priorities for Improvement PIs are demonstrating improvement at this point, compared to 64% at the end of Quarter 2 and 52% at the end of quarter 1. The remainder of this report provides detail on an exception basis for areas of concern and good performance beginning with the corporate scorecard.

## CORPORATE SCORECARD

6. This section contains a summary of performance for the individual domains of our corporate scorecard. Exceptions are highlighted, whether performance or resource related, or where financial / resource management information indicates the potential to impact on future performance.

## DELIVERY OF HIGH QUALITY SERVICES

(for data see **Appendix 1**, pages 19)





















Priority For Improvement	Number reported this quarter	Number improved since year end	 On target (<10%)	 Over Perf. (>10%)	 Worse than target	No. PIs predicted to be on target at Y/E
Protecting & Supporting vulnerable children	4	2*	0	1	3	0/1
Improving Educational Attainment	5	3	2	0	3	2/5
Protecting & Supporting vulnerable adults	6	4	3	0	3	4/6
Improving Health	6**	2*	1	0	4	0/4
Promoting Economic Wellbeing	5	4	4	1	0	Not available
Quality of the Environment	2	0*	1	1	0	2/3
<b>Total</b>	<b>28</b>	<b>15</b>	<b>11</b>	<b>3</b>	<b>13</b>	<b>8/19</b>

*\*some indicators either have no year-end data or are cumulative so it is impossible to measure improvement*

*\*\*1 indicator is subject to a time lag (4 week smoking quitters), therefore the most recent data relates to quarter 2.*





## EXCEPTIONS

### Vulnerable Children



7. **PAF A3 % re-registrations on the Child Protection Register**
- Q1   Performance has improved from 2006/07 outturn, continues to be better than both the quarter 3 and the 2007-08 year end target and remains in the top
- Q2   banding (performance between 10% and 15%). However, this indicator can be
- Q3   heavily influenced by sibling groups being re-registered.
- Q4
8. **BV 49 % of children looked after with 3 or more placements**
- Q1   Although, performance of this indicator is now better than 2006/07 outturn it still
- Q2   fails to meet its target. However, this indicator sits comfortably in the highest
- Q3   banding of very good performance (i.e. 16% or less) and is in line with the
- Q4 Authority's IPF comparator group.
9. **LAA SSC 1f Number of First Time Entrants (FTEs) to the Youth Justice System (LAA Stretch Target)**
- Q1 Although current performance is the best for nearly 2 years, the quarter 3 target
- Q2  has not been met and it is unlikely that the 2007/08 year end target will be
- Q3  achieved. This is partly due to the conflicting police Offences Brought to Justice
- Q4 (OBTJ) target. County Durham Youth Engagement Service (CDYES) will be piloting a pre-reprimand disposal for young people aged 10-13 years, targeting those who commit an offence and would otherwise receive a police reprimand. The pre-reprimand disposal will offer voluntary referral to young people, parents or carers to Youth Inclusion and Support Panels (YISPs) for assessment. Failure to engage will result in the reprimand being issued. It is anticipated that 32% of reprimands could be prevented from entering the youth justice system.
10. **LAA C&YP 8a Number of agencies and organisations achieving investing in children membership**
- Q1   Since quarter 2, an additional 9 new services in County Durham have been
- Q2   awarded Investing in Children membership. However, this is not obvious from
- Q3   the reported figures due to the closure of some units and other teams and
- Q4 services failing to renew their Investing in Children membership.

## Educational Attainment





### 11. **BV 38a % of pupils achieving 5 or more GCSEs at grades A\*-C or equivalent, including English and maths**

- Q1 N/a All remarks, missing results and queries have been resolved and the final result is slightly higher than the provisional result from quarter 2. Although 2007 results were an improvement on 2006, Key Stage 4 remains a priority to ensure the gap is closed on our target. Schools are encouraged to enter pupils early in English and Maths to provide additional focus on weaker subjects. Beyond Expectations Transformation Team (BETT) specialist consultants are working with target groups of pupils in vulnerable schools.
- Q2  
- Q3  
- Q4 N/a

### **PFI 02b % of Looked After Children in year 11 with 5 or more GCSEs at grades A\*-C or equivalent**

- Q1 N/a There were 22 pupils in the 2007 year 11 cohort and half of these pupils had statements of Special Educational Need (SEN). Individual results have been compared against information from the Fischer Family Trust, which estimates what a child's attainment should be, based on prior attainment weighted for a number of social factors. This analysis revealed that the majority of Looked After Children (LAC) achieved at or just below the expectation. In year 11, 6 of the 22 young people achieved more than expected. Continued collective targeting of the right type of support, peer mentoring and improving the stability of school placements will make a difference.
- Q2 N/a
- Q3  
- Q4 N/a










### 13. **PFI 2c Average mean point score gap for all girls and boys at key Stage 4**

- Q1 N/a All remarks, missing results and queries have been resolved and the final result is slightly lower than the provisional result from quarter 2. The following actions are being implemented to narrow the gap between boys and girls, a) School Improvement Partners (SIPs) to work with schools, b) conference support to discuss methods of improving boys' performance, c) curriculum changes to best suit boys' temperament (PE courses), d) school's audit to pinpoint areas for improvement, e) professional development days to continue to improve teachers' work.
- Q2  
- Q3  
- Q4 N/a




## Vulnerable Adults

14. Adult and Community Services (ACS) has an excellent record of investing and targeting resources into areas that will improve performance and improve outcomes for the public of County Durham. Robust monitoring has clearly proven that the ACS has continued to improve performance consistently in recent years. This especially the case in the following areas:




- BV 053 Intensive home care per 1,000 for the over 65's
- BV 195 Acceptable waiting times for assessment
- BV 201 Adults receiving direct payments
- PAF C 72 Older people aged over 65 admitted on a permanent basis to Residential or Nursing care
- LAA % of users receiving intensive home care as a proportion
- HCOP 5d of those receiving intensive home and residential care

14. **BV 56 % of items of equipment delivered and adaptations made within 7 working days**
- Q1  Although performance of this indicator has deteriorated slightly during quarter 3, the authority is in the highest banding nationally and is significantly
- Q2  outperforming its comparator group. Work is continuing to speed up the
- Q3  equipment ordering process through the use of technology.
- Q4
15. **LAA HC&OP 4c % of people with learning disabilities known to the Council and in work**
- Q1  An additional 20 jobs were created during quarter 3 so the total number of
- Q2  people with learning disabilities in work is 130. Although the quarter 3 target
- Q3  was narrowly missed, it is expected that the year-end target of 150 will be
- Q4 achieved. This equates to 7.2% of people with learning disabilities known to the council.
16. **PFI 3bi % daycare sessions for people with learning disabilities provided in the community**
- Q1  The decrease in performance since quarter 2 can be attributed to increased staff
- Q2  absences, bad weather as the winter months came in and increased activity in the
- Q3  centres. Developments around Pontop have slowed down resulting in community
- Q4 facilities not coming on line as planned. It is envisaged that community facilities will come on line progressively between now and the end of May with Pontop closing in late May. Once Pontop closes all service users will be in the community and performance will increase to at least 42.1% which is in line with the target.

## Improve Health

17. **LAA C&YP1b % of primary schools achieving new National Healthy Schools Status (LAA Stretch target)**
- Q1  Although progress has been made it has been slower than expected due to the
- Q2  thorough quality assurance process involved, competing priorities of the schools
- Q3  (this programme is voluntary), problems converting from a paper audit tool to a
- Q4 national on-line process and staffing issues affecting capacity to recruit additional schools to the programme. Merger of a infant and junior school as of September 2008 and another as of January 2009 will affect progress toward target.

## Economic Well-being

18. **LAA C&YP 10a % of 16-18 year olds not in education, employment or training**
- Q1  Official progress monitoring by DCSF relates to Nov-Jan average which will not
- Q2  be available until mid/late February. An interim figure November was 10.6 and
- Q3  December was 10.3. If January is at a comparable level this will ensure that
- Q4 2007/08 target of 10.5 is met.




## Quality of the Environment

19. **BV 187 % of category 1, 1a and 2 footway network where structural maintenance should be considered**

- Q1 The results of this survey will not be available until March 08. However, due to the rate of deterioration continuing in line with last year and reduced funding in 2007/08 (for both capital and revenue), the target figure is unlikely to be achieved.
- Q2
- Q3
- Q4

## CAPACITY TO IMPROVE

20. (for data see **Appendix 1**, page 22)

	Number reported this quarter	Number improved since year end	 On target (<10%)	 Over Perf. (>10%)	 Worse than target	No. PIs predicted to be on target at Y/E
Performance Indicators	14	9	3	4	7	8

## EXCEPTIONS

21. **Worse than target performance PIs.**

7 of the 14 indicators included within 'Capacity to Improve' did not achieve their quarter 3 target and it is anticipated that 6 indicators will not meet their 2007/08 year-end targets. The 7 indicators that did not meet their quarter 3 target are of particular note:

22. **BV 2a – Level of the Equality Standard for local government**







Level 4 is self-declared and we don't go through another assessment until November 2008. The focus is information and monitoring and we've already put things in place such as quarterly CMT reports.

23. **BV 2b – Duty to promote race equality**

The authority has achieved 16 of the 19 standards but is not quite in the position to claim 17 which would take performance of this indicator to 89%. We've improved slightly due to recent work on migrant workers & Eastern European communities as well as continuing existing work around Gypsy and Traveller communities but this hasn't given us additional indicators, just strengthened those we had. Darlington and Durham County Racial Equality Council are still operating below capacity so we're trying to resolve how we support & work with them in the future. This has had an impact on some of the engagement work we may otherwise have been able to progress over the last year with BME communities. Quarter 4 may increase but it is unlikely that a score of 17 will be achieved. 08/09 targets will be reviewed at year-end.

24. **BV 11b - % of top-paid 5% of local authority staff who are from an ethnic minority**  
**BV 17a - % of local authority employees from ethnic minority communities**  
 Both figures have marginally improved over the course of the year, but not by enough to apparently meet our targets. We are continuing to work with partnership bodies like Job Centre+ to target specific groups within the community when they are considering employment opportunities. We have also looked to improve consistency within our recruitment communication through encouraging applications from underrepresented groups, for example through our job spot, general vacancy publications and press adverts. As indicated previously, the addition of one person can make a difference to the overall indicator.
25. **BV 14 - % of employees retiring early (excluding ill-health retirements)**  
 Performance of this indicator has deteriorated due to a number of ongoing factors. There has been a lengthy exercise involving a rationalisation of Services, brought on by a mixture of Government direction and internal reorganisation which has particularly affected our largest two Services. The situation has been further augmented by strategic changes affecting our schools with school numbers dropping, reflecting amalgamation of smaller schools in some instances.
26. **BV 16 - % of local authority employees with a disability**  
 This continues the gradual rise over the last couple of years and it remains possible that we might meet our target.
27. **BV 157 - % of e-enabled interactions**  
 30 additional PIDs (process identifiers) have been added to the database during January. It is necessary to sort through these and make the necessary adjustments to work back toward 100%.
28. Although the number of working days lost due to sickness (BV 12) is improving and has met its milestones, it is expected not to achieve its year-end target

29 **BV 12 Working days lost due to sickness**

- |    |   |   |   |
|----|---|---|---|
| Q1 |  |  | Although a much improved figure, it may be worth exercising caution when considering the projected end of year figure. The December 2006 quarter  |
| Q2 |  |  | leaving the calculation was particularly poor from the number of days lost to   |
| Q3 |  |  | sickness absence by comparison with other figures at this time of year recently.  |
| Q4 |   |   | The effects of the disaggregation and reorganisation of the largest two Services remains an uncertain factor in influencing the final data - hence there has been no specific change to the projection at this point. |

<i>Data is 12 months ending 31 December 2007</i>	No. of Full Time Equivalents (FTEs)	Working days lost	Working days lost per FTE
Adult and Community Services	2,309.7	35,439.1	15.2
Chief Executive's Office	153.1	1,283.4	8.4
Children and Young People Services	10,508.7	80,542.9	7.6
Corporate Services	314.3	2,067.0	6.5
County Treasurer's	221.9	2,022.0	9.2
Environment	493.8	5,044.0	9.9
Service Direct	833.5	10,488.0	12.7
<b>Total</b>	<b>14,835.1</b>	<b>136,850.9</b>	<b>9.2</b>

30. Current performance is the best recorded since December 2001. It is also a 30% improvement on our poorest performance in December 2003 when absence levels peaked at 13.10 days per FTE.
31. Sickness is reported as a 12 month rolling total. Q3, 2006/07 was a particularly poor quarter for sickness and has now been replaced by Q3, 2007/08. This has led to an improvement in the performance of this indicator. However, Q4, 2006/07 was much more in line with expectations and an improvement during Q4, 2007/8 is not expected. Consequently, we are expecting the year-end outturn to be similar to the current level of sickness. However, sickness rates often fluctuate and it is too early to determine if we have made a breakthrough below the 9.5 benchmark. Another factor that prompts caution is the potential ongoing effects of the disaggregating and re-aggregation of the two biggest Services. Hence, at this stage, the projected end of year figure remains unaltered at 9.85.
32. The Authority is continuing work to improve sickness rates and is working with the Audit Commission on a review they are conducting on the management of sickness absence across local authorities in Durham and Teesside. This study is aimed at establishing what is working well, identify areas for development, and examine the approaches which lead to reductions in absence levels. It is anticipated that outcomes will include the identification of areas of good practice that can be shared, while establishing reasons for the disparity between best and worst performing Councils.
33. The Stress Management Group is continuing to meet and has updated the policy, the release of which is expected in the near future. Following feedback from managers, the policy will include guidance relating to practical measures that they can use to support staff. The group is also seeking to identify good practice in Services to share across the Council.
34. A Working Group of the Overview and Scrutiny Committee is examining the whole area of stress management, including how to identify stress in the workplace and what processes are in place to deal with stress related issues and sickness absence in general.
35. Last year, the County Council was successful in achieving the Bronze Health at Work Award in the region. A Working Party has recently been recalled to work toward the Silver Award. Work is ongoing on this project, for example, some measures will be included to mark the national 'No Smoking Day' on Wednesday 12 March.



## USER / CITIZEN / PARTNER SATISFACTION

36.	<b>Quarter 3 updates</b>	<p><b>Citizens' Panel</b>            Environment Service has a number of highway and transportation related questions in the next citizens' panel, some of which relate to satisfaction. The questionnaire was sent out on the 1 February 2008 and an update of the results will be provided in the year-end report.</p>
37.	<b>User Satisfaction updates</b>	<p><b>Adults:</b></p> <ul style="list-style-type: none"> <li>• During September and October 2007, all County Durham home care clients were surveyed. 98% stated they were satisfied with their home care worker and 96% were satisfied with the overall quality of their home care services.</li> <li>• Each year, over 5,000 people visit our Home Independence Shops. 98% of the customers surveyed told us they were happy with the advice and information received at the shops and 98% were satisfied with the range and choice of products available.</li> </ul> <p><b>Children:</b>            A children and young people survey is due to be carried out at the end of March via Cnet (electronic communication facility with schools/pupils).</p> <p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Surveys are continuing and quarter 3 results are;                  CPA E30 Consumer satisfaction is 95.3%                  CPA E31 Business satisfaction is 85%</li> <li>• A report relating to consumer / business satisfaction and the Registered Traders Scheme satisfaction is due to be completed in February 08.</li> <li>• The Urban and Rural Renaissance team are to ask the residents of the towns/villages where works have taken place whether they think the scheme has improved the locality. Results are expected at the end of financial year.</li> </ul> <p>In 2008/09 Highway Management Services with Service Direct are to undertake surveys based on a sample of footway schemes. Questions will include asking how happy residents (and businesses depending on where the schemes are undertaken) are with the quality/standard of the works, with the information provided etc.</p>

38.

<b>Complaints / compliments</b>	April to December 2006/07	April to December 2007/08	
	219 complaints	185 complaints	
	The number of complaints has decreased by 15.5% compared to the same period last year.		
	April to December 2006/07	April to December 2007/08	
495 compliments	595 compliments		
The number of compliments has increased by 20.2% compared to the same period last year			
Work continues within services to learn from complaints. Details of learning from complaints are reported to service management teams.			

## USE OF RESOURCES

(see **Appendix 1**, page 24, and **Appendix 3**, from page 33 for detailed financial summary)

	Number reported this quarter	Number improved since year end	On target (<10%)	Over Perf. (>10%)	Worse than target	No. PIs predicted to be on target at Y/E
Performance Indicators	5	1*	1	0	1	1/4

\* as some indicators included in 'use of resources' are compared to an annual plan, data is not always comparable to previous years and milestones are not always appropriate.

### EXCEPTIONS

#### Worse than target performance PIs.




39. 1 of the 2 indicators included within 'Use of Resources' achieved its quarter 3 target and it is anticipated that only 1 indicator will meet its 2007/08 year-end targets. The 4 indicators that have not or are projected not to meet their targets are;

40. **BV 8 - % of invoices paid on time**  
Between April and December 327,079 undisputed invoices (94.43%) were paid within 30 days. This is an improvement on both the 2006/07 year-end and the previous 2 quarters of 2007/08. (2007/08 target = 95%)
41. **KPI UOR 01 - % revenue over / under spend**  
Since Q2, the projected underspend for the County Council has increased from £5.7m to £5.57m, and additional financing income of £1.9m anticipated from the Local Authority Business Growth Incentives (LABGI). Although the outturn has only changed minimally there are 2 significant changes to the forecast of investment income, which is set to exceed budget by an additional £1m due to higher interest rates in October and November, and the receipt of £16m for the sale of the former Service Direct site at Framwellgate Moor. This is offset by additional spending by Environment on footpath improvements, which was authorised by Cabinet in the Quarter 2 report. (2007/08 target = -1%)
42. **KPI UOR 02 - % capital over / under spend**  
Capital expenditure is forecast to be £19.55m (17%) below original budget at the year-end, mainly relating to delays in commencing school and children's centre projects (2007/08 target = -10%)
43. **KPI UOR 03 - % headcount variance from budget**  
Staffing figures are projected to be within 2% of the original budgeted figures at the year-end, with actual numbers slightly below target due to vacancies and restructuring exercises. (2007/08 target = -1%)

## PERFORMANCE BY SERVICE

### Summary of all PIs – by service

44. The following table provides a summary of services' performance against target for all relevant indicators (including corporate scorecard and other PIs in the APR). The table provides an indication of the number of PIs being reported this quarter, how many have improved, performance against target, and, where year end predictions have been provided, whether they are expected to achieve target by the year end.

<b>SERVICE</b>	Number reported this quarter	Number improved since year end	 On target (<10% or between thresholds if CPA indicator)	 Over Perf. (>10% or above upper threshold if CPA indicator)	 Worse than target (or below lower threshold if CPA indicator)	No. PIs predicted to be on target at Y/E
<b>Adult and Community Services</b> (including vulnerable adults and relevant PIs from Improving Health)	22	16	14	3	5	14/17
<b>Children and Young People Services</b> (including vulnerable children, educational attainment adults & relevant PIs from Improving Health)	26	19	7	1	17	5/14
<b>Environment</b> (including Quality of the Environment & Economic Well-being)	14	4*	2	10	2	12/14

\*some indicators either have no year-end data or are cumulative so it is impossible to measure improvement

45. The next section contains narrative for service PI exceptions outside the corporate scorecard Full performance details can be found in **Appendix 2** (page 25).

## EXCEPTIONS

### Adult and Community Services

46. (for data see **Appendix 2**, page 25)

### Budget Summary

#### Home Care – BV053/LAA HCOP 5d

47. Purchase of home care continues to increase in line with our policy for promoting independence. At this stage an overspend of £1,200,000 is forecast. At the same time however this increase in purchase improves our performance. The improvement in performance from 22.1 per 1,000 of the population helped to stay at home to 23.8 has already exceeded our set target of 22.2. Similarly, the target in relation to LAA HCOP 5d (see above) of 36% has been exceeded with current activity being 38.6%.

#### Residential/Nursing – PAF C72

48. Although purchase of home care is increasing in line with demographic expectations it is encouraging to note that the purchase of Residential/Nursing care has continued to decrease. This is illustrated by the continued improvement in the Performance Assessment Framework (PAF) target C 72 in relation to 'Admissions to Residential and Nursing Care'. The latest reported figure of 80.2 per 1,000 of the over 65 population is banded green. This can be compared to the orange banded figure of 119 from 2005/06 and last year's performance of 95.3. This improvement in performance is also resulting in a forecast underspend on this budget of £1,500,000.
49. It is also very encouraging to see performance in relation to BV195 'Waiting times for assessment' improving. Performance has been mixed in this area but improved working practices and additional resource are now turning performance around. Performance has improved from 79.2% last year to the current level of 85.1%.
50. At this stage of the year ACS is reporting a forecast underspend of £2,469,552 against the target budget. This financial position could change significantly however based upon the volatility of care provision. Performance at this stage however continues to show a continued level of improvement which is positive at this stage of the cycle.
51. **BV 170 – visits to / uses of local authority funded or part-funded museums and galleries per 1,000 population**  
At one time Killhope Museum was receiving an inordinate number of hits due to confusion as to the nature of part of their site. This was the same time as the target was calculated. Consequently, it is now believed that the target is too high. The target will be revised at year-end by which time most of the incorrect hits will have been removed from the total.
52. **CPA C04 – Active borrowers as a percentage of the population**  
Library use drops off markedly in the weeks leading up to Christmas. We have an on-going campaign to recruit new library users, and to keep the ones we have. This has shown considerable success over the last 6-8 months and we expect that this slight drop to be rectified before the financial year closes.

53. **BV 126 – Domestic burglaries per 1,000 households**  
There have been 1,895 domestic burglaries during the 12 months ending 31 December 2007. Although the target has not been met, performance has improved from the 2006/07 year end.
54. **PAF C31 – Adults with mental health problems helped to live at home per 1,000 population aged 18-64**  
Analysis of the figures at locality level has identified that there has been a minor decrease in the number of Adults with Mental Health Problems receiving a social care service as at the end of December 2007. Over the last 3 years, this indicator has consistently shown minor fluctuations between quarters, and latest analysis in February 2008 identifies that performance against this indicator is again increasing (5.4). Durham is a high performing authority in relation to this indicator and remains in the top banding nationally.
55. **PAF E82 – Assessment of adults and older people leading to a provision of service**  
CSCI identify that the highest performing councils achieve between 68% and 77% for this indicator. Durham has challenged this view and CSCI in response have stated that they will review this banding for 2008/9 in consultation with the Association of Directors of Social Services (ADSS) and Department of Health. We have set a high target of 86%, current performance is 0.5 percentage points below that.

## Children and Young People's Services

56. (for data see Appendix 2, Page 28)
57. **BV 162 - % of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year.**  
No change in performance of this indicator and no change in this banding. Only 1 young person from the denominator had a review outside the appropriate timescale. 2007/08 performance is expected to achieve target.
58. **PAF C64 - % of core assessments that were completed within 35 days of their commencement**  
Improvement in performance during the year ending 31 December 2007 with performance in line to achieve target for 2007/08
59. **PAF C68 – timeliness of reviews of Looked After Children (LAC)**  
Performance remains in the highest banding.
60. **PAF D78 - % children under 16 who have been looked after for 2.5 years or more who have been living in the same placement for at least 2 years, or are placed for adoption**  
This indicator is currently a PSA target. Banding thresholds are not yet available. Increase in performance compared to 2006/07.

## Educational Attainment

61. All remarks, missing results and queries have been resolved and the final results for indicators relating to educational attainment can be found in appendix 2. For the majority of indicators performance has improved since 2006, although year-end targets have not always been met.

62. **Key Stage 2 (11 years)**  
With the exception of Level 5 Mathematics, the other indicators relating to KS2 have improved since 2006. Only Level 5 English has achieved its 2007 target. Programmes / actions are in place to improve attainment at KS2
63. **Key Stage 3 (14 years)**  
The percentage of pupils achieving Level 5 Mathematics at KS3 has deteriorated since 2006. English, Science and ICT have improved. Only Level 5 ICT achieved its 2007 target. Programmes / actions are in place to improve attainment at KS3
64. **Key Stage 4 (16 years)**  
The percentage of pupils achieving 5 or more GCSEs at grade A\*-C has continued to increase and has surpassed the 2007/08 target. Programmes / actions are in place to improve performance at KS4.
65. **BV 43a / b - Proposed statements of Special Educational Need (SEN)**  
We should be seeking to issue outcomes to statutory assessments of Special Educational Needs within 18 weeks. We continue to have an excellent record relating to these challenging timescales. However one assessment was not completed within that timescale and as a result we have been unable to meet the target of 100%
66. **PAF C69 – distance children are placed from home**  
We are awaiting banding thresholds for 2006/07 performance although performance is significantly below that of our IPF comparator group
67. **BV 221 - % of young people aged 13-19 gaining recorded / accredited outcomes compared to the percentage of young people aged 13-19 participating in youth work**  
The under performance against the national benchmarks is due to 3 factors,
1. We have some under reporting across the service particularly in the Dales and Easington. Area managers are working to rectify this and we anticipate data will be up to date by half term
  2. The data does not include Duke of Edinburgh information from the Duke of Edinburgh Award development officer. This is because DEEMS system used nationally by the award is 'not talking' to our MIS system. It doesn't look like this problem will be rectified so we will copy the data across manually this quarter.
  3. Some projects are struggling to achieve the targets that have been set for them. Area managers have identified these and are putting coaching and support programmes in place.
68. **PAF C18 – Final warnings and convictions of Looked After Children (LAC) as a ratio of all children given a final warning or convicted**  
Improvement in performance during the year ending 31 December 2007 resulted in a positive change in banding. The performance figure for the year ending 30 September 2007 will be the reported PAF outturn figure for 2007/08 although it may be subject to change when new Home Office crime figures are published by DCSF.

## Environment

69. (for data see **Appendix 2**, page 31)

## Budget Summary

70. The Service provides innovative and award winning services and continues to seek to provide value for money through various contractual arrangements it has in place.

As with all Services, the Environment Service has had to make significant savings for 2007/08 as identified in the Medium Term Financial Plan and achieving these whilst still maintaining a high level of service delivery will be a challenge for all concerned. There is some emerging evidence that targets in some Key Performance Indicators are becoming difficult to maintain and are predicted not to meet year end targets. These would include areas such as Rights of Way, Footpath Condition, Condition of Principal Roads and Condition of Unclassified Roads.

71. **LPI 99a – Number of people killed or seriously injured in road traffic collisions (real time)**  
Between 1 January 2007 and 30 September 2007, 160 people were killed or seriously injured in road traffic collisions in the Authority area. Engineering improvements, enforcement and education are believed to be reducing casualty numbers. However, it is not possible to predict the number of road traffic collisions. Looking at trends over the last few years, 197 collisions resulting in death or serious injury are expected to take place by the end of 2007.
72. **BV 178 - % of the total length of rights of way in the local authority area that are easy to use by the general public**  
The final figure for 2007/08 is 58.3%, 13 percentage points lower than 2006/07 and 13.7 percentage points below target. Average performance over the last 4 years is approximately 65%. The rights of way maintenance budget has been reduced and priority is given to paths with the greatest public use, however, this does not mean they will form part of the survey. The survey is random and as the greatest concentration of paths is in rural areas these paths are more likely to form part of the survey. An analysis of the 2007/08 survey suggests a decline in performance across all measured aspects. An action plan has been put into place and as the Rights of Way Team is now at full complement the enforcement programme for the restoration of paths has been extended to address the extended cultivation season.

## ASSOCIATED ISSUES:

### Benchmarking – Pricewaterhouse Cooper

73. We continue to incorporate benchmarking information into quarterly reports to CMT, Cabinet and Scrutiny Committees as appropriate. PWC is currently working on a number of developments with regard to the Benchmarking Club:
- VFM benchmarking
  - The implementation of the new national indicator set
  - The workings of the club to ensure CAA compliance
- Developments will be reported back to CPMG as and when they are available.



## Finance

74. The revenue and capital budget will be monitored on a monthly basis by each of the services and reviewed centrally by the County Treasurer and reported to Corporate Management Team (CMT). Reports will be presented to Cabinet on a quarterly basis for year to June, September, November (this is a two month period but facilitates the incorporation of this revised estimate into the budget process) and March.

## Data Quality

75. During the last quarter the Audit Commission published 'Improving information to support decision making: standard for better data quality – a framework to support improvement in data quality in the public sector'. The implications of this voluntary framework and standards were considered by CPMG in December. The Audit Commission has stated that it will be incorporating the framework's principles into any future assessments that include data quality.
76. CPMG decided that an approach should be made to internal Audit to further explore the implications for DCC and investigate whether any additional internal processes are required to assure the quality of our reported data.

## Performance Management of Partnerships

77. CMT received a report on Dec 4<sup>th</sup> outlining implications of new guidance on complaints handling in partnerships from the Local Government Ombudsman. Work is ongoing to amend the corporate Performance Management Framework to reflect the guidance and to ensure that the Corporate Complaints process includes an appropriate complaints protocol (to be adopted proportionately) when local authority functions are delivered through partnership arrangements.
78. A number of high - level partnerships are currently subject to a structural and governance review as part of an ongoing review of the countywide LSP, which has recently been integrated with the LAA Board. Once the review is complete, partnerships which are part of this strategic framework will be subject to a fit for purpose review which will provide assurance on issues such as governance, performance management, risk etc for all partners, reinforcing the corporate process, which currently evaluates partnerships from the Authority's point of view.
79. Outside of this process, internal audit are looking at a sample of partnerships from the Partnership Register, to test the effectiveness of the current corporate process.

## Recommendations

80. It is recommended that Corporate Scrutiny Sub-committee members:
- a) note the revenue budget position as at 30<sup>th</sup> November 2007
  - b) note the performance of the Council's short-term investments to the 30<sup>th</sup> November 2007.
  - c) note the capital budget position as at 30<sup>th</sup> November 2007 and the prudential indicators for subsequent financial years
  - d) note performance related exceptions as at 31<sup>st</sup> December 2007
  - e) identify any remedial actions required to address areas of underperformance

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**Contact: Debra Kitching ex. 4186 / David Watchman ex. 3543**

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### Key to Performance Plus Tables

Q1 performance compared to target:  
 ● On target (<10% better)  
 ★ Over performance (>10% better)  
 ▲ Worse than target

Note - for CPA indicators the following applies:  
 ● between thresholds  
 ★ above upper threshold  
 ▲ below lower threshold

Published target to be achieved by 31 March 2008

Estimate of expected outturn by 31 March 2008

Comments on performance / context.

2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	outturn	on target	Change since year-end	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
22.10	BV 053	Households receiving intensive home care per 1,000 population aged 65 or over	23.30	23.60	23.80	●	★	22.20	23.80	●	Benchmarking information from PriceWaterhouseCoopers indicates that Durham is the highest performer in its family group of shire councils, reflecting Durham's strategic shift to supporting more people in their own homes. Quarter 3 performance is in excess of 2007/8 target.

Year end outturn for 06/07

Reference number of Performance Indicator

Name / Description of Performance Indicator

Performance achieved to 30 June 2007.

Performance achieved to 30 September 2007.

Performance achieved to 31 December 2007.

Whether performance has improved, deteriorated or been maintained:  
 ★ Improved performance  
 ★ Deteriorated performance  
 — Maintained performance  
 N/a Not applicable / appropriate

Predicted year end performance compared to target:  
 ● On target (<10% better)  
 ★ Over performance (>10% better)  
 ▲ Worse than target

Note - for CPA indicators the following applies:  
 ● between thresholds  
 ★ above upper threshold  
 ▲ below lower threshold

**Appendices**

- Appendix 1 - Corporate Scorecard PIs
- Appendix 2 – PIs by service
- Appendix 3 – Quarterly Finance

Page 19  
 Page 25  
 Page 33

## Appendix 1

Protecting and Supporting Vulnerable Children											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
12.50	PAF A03	% re-registrations on Child Protection Register	10.20	10.03	10.40	★	↓	13.60			Although this indicator can be heavily influenced by sibling groups being re-registered on the Children Protection Index, performance continues to remain on target. Continued excellent performance during the year ending 31 Dec 07 as the top banding for this indicator is anything between 10% and 15%.
11.52	BV 049	% of looked after children with 3 or more placements	11.60	11.80	11.20	▲	↓	10.50			This indicator continues to remain in the highest banding as 16% or less being very good performance. Our performance is in line with that of our IPF comparator group.
1161.00	LAA SSC 01f	Number of first time entrants to the youth justice system	349.00	634.00	882.00	▲		995.00		▲	It is unlikely that the 07/08 target will be achieved.
188.00	LAA C&YP 08a	Number of agencies and organisations achieving Investing in Children membership	180.00	186.00	188.00	▲	→	205.00			

Improving Educational Attainment											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
56.58	BV 038	% of pupils achieving 5 or more GCSEs at grades A*-C or equivalent	60.11	60.11	60.26	●	↓	58.00	60.26	●	The continuing improvement reflects the ongoing success of our BETT strategy.
40.42	BV 038a	% of pupils achieving 5 or more GCSEs at grades A*-C or equivalent, including English and Maths	42.10	42.10	42.27	▲	↓	48.00	42.27	▲	Satisfactory improvement on last years figures, however still a major priority for KS 4 work to ensure closing the gap on our aspirational target. Schools encouraged to enter pupils early in Eng and Math to provide additional focus on weaker subjects. BETT specialist consultants working with target groups of pupils in vulnerable schools.
355.50	LAA C&YP 06a	average number of points achieved at Key Stage 4	355.50	372.00	374.90	●	↓	341.00	374.90	●	Continued improvement at above national rates has resulted in significant above target outcome. This reflects the success of the BETT strategy in reaching pupils in all schools and of all abilities.
20.70	PFI 02b	% of looked after children in year 11 with 5 or more GCSEs at grades A*-C or equivalent			9.09	▲	↓	22.60	9.09	▲	The year 11 cohort this year included 22 pupils of whom one half had statements of special educational needs. The results of individual children and young people have been compared against Fischer Family Trust information which estimates what attainment of individual children should be based on prior attainment and is weighted for a number of social factors. This analysis has revealed that the majority of Looked After Children are achieving at or just below potential. In year 11, 6 of the 22 young people achieved above their theoretical potential. There is room for improvement. Continued collective targeting of the right type of support, peer mentoring and improving the stability of school placements will make a difference.
47.30	PFI 02c	average mean point score gap for all girls and boys at Key Stage 4		53.80	52.90	▲	↓	44.00	53.80	▲	

## Appendix 1

Protecting and Supporting Vulnerable Adults											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
98.70	BV 201	Adults and older people receiving direct payments per 100,000 population aged 18 or over	106.10	110.60	123.30			125.00	125.00		There has been a significant increase in the number of adults and older people accessing Direct Payments. This is due to the success of the recent marketing campaign. Performance is now at 123.3 per 100,000 population. This equates to 478 users. An additional 18 users is required to achieve the target of 125 per 100,000 population
90.00	BV 196	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks	90.30	90.60	91.00			90.00	91.00		Continued excellent performance against this BV and LAA indicator. Performance continues to exceed target which will see Durham remain in the highest national banding.
94.00	BV 056	% of items of equipment delivered and adaptations made within 7 working days	94.80	94.30	92.90			94.00	92.90		Performance has reduced slightly in the 3rd Quarter and is now below the year end target. However, Durham is still in the highest banding nationally for this indicator and is significantly outperforming its comparator group. In addition further work is now taking place to speed up the equipment ordering process through the use of technology.
36.00	LAA HC&OP 05d	% of users receiving intensive home care as a proportion of those receiving intensive home and residential care	37.40	38.20	38.60			36.00	38.60		There has been a further increase in the proportion of service users receiving intensive home care as opposed to residential or nursing care. This is consistent with our priority of supporting more people in their own homes. Indicator is on course to hit target. Impact upon budget will be monitored closely.
5.20	LAA HC&OP 04c	% of people with learning disabilities known to the Council and in work	4.10	5.30	6.30			7.20	7.20		An additional 20 jobs have been achieved in the last quarter taking the total number of people with learning disabilities in work to 130. This has marginally failed to achieve the 3rd Qtr target but it is expected that the year end target of 150 will be achieved. This will equate to 7.2% of people with learning disabilities known to the council in work.
40.60	PFI 03bi	% day care sessions for people with learning disabilities provided in the community	35.80	36.90	36.60			40.00	36.60		The small down turn is affected slightly by increased staff absences, bad weather as the winter months came in and increased activity in the centres over the 3rd Quarter. The main thrust of the developments around Pontop have slowed down, which has resulted in the fact the community facilities have not come on stream as planned and are behind schedule. It is envisaged that Pontop will close in late May, with the community facilities coming on line progressively between now and the end of May. When the Pontop closes and all service users are in the community, the figures will rise to at least 42.1%. This is in line with target.

## Appendix 1

Improving Health											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
9.84	BV 012	Working days lost due to sickness absence	9.58	9.65	9.23			9.75	9.85		Although a much improved figure, it may be worth exercising caution when considering the projected end of year figure. The December 2006 quarter leaving the calculation was particularly poor from the number of days lost to sickness absence by comparison with other figures at this time of year recently. The effects of the disaggregation and reorganisation of the largest two Services remains an uncertain factor in influencing the final data - hence there has been no specific change to the projection at this point.
27.50	LAA C&YP 01b	% primary schools achieving new National Healthy Schools Status (NHSS)	35.00	38.00	44.20			58.00	44.00		
4510.00	LAA HC&OP 01j (Stretch Target)	Number of 4 week smoking quitters who attended NHS Smoking Cessation services	1255.00	1538.00				3905.00			Due to a data lag, quarter 2 is now available. Quarter 3 data will be available at the end of February 2008
	LAA HC&OP 01h	People aged 16+ with smoking status recorded on GP register	23.94	20.44	20.48			25.00			
	LAA HC&OP 01b (1)	Mortality rate from cancer (spearhead area)			133.07			131.57	133.07		
	LAA HC&OP 01b (2)	Mortality rate from circulatory diseases (spearhead area)			101.20			100.15	101.20		

Promoting Economic Well-being											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
70.00	LAA ED&E 01b	Employment Rate	70.00	71.80	73.10			69.50			Data is annual figure (Apr 06 - Mar 07)
900.00	LAA ED&E 02b	New VAT registrations	900.00	910.00	940.00			980.00			The current performance has improved from the previous quarter although the most recent data available is only from 2005
22000.00	LAA ED&E 02a	Self-employment rate	22000.00	22000.00	20000.00			18400.00			Data for Apr 06 - Mar 07. The figure has decreased by 2,000 but is still above the 07/08 target
9605.00	LAA ED&E 03c	Number of businesses	9800.00	9795.00	10355.00			9801.00			This increase, in part reflects a revision to the data collection methods by Government which has changed the total recorded year end business stocks to take into account dormant businesses and the way these are included
12.30	LAA C&YP 10a	% of 16-18 year olds not in education, employment or training	12.00	12.60	10.30			10.50			Official progress monitoring by DCSF relates to Nov-Jan average will not be available until mid/late Feb. An interim figure Nov was 10.6 and Dec was 10.3, if Jan at a comparable level this will ensure that 2007/2008 target of 10.5 is met.

## Appendix 1

Quality of the Environment											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
25162647.00	BV 102	Number of local bus passenger journeys originating in the authority area undertaken each year	25260410.00	25063535.00	25084752.00			25006000.00	25006000.00		
31.00	BV 187	% of category 1, 1a and 2 footway network where structural maintenance should be considered						25.00	33.00		
?	PFI 06di	Footway trip claims		20.00	26.00			200.00	50.00		Cumulative total

Capacity to Improve											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
3.00	BV 002a	Level of the Equality Standard for local government	3.00	3.00	3.00			4.00	3.00		Target of Level 4 is for November 2008. Level 4 is self declared so we don't go through another assessment, the focus is information and monitoring and we've already put things in place such as quarterly CMT reports.
84.00	BV 002b	Duty to promote race equality	84.00	84.00	84.00			90.00	84.00		16/19 x 100 = 84%. We are not quite in the position to claim 17 which would take us up to 89% but we've improved slightly due to recent work on migrant workers & Eastern European communities as well as continuing existing work around Gypsy and Traveller communities but this hasn't given us additional indicators, just strengthened those we had. Darlington and Durham County Racial Equality Council are still operating below capacity so we're trying to resolve how we support & work with them in the future - this has had an impact on some of the engagement work we may otherwise have been able to progress over the last year with BME communities. Q4 may increase but it is unlikely that 17 will be achieved. 08/09 targets will be reviewed at year-end.
45.19	BV 011a	Percentage of the top-paid 5% of local authority staff who are women	46.96	46.37	48.19			48.00	48.00		This appears to be a new record high score for BVPI11a and takes us beyond our target for 2007-08. As a result of the improved performance, the end of year target has been increased to 48%.
0.58	BV 011b	Percentage of the top-paid 5% of local authority staff who are from an ethnic minority	0.55	0.56	0.78			1.00	0.85		As indicated previously, the addition of one person can make a difference to the overall indicator and this has propelled us some way towards our end of year projection. On this basis, one further addition would see us very close to our target.
2.92	BV 011c	Percentage of the top-paid 5% of local authority staff who have a disability	3.04	3.63	4.15			3.00	4.00		The steady increase in performance over the last year has continued - we have again exceeded our projected end of year projection which has now been adjusted to 4%. Currently, we are well ahead of our target.

## Appendix 1

Capacity to Improve cont...											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
9.84	BV 012	Working days lost due to sickness absence	9.58	9.65	9.23			9.75	9.85		Although a much improved figure, it may be worth exercising caution when considering the projected end of year figure. The December 2006 quarter leaving the calculation was particularly poor from the number of days lost to sickness absence by comparison with other figures at this time of year recently. The effects of the disaggregation and reorganisation of the largest two Services remains an uncertain factor in influencing the final data - hence there has been no specific change to the projection at this point.
1.09	BV 014	% of employees retiring early (excluding ill-health retirements)	1.20	1.15	1.22			0.85	1.10		The rationalisation of Services and strategic changes affecting schools referred to in the previous quarter remains a factor in the higher level of early retirements.
0.17	BV 015	% of employees retiring on grounds of ill-health	0.17	0.18	0.13			0.25	0.20		As with BVPI14, it is anticipated that problems earlier in the year regarding data retrieval methods have now been finalised with the number of retirees from the TPA coming through Resource Link. There has been a continuing fall in numbers being recorded and the last quarter showed the first zero return across the pension schemes.
1.84	BV 016a	Percentage of local authority employees with a disability	1.83	1.91	1.94			2.25	2.25		This continues the gradual rise over the last couple of years and it remains possible that we might meet our target.
0.53	BV 017a	Percentage of local authority employees from ethnic minority communities	0.48	0.55	0.54			0.70	0.65		The reported figure has remained consistent throughout the year, but this remains some way short of our target. It is noticeable that this appears to be a nationwide issue as a Government Minister recently urged HR to go out and actively seek to recruit more BEM workers.
55.45	BV 156	% local authority buildings accessible to people with a disability	55.45	55.45	67.33			60.00	67.33		DCC has taken responsibility for 40 surestart properties since April 2007. Of the 150 buildings open to the public, 101 are accessible
96.55	BV 157	% of E-enabled interactions	98.89	99.86	93.97			100.00	100.00		30 additional PIDs (process identifiers) have been added to the database during January. It is necessary to sort through these and make the necessary adjustments.
38.22	BV 174	Racial incidents reported to the local authority per 100,000 population	27.01	34.15	29.76			40.00	38.75		Q3 = 30/50.07 = 5.99. Rolling year = 149/50.07 = 29.76. Can't accurately predict year-end but it looks like it might be slightly down on last year which was 191 incidents (38.22). It is suspected that the reported numbers are lower than the actual due to people not wanting to report incidents.
100.00	BV 175	Racial incidents reported to the local authority resulting in further action	100.00	100.00	100.00			100.00	100.00		The majority of incidents come via schools so have some form of follow up at the time and are also discussed by CYPS Racist Incident sub-group so can also be followed up in other ways where appropriate.

## Appendix 1

Use of Resources											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
93.23	BV 008	Percentage of invoices paid on time	93.72	94.19	94.43			95.00			between 1 Apr 07 to 31 Dec 07 327,079 undisputed invoices were paid within 30 days.
0.00	KPI UOR 01	% revenue over / under spend	-11.00	-13.00	-8.00			-1.00	-2.00		Since Q2, the projected underspend for the County Council has increased from £5.7m to £5.57m, and additional financing income of £1.9m anticipated from the Local Authority Business Growth Incentives (LABGI). Although the outturn has only changed minimally there are 2 significant changes to the forecast of investment income, which is set to exceed budget by an additional £1m due to higher interest rates in October and November, and the receipt of £16m for the sale of the former Service Direct site at Framwellgate Moor. This is offset by additional spending by Environment on footpath improvements, which was authorised by Cabinet in the Quarter 2 report.
-8.00	KPI UOR 02	% capital over / under spend	?	-40.00	-28.00			-10.00	-16.00		Capital expenditure is forecast to be £19.55m (17%) below original budget at the year-end, mainly relating to delays in commencing school and children's centre projects
?	KPI UOR 03	% headcount variance from budget	1.00	1.00	-1.00			-1.00	-2.00		staffing figures are projected to be within 2% of the original budgeted figures at the year-end, with actual numbers slightly below target due to vacancies and restructuring exercises.
25.00	KPI UOR 04	% debt outstanding more than 3 months	35.00	29.00	44.00			30.00	30.00		the level of debt over 3 months old contains a grant invoice from Environment and should be settled early in the New Year. Once this is cleared it is anticipated the target of 30% will be met.



# PERFORMANCE INDICATORS BY SERVICE

ADULT AND COMMUNITY SERVICES PERFORMANCE INDICATORS											
Culture Indicators											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
1,023.42	BV 170a	number of visits to/uses of local authority funded or part-funded museums and galleries per 1,000 population	929.80	956.62	874.60			1,050.00	874.60		At one time Killhope Museum was receiving an inordinate number of hits due to confusion as to the nature of part of their site. This was the same time as the target was calculated. Consequently, it is now believed that the target is too high. The target will be revised at year-end by which time most of the incorrect hits will have been removed from the total.
337.00	BV 170b	the number of those visits to local authority funded or part funded museums and galleries that were in person, per 1,000 population	351.50	345.67	348.68			340.00	348.68		
17,743.00	BV 170c	number of pupils visiting museums and galleries in organised school groups	16,807.00	20,460.00	16,749.00			16,000.00	16,749.00		
73.50	PLSS 08	% users under 16 years who think libraries are good	73.50	73.50	84.70			77.00	84.70		from the CIPFA Survey
Culture CPA Indicators											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
4,836.00	PLSS 06	number of physical visits to libraries per 1,000 population	4,810.00	4,810.00	5,777.00			5,500.00	5,777.00		Actual counters are in place in most libraries - however we are still sorting teething troubles with the machines - estimate based on one third of the year. However, for much of that time all of the installations will not have been complete. A more reliable figure will probably only be available at 31 December 2008 when all libraries will have had the counters installed for a whole year and all seasonal differences in attendance will have been accounted for.
20.19	CPA C04	active borrowers as a percentage of the population	20.42	21.00	20.19			20.40			Library use drops off markedly in the weeks leading up to Christmas. We have an on-going campaign to recruit new library users, and to keep the ones we have. This has shown considerable success over the last 6-8 months and we expect that this slight drop to be rectified before the financial year closes.

## Appendix 2

Adults and Community Safety											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
22.10	BV 053	Households receiving intensive home care per 1,000 population aged 65 or over	23.30	23.60	23.80			22.20	23.80		Benchmarking information from PriceWaterhouseCoopers indicates that Durham is the highest performer in its family group of shire councils, reflecting Durham's strategic shift to supporting more people in their own homes. Quarter 3 performance is in excess of 2007/8 target.
118.50	BV 054	Older people helped to live at home per 1,000 population aged 65 or over	115.50	122.90	121.30			118.50	121.30		There has been a slight decrease in performance at the end of the 3rd Quarter, however, performance against this indicator is still significantly above target and we remain in the highest banding nationally. The types of services provided include home care, extra care, day care, short term breaks, items of equipment and professional support.
79.20	BV 195	% of new older clients experiencing an acceptable waiting time for assessment	82.70	82.90	85.10			80.00	85.10		CSCI have identified this indicator as an area for improvement in 2008/9. Performance has increased by 5.9 percentage points in the first 9 months of the year with an increase of 2.2 percentage points since the 2nd Qtr. This is further evidence of the effectiveness of the Occupational Therapist post based at the Corporate Contact Centre and local target setting. Performance has exceeded overall target by 5.1 percentage points. Year end projection is that Durham will move up within the CSCI national bandings. The Service will review the 2008/9 target for this indicator in light of the good progress made.
9.06	BV 126a	Domestic burglaries per 1,000 households	9.12	9.20	9.00			8.40			There were 1,895 domestic burglaries in the 12 months ending 31 December 2007
17.85	BV 127a	Violent crime per 1,000 population	17.36	16.70	15.80			17.00			There were 7,912 violent crimes in the 12 months ending 31 December 2007
0.29	BV 127b	Robberies per 1,000 population	0.28	0.30	0.30			0.30			There were 133 robberies in the 12 months ending 31 December 2007
8.18	BV 128a	Vehicle crimes per 1,000 population	8.18	8.00	7.50			8.20			There were 3,766 vehicle crimes in the 12 months ending 31 December 2007
8.70	PAF C29	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64	8.50	8.80	8.90			8.80	8.90		Performance has increased by 0.1 per 1,000 population in Quarter 3 and now exceeds target for 2007/8. This indicator remains in the highest banding when compared nationally.
3.50	PAF C30	Adults with learning disabilities helped to live at home per 1,000 population aged 18-64	3.50	3.60	3.60			3.60	3.60		Performance levels have been sustained in Quarter 3 and are projected to meet 2007/8 target. National information confirms Durham as being in the highest banding in relation to this indicator.
5.60	PAF C31	Adults with mental health problems helped to live at home per 1,000 population aged 18-64	5.60	5.50	5.30			5.70	5.30		Analysis of the figures at locality level has identified that there has been a minor decrease in the number of Adults with Mental Health Problems receiving a social care service as at the end of December 2007. Over the last 3 years, this indicator has consistently shown minor fluctuations between quarters, and latest analysis in February 2008 identifies that performance against this indicator is again increasing (5.4). Durham is a high performing authority in relation to this indicator and remains in the top banding nationally.
9.50	PAF C62	Number of carers receiving a specific carers service as a percentage of clients receiving community based services	?	?	10.60			10.20	10.60		The number of carers receiving a service after an assessment has increased from 2,275 in 2006/7 to a projected figure of 2,667 for 2007/8 (based on Assessments from Apr-Dec). This has resulted in an increase in this indicator which compares the number of carers receiving a service against the total number of services provided in the community. Target has been exceeded by 0.4 percentage points.

## Appendix 2

Adults and Community Safety cont.....											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
95.30	PAF C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care	85.70	88.40	80.20	★	↓	95.00	80.20	★	A target admission rate of 95 per 10,000 over 65 population was set for 2007/8. This equates to approximately 812 admissions. The projected figure for the year, based on admissions from Apr-Dec, is 685. This significantly outperforms the year end target and is consistent with our priority of supporting people in their own homes whenever possible.
1.60	PAF C73	adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care	1.16	1.34	1.20	★	↓	1.50	1.20	★	Based on admissions from Apr-Dec, it is projected that the admission rate for 18-64 year olds in 2007/8 will be 1.2 per 10,000 population. This outperforms the targets for the year and places Durham in the highest National banding for this indicator.
0.60	PAF E47	percentage of older service users receiving an assessment or review that are from minority ethnic groups, divided by the percentage of older people in the population that are from minority ethnic groups	0.00	0.70	0.78	●	↓	0.75	0.78	●	For the period 1st April 2007 - 31st December 2007 5 'New' Older People from a BME background were assessed, resulting in performance being close to target. However it should be noted that due to the small numbers involved this indicator can fluctuate significantly.
1.16	PAF E48	percentage of older service users receiving services following an assessment or review that are from a minority ethnic group, divided by the percentage of older people in the population that are from a minority ethnic group	0.00	1.14	0.95	●	✘	1.00	0.95	●	For the period 1st April 2007 - 31st December 2007 4 'New' Older People from a BME background were assessed and received a service, resulting in performance being close to target. However it should be noted that due to the small numbers involved this indicator can fluctuate significantly.
85.00	PAF E82	Assessment of adults and older people leading to a provision of service	86.70	85.60	85.50	▲	↓	86.00	85.50	▲	CSCI identify that the highest performing councils achieve between 68% and 77% for this indicator. Durham has challenged this view and CSCI in response have stated that they will review this banding for 2008/9 in consultation with the Association of Directors of Social Services (ADSS) and Department of Health. We have set a high target of 86%, current performance is 0.5 percentage points below that.

## Appendix 2

### CHILDREN AND YOUNG PEOPLE'S SERVICES PERFORMANCE INDICATORS

Stay Safe											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
82.40	PAF B79	percentage of children aged at least 10 and under 16 looked after in foster placements or placed for adoption	79.40	82.90	84.20						New indicator wef 2006/07. Banding thresholds not yet available. Continued improvement in performance during the year ending 31st December 2007.
97.80	BV 162	% of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year	99.40	99.40	99.40			100.00			No change in performance during the year ending 31st December 2007 with no change in banding. Only 1 young person from the denominator had a review outside of the appropriate timescale. 2007/2008 performance is expected to achieve target.
13.50	PAF C23	percentage of Looked After Children (LAC) who are adopted	14.60	16.70	13.60			13.00			Drop in performance on this indicator during the year ending 31st December 2007 although performance remains comfortably within the highest banding available (8-25). Performance also continues to remain significantly above the performance of our IPF comparator group.
2.69	PAF C21	percentage of children de-registered from the Child Protection Register who had been registered for more than 2 years	2.80	3.20	1.90			3.80			Continued good performance during the year ending 31st December 2007 with performance remaining comfortably in the highest band available (less than 10%).
87.90	PAF C64	percentage of core assessments that were completed within 35 days of their commencement	81.50	80.70	83.90			85.00			Improvement in performance during the year ending 31st December 2007 with performance in line to achieve target for 2007/08.
97.00	PAF C68	timeliness of reviews of Looked After Children (LAC)	98.00	96.30	97.20			100.00			Improvement in performance during the year ending 31st December 2007 with performance remaining in the highest banding available. 2005/06 performance will not be banded.
71.80	PAF D78	percentage of children under 16 who have been looked after for 2.5 years or more who have been living in the same placement for at least 2 years, or are placed for adoption	71.00	67.80	72.40			80.00			New indicator wef 2006/07. This indicator is currently a PSA target. Banding thresholds not yet available. Increase in performance during 2006/07. Increase in performance during the year ending 31st December 2007.
Enjoy and Achieve											
87.71	BV 039	% of pupils achieving 5 or more GCSEs at grades A*-G or equivalent, including English and Maths		89.80	89.82			90.00	89.82		This improvement in performance reflects work with schools on broadening the offer of accredited courses to meet the needs of all ability groups.
78.75	BV 040	% of 11 year old pupils achieving level 4 or above in the Key Stage 2 test in Mathematics	78.80	78.90	78.99			83.00	78.99		Progress reflects the national profile of results, target figure is aspirational linked to national KS2 targets. Advisors and consultants working to ensure effective implementation of new national approaches to numeracy.
78.65	BV 041	% of 11 year old pupils achieving level 4 or above in the Key Stage 2 test in English	80.30	80.30	80.44			82.00	80.44		Performance slightly below national profile and well below aspirational target. Highest priority for our secondary team this year with individual support packages provided for schools/departments. Progress reflects the national profile of results target figure is aspirational linked to national KS2 targets. Good progress by boys. Continued focus by advisors and consultants on writing will ensure progress to 2008 target.
30.68	BV 194a	% of 11 year old pupils achieving level 5 in the Key Stage 2 test in English	32.30	32.30	32.36			32.00	32.36		Specific focus on writing with more able pupils has ensured above target performance.
33.62	BV 194b	% of 11 year old pupils achieving level 5 in the Key Stage 2 test in Mathematics	32.90	32.90	32.90			35.00	32.90		Performance in line with the national average but below target. Focused working with identified schools to ensure better understanding of higher order mathematical skills. This work has been based on an analysis of test outcomes in specific aspects of Maths.

## Appendix 2

Enjoy and Achieve cont....											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
69.19	BV 181a	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in English	71.00	71.00	69.51	▲	🟢	77.00	69.51	▲	
76.87	BV 181b	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in Mathematics	76.00	76.20	76.23	▲	🔴	79.00	76.23	▲	Year on year progress in line with national profile and significant progress towards aspirational target. Continuing focus on calculations and problem solving linked to improved KS2/KS3 transition curriculum.
71.74	BV 181c	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in Science	72.00	72.40	72.45	▲	🟢	75.00	72.45	▲	Continued progress with outcomes close to national average. This rate of progress ensures that we are closing on our nationally derived aspirational target. Close working with all science departments to develop a more enquiry led approach will support further progress towards targets.
71.74	BV 181d	% of 14 year old pupils achieving level 5 or above in the Key Stage 3 test in ICT	75.90	76.50	76.47	●	🟢	76.00	76.47	●	Good progress resulted above average target. Particularly pleasing following considerable focus on the use of online assessment.
99.16	BV 043a	% of proposed statements of Special Educational Need (SEN) issued and prepared within 18 weeks, excluding exceptions	99.08	99.38	99.50	▲	🟢	100.00	99.00	▲	We should be seeking to issue outcomes to statutory assessments of special educational needs within 18 weeks. We continue to have an excellent record relating to these challenging timescales. However, one assessment was not completed within that timescale and as a result we have been unable to meet the target of 100%. Provisional figure. (Period - financial year [01/04/07 - 31/03/08]) therefore final figure not available until April/May 2008.
99.29	BV 043b	% of proposed statements of Special Educational Need (SEN) issued and prepared within 18 weeks, including exceptions	99.25	99.52	99.60	▲	🟢	100.00	99.00	▲	We should be seeking to issue outcomes to statutory assessments of special educational needs within 18 weeks. We continue to have an excellent record relating to these challenging timescales. However, one assessment was not completed within that timescale and as a result we have been unable to meet the target of 100%. Provisional figure. (Period - financial year [01/04/07 - 31/03/08]) therefore final figure not available until April/May 2008.
7.84	BV 045	% of half days missed due to total absence in secondary schools			7.68	●	🟢	8.13	7.90	●	Secondary attendance has consistently improved year on year for 8 years and this is the best it has ever been. The LA works closely with schools to tackle persistent absentees, support vulnerable children, reduce the amount of time parents take their children out of school for holidays, shopping trips and birthday treats and to make schools places that children want to be.
5.89	BV 046	% of half days missed due to total absence in primary schools	5.24	5.22	5.25	●	🟢	5.71	5.30	●	Primary attendance is the best it has ever been. The LA works closely with schools to tackle persistent absentees, support vulnerable children, reduce the amount of time parents take their children out of school for holidays, shopping trips and birthday treats and to make schools places that children want to be.
5.20	PAF C69	distance children newly looked after are placed from home	6.20	4.90	6.40	▲	🔴	6.00			New indicator 2005/06. 2005/06 performance will not be banded. Awaiting bandings thresholds for 2006/07 performance although performance is significantly below that of our IPF comparator group.







## Appendix 2

Enjoy and Achieve cont....											
2006 / 07 year-end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	2007/08 predicted outturn	2007/08 predicted performance	Comments
51.83	BV 221a	% of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people aged 13-19 participating in youth work		30.00	38.19			60.00			The under performance against the national benchmark is due to 3 factors. 1) We have some under reporting across the service particularly in the Dales and Easington. Area Managers are working to rectify this and we anticipate data will be up to date by half term. 2) The data doesn't include Duke of Edinburgh Award information from the Duke of Edinburgh Award development officer. This is because the DEEMS system used nationally by the award is "not talking" to our MIS system. It doesn't look like this problem will be rectified so we will copy the data across manually this quarter. 3) Some projects are struggling to achieve the targets that have been set for them. Area Managers have identified these and are putting coaching and support programmes in place.
31.37	BV 221b	% of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people aged 13-19 participating in youth work		15.00	12.77			30.00			The under performance against the national benchmarks is due to 3 factors. 1) We have some under reporting across the service particularly in the Dales and Easington. Area Managers are working to rectify this and we anticipate data will be up to date by half term. 2) The data doesn't include Duke of Edinburgh Award information from the Duke of Edinburgh Award development officer. This is because the DEEMS system used nationally by the award is "not talking" to our MIS system. It doesn't look like this problem will be rectified so we will copy the data across manually this quarter. 3) Some projects are struggling to achieve the targets that have been set for them. Area Managers have identified these and are putting coaching and support programmes in place.
33.70	BV 222a	% of integrated early education and childcare settings funded or part-funded by the local authority where leaders have a qualification at Level 4 or above	56.07	56.07	68.22			65.00	65.00		Provisional data - will change throughout the year.
2.43	PAF C18	final warnings and convictions of Looked After Children (LAC) as a ratio of all children given a final warning or convicted	2.80	2.97	2.83			2.40			Improvement in performance during the year ending 31st December 2007 with a positive change in banding. The performance figure for the year ending 30th September 2007 will be the reported PAF outturn figure for 2007/08 although it may be subject to change when new Home Office crime figures are published by DCSF.
Make a Positive Contribution											
96.20	PAF C63	number of children and young people who communicated their views specifically for each of their statutory reviews as a percentage of the number of children and young people who were looked after during the year for more than 4 weeks	96.60	99.00	98.30			98.00			Reduction in performance during the year ending 31st December 2007 although performance continues to remain in the top banding (95<=100).

## Appendix 2

### ENVIRONMENT PERFORMANCE INDICATORS

#### Road Safety

2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
218.00	LPI 99a	Number of people killed or seriously injured in road traffic collisions (real time)	36.00	89.00	160.00			192.00	197.00		The data is for Jan - Sept 2007. Engineering improvements, enforcement and education are believed to be taking an effect in reducing casualty numbers. Accidents are not however predicable. The calculation of the year end prediction figure has used the latest available data to end of October plus an analysis of the last quarter data of the last few years. The year end prediction has been revised to 197
26.00	LPI 99b	Number of children (aged under 16) killed or seriously injured in road traffic collisions (real time)	2.00	8.00	18.00			22.00	24.00		The actual data is for Jan - Sept 2007. Engineering improvements, enforcement and education are believed to be taking effect in reducing casualty numbers. Accidents are not however predicable. The year end prediction figure has been revised incorporating the most recent data to the end of October plus an analysis of the last quarter data over the last few years resulting in the revised figure of 24
1,729.00	LPI 99c	Number of people slightly injured in road traffic collisions (real time)	406.00	819.00	1,259.00			1,891.00	1,706.00		The actual data is for Jan - Sept 2007. Engineering improvements, enforcement and education are believed to be taking an effect in reducing casualty numbers. Accidents are not however predicable. The year end prediction has been revised to include the latest available data to the end of October and an analysis of the last quarter data over the last few years to determine the revised figure of 1706.

## Appendix 2

Highways and Transport											
2006 / 07 year end outturn	PI reference	PI description	Q1 outturn	Q2 outturn	Q3 outturn	on target	Change since year-end 2006/07	2007/08 year-end target	predicted 2007/08 outturn	predicted 2007/08 performance	Comments
0.00	BV 100	Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road	0.00	0.00	0.04	★	✗	0.20	0.05	★	
71.30	BV 178	% of the total length of rights of way in the local authority area that are easy to use by the general public	61.40	61.40	58.30	▲	✗	72.00	58.30	▲	The result for 2007/08 of 58.3% is a 13% drop on the 2006/07 figure. Average performance over the last 4 years is approx. 65%. The RoW maintenance budget has been reduced and priority is given to paths with the greatest public use, this does not however mean that they will form part of the survey. The survey is random and as the greatest concentration of paths are in rural areas these paths are more likely to form part of the survey. An analysis of the 2007/08 survey suggests a decline in performance across all measured aspects. An Action Plan has been put into place and as the Rights of Way Team is now at full complement the enforcement programme for the restoration of paths has been extended to address the extended cultivation season
2.47	BV 215a	Average number of days taken to repair a street lighting fault, which is under the control of the local authority	1.82	2.27	2.12	★	✓	2.65	2.20	★	Figure is for rolling year Jan-Dec 2007. Q3 figure Oct-Dec 2007 = 1.93
14.37	BV 215b	Average number of days taken to repair a street lighting fault, which is under the control of a Distribution Network Operator (DNO)	8.54	12.88	11.66	★	✓	15.00	12.00	★	Figure is for rolling year Jan-Dec 2007. Q3 figure Oct-Dec 2007 = 8.18
89.30	CPA E30	Satisfaction: Trading Standards (Customer Satisfaction)		93.20	95.30	★	✓	75.00	90.00	★	
85.50	CPA E31	Satisfaction: Trading Standards (Business Satisfaction)			85.00	★	✗	75.00	75.00	★	
100.00	CPA E32	Trading Standards: visits to high risk premises	40.10	65.50	89.90	●	✗	100.00	100.00	★	
96.50	CPA E33a	Trading Standards: business compliance-high risk	93.60	96.30	96.00	★	✗	95.00	95.00	★	
99.00	CPA E33b	Trading Standards: business compliance-medium risk	96.40	97.30	97.80	★	✗	95.00	95.00	★	
99.70	CPA E33c	Trading Standards: business compliance-low risk	93.30	95.50	98.10	★	✗	95.00	95.00	★	
63.16	BV 109a	% of major planning applications determined within 13 weeks		75.00	69.50	★	✓	60.00	60.00	●	Figure is for rolling year Jan-Dec 2007. Apr-Dec 2007 figure = 68.4%



## REVENUE BUDGET SUMMARY

Year to Date Budget	Year to Date Actual	Variance		Original Budget	Projected Outturn	Projected Variance against Original	% Variance Against Original	Revisions to Original Budget
£'000	£'000	£'000		£'000	£'000	£'000	£'000	£'000
247,193	220,423	26,770	Children & Young People	83,349	86,242	-2,893	-3.5%	0
87,767	83,313	4,454	Adult and Community	138,935	135,559	3,376	2.4%	0
24,448	27,396	-2,948	Environment	54,735	53,895	840	1.5%	0
8,721	6,997	1,724	Chief Executive	4,572	4,820	-248	-5.4%	222
8,125	7,513	612	Corporate Services	7,000	7,567	-567	-8.1%	76
3,304	2,943	361	Finance & Other Services	874	696	178	20.4%	0
379,558	348,585	30,973	<b>TOTAL</b>	289,465	288,778	686	0.2%	298
0	136	-136	Contingencies	17,765	17,765	0	0.0%	-136
379,558	348,721	30,837	<b>NET COST OF SERVICES</b>	307,230	306,543	686	0.2%	162
0	0	0	Capital charges	-18,338	-18,146	-192	1.0%	-162
3,500	3,581	-81	Capital financing	21,534	21,228	306	1.4%	0
-2,353	-4,629	2,276	Interest and Investment income	-3,530	-7,000	3,470	-98.3%	0
4,574	4,663	-89	Other budgets	-1,229	-2,525	1,296	-105.5%	0
385,279	352,336	32,943	<b>Net Budget</b>	305,667	300,101	5,566	1.8%	0
0	0	0	<b>Movement on General Reserves</b>	-2,579	-2,579	0	0.0%	0
0	0	0	<b>Movement on Earmarked Reserves</b>	-9,956	-9,956	0	0.0%	0
385,279	352,336	32,943	<b>Net Budget Requirements</b>	293,132	287,566	5,566	1.9%	0

### Revenue Year to date Position

- 1 Service revenue expenditure to 30th November 2007 was £348.59m, £30.97m below year to date budget. This is due mainly to under spends in schools budgets and balances which will unwind by the year-end and an under spend on Adult and Community Services.

### Revenue Projected Outturn

- 2 Since Quarter 2, the projected under spend for the County Council has reduced from £5.7m to £5.57m. Although the outturn has only changed minimally there are two significant changes to the forecast that should be highlighted. There is a revised forecast of investment income, which is set to exceed budget by an additional £1m due to higher interest rates in October and November, and the receipt of £16m for the sale of the former Service Direct site at Framwellgate Moor. This is offset by additional spending by Environment on footpath improvements, which was authorised by Cabinet in the Quarter 2 report.
- 3 After adjusting for internal charges between services, the main issues to be highlighted are:
  - £3.5m additional investment income because of higher than anticipated cash balances due to the unspent provision for pay increases, Equal Pay, capital programme and general under spendings, combined with higher than forecast interest rates.
  - £2.0m under spend in Adult and Community Services where access to free nursing care and increased contributions from healthcare partners have contributed to the under spend (£1.8m). Savings from staff vacancies and general office expenses (£0.6m) and unspent grant that will be carried forward into next year (£0.4m) have been offset by increased purchase of home care to keep people in their own homes and re-profiling of budget savings.
  - £0.8m under spend in Environment mainly relating to reduced energy costs, which is partially offset by additional spending on footpath improvements, which was agreed by Cabinet as Quarter 2.
  - Services are currently being charged £1.3m less than budgeted for insurance charges. However this sum is required to be transferred to the Insurance Reserve at the year-end and is not available for general use and has no impact on the County Council.
  - A shortfall of £1.1m in Children and Young People's Service in relation DSG, which will reduce available general reserves but will be recovered from the 2008/09 DSG budget.
  - A shortfall of £0.57m in Corporate Services due to lower than anticipated fee income from capital projects.
  - £0.4m over spend within the Local Authority managed area in Children and Young People's Service where transport costs and the cost of agency placements are the main factors.

## Outlook and Risks

- 4 This report assumes that Equal Pay will be resolved during this financial year and will utilise all the resources set aside for it, and that contingencies of £1.9m will be spent by the year-end. If these items are not spent the under spend will increase by £17.4m.
- 5 Of the £5.57m under spend, £1.1m needs to be earmarked for Overview and Scrutiny proposals and £1.3m to reimburse the special projects reserve referred to in the Medium Term Financial Plan (MTFP) proposals, which form part of the Cabinet report agreed on 1<sup>st</sup> November.
- 6 Looking forward to the impact that this under spend will have on recurring expenditure, Members should note that:
  - the additional investment income of £3.5m will not recur as cash balances are spent
  - £1.0m of energy savings have already been factored into 2008/09 budget
  - £2.0m savings from Adult and Community Services have been factored into 2008/09 budget.
  - Increasing transport costs are a risk to 2008/09 budget in Children and Young People's Services.
  - £1.9m LABGI expected to be received in March is to be used in 2008/09 to support the base budget. This will not recur.

## Children and Young People's Services (Local Authority Managed)

### Executive Summary

- 7 The service expects to over spend by £0.41m against original budget by year end once agreed use of reserves and transfers of charges between services are taken into account. The accounting over spend of £1.80m shown in the table (page 32) is due to:
  - -£1.2m of ICT costs, which is compensated by a corresponding under spend in Adult Services.
  - -£0.55m BSF funding from 2006/2007 is held in reserves and will be used to cover spending in 2007/08.
  - -£0.62m over spend on transport budgets
  - -£0.50m over spend on agency services
  - £0.65m under spending on employee budgets
  - £0.38m under spending on specific grants that will be carried forward to 2008/09.

- 8 There are number of variables described in more detail below, but the main areas of budget difficulty are associated with transport costs for Home to School and Colleges, Looked After Children and Children in Need, and the cost of agency placements for the most complex and challenging cases.
- 9 The strategic budget issues emanating from this mid year report are a need to:
  - Set a realistic base transport budget for 2008/2009 that acknowledges the rate of inflation and demands on the service.
  - Determine the impact of the Adoption Invest to Save Strategy in 2008/2009 and beyond.
  - Set a revised budget for Direct Payments based on latest trends.
  - Correct recharges regarding ICT and insurance.
  - Provide employee budgets that reflect the final shape of CYPS Support Services structure and potential decision about supporting vulnerable children.
  - Re-assess the income earned from residential beds in Children's Homes.

## Children and Young People's Services (Dedicated Schools Grant)

### Executive Summary

- 10 The County Council receives a large annual grant from the Department for Children, Schools and Families to fund schools delegated budgets and some Support Services covering the likes of Special Education Needs and Education Out of School.
- 11 The final DSG for 2007/08 has been confirmed as £267.4m. In addition schools will receive funding of £62.5m from Standards Grant (£15.1m), Standards Fund (£29.8m) and Learning and Skills Council (£17.6m)
- 12 Deployment of the funds managed by schools are matters for individual Head Teachers and School Governing Bodies. Schools operate within a multi-year budget environment and have flexibility to roll forward balances from one year to the next. Ministers are keen to see a reduction in schools' balances across the country and from March 2008 a requirement to claw back any unallocated amounts beyond a certain level will become obligatory.
- 13 The main components of the Local Authority managed part of the DSG (approx. £20.4m) are:
- |   | £     |
|---|-------|
| ▪ Provision for Pupils with Special Needs               | 5.75m |
| ▪ Education Other Than at School                        | 5.4m  |
| ▪ Non-Local Authority Early Years provision             | 2.9m  |
| ▪ Capitalised Repair and Maintenance – School Buildings | 4.0m  |
- 14 Any over or under spending on the DSG rolls forward into the next financial year and needs to be reported to DCC Schools Forum as it will affect budget plans for subsequent years. It is therefore important to set as accurate a budget as possible, particularly when a 3 year budget plan has to be determined from April 2008.
- 15 The latest out-turn projection suggests an over spend of about £0.50m, of which £0.20m is a planned over spend on capitalised repair and maintenance of school buildings. More detail, by type of expenditure, is set out below.

## Adult and Community Services

### Executive Summary

- 16 At the end of Quarter 2, Adult and Community Services was forecasting a £2.28m under spend on its target budget. This forecast has been updated, especially in relation to specific grants, with the current forecast being an under spend against target of £2.47m.
- 17 The accuracy of the base budget building process ensures that there is confidence in understanding the current financial position. It is still possible, however, for there to be significant variation in commissioning activity, income levels (especially in relation to health funding) and staffing costs throughout the year.
- 18 A range of assumptions have been made especially in relation to the following:
- Income to be received from health in relation to a number of both current and future learning disability clients;
  - ACS has received a number of additional specific grants for 2007/08, in particular for Preventative Technology and Carers. At this stage, the forecast is for an under spend of £0.44m against the grant total of £0.75m. Any under spend can be carried forward with the creation of a specific reserve at the year end providing flexibility to spend this funding in 2008/09 in line with the grant expectation;
  - Activity in the service area relating to Older Persons can be volatile, especially over the winter period. With this in mind, ACS has forecast a further 1% increase in activity over the next 4 month period. This has added £0.29m to the forecast;
  - No assumptions have been at this stage in relation to the impact of the new Continuing Health Care criteria. This is being implemented from 1 October 2007 and will be closely monitored.
- 19 Key areas of under spend at this stage are as follows:
- An under spend of £1.50m on Older Persons residential care as we continue to care for more people in their own homes;
  - ACS has exceeded the target set for income from health partners by £0.24m
  - There is a £0.40m under spend in employee budgets linked to the non-filling of vacant posts during the Service restructure.
  - There is an under spend of £0.46m in the in-house home care service where activity is 3,000 hours below the level budgeted. This under spend is offset by an over spend in the external purchase of home care detailed later.

- ACS continues to increase client income via the maximisation of benefits for individuals. This allied to minimizing inflationary increases on SLAs has contributed £0.20m to the forecast under spend.
- There is a forecast under spend due to unspent grant of £0.44m as detailed above.
- Efficiencies within general office expenses and the use of telephones have generated an under spend of £0.20m.
- The shortfall in savings is offset by delays in investing growth. It is forecast that £0.50m of growth will not be expended in 2007/08 mainly linked to Day Service Improvement and Older Persons preventative services.

20 Key areas of budget pressure are detailed below:

- An over spend of £1.20m in the purchase of private sector home care. This is indicative of the County Council's desire to promote the independence of older people;
- The full savings target of £4.37m is not being achieved. The shortfall at this stage is forecast to be £0.76m. Problems have been encountered in some circumstances but in the main there have been delays due to extended consultation periods;
- Expenditure and income budgets are presently being distorted by the continued presence of Children and Young People's Service costs in the Adult and Community Services budget relating to the split of Adult and Children's services. This position will be resolved once the Service's restructure is finalised. For now however, an over spend of £2.01m is forecast in expenditure budgets in relation to this activity but a recharge will be made to CYPs for a similar value. This is forecast in the outturn for income.
- ACS is also forecasting an under spend of £0.91m on Non-Target budgets. This under spend relates to Central Support Recharges, Debt Charges and Design Service Recharge. These budgets are not controlled by ACS.

21 ACS will continue to closely monitor the budget especially in relation to the assumptions highlighted earlier. This position could still shift significantly however due to the volatility of activity.

## Environment

### Executive Summary

- 22 At this stage of the financial year there are two main areas where the budget is expected to be under spent at the year end. Firstly, employee costs (£0.40m), and secondly, agency and contracted services (£1.50m). In addition to these areas there is forecast to be an over spend of £1.0m due to expenditure on footpath improvements, as authorised by Cabinet at Quarter 2. The other minor variations currently being shown are not seen as symptomatic of any other underlying problems.
- 23 Savings are expected to be made on Salaries and on energy costs for Street Lighting. Costs associated with Rechargeable Works are also running at a higher level than expected, but these will be fully recovered, and will have no implications on the net expenditure of the Service. There are some other relatively minor variances but at this stage of the year these are not seen as indicative of any problems. Other than the items mentioned above, it is not anticipated at this stage that there will be any other significant variances at final outturn.
- 24 Much of the income is generated from external sources and as a consequence can contain elements which are uncertain and potentially volatile. Some areas of spend such as subsidised bus services in the Integrated Transport Unit and Civil Engineering works which cut across several areas are also subject to higher than normal levels of inflation. The Waste Disposal Service is also subject to unexpected variances caused by changes in tonnages to be disposed of and the method by which disposal takes place.
- 25 As with all Services, the Environment Service has had to make significant savings for 2007/08 as identified in the Medium Term Financial Plan and achieving these whilst still maintaining a high level of service delivery remains a challenge for all concerned. There is some emerging evidence that targets in some Key Performance Indicators are becoming difficult to maintain and are predicted not to meet year end targets. These include areas such as Rights of Way, Footpath Condition, Condition of Principal Roads and Condition of Unclassified Roads.
- 26 The budget is subject to a continuous monitoring process which should enable any difficulties to be identified and addressed as early as possible.



**Chief Executive**

**Executive Summary**

- 27 To date the CEO has under spent by £1.7m compared to the profiled budget of £8.72m. £0.66m of this is due to under spending on employee costs caused mainly by delays in filling vacant posts in Customer Services and the Economic Development and Regeneration Division, the secondment of staff to the Drive and Resourcelink projects, and a delay in making the pay award.
- 28 There is also a £1.08m under spend on supplies and services which is partly offset by an under-achievement of income within Design and Print Services.
- 29 At the end of November the outturn is forecast to be a net over spend of £0.25m against original budget, which is in line with the revised budget.
- 30 Revisions to the original budget include:
- a reduction of £0.16m for the release of government grant
  - A transfer from contingencies into supplies and services of £0.06m for costs relating to LGR.
- 31 Detailed reasons for the main variances are set out below:

## Corporate Services

### Executive Summary

- 32 To date Corporate and Other Services has under-spent by £0.61m against a profiled budget of £8.13m and the reasons for the main variances are set out below.
- 33 At the end of November it is anticipated that revenue outturn will exceed the original budget by £0.57m, which is mainly due to:
- A reduction in capital works for Design Services and consequent under-recovery of income by an estimated £0.50m. This projection is a worst case scenario and action is currently being taken to secure two major schemes, one for the library service and the other for a new school. If successful, outturn should be in line with budget at the year end. (The Capital programme for 2008/09 is significantly higher than in the current year thus there are no major concerns about next year's budget at present)
  - A projected over spend on the Coroner's Service of £0.1m due to additional payments for long inquests and increased mortuary charges.
  - Additional costs of £0.05m associated with Democratic Representation.

**Finance**

**Executive Summary**

- 34 There is an under-spend of £0.4m against the profiled budget to date which is mainly due to the early receipt of income and an under-spend on employee expenses. Actual targetable expenditure is expected to be broadly in line with budget at the year end, however the projected outturn indicates an under spend of £0.18m which is mainly due to a reduction in central support charges.

## Non-Service Specific Items

### Executive Summary

- 35 The overall position for non-service specific items is an under spend of £4.88m against original budget. The majority of this under spend is created by additional investment interest income. Other areas are generally forecast to be in line with budget at the year end.

### Contingencies

- 36 A figure of £15.50m has been provided for Equal Pay in the current year. Discussions are currently taking place with Trade Unions and on the basis that an offer will be made and accepted during the course of this year, it is assumed that all the resources set aside will be used.
- 37 Additionally, an amount of £1.90m of unspecified contingencies is available for expenditure which was unforeseen at the time the budget was set. Members have authorised the use of £0.40m of these unspecified contingencies in relation to the IdeA Review and extra costs related to single status and LGR. To date £0.14m of the total budget of unspecified contingencies has been drawn down by Services and the forecast anticipates that by the year end the full amount will be spent.
- 38 As part of the budget setting process a further £0.40m was set aside in contingencies for schemes to be determined by Members during the year. The forecast again anticipates that this amount will be spent during the year.

### Interest

- 39 Investment income is forecast to be £3.47m higher than budget due to higher than anticipated cash balances (due to the unspent provision for pay increases, equal pay, capital programme and general under spending) combined with higher than forecast interest rates.

### Capital charges

- 40 The actual reversal of capital charges at year end is forecast to be £0.19m lower than original budget. This is due to an adjustment to the release of government grants (-£0.16m) and the change in accounting treatment for Extra Care costs (£0.35m). There are corresponding adjustments within services for these items.

### Capital Financing

- 41 Costs of capital financing are projected to be £0.30m below original budget at outturn.

**Insurance**

- 42 Costs of insurance are projected to be £1.3m below budget at the years end and this has been factored into the outturn projection under 'Other Budgets'.

## CAPITAL BUDGET SUMMARY

Service	Budget 2007/08						Expenditure of 2007/08 Budget								Rephasing to 2010/11 & future yrs
	Original Budget 2007/08	Rephasing to/from 2006/07	Original Budget 2007/08 inc Rephasing	Revisions (Sept 07)	Revisions (Nov 07)	Revised Budget 2007/08 inc Rephasing	2007/08 Q3 Actual (Cumulative) to 30/11/07	2007/08 Q4 Forecast (Cumulative) (= Projected Outturn)	Projected Outturn variance against original budget (inc Rephasing)		Projected Outturn variance against revised budget		Rephasing to 2008/09	Rephasing to 2009/10	
	£000	£000	£000	£000	£000	£000	£000	£000	£000	%	£000	%	£000	£000	
Adult and Community Services	5,842	2,501	8,343	0	-4,423	3,920	620	4,101	4,242	51%	-181	-5%	4,380	0	0
Children and Young People's Services	42,465	20,940	63,405	-3,818	-14,705	44,882	15,972	44,633	18,772	30%	248	1%	22,737	250	0
Environment	21,401	3,624	25,025	9,440	1,007	35,472	14,065	34,273	-9,248	-37%	1,199	3%	0	0	0
Chief Executive's Office	1,907	884	2,791	0	1,372	4,163	1,645	3,453	-662	-24%	710	17%	852	0	0
Corporate Services	10,066	1,374	11,440	0	-6,600	4,840	1,188	3,310	8,130	71%	1,530	32%	6,049	2,160	0
County Treasurer	1,879	-635	1,244	3,033	0	4,277	2,513	4,007	-2,763	-222%	270	6%	-757	-1,249	0
Service Direct	707	0	707	0	0	707	97	707	0	0%	0	0%	0	0	0
Small projects - to be allocated	0	750	750	-231	-351	168	0	168	582	78%	0	0%	351	0	0
Other minor works - to be allocated	500	0	500	0	0	500	0	0	500	100%	500	100%	500	0	0
<b>Total</b>	<b>84,767</b>	<b>29,438</b>	<b>114,205</b>	<b>8,424</b>	<b>-23,700</b>	<b>98,929</b>	<b>36,100</b>	<b>94,652</b>	<b>19,553</b>	<b>17%</b>	<b>4,277</b>	<b>4%</b>	<b>34,112</b>	<b>1,161</b>	<b>0</b>

## Aged Debtor Analysis

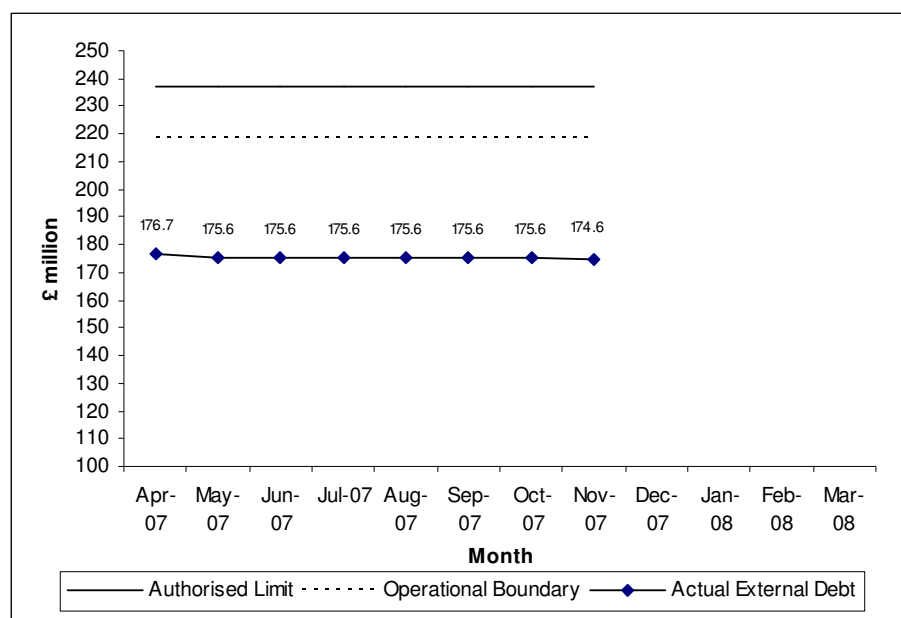
<b>Service</b>	<b>No. of Inv.</b>	<b>Balance Outstanding</b>	<b>Less than 30 days</b>	<b>31-60 Days</b>	<b>61 Days to 3 months</b>	<b>3-6 months</b>	<b>6-9 months</b>	<b>9 -12 months</b>	<b>over 1 year</b>
Children and Young People's Service	828	1,422,919	996,775	138,232	79,398	105,858	20,502	15,441	66,713
Adult and Community	1,370	3,747,628	817,312	168,622	90,643	1,236,743	215,468	75,934	1,142,904
Environment	493	2,825,398	458,206	128,481	50,779	54,805	244,353	15,030	1,873,743
Corporate	137	397,017	232,867	8,484	60,866	38,192	21,806	3,226	31,576
Chief Executive	34	120,631	61,626	15,416	0	26,951	15,250	170	1,217
Finance and Other	585	4,619,104	2,717,005	1,555,307	45,941	42,687	29,580	9,616	218,967
Service Direct	1,043	1,862,535	791,183	341,505	161,787	100,130	177,451	148,460	142,019
<b>Total</b>	<b>4,490</b>	<b>14,995,231</b>	<b>6,074,974</b>	<b>2,356,048</b>	<b>489,415</b>	<b>1,605,367</b>	<b>724,409</b>	<b>267,878</b>	<b>3,477,140</b>
%		100%	41%	16%	3%	11%	5%	2%	23%
<b>Quarter 2</b>	<b>4,703</b>	<b>17,683,005</b>	<b>2,884,014</b>	<b>8,370,049</b>	<b>1,319,703</b>	<b>699,611</b>	<b>662,658</b>	<b>246,667</b>	<b>3,500,303</b>
%		100%	16%	47%	7%	4%	4%	1%	20%

**Prudential Indicators**

- 43 The Prudential Code is designed to guide the Council’s decision on what it can afford to borrow. The Local Authorities (Capital Finance and Accounting) (England) Regulations 2003 specifies the Prudential Code for Capital Finance in Local Authorities, issued by CIPFA, as the code of practice to which local authorities must have regard when setting and reviewing their affordable borrowing limit.
- 44 The key objectives of the Prudential Code are to ensure that within a clear framework the capital investment plans of the Council are affordable, prudent and sustainable. A further key objective is to ensure that treasury management decisions are taken in accordance with good professional practice and in a manner that supports prudence, affordability and sustainability.
- 45 To demonstrate that the above objectives have been fulfilled, the Prudential Code sets out the indicators that must be used, and the factors that must be taken into account. The Code does not include limits, these are for the Council to set and monitor. The Prudential Indicators for the current financial year and the two subsequent years are set out annually in the Budget Book.

**External Debt**

- 46 A key indicator for in-year monitoring is the Operational Boundary (an indicator of affordability). The chart below compares actual external debt in 2007/08 to 30 November 2007 with the Authorised Limit and Operational Boundary and shows that debt is within the limits set by the Council:





- 47 The Authorised Limit represents the maximum limit of total external debt, gross of investments. The Operational Boundary for external debt is based on the same estimates as the Authorised Limit but reflects directly the County Treasurer's estimate of the most likely, prudent but not worst case scenario, without additional headroom included in the Authorised Limit.
- 48 Public Works Loan Board (PWLB) debt constitutes the majority of external debt. The main PWLB repayment dates are in May and November. Therefore between these months the total level of debt remains relatively stable.

### **Treasury Management Indicators**

- 49 The Council has an integrated treasury management strategy and has adopted the CIPFA Code of Practice for Treasury Management in the Public Services. Interest rate exposures remain within the limits set out in the 2007/08 Budget Book.

### **Treasury Management Activities– Short Term Investments**

#### **Background**

- 50 Since the beginning of September the global credit crisis has led to unusually high interest rates being paid compared to the Bank of England base rate, resulting in increasing returns. However the rates have now started to ease back and this trend is likely to continue following a base rate cut to 5.5% on 6<sup>th</sup> December 2007.
- 51 £3m of the balance invested at the end of November was held with Northern Rock. This has now been repaid to the County Council on the due maturity date of 11<sup>th</sup> December 2007.
- 52 Cash balances were boosted at the end of November with the receipt of £16m for the sale of the former Service Direct site at Framwellgate Moor.

### Appendix 3

	2006/07	2007/08			
	Quarter 4	Quarter 1	Quarter 2	Quarter 3 part (to 30/11/07)	Cumulative 2007/08
Interest Earned*	£1,496,831	£1,747,123	£1,946,149	£1,465,432	£5,158,704
Average Return Earned	5.278%	5.517%	5.896%	6.146%	5.830%
Average Bank of England base rate	5.222%	5.393%	5.739%	5.750%	5.613%
Balance Invested at Quarter End	£110,378,000	£126,216,000	£120,026,000	£138,143,000	£138,143,000
Average Daily Balance of Investments	£118,156,000	£127,523,000	£131,826,000	£143,177,000	£133,059,000

*\* Interest earned is before year-end adjustments including payment of interest on school balances. The interest earned figure includes interest relating to maturities due after the quarter end but which relate to the relevant quarter.*

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**Appendix 4: Implications**

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**Finance**

This reports includes analysis where finance has impacted or has the potential to impact upon performance

**Staffing**

Performance indicators in Capacity to Improve relate to staff

**Equality and Diversity**

Performance indicators in Capacity to Improve relate to E&D

**Accommodation**

Not applicable

**Crime and disorder**

Community safety BVPIs are reported under Adult & Community Services

**Sustainability**

Quality of the environment is one of the current six key priorities for improvement being reported

**Human rights**

Not applicable

**Localities**

Not applicable

**Young people**

Educational attainment and support for vulnerable children and young people are included in the current six key priority areas for improvement.

**Consultation**

User / citizen satisfaction is reported in the appropriate domain of the corporate scorecard

**Health**

Improving health is one of the current six priority areas for improvement being reported