



**Chester-le-Street**  
District Council

**REPORT TO:** Executive

**DATE OF MEETING:** 3<sup>rd</sup> December 2007

**REPORT OF:** Assistant Chief Executive

**SUBJECT:** Corporate Performance Report Summary  
April 2007 – September 2007

**ITEM NUMBER:**

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## **1 PURPOSE AND SUMMARY**

- 1.1 The Council is seeking to improve its monitoring of its performance as part of its performance management framework. Previously it has reported performance in a range of ways. This report provides a summary of key areas of performance from achieving the corporate plan to complaints. The document attached in Appendix 1 is a summary of a more detailed document which has been made separately available to Executive Members. It includes full details of performance on Best Value Performance Indicators for the quarter. It is considered that the council continues to make progress on corporate issues although there remains a great deal to be done.
- 1.2 Members are recommended to consider and comment on the progress on improvements and the contents of the Performance Report in Appendix 1 of the Report, address the learning and remedial measures identified and identify any other areas where improvements are required to corporate performance.

## **2. CONSULTATION**

- 2.1 The Chief Executive and Directors, have been engaged in challenging the performance identified in the Corporate Performance Report and views have been accommodated in revised documents.
- 2.2 No other consultations were considered necessary at this stage including external consultations or engagement.

### **CORPORATE PLAN AND PRIORITIES**

- 3.1 The performance management framework is a principle part of the Council's Corporate Plan. This framework includes the reporting of performance to Executive and subsequently all Scrutiny panels on a quarterly basis. This report is part of the embedding of the framework.
- 3.2 The contents of this report not only includes progress on the plan but provides information on performance on corporate issues and all the priorities set out in the plan.

### **IMPLICATIONS**

#### **Financial implications and value for money**

While there are no specific financial implications to this report a summary of financial performance information is incorporated within it. Any corrective or remedial action required by under-performance may have financial impacts. These impacts will be picked up in any proposals to address under-performance by relevant service team managers. From a value for money point of view the report shows that performance across the organisation is generally good and there is evidence of continued improvement in many areas.

#### **Legal**

There are considered to be no direct legal issues of significance arising out of this report.

#### **Personnel**

While there are no specific human resource implications to this report any choice of action to address under-performance may have an impact on human resources. This impact will be taken into account by service team managers in addressing remedial action to address under-performance.

#### **Other Services**

The corporate performance relates to all Services within the Council and has implications for improvement in Service Delivery.

#### **Diversity**

Progress on Equality and Diversity is a key issue in respect of the report. The council is improving on equality and diversity issues. The report has no implications on excluding any customer from accessing services delivered by the council. This month's diagrams have been improved to provide greater accessibility when copied in black and white. In addition full details of Best

Value Performance Indicators have been included to help better understanding of definitions.

#### 4.6 Risk

There are clear risks to the organisation in failing to measure performance and not taking remedial action to put things right if they go wrong or stray off target. The purpose of this report is to assist in addressing this risk. The council is progressing well in terms of improving risk management and details are provided in Section 5 of Appendix 1.

#### 4.7 Crime and Disorder

It is not felt there are any specific implications of the report on Crime and Disorder. However the report covers progress on agreed priorities and performance indicators relating to this area of the council's activities.

#### 4.8 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, timely, consistent and comprehensive. The Council's Data Quality Policy has been complied with in producing this report.

#### 4.9 Other Implications

The report does not relate to a key decision. It is considered that the information can be communicated to the community by inclusion on the web – site. While the report has no specific impact on e-government proposals the work of the Modernisation team is a key area of performance reported. The report raises no key issues in respect of procurement, service planning, sustainability, human rights or social inclusion outside the consideration of relevant performance indicators and corporate plan progress.

### **5. BACKGROUND, POSITION STATEMENT AND OPTION APPRAISAL**

5.1 The report is the result of improvements the council continues to make in embedding its performance management framework. The Corporate Performance Summary Report attached as Appendix 1 is a summary of a more detailed document which has been made available to Executive Members. Members may wish to refer to that document to understand how summarised conclusions have been drawn. This format is as agreed at the CMT/Executive Away Day on 1<sup>st</sup> July 2005. It includes performance against:

- The corporate plan, where appropriate;
- Best Value Performance Indicators;
- Local Performance Indicators where available ;
- Financial monitoring when appropriate;

- Risk management;
- Human resources;
- Equality and Diversity;
- The Improvement and Recovery Plan;
- The Modernisation Team;
- Audit Reports;
- Partnerships;
- Data Quality; and
- Compliments, Comments and Complaints.

5.2 The Summary sets out achievement and non-achievements while identifying learning and remedial action where appropriate.

5.3 The key issues of overall performance are:

The council generally is continuing on a forward direction of travel. The key messages from this quarter's performance are as follows:

- The corporate plan is now under review as a result of Local Government Re-organisation.
- Progress on Best Value Performance Indicators continues to show improvement in terms of target achievement and improvement on last year. There is a drop in national top quartile indicators although this is compensated for by decrease in national bottom quartile indicators.
- In terms of the basket of indicators that we are focusing upon, 56% of these are achieving targets and more than half are showing an improving trend while there is an improvement in those that are both top and bottom quartile.
- Local Indicators are showing 61% improvement although only 53% are achieving targets.
- 75% of Corporate Risk Strategy actions that needed to be achieved have been achieved.
- Significant progress is being made in HR and organizational development. Unfortunately staff sickness has shown an increase this quarter and is being raised at the next Performance Clinic in order that it may be addressed.
- 82% of actions within the Equalities plan have been achieved and none are behind target.
- The Improvement and Recovery Plan is shortly to be replaced by a new strategic improvement plan. No current IRP proposals are behind target.
- Progress on electronic service delivery continues and the ICT achieved Charter Mark accreditation during the quarter. This is a fantastic achievement for the team and the council. Website hits reduced from 33,402 to 31,504 during the quarter.
- There was one Audit report in the quarter and this was the result of the national Benefits Pilot Inspection. The Commission judged the benefits service to be 'good with promising prospects of improvement'. This

was the best outcome in all of the services that took place in the pilot across the country.

- In terms of complaints less have been received and less are considered to be justified. The proportion of complaints to compliments is improving.
- Service standards performance continues to improve but there remain concerns which will be addressed through the performance clinics and the continual performance improvement process.
- Progress continues in terms of data quality and partnerships.
- A Local Government Review Project Team was set up during the quarter and is co-ordinating the council's contribution to setting up the new unitary organisation.

5.4 Members are advised that the report includes summaries of audit reports that have been received during the quarter. Action Plans have been agreed by officers to address recommendations made by the Audit Commission. This is considered to be the best way to bring these to the attention of the Executive.

## 6. **RECOMMENDATIONS**

6.1 Members are recommended to consider and comment on the progress on improvements and the contents of the Performance Report in Appendix 1 of the Report, address the learning and remedial measures identified and identify any other areas where improvements are required to corporate performance.

## 7. **BACKGROUND PAPERS / DOCUMENTS REFERRED**

- 7.1 Corporate Performance Report April 2006 – March 2007
- 7.2 Corporate Performance Report April – September 2007
- 7.3 Corporate Performance Report April – June 2007
- 7.4 Audit Commission Benefits Service Pilot Inspection September 2007
- 7.5 Charter Mark Assessors Report August 2007
- 7.6 Corporate Plan 2006/2009 and 2007/2010

**Ian Forster**  
**Assistant Chief Executive**  
**5<sup>th</sup> November 2007**  
**Version 1.0**

**Ian Forster Tel 0191 3872130 e mail [IanForster@chester-le-street.gov.uk](mailto:IanForster@chester-le-street.gov.uk)**

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