



Chester-le-Street
District Council

REPORT TO: Executive

DATE OF MEETING: 1st September 2008

REPORT OF: Director of Corporate Services

SUBJECT: Corporate Performance Report Summary
April 2008 – June 2008

1 Purpose and Summary

- 1.1 This is the final year of the council as an organisation in its own right. One of the key risks is that performance may drop and it is distracted to its other commitment and duty to support Local Government Re-organisation. Ensuring the council retains a robust performance management structure is key to its direction of travel in its final year. The council remains committed to improvement and this report is part of this commitment. The document attached in Appendix 1 is a summary of a more detailed document which is available as a background Paper. It includes full details of performance on the new National Indicator set 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 The first three months of 2008/2009 continue to show a positive direction of travel. The Transition Plan is on track and the majority of new National Indicators and Local Indicators are showing improvement. Staff sickness is reducing and fewer people are leaving the organisation. Complaints are reducing and time taken to deal with complaints, MP enquiries and Freedom of Information requests are improving. Audit reports received in the quarter are positive. Strategic Risks have been re-assessed and progress is being made in terms of Corporate Governance, Data Quality and Health and Safety.
- 1.3 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.

3. Transition Plan and People and Place Priority

- 3.1 The Transition Plan, will, in effect, replace the Corporate Plan 2007/2010. The Transition Plan includes a schedule of proposals from the previous seven priorities which ought to be and can be achieved in the remaining life of the council.
- 3.2 The council's choice to move towards a single priority of '**People and Place**' priority was considered as part of the budget setting process.
- 3.3 The performance management framework is a principle part of the Council's Transition Plan. This framework includes the reporting of performance to Executive and subsequently to Scrutiny on a quarterly basis. This report is part of the embedding of the framework.
- 3.4 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. Detailed reports on the progress of the '**People and Place**' priority are made to the Executive on a monthly basis.

4. Implications

4.1 Financial implications and value for money statement

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. The Annual Audit and Inspection letter includes specific positive comments about value for money.

4.2 Local Government Reorganisation Implications

There are no direct implications of the recommendations of this report to Local Government Review. The Corporate Performance Report will identify issues relating to progress and performance on LGR from the councils perspective. There are no issues within the report which require us to consult with or secure the approval of the County Council.

4.3 Legal

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

4.4 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.

4.5 Other Services

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

4.6 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.

4.7 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.

4.8 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.

4.9 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, valid, reliable, timely, relevant and complete. The council's Data Quality Policy has been complied with in producing this report. The report specifically addresses the council's progress in respect of Data Quality and it is considered that good progress is being made. There are no proposals for remedial measures in respect of any Data Quality issue.

4.10 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 website. While the report has no specific impact on e-government proposals the work of the Modernisation Team was 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 as a background paper. 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 1st July 2005. It now 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;
- Health and Safety
- Contribution to Local Government Re-organisation;
- Corporate Governance; 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 first three months of 2008/2009 continue to show a positive direction of travel. Key performance issues are summarized as follows:

- 22% of the actions in the Transition Plan are completed with only 4%, all relating to the Community Facilities Review are behind target;
- In respect of the new national indicator set 56% of indicators are achieving target;
- 71% of local indicators are showing improvements and only 17% are not;
- The council re-assessed its strategic risks within the quarter and the key risk to the organisation is now its capacity to deliver in the backdrop of Local Government Reorganisation;
- In Human Resource terms, staff turnover has dropped from 15% last year to just 3.1% in the first three months of the year, evidence that the staff leaving to pick up jobs outside the county as a result of LGR has stabilised;
- Staff sickness has dropped from 11 working days to 10.8 working days in the last quarter;
- The Organisational Development Strategy is on target and the start of development of One Team Personal Profiles commenced in the quarter;
- A new Equality and Diversity Screening tool and Diversity Impact Assessment toolkit has been developed in conjunction with lead work on Equalities and Diversity by the District Council for LGR;
- The Ombudsman's annual report was received during the quarter which was very positive with the Ombudsman very pleased that few complaints had been submitted, no formal reports were issued and the council responded to complaints in an average of 23 days well within the Ombudsman's targets of 29 days;
- In terms of complaints to the council complaints continued to drop with 60 being made in the first quarter compared to 100 at the same time last year, fewer Ombudsman complaints were received and response times for complaints (above target for the first time due to the excellent work of the CPI project) MP enquiries and Freedom of Information requests all improved from this time last year;
- There were fewer compliments received (21 compared with 47 last year);

- Following the review of the Data Quality Strategy and Action Plan in March 2008 good progress has been made to implement the action plan and as a result of progress an 'effective' Internal Audit Report on last years BVPI outturns has been received. The council is taking key roles in the development of performance management and data quality in the new unitary;
- The council is maintaining its commitment to supporting LGR to meet the expectations set out in the Audit Commission's Annual Audit and Inspection letter;
- The Corporate Governance Group has been monitoring governance arrangements and an Annual Governance Statement was submitted in June to CLG who have since advised that they have no issues to raise;
- Corporate Health and Safety is continuing to improve although there remain communication issues that can be improved. Attention is being paid to this.

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. It is proposed that the next Corporate Performance Report will include Health and Safety. Modernisation Team progress will no longer be reported as the work of this service improvement team has been successfully achieved.

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 2007 – March 2008
- 7.3 Transition Plan 2008/2009 March 2008
- 7.4 Corporate Plan 2006/2009 and 2007/2010

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5th August 2008
Version 2.0

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Version 1.0 July 2008
 Report to Executive 01/09/08

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