

CABINET 20TH JUNE 2008

REPORT OF THE CHIEF EXECUTIVE

COUNTY COUNCIL END OF YEAR PERFORMANCE
REPORT FOR 2007/2008

PART A

Purpose

1. The purpose of this report is to present Cabinet with details of Medium Term Corporate Strategy, Performance Indicator and Local Area Agreement (LAA) performance at the end of the financial year 2007/2008 and to seek agreement to the contents of the Annual Performance Report in which end of year performance is now reported publicly.

Recommendations

2. Members are asked to:
 - a) note the positive end year 2007/08 performance position summarised in the report and detailed in the attached Appendices and consider whether there are any areas of performance where further information or reports are required;
 - b) agree the text attached as Appendix 2 for submission to the County Council as the basis for the Council's Annual Performance Report in order to meet the requirements for a Best Value Performance Plan this year;
 - c) agree the publication of key achievements within Leicestershire Matters and the Leicestershire Together ebulletin; and
 - d) note the proposals for performance monitoring and reporting for 2008/09 onwards

Reasons for Recommendations

3. It is best practice in performance management to review overall progress on key performance areas during the year on at least a quarterly basis. There is also a requirement, for this year only, for authorities to compile a Best Value Performance Plan.

Timetable for Decisions (including Scrutiny)

4. The performance data and performance plan will be considered by the Scrutiny Commission on 18th June and the views of the Commission will be tabled at the Cabinet meeting.

Policy Framework and Previous Decisions

5. The information outlined in the year end performance report will help the County Council and its partners to 'improve services so they are high quality and value for money (County Council Aim 3 of the Medium Term Corporate Strategy) by providing them with timely performance data on which they can make more informed decisions.

Resource Implications

6. None

Equal Opportunities Implications

7. There are specific performance measures within the reporting schedules which relate to equal opportunities issues.

Officers to Contact:

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PART B

Background

8. Members will be aware that the County Council was previously required to produce an annual (Best Value) Performance Plan (BVPP) setting out our priorities for service improvement together with our end year performance on Best Value Performance Indicators. The Local Government and Public Involvement in Health Act 2007 has now removed the requirement for authorities to compile and publish an annual Performance Plan.
9. However the annual plan was the main mechanism for publishing end of year performance against Best Value Performance Indicators (BVPI). The Government is therefore making provisions to retain the requirement for authorities to compile a BVPP for a further year – the last year of BVPI reporting. However the content of the BVPP is now just required to cover outturn performance data on 2007/08 BVPIs and a statement of compliance with the Code of Practice on Workforce Matters.
10. The text, attached as Appendix 2, is intended to be the contents of the Performance Report to cover the requirements set out above. In addition to the end of year BVPI performance summary details have been included on the Council's CPA and Corporate Assessment performance (considered by Cabinet and Scrutiny Commission in March/April). The final report will be professionally formatted prior to publication.
11. It is proposed to publish a report of key achievements against the MTCS and Annual Plan within Leicestershire Matters over the summer. It is also proposed to publish a report of achievements against the LAA1 Year 2 end position through Leicestershire Matters and the new partnership ebulletin.

End of Year Performance Position

12. The rest of this report follows previous performance reports and shows the outturn position for key performance indicators, and commitments from the Medium Term Corporate Strategy (MTCS), Annual Plan and LAA.
13. Three Appendices are attached to the report:
 - Appendix 1** shows progress against the commitments included in the Annual Plan and MTCS for each department (excluding those which are monitored through the LAA).
 - Appendix 2** contains the draft Best Value Performance Report text including the Best Value Performance Indicator Dashboard showing the end year position against targets from the 2007/08 Annual Plan.
 - Appendix 3** contains the year end position for the Local Area Agreement.

Annual Plan Commitments and High Priority MTCS Targets - Appendix 1

14. The commitments in the appendices are arranged by department setting out the corporate objective to which the target relates, identifies the level of achievement and includes an explanatory commentary. The risk rating used is the same as that in the Local Area Agreement to achieve a consistency of approach.
15. Responsible officers have been asked to identify if a target or commitment is Green **Achieved**, Amber **Partly Achieved**, Red **Not achieved**.

For High Priority Medium Term Corporate Strategy (MTCS) Targets
(Excluding targets which also form part of the LAA) the year end position is

Green	Amber	Red
19	8	2

The summary overview of end year Annual Plan Commitments is as follows:

Green	Amber	Red
66	23	3

Details of those commitments and targets in Annual Plan and MTCS marked as not achieved are set out in the table below together with a comment on progress.

Commitment	Responsible Officer	Status	Comments
MTCS priority= Good quality local placements for looked after children Commitment= Reverse the trend of year on year net loss of foster placements	Vanessa Bishop (Flick Schofield) (Cath Sartoris)	Red	In 2007/08 we lost slightly more foster carers than we gained, 37 were approved and 64 were deregistered 21 of these carers left because they were kinship carers who did not need to remain as foster carers. The recruitment of foster carers remains very challenging, there is increasing competition from the independent sector. Each year increased the number of people making enquiries about becoming foster carers but many withdraw when they fully understand the challenges of the task. We are continuing with our active recruitment strategy. In 2007/08 we will be recruiting 'task centered' foster carers, who will receive a competitive fee. We will also be targeting small community groups with recruitment publicity.
Continue to work closely with the Department for Work and Pensions to maximise the levels of income for older people. In particular, we will increase the take-up of benefits such as Attendance Allowance, Housing Benefit, and Council Tax Benefit.	Sheila Rochester	Red	Good progress being made in promoting take-up of benefits across Leicestershire. Activity is short of the challenging LAA targets on council tax benefit, attendance allowance and housing benefit, but there is a plan developed for major focus in 2008/9 to retrieve the position by the end of the LAA (May 09).

<p>MTCS Priority= Improve public access to Council services including a new Customer Service Centre (CSC)</p> <p>Commitment -Top quartile public satisfaction with the Council.</p>	Roderick O'Connor	Red	The Council's performance, as judged by the 2007 MORI survey, was in the bottom quartile. An Action Plan is being implemented to address a range of issues.
<p>Keep on track with project plan for the Loughborough town centre improvement scheme with the aim of securing planning consent and achieving initial Government approval during 2007-08</p>	Bernard Evans	Red	DfT decision on 'Programme Entry' status still awaited. This is now anticipated during spring 2008. Implications on programme being investigated.
<p>Aim to reach Level Three of the Equalities Standard by December 2007.</p>	Andy Robinson	Red	A Peer Review confirmed that further work was needed to achieve Level 3 of the Equality Standard for Local Government. An action plan has been drafted and endorsed by CMT and the Equalities Board. The Equalities Board has set a new target of achieving Level 3 by December 2008 and is arranging for the Equality Mark Assessment to take place in February/March 2009.

Draft Annual Performance Report including Best Value Performance Indicator Dashboard - Appendix 2

16. A “dashboard” approach to presenting performance information for the Annual Plan was adopted for the first time for 2006/2007 and has been used for subsequent quarterly monitoring. We have also included comparator data for 2006/2007 which has now been published by the Audit Commission.
17. Those indicators which have missed target by more than 10% are shown with a dark red dot and those missed by a smaller margin by a light red dot. Where a target has been met or exceeded, a green tick is shown, two ticks where performance has exceeded target by more than 10%. Commentary has been requested for under performance and where performance has exceeded target by more than 10%.
18. Overall estimated corporate performance for year end 2007/08 shows that:
 - 78 (74%) indicators have improved since last year
 - 75 (69%) indicators hit or exceeded target
 - 29 (40%) of those for which a quartile is available are in the top 25% of authorities
 - 7 (10%) of those for which a quartile is available are in the bottom 25% of authorities
19. It should also be noted that not all indicators have comparable quartile data; the overall totals and percentages for quartile performance will therefore appear different from those improving and hitting target and are not comparable.

Local Area Agreement Performance - Appendix 3

20. The first LAA for Leicestershire was due to run from 2006-09. However because of changes brought in by the Local Government and Public Involvement in Health Act 2007 the LAA came to an end a year early at the end of March 2008. Therefore Appendix 3 lists all current indicators by theme and risk rating as at the end of March 2008 and is in effect an end of year 2 assessment of performance.

There are currently 118 indicators in operation and a summary overview is as follows:

Green 82 (69.5%) Amber 21 (17.8%) Red 15 (12.7%)

21. There are 22 indicators where data collection has not yet taken place either due to problems with data recording or due to large gaps between data sets being collected. A further 9 indicators were introduced in 2007 where targets and measurements are still being developed.
22. A detailed list of all the indicators with a current risk status of red is attached as Appendix 3b. Reward targets will be monitored and supported for a further year alongside the new LAA and they are highlighted where at greatest risk in Appendix 3b. A reward targets risk assessment in 2007 resulted in further investment in a number of the targets.

Arrangements to Secure Data Quality

23. Year end performance data and management commentary have been subject to a documented validation and signoff process. The management comments have been considered and signed off by DMTs for onward reporting, as outlined in the Council's data quality strategy 2007/2008. For these indicators a high degree of reliance can be placed upon the results.
24. There remain some corporate measures which are currently estimated and awaiting confirmation or are not yet available; these indicators are identified within the commentary. These include:
- All waste and recycling data which is currently estimated based on data available to the end of December 2007- actual full year data is anticipated mid July;
25. Data quality arrangements for the LAA mirror the corporate BVPI approach although at the time of writing sign-off had not been achieved for all indicators in all themes. The impact of any late sign-off activity will be reported at the meeting.

Future Monitoring and Reporting Arrangements

26. For 2008/2009 the new national and local performance framework is to be introduced based around the National Indicator Set, new Local Area Agreement and Sustainable Community Strategy. This will therefore be the last report against the current set of targets and actions.
27. Under the new Performance Framework the County Council will be putting the delivery of SCS and LAA targets and commitments at the heart of its performance planning and monitoring processes. A new Council Delivery Plan is being prepared to support

and manage delivery of the Council's contribution to the SCS/LAA for the remainder of 2008/09 and 2009/10. A copy will be reported to members for approval as soon as available.

28. In relation to the next round of monitoring it is proposed that for 2008/09 this is based on:-

- Outstanding targets and commitments in the MTCS – so that a full report and sign off can be presented at the end of the life of the Council;
- Commitments in the CPA Action Plan;
- Reward targets that are being carried forward from LAA1;
- LAA2 targets – though this is likely to be from half year rather than first quarter due to the need to gather further benchmark data and reconfigure the TEN performance management system.

Background Papers

Guidance on Best Value Performance Plans 2008/09;
Best Value Performance Indicators Guidance and Definitions 2007/08;
Medium Term Corporate Strategy 2005-09;
Council Annual Plan 2007/08