

## **Performance Monitoring**

**EXECUTIVE MEMBER:** Councillor Elaine Woodburn  
**LEAD OFFICER:** Liam Murphy  
**REPORT AUTHOR:** Hilary Mitchell

**Summary and Recommendation:** This report provides the first quarter's performance against the Corporate Plan objectives for 2008/09 and provides details of performance in the suite of BVPIs that the Council will continue to monitor and details of the new National Indicators.

It is recommended that the Executive consider the progress and agree the report.

### **1. INTRODUCTION**

- 1.1 This report provides information on progress in two areas: delivering the Corporate Plan and the results of monitoring against the Best Value Performance Indicators and National Indicators.
- 1.2 At the last Executive meeting it was requested that the Covalent Performance Reports should continue to be monitored in full by Corporate Team and the Improvement Board. Executive asked that a more narrative style report on performance should be prepared from the Covalent data for consideration at its meetings. This report is therefore structured to take account of the Executive's views on what would be the most useful and effective way of managing the Council's performance.
- 1.3 It would be impractical to report here in depth on every one of the 94 objectives requiring work in the 2008/9 version of the Corporate Plan. That information is available through Covalent. Therefore the Corporate Team has selected some Corporate Plan objectives for this report. The objectives that are contained in this report have been selected because they form part of one of the following:
  - The 6 corporate priorities
  - The Council's improvement priorities
  - The Council's nuclear objectives
  - The Council's objectives for working in the communities
- 1.4 As this is the first report of this type to be made to Executive, it would be helpful if Executive would indicate whether the report meets its needs, or if there is any change in format or style which would focus attention better on the Council's achievements and areas for improvement.

## **2. CORPORATE PLAN**

### **2.1 Achieving Transformation**

This section of the Corporate Plan is 34% complete, against the expected 25% by the end of quarter 1, 30 June 2008. A number of projects are on target:

- AT\_2.1.08: Develop a local forum or Council for the town of Whitehaven through consultation - High level proposals are out to the community for consultation.
- AT\_2.1.06.b: Work with Town Councils, Parish Councils and Parish Meetings to develop their role as champions of local communities - Quarterly joint three tier meeting held on 17th June. All except three Copeland Parish and Town Councils have now formally signed up to the Parish Charter.
- AT\_2.2.02: Delivery of Market Town Initiatives (MTIs) in Millom and Egremont and the Coalfield Communities Campaign – Funding for the continuation of the regeneration partnerships for the former MTI programmes in Millom, Egremont and Cleator Moor has been proposed and subject to final approval will secure partner activities until March 09.
- AT\_2.2.07.b: Maximise external funding in the context of the achievement of corporate objectives including sustainable regeneration, and within the resources of the Council and partners to deliver - Continuous dialogue with funding partners and external bodies regarding opportunities to support Council regeneration priorities. Copeland Regeneration Delivery Plan, currently being drafted, will outline those regeneration priorities, their strategic significance and therefore enhance the case for external funding and consideration of capacity for partners to deliver.
- AT\_2.3.03.b: Work with funding partners and delivery agencies to ensure that learning and skills plans meet the business needs of local existing businesses and potential inward investors - Continuous dialogue with partners including Cumbria Vision to ensure Copeland regeneration priorities are reflected in the revised economic plans for County; the funding submissions to NMRDA (i.e. sub-regional action plan); and the LAA, which will link opportunities for economic development with the learning and skills needs/plans for the local community.
- AT\_2.4.03: Undertake Equality Impact Assessments and develop plans to remedy the findings. Implement project plan and actions against Equality and Diversity standard, and in line with the Council's Social Inclusion Policy – The Council has a timetable for every department to complete its Equality Impact Assessments and is working through the programme.
- AT\_2.6.05: Implement effective performance management system for all staff – The first round of Employee Performance Management discussions was completed on 30 June, subject to short delay in Waste Management and Accountancy.

- AT\_2.6.07: Develop and implement action plan to improve the quality of data collection systems and processes – Action plans have been developed and service plans contain targets to develop improved data management.
- AT\_2.6.01.b: Annual Member development plan - Training needs analysis for Members has been completed.

Objectives needing further attention:

- AT\_2.3.02: Working with partners to enhance skills with learning opportunities in the community.
- AT\_2.5.02.i: Develop and publish service standards for internal and external customers. To start in the second quarter.
- AT\_2.7.09, AT\_2.7.10, AT\_2.7.03.i.a & AT\_2.7.06.i.a: Financial Management objectives – Delayed pending closure of accounts.

## **2.2 Effective Leadership**

This section of the Corporate Plan is 44% complete against the expected 25% by the end of quarter 1, 30 June 2008. A number of projects are on target:

- EF\_1.1.03.d, EF\_1.1.03.e & EF\_1.1.03.f: Joint work leading to greater efficiencies, plans for shared services and joint working with other Cumbrian Authorities - 'Searching for Best Value' policy development approved by June Executive. Aperia analysis delivered and adopted by Cumbria Improvement & Efficiency Partnership.
- EF\_1.1.04.b: Agree priorities within the LAA for Copeland and strive to meet the Governments LAA targets – The LAA has now been approved by Government Office and the Cumbrian Agreement was agreed by Executive in July.
- EF\_1.1.10.b: Take a lead role in advising government and related bodies on local communities and national policies. Seek to influence policy to the benefit of Copeland residents - Responded to MRWS consultation. Established governance arrangements for Low Level Waste Repository. Responded to the MRWS GDF White Paper. Active role in NDA stakeholder forums. Currently chair NULEAF that influence national policy.
- EF\_1.1.11.b: Take a lead role in the development of regeneration and economic development strategy and delivery in West Cumbria. Ensure that the Council has a clear and strong set of plans, engaging services across the Council in delivering regeneration objectives – Revised delivery arrangements for regeneration across West Cumbria are currently being discussed with strategic partners including CBC.
- EF\_1.3.9: Locality Working delivery: governance structures will be put in place giving opportunities for greater participation by the community, working with

agencies to identify and address local needs - A model and approach has been approved by LSP leaders and consulted with Parishes.

- EF\_1.3.6.i.a: Develop and agree Copeland Regeneration Delivery Plan in response to the requirements of the approved Energy Coast Masterplan - Report to Executive in August will provide key objectives framework, targets and priorities for inclusion in the Regeneration Delivery Plan, linking locality working and the worklessness agenda with LAA targets and the objectives of the Energy Coast Masterplan.

Objectives needing further attention:

- EF\_1.1.7.i: Deliver improvement plan for Access to Services in Copeland and with Cumbrian partners - Initial high level plan approved by CLASB but only 10% complete. CRM project in place.
- EF\_1.1.07.c: Robust procurement policies and procedures which support equal access and opportunities – Lack of resources is restricting progress. Vacant post being advertised.
- EF\_1.1.07.c: Council is able to demonstrate enhanced value for money, customer focus, continuous improvement, efficiency gains towards targets - Final return on Gershon programme showed that the Council more than met its targets. Work on identifying unit costs and making progress in value for money information is under way. However accountancy staff time will be needed to support this, as well as work in services and Performance Improvement.

## **2.3 Promoting Prosperity**

This section of the Corporate Plan is 20% complete against the expected 25% by the end of quarter 1, 30 June 2008. A number of projects are on target:

- PP\_3.1.02.i: Support the development of sustainable local business – The Economic Development team of CBC is in regular contact with the NWDA, Business Link and other business support providers to keep abreast of local regional and national business support issues and good practices. The team attends scheduled meetings and seminars and contributed to the Business Support Simplification Programme debate. NWDA is funding a £1M industrial placements project from 2008-2011 which CBC will be tapping into.
- PP\_3.1.05: Secure and develop the number of jobs in the health sector - Proposal to develop a new hospital in Whitehaven included in Energy Coast Delivery Plan and has been subject of discussions with health partners. Proposal will also be included in Copeland Regeneration Delivery Plan, and will be the nucleus for spin-off and supporting employment investment in the health sector. Further discussion with health partners proposed.
- PP\_3.2.06.a: Work with partners to identify people (particularly young people) on the edge of criminality and provide diversionary activity - Preparatory work has begun within target communities to identify potential groups of young people to

take part in distractionary activity over the summer period and in sustained activity through the Sport & Physical Activity Alliance projects.

- PP\_3.2.07.a: Address with partners the skills needs of offenders and those on the edge of criminality - A project has been developed with Connexions (as a part of the SPAA portfolio) to provide resource to engage 14 to 19 year olds in sports and physical activity. This project has been developed by Connexions in dialogue with the prevent and deter panel.
- PP\_3.5.02: Review the service provided by the Home Improvement Agency - Some work carried out by the Agency has been taken back in house and this trend will continue once the Council's newly appointed Technical Officers start work. Discussions are underway with the agency and the Supporting People Team (who fund it) about its longer term role.
- PP\_3.6.06.i: Provide plans and manage the completion of new build public leisure facilities in Pow Beck - Significant progress supporting WRLFC as a major stakeholder in the sport village. Meetings also held with Whitehaven Amateurs.
- PP\_3.6.06.i: Build on current skills development initiatives and position Copeland as a destination of choice for learning establishments to facilitate workforce development in arts and sports - The Pathways to Sports employment project will support the establishment of training courses and workplace opportunities in Copeland. Additional resource is available within the University of Cumbria to develop capacity. Work has begun on a feasibility study to establish a Recording Studio within the Civic Hall to enable the University of Cumbria to deliver music technology courses in Whitehaven.
- PP\_3.7.04.i.a: Develop policies and actions to improve the health and safety of Copeland Borough Council's employees - Average days per head lost to sickness at the end of June stood at 2.4 which is an improvement on the corresponding period last year which was 3.07. Service managers are actively managing the process.
- PP\_3.8.07.a: Operate Concessionary Travel Scheme within Copeland - Met timescales at start of financial year for introducing national scheme. Currently administering new applications as and when they arrive.

Objectives needing further attention:

- PP\_3.2.01, PP\_3.2.02, PP\_3.2.04.i & PP\_3.2.03.b: Community Safety objectives have slipped due to delay in recruiting to the post. Plan to combine with CCC team.
- PP\_3.1.03: Market Copeland opportunities to potential new employers - Proposals emanating from Whitehaven Business Summit looking to establish umbrella business representative organisation with key aim to promote the retail

offer of Whitehaven Town Centre. Work continues with Invest in Cumbria to promote Copeland to potential investors.

- PP\_3.2.08.b: Business Continuity Plan for Copeland Borough Council. Copeland Recovery Plan in place - Corporate Team have agreed to set up a task & finish group to move forward and complete the plan.
- PP\_3.2.09.a: Work to help the resettlement of offenders in accordance with the National Community Safety Plan – monitor progress of LAA theme group.
- PP\_3.4.01.i, PP\_3.4.02.i, PP\_3.4.03.i, PP\_3.4.03.ii, PP\_3.4.04.i, PP\_3.4.06, PP\_3.4.01.ii.a, PP\_3.4.02.ii.a, PP\_3.4.04.ii.a & PP\_3.4.04.ii.a: The sustainability and biodiversity objectives are progressing slowly as we are collecting baseline data this year.
- PP\_3.8.06: Carry out a review and develop an action plan to assist in the provision of appropriate flexible transport to places of employment - Work progressing in line with Master Plan exercise. CCC Travel Plan Coordinator providing support to companies who wish to prepare Green Travel Plans.

### **3. PERFORMANCE INDICATORS**

- 3.1 Appendix A is presented to advise Members of the suite of Best Value Performance Indicators that the Council has decided to continue to monitor, following consultation with managers. In future these indicators will be monitored through the Service Planning performance monitoring process.
- 3.2 There are 198 National Indicators. Appendix B contains only those National Indicators which District Councils must monitor and report on. A number of the National Indicators rely on the Place Survey which will take place in Autumn 2008 and therefore data will not be available until next year.

The remaining National Indicators are reported through the Data Interchange Hub by the relevant organisations.

### **5. FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)**

- 5.1 There are no additional human or financial resource requests arising from this report. The resources needed to monitor and report on progress are included in existing budgets.

### **6. IMPACT ON CORPORATE PLAN**

This report covers the delivery of the Corporate Plan.

**List of Appendices: BVPI Report  
NI Report**

**List of Background Documents:** Corporate Plan 2008/12  
Corporate Plan Delivery Plan 2008/9 on Covalent

**List of Consultees:** Portfolio-holders, Corporate Team, Heads of Services, Council Managers

**CHECKLIST FOR DEALING WITH KEY ISSUES**

Please confirm against the issue if the key issues below have been addressed. This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

Impact on Crime and Disorder	Crime & Disorder figures are reported in the BVPI monitoring report.
Impact on Sustainability	Objectives in the Corporate Plan contribute to sustainability.
Impact on Rural Proofing	Objectives in the Corporate Plan contribute to rural proofing.
Health and Safety Implications	None
Impact on Equality and Diversity Issues	Objectives and targets for Equality & Diversity are included in the report.
Children and Young Persons Implications	Objectives in the Corporate Plan contribute to Children & Young Persons.
Human Rights Act Implications	None.
Section 151 Officer Comments	
Monitoring Officer Comments	No Comments

Is this a Key Decision?      Yes