

PERFORMANCE MONITORING

EXE 260509
Item

EXECUTIVE MEMBER: Councillor Elaine Woodburn
LEAD OFFICER: Fergus McMorrow
REPORT AUTHOR: Hilary Mitchell

Summary and Recommendation: This report provides the end of year performance against the Corporate Plan objectives for 2008/09 and provides details of the National Indicators.

It is recommended that the Executive considers the progress in delivering the Corporate Plan and National Indicators and agrees 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 National Indicators.
- 1.2 Executive has requested that the Covalent Performance Reports should continue to be monitored in full by Corporate Team and the Improvement Board. They have also requested a more narrative style report on performance to be made to Executive 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

2. CORPORATE PLAN

2.1 Achieving Transformation

This section of the Corporate Plan is 90% complete, against the expected 100% by the end of quarter 4, 31 March 2009. Among the projects on target are:

- AT_2.2.02: Delivery of Market Towns Initiative (MTI) – MTI programme completed 31/03/09. Action plans implemented with regeneration partnerships in each area.
- AT_2.3.02: Work with partners to enhance skills with learning opportunities in the community – Continued development of the “Get into Reading” programme and sports coaching opportunities by Cultural Services. Development of apprenticeships with Leisure Copeland.
- AT_2.3.01.ii.b: Encourage take up of learning opportunities amongst CBC staff - A dedicated 8 hour per week resource has been allocated to this action. One of the main aims of this Training Resources is to encourage the take up of learning opportunities amongst Copeland Employees. Currently, Training Opportunities are now being advertised via the Copeland Intranet and via Employee Team Meetings where Copeland Manager’s are cascading training information to their team.

In addition, Copeland Managers are still continuing to encourage training via their Managing Performance Process.

- AT_2.3.01.vi.b: Encourage the development of basic skills - The Council is still continuing to offer IT qualifications through Learn Direct tied NVQ’s. This training is open to staff and members. In addition, Copeland will be holding a “Learning at Work Day” on 14 May 2009 where Copeland is working closely with; Learn Direct, Whitehaven Adult Education and Lakes College, with one of the main purposes of the day to encourage basic skills training to all Copeland Employees and Members.

The training budget is still being devolved to Service Managers to enable the development of specific service skills. Please note the budget for staff training is to be maintained through to 2009/10.

In addition, research into the possibility of a Copeland Apprenticeships is being completed, with the main purpose that a Copeland Apprenticeship Scheme may be implemented by the end of 2009.

- AT_2.7.03.i.a: Prepare the Council's Final Accounts in accordance with latest accounting standards and CIPFA SORP guidance - The Accounts for 2006/07 and 2007/08 were corrected during Quarter 4 of 2008/09, responding to the findings of the External Auditor which were reported to the Audit Committee on 27th March. An unqualified audit opinion was secured on both sets of accounts as a result. The Accounts for 2008/09 process has commenced and regular updates will be provided to Chief Executive and Audit Committee. Audit Committee at its meeting of 22nd April agreed the Accounting Policies in respect of 2008/09, reflecting changes to the SORP for 2008/09 as necessary. 100% progress relates to 2007/08 accounts – progress regarding the 2008/09 accounts will be reported as part of 09/10 Delivery Plan reporting.

Objectives needing further attention:

- AT_2.1.08: Develop a local forum or Council for the town of Whitehaven – No further progress. Further progress dependant on resources.
- 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 - There are still Equality Impact Assessments to complete.
- AT_2.5.02.i: Develop and publish service standards for internal and external customers – No further progress made in 2008/09.

2.2 Effective Leadership

This section of the Corporate Plan is 82% complete against the expected 100% by the end of quarter 4, 31 March 2009. Among the projects on target are:

- EF_1.1.07b: Council is able to demonstrate enhanced value for money, customer focus, continuous improvement, efficiency gains towards target – Searching for Best Value reviews piloted in quarter 4. Methodology to be reviewed and further work to refine before programme starts. The Annual Audit Letter includes examples of improved Council performance and value for money.
- 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 – Arrangements for a new West Cumbria Vision board now in place and will formally operate from 1st April.
- EF_1.2.1.i: Monitor and review a medium term Corporate Plan which sets out the vision, priorities and objectives for the future – Corporate Plan has been monitored throughout the year by Corporate Team, Executive and the Improvement Board. The refresh of the Corporate Plan is now complete.
- EF_1.2.4.i: Link the Corporate Plan to the new employee performance management framework - The procedure was designed to identify employees' contributions to delivering the Corporate Plan and service plans. IIP assessment confirms that that has been effective.
- 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 - Additional consultation stage is in progress. 2 Pilots to be developed and work to start June 09.

Objectives needing further attention:

- EF_1.1.07.i: Deliver improvement plan for Access to Services in Copeland and with Cumbrian partners - No further progress in Cumbria partnership. Copeland BC starting work on Access to Service strategy.
- EF_1.2.2.b: Survey staff satisfaction and awareness of the Council's direction; develop and implement improvement plans - In response to staff consultation we are reviewing the method of carrying out the staff survey.
- EF_1.3.1.i: Produce a definitive list of key strategic partnerships and devise the appropriate support and feedback mechanisms for them – Corporate Team group formed to develop this list.

2.3 Promoting Prosperity

This section of the Corporate Plan is 89% complete against the expected 100% by the end of quarter 4, 31 March 2009. Among the projects on target are:

- PP_3.1.02.i: Support the development of sustainable local business - The LABGI resource has been used to assist with the development of sustainable businesses and a new programme of activity is being planned to both assist new starts and existing businesses.
- PP_3.1.08.a: Working with partners to help people back into work and reduce worklessness - Copeland have developed a Worklessness framework to commission a WNF. The North West coalfield programme action plan for West Cumbria has been agreed and commissioned for 2009/10.
- PP_3.2.01: Mainstream Section 17 (S17) of the Crime & Disorder Act 1998 in all Council activities through the audit process – The officer has provided early training to members and has developed a work programme for 2009/10 to ensure services audit their activities and embed S17 into their work programmes and service plan development for 2010/11.
- PP_3.2.08.b: Business Continuity Plan for Copeland Borough Council. Copeland Recovery Plan in place - Business Continuity Plan signed off by Corporate Team on the 9 March. Programmed to go to the Corporate Improvement Board in April.
- PP_3.4.01.i: Develop a strategy to reduce CO2 emissions in the Council's own operations – Undertaken a strategic sustainability project by external consultant to use against a Cumbrian Climate Strategy. The draft is currently in place and the implementation plan is due for June 2009.
- PP_3.6.02.i: Provide plans and manage the completion of new build public leisure facilities in Pow Beck - All possible planning for this stage has been completed and we are awaiting feedback regarding Sports Village status.

- PP_3.7.02.b: Challenge any proposed reduction in the nature and quality of health care services in the borough seeking support from partners in the West Cumbria Strategic Partnership and Council Health Scrutiny - New Build/Refurbishment proposals now confirmed for the Hospital remaining in Whitehaven. Healthy Communities OSC scrutinised GP commissioning of Step Up beds and West Cumbria Health Improvement Plan in March 09.
- PP_3.7.04.i.a: Develop policies and actions to improve the health and safety of Copeland Borough Council's employees – The Council's sickness PI's while not meeting the 8 day target at 9.34 per employee was 0.61 days better than the 07/08 figure of 9.95. (note this is not the BVPI figure which is calculated differently). Equally our accident and incident statistics for 08/09 show 25 events in total versus 37 the previous year and encouraging trend if maintained.

Objectives needing further attention:

- PP_3.2.09.a: Work to help the resettlement of offenders in accordance with the National Community Safety Plan - No action being taken.
- PP_3.4.06: Develop a Fuel Poverty Strategy – Draft strategy completed and presented to the Strategic Housing Panel.
- PP_3.5.06: Develop a Strategic Housing Improvement Plan in response to the Audit Commission's recommendations - Feedback from the Audit Commission's consultancy in January 2009 indicates that strengths now outnumber weaknesses though there is still substantial room for improvement. The action plan has been revised and work is ongoing.

3. PERFORMANCE INDICATORS

Appendix A contains the National Indicators which District Councils must monitor and report on. A number of the National Indicators rely on the Place Survey which took place in autumn 2008. The release of the Place survey data from the Department for Communities and Local Government has been delayed due to the new Code of Practice for Official Statistics which obliges the Department for Communities and Local Government to ensure the data meets sufficient quality standards.

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

Baseline data is currently being collected for the Sustainability NIs: 185 CO2 reductions, 188 Climate Change and 194 Air Quality.

The benefits indicators can not be reported this year due to problems with the Single Housing Benefits Extracts, this is a national problem.

4. FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)

- 4.1 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.

5. IMPACT ON CORPORATE PLAN

This report covers the delivery of the Corporate Plan. Overall, 88% of the Corporate Plan objectives have been completed for 08/09.

List of Appendices: Appendix A - 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 PI 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	No comments to add
Monitoring Officer Comments	No Comments

Is this a Key Decision? Yes

National Indicators

Report Author: 1 Admin
Report Type: PI Report
Generated on: 14 May 2009



PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.













Adult Health & Well-being and Tackling Exclusion and Promoting Equality







PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
NI 137 Healthy life expectancy at age 65	Data will be obtained from the Place Survey			
NI 138 Satisfaction of people over 65 with both home and neighbourhood	Data will be obtained from the Place Survey			
NI 139 The extent to which older people receive the support they need to live independently at	Data will be obtained from the Place Survey			

PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
home				
NI 140 Fair treatment by local services	Data will be obtained from the Place Survey		?	

Local Economy and Environmental Sustainability















PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
BV109a NI 157a Processing of planning applications: Major applications	84.20%	65.00%	✓	
BV109b NI 157b Processing of planning applications: Minor applications	84.40%	70.00%	✓	
BV109c NI 157c Processing of planning applications: Other applications	94.40%	85.00%	✓	
BV199d NI 196 Improved street and environmental cleanliness – fly tipping	383	500	✓	
NI 154 Net additional homes provided	14	230	✗	Very low level of completions recorded by Building Control (88). 48 flats demolished on Woodhouse plus 26 flats at Pow Beck Court. Net Increase of 14
NI 155 Number of affordable homes delivered (gross)	0	40	✗	
NI 156 Number of households living in temporary accommodation	4	8	✓	
NI 159 Supply of ready to develop housing sites	109.4%	100.0%	✓	Annual figure only. SHLAA completion date August 2009
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	8.06%	5.00%	✗	Rhodia site (66ha) not yet included (closed 2005)

PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
NI 179 Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	275			
NI 180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Data is not available	4599		
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Data is not available	20.0		
NI 182 Satisfaction of business with local authority regulation services	20%	25%		
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	6	15		
NI 185 CO2 reduction from local authority operations	Baseline data currently being collected			
NI 187(i) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	10%			
NI 187(ii) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	23%			
NI 188 Planning to Adapt to Climate Change	Baseline data currently being collected			
NI 191 Residual household waste per household (kilograms)	571	930		
NI 192 Percentage of household waste sent for reuse, recycling and composting	34.40%	36.00%		
NI 193 Percentage of municipal waste land filled	67.45%	64.00%		

PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
NI 194 Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Baseline data currently being collected			
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	4%	2%		
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	13%	2%		
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	2%	2%		
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0%	2%		
NI 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	18%			County figure 32%.

Stronger and Safer Communities

PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
NI 1 % of people who believe people from different backgrounds get on well together in their local area	Data will be obtained from the Place Survey			
NI 2 % of people who feel that they belong to their neighbourhood	Data will be obtained from the Place Survey			
NI 3 Civic participation in the local area	Data will be obtained from the Place Survey			

PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		
QoL23 NI 4 % of people who feel they can influence decisions in their locality	Data will be obtained from the Place Survey			
NI 5 Overall/general satisfaction with local area	Data will be obtained from the Place Survey			
NI 6 Participation in regular volunteering	Data will be obtained from the Place Survey			
NI 8 Adult participation in sport and active recreation	Data will be obtained from the Active People Survey			
NI 10 Visits to museums and galleries	37482.0%			
NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer	30.0%	40.0%		
NI 17 Perceptions of anti-social behaviour	Data will be obtained from the Place Survey			
NI 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	Data will be obtained from the Place Survey			
NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area	Data will be obtained from the Place Survey			
NI 23 Perceptions that people in the area treat one another with respect and consideration	Data will be obtained from the Place Survey			
NI 27 Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	Data will be obtained from the Place Survey			
NI 37 Awareness of civil protection arrangements in the local area	Data will be obtained from the Place Survey			
NI 41 Perceptions of drunk or rowdy behaviour as a problem	Data will be obtained from the Place Survey			
NI 42 Perceptions of drug use or drug dealing as a problem	Data will be obtained from the Place Survey			

PI Code & Short Name	2008/09	2008/09	Traffic Light Icon	Notes & History Latest Note
	Value	Target		