

PERFORMANCE REPORT

Central Services

4th August 2004



The main purpose of this covering report is to highlight significant issues covered in more detail within Appendices.

PERFORMANCE OVERVIEW

1. PROGRESS ON CPP COMMITMENTS (Appendix A)

Central Services are responsible for 13 commitments. Of these, eight are currently meeting target and five are not meeting target. The five not meeting target are all progressing but to a slower timescale that originally envisaged – see Appendix A.

2. PERFORMANCE INDICATORS MEETING TARGETS (Appendix B)

13 BVPIs are meeting the target set.

3. PERFORMANCE INDICATORS NOT MEETING TARGETS (Appendix C)

11 BVPIs are not meeting the target set these include the following four CPA indicators:

- BV 9 – Percentage of council tax collected
- BV 156 – Percentage of council buildings accessible and suitable for disabled people
- BV 11b – Percentage of the top 5% of earners from black and minority ethnic communities
- BVPI 12 – Number of working days lost through sickness absence

See appendix C for further details.

4. PERFORMANCE INDICATORS NOT REPORTED THIS QUARTER (Appendix D)

Six BVPIs are not reported on this quarter, these include three survey based BVPIs that are next due for collection in 2006/07.

Karen Robinson
Corporate Performance Manager
August 2004

CENTRAL SERVICES – KEY COMMITMENTS 2004/2005

APPENDIX A

Ref	Key Commitment	On Target	Progress in 2004/05	Key Issues/Comments
Performance and Policy				
FP 1	Review and revise the people strategy by March 2005	Yes	A detailed draft copy of the People strategy and action plan is available.	
FP 2	Roll out a staged implementation of job evaluation by September 2005	No Expected completion date January 2005	Briefings and training for Job Evaluation have been completed. First tranche of settlement arrangements have been completed.	The implementation is progressing well but additional job groups have had to be added this has impacted upon the likely completion date.
FP 3	Undertake a review of the HBS contract (to include clearly specified SLAs) by September 2004	No. Expected completion date now March 2005	Good progress on all elements of the review however a number of areas are proving more complex than anticipated.	Timetable for review to be revised but subject to Executive and HBS Board approval.
FP 7	Implement a short-term refresh of the council website and consult on a longer-term update by March 2005	Yes	Work on the interim refresh is nearing completion. The refreshed site to go live Aug/Sep 2004. Work on the specification for the longer term update is commencing now and is on target for a March 2005 completion.	None.
FP 8	Agree and Implement de-scoping proposals as part of the HBS review by September 2004	No Agreed but not implemented	Functions for transfer have been agreed in principle however implementation delayed due to revision of renegotiation timetable.	See FP3.
FP 9	Each Member to publish an annual report for 2003/04 by August 2004	No	All relevant documentation and guidance notes have been sent out to Members. Although the deadline has not yet passed, the production of completed annual reports has been slow with only seven returned by 21 July 2004.	Through the Deputy Mayor, a reminder has been sent out to Members and further follow up action is now being taken through the groups.
FP 10	Review the Diversity Strategy and Framework by March 2005	Yes	All services have up to date action plans linking to the RES, Equality Standard and other legislative requirements.	

CENTRAL SERVICES – KEY COMMITMENTS 2004/2005

APPENDIX A

Ref	Key Commitment	On Target	Progress in 2004/05	Key Issues/Comments
Communications				
FP 12	Develop Corporate Branding Proposals by December 2004	Yes	Identity accepted by Executive July 2004. Implementation group meeting 26 July 2004.	
FP 13	Develop an internal communications strategy by September 2004	Yes	All services near conclusion July 2004.	
Strategic Resources				
FP 4	Complete the Corporate Procurement Strategy by October 2005	Yes	<ul style="list-style-type: none"> ▪ Corporate strategy has been written ▪ Procurement principles identified ▪ Action plan prepared to enable MBNC to meet government milestones as defined in National Strategy for Local Government Procurement. 	The action plan will now be implemented following CMT's approval 22 July 2004.
FP 5	Develop a medium-long term Corporate Property Strategy to include a review of the asset management plan and capital strategy document by December 2004	Yes	Phases 1 – 5 complete and recommendations reported to CMT in July 2004.	<ul style="list-style-type: none"> ▪ Revised Property Group Structure agreed; Executive Property Group/Strategic Property Group and Property Management Group. ▪ Accommodation Review – short-term moves in progress. ▪ Corporate Property Strategy – consultants appointed. Consultation programme to commence on format/contents.
FP 6	Develop a council-wide approach to capital planning including a review of the Multi-Year Capital Programme by March 2005	Yes	2004/05 – 2006/07 capital programme approved in May 2004.	Review of capital programme to take place in quarter 1 (August 2004)?

Legal and Democratic Services

CENTRAL SERVICES – KEY COMMITMENTS 2004/2005

APPENDIX A

Ref	Key Commitment	On Target	Progress in 2004/05	Key Issues/Comments
FP 11	Ensure that the Council is prepared for the Freedom of Information Act by October 2004	No	Corporate Group established. Services carrying out information audit.	A corporate team has been established. All services have been requested to carry out an information audit which should have been concluded by the end of May. However, the task has proven greater than expected and it is now unlikely that the work will be completed prior to the end of July. A report relating to freedom of information was submitted to CMT earlier this year. A records retention and destruction policy is unlikely to be agreed before September.

**CENTRAL SERVICES –
PERFORMANCE INDICATORS 2004/2005**

APPENDIX B – MEETING TARGET

Indicator	Performance Indicator	Estimated 2003/04 Quartile Position (Top, 2 nd , 3 rd , Bottom)	Top Quartile (2002/03)	2003/04 Result	2004/05 Target	2004/05 Performance to Date	2004/05 Projection (Year End Estimate)	Key Issues / Comments
Legal Services (Cor-LS)								
BV 179	Percentage Standard Searches completed within 10 working days	2nd	100%	99.89%	100%	100%	100%	
Resources (including SCPU) (Cor-RE, Cor-SCP)								
BV 010 CPA	Percentage of business rates received	Top	98.76%	99%	99%	28.9%	99%	
BV 076b	Number of fraud investigators employed, per 1,000 caseload	NA	NA	0.27	0.32	0.33	0.33	
BV 076c	Number of fraud investigations, per 1,000 caseload	NA	NA	45.36	48	16.5	66	The reason for the increased target is that more data match investigations from the DWP have been received than was originally anticipated.
BV 076d	Number of prosecutions and sanctions, per 1,000 caseload	NA	NA	2.45	2.45	0.64	2.56	
Performance Management & Diversity (Cor-PMD)								
BV 174	Number of racial incidents recorded by the council per 100,000 population	Bottom	14	115	115	10.4	41.8	Responsibility for this indicator for 2004/05 has now been passed to Community Cohesion.
	<p>Update in response to previous clinic There is a wide variation in performance across all comparator groups e.g. Unitary authorities top quartile performance is 14 and bottom quartile performance 98, within London Boroughs the range is from 31 (top) to 136 (bottom), Metropolitan authorities 19(top) to 96 (bottom). The highest number of complaints recorded by a London Borough was 388 compared to a number of County and District Councils that record zero. This indicator is used to set the scene for BVPI 175 – percentage of incidents receiving further investigation.</p>							
Human Resources (Client) (Cor-HR)								

**CENTRAL SERVICES –
PERFORMANCE INDICATORS 2004/2005**

APPENDIX B – MEETING TARGET

Indicator	Performance Indicator	Estimated 2003/04 Quartile Position (Top, 2 nd , 3 rd , Bottom)	Top Quartile (2002/03)	2003/04 Result	2004/05 Target	2004/05 Performance to Date	2004/05 Projection (Year End Estimate)	Key Issues / Comments
BV 011a CPA	Percentage of the top 5% of earners are women	Top	43.2%	47.6%	48%	48.65%	48%	
BV 014 CPA	Percentage of employees retiring early (excluding ill-health)	2nd	0.15%	0.22%	0.15%	0.12%	0.15%	
BV 015 CPA	Percentage of employees retiring with ill-health	2nd	0.19%	0.22%	0.30%	0.14%	0.30%	
BV 016a CPA	Percentage of employees declaring that they meet the 1995 Disability Discrimination Act disability definition	Bottom	2.2%	1%	1.5%	2.45%	2.45%	Increase due to recent employee audit. Diversity info now entered onto SAP.
BV 016b CPA	Report on the percentage of economically active disabled people in the Local Authority area	NA	NA	19.4%	No target required	19.4%	19.4%	As 2003/2004 No up to date information available from JSU
BV 017a CPA	Percentage of employees from minority ethnic communities	Bottom	3.7%	0.87%	1.25%	2.43%	2.43%	Increase due to recent employee audit. Now reporting on known ethnicity instead of entire workforce. Diversity info now entered onto SAP.
BV 017b CPA	Report on the percentage of economically active people in the Local Authority area from the minority ethnic population	NA	NA	-	No target required	6.1%	6.1%	As 2003/2004. No up to date information available from JSU.

**CENTRAL SERVICES –
PERFORMANCE INDICATORS 2004/2005**

APPENDIX C – NOT MEETING TARGET

Indicator	Performance Indicator	Estimated 2003/04 Quartile Position (Top, 2 nd , 3 rd , Bottom)	Top Quartile (2002/03)	2003/04 Result	2004/05 Target	2004/05 Performance to Date	2004/05 Projection (Year End Estimate)	Key Issues / Comments
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Resources (including SCPU) (Cor-RE, Cor-SCP)

BV 009 CPA	Percentage of council tax collected	3rd	96.95%	94.8%	98%	27.6%	96.8%	
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ACTION PLAN: The following actions are being taken to improve performance

Measures are currently being taken to enhance collection by reviewing the existing procedures.

BV 076a	Number of housing benefit claimants visited, per 1,000 caseload	NA	NA	41.97	90	6.37	25.48	The year end target was set based on the introduction of 5 new officers to carry out reviews and visits. These officers will start visiting & reviewing from 19 July so should see improvement after the next quarter.
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ACTION PLAN: The following actions are being taken to improve performance

New staff should improve performance

BV 078a	Number of days for processing new housing/council tax benefits claims	Top	40	27.48	29	30	30	The new claim indicator is reliant on customers providing the information to work out benefit as soon as possible. Steps are currently being taken to encourage customers to provide the necessary information straight away which will allow more time to process benefit within the target time of 29 days
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ACTION PLAN: The following actions are being taken to improve performance

As comments

BV 078b	Number of days for processing notification of	Top	11	6.11	25	*5	25	* This is an inaccurate figure. DWP have issued an e mail to
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PERFORMANCE INDICATORS 2004/2005**

APPENDIX C – NOT MEETING TARGET

Indicator	Performance Indicator	Estimated 2003/04 Quartile Position (Top, 2 nd , 3 rd , Bottom)	Top Quartile (2002/03)	2003/04 Result	2004/05 Target	2004/05 Performance to Date	2004/05 Projection (Year End Estimate)	Key Issues / Comments
	changes of circumstances							those authorities using the software system Sx3, of which Middlesbrough is one, highlighting a problem. We are waiting for a system amendment to resolve this.
ACTION PLAN: The following actions are being taken to improve performance								
Problems with system when resolved will give a more accurate figure								
BV 079a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of information available	Top	98%	98.6%	99%	97.6%	99%	Extra resources have been made available to ensure the levels increase and a further member of staff is to be recruited shortly.
ACTION PLAN: The following actions are being taken to improve performance								
Extra resources will improve performance								
BV 156 CPA	Percentage of council buildings accessible and suitable for disabled people	3rd	47%	16.39%	23.5%	16.39%	23.5%	HST on 1 st Nov 2004 will have a major impact on performance
ACTION PLAN: The following actions are being taken to improve performance								
As comments								
Performance Management & Diversity (Cor-PMD)								
BV 002a	The Council will conform to level 1 of the Equality Standard for local government	Top	1	1	2	1	2	An annual evaluation, a clearer picture of where we are at in relation to level 2 will not be known until at least Q3.
ACTION PLAN: The following actions are being taken to improve performance								
As comments								
BV 002b	Percentage score in relation to the Council's Race	NA	NA	55%	83%	55%	83%	The RES is in the process of being updated and adapted to

**CENTRAL SERVICES –
PERFORMANCE INDICATORS 2004/2005**

APPENDIX C – NOT MEETING TARGET

Indicator	Performance Indicator	Estimated 2003/04 Quartile Position (Top, 2 nd , 3 rd , Bottom)	Top Quartile (2002/03)	2003/04 Result	2004/05 Target	2004/05 Performance to Date	2004/05 Projection (Year End Estimate)	Key Issues / Comments
	Equality Scheme (RES)							reflect new priorities and change in agenda.
ACTION PLAN: The following actions are being taken to improve performance								
As comments								
BV 175	Percentage of racial incidents resulting in further action	3rd	100%	99%	100%	85%	100%	2 incidents are still pending and will be completed within the future.
ACTION PLAN: The following actions are being taken to improve performance								
2 incidents are still pending and will be completed within the next quarter..								
Human Resources (Client) (Cor-HR)								
BV 011b CPA	Percentage of the top 5% of earners from black and minority ethnic communities	Bottom	3.9%	0%	1.0%	0%	0%	
ACTION PLAN: The following actions are being taken to improve performance								
An audit of employees has been undertaken to ensure that accurate data on ethnicity is held.								
BV 012 CPA (HR)	Number of working days lost due to sickness absence per full time employee	Bottom	9	15.2	13	3.97	15	First quarter results are likely to be understated due to timing differences between sickness input and BVPI deadline
ACTION PLAN: The following actions are being taken to improve performance								
Strategic HR and HBS are working closely together to ensure that the figures reported are accurate, at present it is likely that sickness is still not accurately reflected in the statistics. Actions taken to improve sickness include; ensuing organisational chart is accurate, ensuring that part time rosta's are included on the SAP system, identifying lead admin staff in each area to ensure sickness returns are completed and that managers are aware of absence management triggers.								

**CENTRAL SERVICES –
PERFORMANCE INDICATORS 2004/2005**

APPENDIX D – NOT REPORTED THIS QUARTER

Performance Indicators		REASON FOR NOT REPORTING
Legal Services (Cor-LS)		
BV 004	Percentage of complainants satisfied with the handling of their complaint	Not collected.
Resources (including SCPU) (Cor-RE, Cor-SCP)		
BV 008 CPA (HR)	Percentage of undisputed invoices paid in 30 days	Unable to report this quarter because of implementation of SAP. There is a problem producing the report required and this is being investigated.
BV 079b	Percentage of recoverable overpayments (excluding council tax) recovered in the year	Unable to report quarterly.
BV 080g	Percentage level of overall satisfaction with housing/council tax benefits services (breakdown provided; a – f)	Not collected.
Performance Management & Diversity (Cor-PMD)		
BV 003	Percentage of citizens satisfied with services provided	Not collected.
Partnership Information & Strategy (Cor-PIS)		
BV 157	Percentage of interactions with the public which are capable of electronic service delivery	This figure was previously reported using in-house software. However, from April 2004 a government specified package must be used. Prior to using the new software the data from the old system need transferring to the new system. This is a time-consuming process but is likely to be completed by September 2004. Once the data transfer has occurred information for this indicator will become available. However, it should be noted that when other authorities have changed the software used there was a noticeable dip in performance.