

CANNOCK CHASE COUNCIL

PERFORMANCE AND PARTNERSHIPS SCRUTINY SUB COMMITTEE

19TH NOVEMBER 2008

REPORT OF CHIEF EXECUTIVE

QUARTER 2 PERFORMANCE REPORT 2008/09

1. Purpose of Report

- 1.1. The purpose of this report is to advise Members on the Council's Performance during quarter 2 of 2008/09 in respect of National Indicators, LAA Priority Indicators and Local Indicators.

2. Recommendations

- 2.1. That Members note the performance outturn for Quarter 2 of 2008/09 as detailed at appendix 1.
- 2.2. That Members determine whether they wish to further review or scrutinise the performance of the Council and/or its Local Strategic Partners in respect of the data provided for Quarter 2.
- 2.3. That in the event of Members wishing to further review or scrutinise as per recommendation 2.2 above, that the relevant indicators are identified in order that Council Officers and/or Local Strategic Partners are notified and their attendance requested at the next meeting on 11th February 2009.

3. Background

- 3.1. The National Indicator Set was introduced on the 1st April 2008 and is a key component in the Comprehensive Area Assessment (CAA) which comes into force on 1st April 2009. CAA is the new local performance framework which replaces the former Comprehensive Performance Assessment (CPA). The National Indicator Set will be used as a key evidence source for both the Area Assessment and Organisational Assessment which together comprise the CAA.
- 3.2. The Area Assessment looks at how well local public services are delivering better results for local people in local priorities such as health and community safety. The Organisational Assessment will cover how well the Council manages its finances and delivers value for money, how it governs and commissions services, how it manages resources and finally how it manages performance.
- 3.3. There are 198 National Indicators, some of which are Indicators which the Council is required to collect at the District level. In addition, there are LAA targets (16 of which are education based). Therefore whilst an Indicator may not be the direct responsibility of the District, if it is an LAA priority, there will be a County Wide target which as a District we will be required to contribute towards. In some cases, although there is a Staffordshire wide target, it has not been disaggregated further into Districts and as such it is not possible to ascertain whether Cannock Chase as a District is meeting its proportion of the overall County target. In other cases, although

there is a Staffordshire wide target, the evidence base may not require any specific action within Cannock Chase District and as such there will not be a specific target for the District to achieve.

4. Summary of Appendix 1

4.1 It is important to emphasise that the approach of CAA is 'area based' and the inspections will be based on the area as a whole, rather than individual inspections of the various public sector organisations within the District (as was the case during the CPA regime). Appendix 1 details the District's performance against various groups of performance indicators. :

- a) National Indicators which are collected at the District level (some of which are also LAA priorities)
- b) LAA priority National Indicators (including mandatory education indicators) (some of these are also District Indicators).
- c) Local Indicators which the Directors require their Heads of Service and Service Managers to monitor and manage.

4.2 This is the second report on performance since the new National Indicator set was introduced on 1 April 2008. Many issues of clarity and targets remain unresolved as at midway through Quarter 2 and therefore some performance information is unavailable for the reasons stated in 4.3.

Despite these issues, Members have been provided with details of the performance indicators (both national ones collected at District level and LAA priority indicators), in order that a comprehensive overview of the new Performance Framework can be achieved.

4.3 Comments have been provided by the Council's Lead Officer for particular indicators where:

- there is no disaggregation of the County wide target
- there is no clarification of the formula to calculate the performance
- there is no national guidance on the background of the indicator
- the collection and calculation of the data is such that it cannot be provided until year end.

5. Access to Skills, Economic Development and Enterprise

- 5.1 Of the six performance indicators for which data is available five performance indicators are set to achieve target and one is unlikely to achieve target (NI 155 – see para 5.6).
- 5.2 Children and young people living in Cannock Chase are not achieving as highly as those children and young people living regionally and indeed nationally. Although the number of young people in the District achieving five or more GCSEs at Grades A*-C has consistently risen over the last four years (from 42.7% in 2003/04 to 55.9% in 2006/07) this is still below the rate of the West Midlands (50.9% in 2003/04 to 59.3% in 2006/07) and the national average (53.7% in 2003/04 to 62.0% in 2006/07).
- 5.3 The performance gap is wider and all the more concerning when looking at performance across those pupils achieving five or more GCSEs A*-C including Maths and English. In 2006/07 37.3% of pupils living in the District achieved five or more GCSEs A*-C including Maths and English compared to 43.3% in the West Midlands and 46.7% nationally.
- 5.4 The 2008 educational attainment data is currently not yet available, as can be seen from the absence of data for the educational attainment National Indicators included within Appendix 1, this data should be available in time for the third quarter performance report.
- 5.5 The number of net additional homes provided is an LAA target and at the end of quarter two 111 additional homes have been provided. Whilst this figure is slightly below the performance target at the end of the six monthly position it is still expected that the target of 290 additional homes will be provided.
- 5.6 The number of affordable homes being delivered within the District is a LAA target. Within the District our target for the year is to deliver 50 affordable homes. At the end of Quarter 2 we have delivered 7 affordable homes which is well below the number of homes that we would have anticipated being available. This is attributable to the current economic climate which has created a downturn in the housing market and which will impact on the achievement of this target within the District and the County.
- 5.7 There has been an increase in the number of changes of circumstances which affect customers' in Housing Benefit/Council Tax Benefit entitlement. This is positive as it will contribute to reducing both child and pensioner poverty and will reduce fraud and error. The time taken to process Housing Benefit and Council Tax Benefits has increased during the second quarter although it is still expected that the 2008/09 target will be met.

6. Environment

- 6.1 Everyone living in the District has access to kerbside recycling and with the introduction of the single stream recycling system this will increase the efficiency of recycling within the District. This will mean that our District is more sustainable as we continue to protect and enhance our environment.

7. Healthier Communities, Housing & Older People

- 7.1 The number of carers receiving services, advice or information is an LAA County wide target and performance has dropped during the second quarter for this indicator. It is vital that carers receive

support as they play a key role in supporting vulnerable people. The number of people supported to live independently through social services is an LAA County wide target and performance has increased during the second quarter. This is positive as people will have greater independence, choice and control over their lives.

8. Housing

- 8.1 Of the thirteen performance indicators for which data is available twelve indicators are set to achieve target. The indicator which is currently performing below target is the percentage of Local Authority tenants with greater than 7 gross weeks arrears (see para 8.3).
- 8.2 The recent tenant satisfaction survey has revealed that 84.9% of tenants surveyed are satisfied with landlord services. This performance is above the annual target for the year which was set at 82% and it is positive to see that such a high percentage of tenants are satisfied with the housing services that the Council is providing.
- 8.3 Performance has declined and fallen below the annual target in relation to the percentage of tenants who are seven weeks in arrears. Performance is on track to achieve the set targets in relation to the percentage of tenants who have a notice seeking possession and those tenants who are evicted due to arrears.
- 8.4 Emergency repairs are completed efficiently and appointments are being kept by the authority which is contributing to higher satisfaction rates amongst tenants.

9.0 Planning

- 9.1 At the end of the second quarter our performance across our planning indicators indicates that we are set to achieve the targets for the four performance indicators for which data is available. The percentage of our major, minor and other applications determined within specific timescales are above target. What is also encouraging is that our performance for the major, minor and other application indicators is above the 2007/08 top quartile position for all single tier and district councils.
- 9.2 The percentage of appeals against the Local Authority decision to refuse planning permission which were successful has declined from 63% in 2007/08 to 44.44% as at the end of Quarter 2 2008/09 which is positive. There is still however a need to improve performance further as we are below the bottom quartile position for this indicator (bottom quartile position for 2007/08 was 39.4% and the top quartile position for this indicator is 26.7%).

10.0 Safer and Stronger Communities

- 10.1 From the ten performance indicators for which data is available all ten indicators are set to achieve target. Particular improvement is evident in relation to the serious violent crime and acquisitive crime rate which indicates that we are performing better than the CDRP targets set. This is contributing to making the District a safer place for people to live in.
- 10.2 Performance across the cultural and leisure indicators is good with high satisfaction rates with service users and high visitor numbers using our key attractions. This is contributing to making people living in the District healthier and more active which will lead to better physical and mental health amongst people living in the area.

11.0 Future Performance Reports

- 11.1 It is anticipated that the style and format of future performance reports will evolve over time to become more informative in terms of what activity/ies have been undertaken during each quarter to improve performance and to achieve the set targets.
- 11.2 Changes to performance reports will be done in consultation with officers internally within the Council and to ensure that there is synergy between our internal mechanisms and that of the partnership arrangements through the Local Area Agreement.

Section 1

Details of Matters to be Considered

To note the Performance outturn for Quarter 2 of 2008/09 against National Indicators, LAA priorities and also local business indicators.

Section 2

Contribution to CHASE

The National Indicators, LAA priority indicators and local indicators contribute individually to the CHASE Objectives. Appendix 1 illustrates how all of these indicators are aligned to the various elements of the CHASE objectives.

Section 3

Section 17 (Crime Prevention) Implications

There are no identified implications in respect of Section 17 arising from this report.

Section 4

Human Rights Act Implications

There are no identified implications in respect of the Human Rights Act 1998 arising from this report.

Section 5

Data Protection Act Implications

There are no identified implications in respect of the Data Protection Act.

Section 6

Risk Management Implications

There are no risk management implications.

Section 7

Legal Implications

The National Indicator Set (NIS) will be the only set of indicators that central government will use to monitor and performance manage local authorities. The NIS replaced all other existing sets such as BVPIs and the Performance Assessment Framework indicators from 1 April 2008. The NIS is the only indicators on which central government will be able to set targets for local authorities.

The Council has a legal duty and responsibility to collect all applicable indicators, which includes actively contributing to relevant area wide indicators.

To ensure that the Council discharges its obligations concerning the NIS, it should follow the guidance issued by the Department for Communities and Local Government.

Section 8

Financial Implications

There are no direct financial implications arising from the report.

Section 9

Resource Implications

There are no resource implications arising from this report.

Section 10

Conclusions

That Members note the performance outturn for Quarter 2 of 2008/09 and determine whether they wish to further review or scrutinise the performance of the Council and/or its Local Strategic Partners in respect of the data provided and if so, confirm which indicators will be the subject of additional review/scrutiny in order that officers and partners can be invited to attend the next meeting of this Committee on 11th February 2009.

Section 11

List of Background Papers

None

Appendices to the Report

Appendix 1 Performance Outturn for Quarter 2 2008/09

ENCLOSURE 6.7