

# **Report to: Finance and Performance Management Scrutiny Panel**

**Date of Meeting: 16 June 2009**



**Portfolio:** Performance Management (Councillor R. Bassett)

**Subject:** Key Performance Indicators 2008/09 - Outturn

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## **Recommendations/Decisions Required:**

**That the Scrutiny Panel consider the Council's performance for 2008/09, in relation to the Key Performance Indicators adopted by the Cabinet for the year.**

## **Executive Summary:**

1. Key Performance Indicators (KPI) relevant to the Council's core business and its corporate priorities are adopted by the Cabinet each year. Current progress against the KPIs is likely to be an inspection theme in the Managing Performance (formerly Direction of Travel) assessment for 2009, as part of the methodology for Comprehensive Area Assessment, and in other external judgements on the overall performance of the Council.

## **Reasons for Proposed Decision:**

2. It is important that relevant performance management processes are in place to review and monitor performance against the Council's key objectives, targets and indicators, to identify proposals for appropriate corrective action in areas of under performance.

## **Other Options for Action:**

3. No other options are available in this respect. Failure to monitor and review performance against key objectives, targets and indicators and to take corrective action where necessary, could have negative implications for judgements made about the authority in the Managing Performance and other corporate assessment processes contributing to Comprehensive Area Assessment, and might mean that opportunities for improvement are lost.

## **Report:**

### **Background**

4. (Deputy Chief Executive) As the Scrutiny Panel will be aware, a range of Key Performance Indicators (KPIs) for 2008/09 was adopted by the Cabinet at its meeting on 10 June 2008. Details of the KPIs are attached as Appendix 1 to this report.

5. The KPIs are crucial to the Council's core business and its corporate priorities, and comprise a mixture of statutory National Indicators (NIs), Local Performance Indicators (LPIs) (a number of which are former statutory Best Value Performance Indicators (BVPIs)), and other locally determined indicators that the Council has 'had regard to' in the second Local Area Agreement (LAA) for Essex. The aim of the KPIs is to focus improvement on key objectives and achieve comparable performance with that of the top performing local authorities (where appropriate), and to then maintain or improve further on that level of performance.
6. Targets for the KPIs have traditionally been based on the most recently available national performance information published by the Audit Commission. In the case of the KPIs for 2008/09, targets for those indicators that comprised former BVPIs were generally based on audited national performance information that had been published by the Commission in February 2008. The new NI set replaced all existing BVPIs from April 2008 and, as baseline information was not necessarily available for these indicators, targets were either determined locally or drawn from the LAA where relevant. In adopting the KPIs for 2008/09, the Cabinet set a target for at least 75% to achieve target performance by the end of the year.
7. Annual improvement plans are produced for each of the KPIs to reflect year on year changes, which also contain details of service costs and feed into the Council's annual business planning process and value for money analysis. Progress in achieving target performance in respect of the KPIs is reported to the Scrutiny Panel and the relevant Portfolio Holder at the conclusion of each quarter. Details of performance against all Ns and LPIs (including the KPIs) are deposited in the Members' Room at the end of each quarter.
8. Individual performance reports for each of the KPIs for 2008/09 are attached as Appendix 2 to this report. It should be noted however that final performance against a number of indicators cannot currently be reported.
9. The following indicators comprise survey or other measures for which finalised outturn data is due to be reported by other organisations and which has not yet been published. The value reported for those indicators that are part of the Place Survey for 2008/09 are currently draft results only, as the weighted final results of the Place Survey have yet to be published by the Department for Communities and Local Government. A presentation on the draft results of the Place Survey for 2008/09 was made to the Local Strategic Partnership (LSP) and members on 9th June 2009, and areas for improvement arising from the results of the survey will be considered by the LSP:  
  
NI 08 Adult Participation In Sport  
NI 11 Engagement In The Arts  
NI 17 Perceptions of Anti-Social Behaviour  
NI 20 Assault With Injury Crime Rate  
NI 186 Per Capita Reductions in CO2 Emissions  
LPI 3 People Feeling Safe Outside After Dark
10. In addition, although a Level 3 target was originally set for NI 188 (Planning To Adapt To Climate Change) for 2008/09, it was intended that only Level 1 would be achieved by the end of the year. The achievement of Level 1 against the indicator was in line with the target in the Council's Climate Change Strategy and that of the LAA. Future targets for the indicator are to reach Level 2 by March 2010 and Level 3 by 2011, and this is in accordance with the LAA. No progress has been made in respect of LPI 44 (Achievement of Milestones within the Local Development Scheme) due to the delayed adoption of the East of England Plan and the direction placed on the Council in relation to the production of gypsy and traveller Development Plan Document over the last year.

11. Having regard to the issues raised in paragraphs 9 and 10 above, the year-end position with regard to the achievement of top quartile (or other relevant) targets for the KPIs for 2008/09, is as follows:
  - (a) 15 (44.1%) achieved the performance target for 2008/09;
  - (b) 11 (32.3%) did not achieve the performance target for 2008/09;
  - (c) 6 (50%%) of those (12) that did not achieve the performance target for 2008/09 were within 5% of the target for the year;
  - (d) 6 (17.6%) cannot currently be reported;
  - (e) 1 (2.9%) was subject to a revised National Indicator definition that removed the Council's responsibility to report; and
  - (f) 1 (2.9%) secured no progress as a result of competing priorities.
12. The removal of the eight indicators in categories (d), (e) and (f) above bring the actual level of KPI target achievement for 2008/09 to 57.7%. The introduction of the new National Indicator set from 1 April 2009 has meant that it is difficult to assess overall levels of KPI improvement between 2007/08 and 2008/09.
13. The Scrutiny Panel is requested to note the Council's performance in relation to its KPIs for 2008/09. The Corporate Executive Forum has recently considered outturn performance against the KPIs, and relevant service directors will be in attendance at the meeting to respond to members' questions in respect of performance against specific indicators and targets.

**Reason for Decision:**

7. To ensure that the Council monitors progress against its aim of achieving target performance for its KPIs, and that proposals for corrective action are considered in respect of areas of current under-performance.

**Options Considered and Rejected:**

8. None. The Council has previously agreed arrangements for monitoring progress against the achievement of targets set for the KPIs and other performance indicators

**Consultation Undertaken:**

9. The performance information compiled in this report has been submitted by each appropriate service director. Outturn performance for 2007/08 and proposals for the adoption of KPIs for 2008/09 has been considered by the Corporate Executive Forum and were also be considered by the Finance and Performance Management Cabinet Committee at its meeting on 16 June 2008.

**Resource Implications:**

The respective Service Director will identify the resource requirements for any proposals for corrective action in respect of KPI areas of current under-performance set out in this report.

**Legal and Governance Implications:**

There are no legal implications or Human Rights Act issues arising from the recommendations in this report, which ensure that the Council monitors progress against its aim of achieving target performance for 75% of its KPIs for 2008/09, and that proposals for corrective action are considered in respect of areas of current under-performance.

**Safer, Cleaner and Greener Implications:**

The respective Service Director will have identified any implications arising from proposals for corrective action in respect of KPI areas of current under-performance set out in this report, in respect of the Council's commitment to the Nottingham Declaration for climate change, the corporate Safer, Cleaner and Greener initiative, or any Crime and Disorder issues within the district.

**Consultation Undertaken:**

The targets and performance information set out in this report have been submitted by each appropriate Service Director, and have been reviewed and considered by the Corporate Executive Forum.

**Background Papers:**

Quarter 3 KPI calculations and submissions held by the Performance Improvement Unit.

**Impact Assessments:**

The respective Service Director will have identified any risk management issues or equality implications arising from any proposals for corrective action in respect of KPI areas of current under-performance set out in this report.