Report to the Council

Committee: Cabinet

Subject: Performance Management Portfolio   **Date:** 29 March 2011

Portfolio Holder: Councillor Richard Bassett   **Item:** 6(i)

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Recommending:

That the report of the Performance Management Portfolio Holder be noted.

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Key Performance Indicators Q3 2010/11 – Progress Report

The aim of the KPIs is to focus improvement on the Key Objectives and achieve comparable performance with that of other local authorities. Improvement plans are produced for each of the KPIs each year, setting out actions to be implemented in order to achieve or maintain target performance, and to reflect year on year changes in service delivery.

As at the end of the third quarter of the year (1 April to 31 December 2010), 21 (67.74%) of the KPIs for 2011/12 had achieved the performance target for the year. Although it is not yet known whether the Council's overall aim of achieving target performance for at least 70% of the KPIs for 2010/11 will be achieved we are hopeful as many of the indicators that did not make their target are fairly close and a good Q4 could enable us to make our target performance.

At the recent Performance Scrutiny meeting a new Key Performance Indicator was suggested for 2011/12, LPI45, to report the level of planning appeals allowed against the refusal of all types of planning applications, where member decisions to refuse applications were made contrary to a recommendation of the Director of Planning and Economic Development. A great deal of discussion occurred on what this indicator was trying to achieve. It was agreed that the definition of this indicator as stated was not suitable and further work needs to be made to better define what should be measured and then what any targets should be.

Risk Management Register

At the recent Finance and Performance Cabinet Committee the corporate risk register was reviewed. The Risk Management Group and the Corporate Governance Group considered and agreed three new risks for the Corporate Risk Register. These are:

1. **The Reform of the Housing Revenue Account** - Where the Council is likely to have to take on approximately £200m of debt when the current system ends. Financial modeling shows this level of debt can be managed. However variables in the model may change and the government may increase the level of debt. Accounting arrangements may impact on General Fund.
2. **Changes to the Benefit system** - The government is undertaking a major reform of the welfare system this is likely to have serious impacts on the Council, benefit claimants and staff.

3. **Budget reductions for future years** - The medium term financial strategy requires CSB reductions of £2.5m. The largest single saving is the £1.3m required in 2012/13.

Sickness Absence

The Council's annual target for sickness absence under LPI28 is an average of 8 days per employee (2 days per quarter). The quarter outturn figures for 2010/2011 are Q1 = 1.88 days, Q2 = 1.81 days and Q3 = 2.15 days. Whilst there was an increase in Q3 the Council is currently below the accumulated target figure of 6 days.

I am naturally disappointed that there has been a rise in sickness in Q3. However we are still below our accumulated target and we can hope that we will make the yearend target. In reviewing the figures for the reasons for illness I see that Infections/Colds and Flu for Q3 jumped significantly from an average of 192 days for Q1/2 to 404 days for Q3. I know there were several nasty bugs going round and we seem to have suffered. Also in area which have lots of contact with the public I would assume the risk of infection would be high. I am also interested in sickness reported during the bad weather period in December and if a person could not get in to work was it classified as a "sick" day or allowed absence?

During Q3, 4.9% staff met the trigger level of 5days absence or above, 29.9% had sickness absence but did not meet the triggers and 65.2% had no absence. I shall be reviewing this with management to see if there is anything further we can do to reduce these numbers.