

REPORT TO CABINET

QUARTERLY PERFORMANCE UPDATE REPORT

Date: 23 July 2009

Lead Member: Councillors Mrs Bateson and Maxwell

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Wards affected: All wards

1.0 SUMMARY

- 1.1 This report reviews progress towards the National Indicator targets for 2008/9, focussing upon the Local Area Agreement (LAA) targets and areas of underperformance and what is being done to address this.
- 1.2 In Summary the Results are:

Existing LAA Reward Target (2007 – 10) results, on the basis of proportion of reward grant available

	Q4	Q3
On Target	49%	56%
Just Short *	14%	12%
Off Target**	31%	30%
Not Available***	6%	2%

New LAA Improvement Target (2008 – 11) results, on the basis of volume of indicators:

	Q4	Q3
On Target	40%	25%
Just Short *	10%	14%
Off Target**	20%	14%
Not Available***	30%	47%

National Indicator Set Results, on the basis of volume of indicators: (198 NI's which include New LAA Improvement Target (2008 – 11) and existing LAA Reward Target 2007 – 10)

	Q4	Q3
On Target	34%	30%
Just Short *	9%	9%
Off Target**	11%	12%
Not Available***	46%	49%

1.3 Best Value Performance Indicators measure performance up to and including Q4 2008.

Although the 2 sets of indicators are very different, it may be useful to compare the results at a high level. Therefore the following table compares Q4 National Indicator Data Set (NI) along with the Q4 Best Value Performance Indicator Data Set (BVPI).

	Q4 NI	Q4 BVPI
On Target	34%	59%
Just Short *	9%	26%
Off Target**	11%	12%
Not Available***	46%	2%

* Just Short = results are within 10% of target.

** Off Target = over 10% off target.

*** Includes indicators awaiting Place Survey results, indicators deferred, indicators awaiting information from Government (such as the indicator definition) and new indicators with no target set.

Comparison of the results in pie chart format from Q3 to Q4 can be found in Appendix I.

Data being unavailable is a national issue. A breakdown of the reason for missing data and the proportion of data missing can be found in Appendix I. Please see paragraph 3.3 for more information on unavailable data.

2.0 RECOMMENDATION:

That progress towards targets and the next steps be noted.

What will be different for residents as a result of this decision?

Residents and Members will be able to see how the borough is performing against the priorities of the Local Area Agreement, and other indicators by exception. This reporting will highlight those under performing indicators, allowing action to be taken which will minimise risk of not achieving targets thus maximising the gain in terms of reward grant.

3.0 SUPPORTING INFORMATION

3.1 National Indicator set

3.1.1 The National Indicator set came into effect from 1 April 2008 and replaces all other existing sets of indicators, including Best Value Performance Indicators and Performance Assessment Framework indicators.

3.1.2 Appendix I presents summary pie charts which illustrate the overall performance of the Existing LAA Reward Targets (2007-10), New LAA Improvement Targets (2008-11) and National Indicator Set, and also the reasons for “missing” data.

- 3.1.3 For the Existing LAA Reward Targets (2007-10) the key change in trend is for “on target” results, which has reduced by 7%. This can be attributed to two indicators. Please see Paragraph 3.2.2 and 3.2.3 for further explanation.
- 3.1.4 The key trend for the new LAA reward targets (2008-11) show an increase in “on target” indicators by 15%. Four of these indicators previously had data “not available”, two were “just short” and two were “off target”. Off target indicators have increased by 4%. Three of these were previously on target; two of these previously “on target” indicators had their targets changed as part of the LAA refresh. (NI 40a Primary fires and NI 40b Dwelling fires). The other previously “on target” indicator (NI 180 Change of circumstances affecting Housing Benefit and Council Tax entitlements within the year) has had its recording methodology changed since Q3 was reported. The DWP Performance team have been consulted and a programme of interventions is planned on the existing caseload so that every case will be reviewed before March 2010. Additional resources have been taken on to assist in dealing with the additional work this will create. The programme is now in operation.
- 3.1.5 The National Indicator set results (i.e. including all national Indicators and all LAA Indicators) show general consistency from Q3, however on target indicators have increased by 4%. The number of indicators where data is not available has decreased by 3%. Please see paragraph 3.3 for more information on unavailable data.
- 3.1.6 Appendix II presents the performance of each indicator of the Existing LAA Reward Targets (2007-10), New LAA Improvement Targets (2008-11) and other National Indicators by exception (off target and just short). Where appropriate, graphs have been included to illustrate the progress of individual indicators against targets, including a linear trend line. Commentary has been included to provide more information on the performance results where appropriate.
- 3.2 Existing LAA Reward Targets (2007 – 2010)
- 3.2.1 Officers have monitored the amount of pump-priming grant to support under performing indicators. As a result the LAA ambition group leads have been asked to produce actions plans to clearly identify where and how the pump-priming grant will be focussed to improve targets. The key indicators where performance has moved from “on target” from Q3 to Q4 are detailed in paragraphs 3.2.2. and 3.2.3.
- 3.2.2 Indicator Ref LAA 13.3 (Increasing employment rates in the local area) was deemed on target in Q3, this was based on Q2 results, which were the most up to date results available at that time. Q3 and Q4 results have been received and the performance has shifted to “off target”. The target requires 140 individuals (people that are registered with a learning or physical disability on specific unemployment benefits going into work for up to 26 weeks below 16 hours per week with the view to progressing into full time work over 16 hours) to be assisted to secure supported permitted work. There are not 140 registered individuals who are “work ready” at present and finding 140 jobs in Windsor and Maidenhead (in the current economic climate and also with 70% of employers

being small and medium enterprises and many of the roles available being of a professional nature) it is felt that the target is unlikely to be achieved.

3.2.2 Indicator Ref LAA 4.2 (Improving carer's quality of life) has move from "on target" to "just short". The performance in Q3 was based on the 07/08 results, which was on target. The current data is derived from the Annual Carers Survey, which was held in Feb 09. RBWM are still waiting for the analysis of the responses

3.2.3 There are 8 indicators where provisional data has been provided by PCT, however weighted population data from the Central Government is awaited which could change the performance status of these indicators. The provisional data has been used to provide a performance status and 5 indicators have been deemed "on target", 1 is "off target", 1 is "just short" and for 1 the performance is "not available" due to no target having been set at the present time. There is potential, therefore, for these indicators to change their current performance status. The results are expected in August. These 8 indicators account for 3% of the total indicators reported.

3.3 Data Unavailable

46% of all National Indicators and LAA Indicators cannot be reported on, as data is not available. Appendix I provides a breakdown of the unavailable data. The key areas where data is unavailable are:

3.3.1 The Place Survey: The final verified results are still being awaited

3.3.2 Deferred Indicators: these are indicators which have been "postponed" by Central Government until 2009/2010.

3.3.3 Pending Population of Hub: the Hub is the Central Government National Indicator database. Data is contributed to the hub by Local Authorities, Government Departments (DCSF) and Partners (e.g. PCT). This data is used to calculate the results, which are still being awaited.

3.3.4 Awaiting data from partners: e.g. PCT provide data on some indicators. Officers are following up outstanding data. The Chief Executive of RBWM has also written to the Chief Executives of the PCT and the Probation Service regarding this.

3.3.5 No Target: A new indicator has been introduced but no target has been set, due to the absence of baseline data. The results of the 2008/09 indicators will be used as baseline data and it is therefore anticipated that this will not be an issue in 2009/10 reporting.

3.3.6 Indicator withdrawn or not required: 1 Indicator has been withdrawn from the 2008/09 reporting (NI 12 Refused and deferred Houses in Multiple Occupation license applications leading to immigration enforcement activity), and two indicators are not applicable due to RBWM not owning any housing stock.

3.4 Central Government National Indicator Database (The Hub)

RBWM has a responsibility to update the hub with data on 14 indicators. All other indicator data is collected via Government Departments or Partners, such as CLG, DfT, DSCF, and Ministry of Justice.

There is a clear timetable of when the data for these indicators will be made available. This can be made available as a background paper if required.

4.0 OPTIONS AVAILABLE AND RISK ASSESSMENT

4.1 Options

	Option	Comments	Financial Implications
1.	Discuss the progress report (recommended)	The report has been developed by the respective directorates based on available data.	The future financial implications of the Local Area Agreements are significant; the potential performance reward grant for the first LAA (2007-10) is approximately £3.5 million. The performance reward grant for the new LAA has yet to be confirmed but is expected to be in the order of £750k.
2.	Request changes to the targets	Altering targets set by directorates could result in targets becoming inappropriate, and attempting to set targets where there is no baseline data available would be very high risk.	

4.2 Risk assessment

4.2.1 The principle risks are in relation to target setting. There are a number of indicators (29%) with no targets set, due to baseline data being unavailable, and therefore performance cannot be monitored. It is not recommended that targets are set, or in the case of draft targets confirmed until reliable trend data is available. It is anticipated that this will be resolved during the 2009/10 reporting period, and the 2008/09 results can be used to provide baseline data.

4.2.2 As stated, a significant proportion of the indicators are deferred (15%) or pending population of data hub (21%). If this situation is not resolved, there is a risk of confusion for all local authorities.

4.2.3 Data is still being awaited from partners for 14% of indicators. Officers are monitoring this situation and actions are being taken as appropriate to resolve this issue.

5.0 CONSULTATIONS CARRIED OUT

5.1 All directorates have contributed to the contents of the report.

6.0 COMMENTS FROM AUDIT AND PERFORMANCE REVIEW PANEL

6.1 The progress of performance was noted and the report approved by Panel.

6.2 The Panel Members welcomed the work officers had undertaken in examining which Existing LAA Reward Targets (2007 –10) required minimal additional investment to secure a reward grant. In particular it was noted that further pump priming investment of £90k had been identified that could potentially secure a reward grant of approximately £900k if targets are met.

7.0 IMPLICATIONS

7.1 Following implications have been addressed where indicated below.

Financial	Legal	Human Rights Act	Planning	Sustainable Development	Diversity & Equality
			N/A		

Background Papers:

- 7.2.1 Local Area Agreement 2007-10
- 7.2.2 Local Area Agreement 2008-11
- 7.2.3 National Indicator Set
- 7.2.4 National Indicator Hub Population Timetable (CLG document)