
Meeting: Executive
Date: 9 March 2010
Subject: Quarter 3 Performance Report
Report of: Cllr Richard Stay, Portfolio Holder for Business Transformation
Summary: The report highlights the key Quarter 3 performance for Central Bedfordshire Council.

Advising Officer: Richard Ellis, Director of Business Transformation
Contact Officer: Ian Porter, Assistant Director, Policy, Partnerships and Performance
Public/Exempt: Public
Wards Affected: All
Function of: Executive
Key Decision No
**Reason for urgency/
exemption from call-in
(if appropriate)** N/A

CORPORATE IMPLICATIONS

Council Priorities:

The Quarterly Performance Report underpins the delivery of all of the Council's priorities.

Financial:

There are many performance indicators within the corporate suite that have a strong financial link.

Legal:

None

Risk Management:

Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

Staffing (including Trades Unions):

The corporate performance suite includes indicators on sickness absence within the Council.

Equalities/Human Rights:

This report highlights performance against performance indicators which seek to measure how the Council and its services impact across all communities within Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis/drilling down as necessary.

As such it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas where further action is required to improve outcomes for vulnerable groups.

Community Safety:

The corporate performance suite includes an indicator on Serious Acquisitive Crime.

Sustainability:

The corporate performance suite includes an Indicator on the CO2 reduction for the Council.

Summary of Overview and Scrutiny Comments:

N/A

RECOMMENDATION(S):

- 1. That the Executive notes and considers this report, including any recommendations from the Overview & Scrutiny Committees.**
- 2. That the Executive considers any issues from this report that could be referred to Overview & Scrutiny for further investigation.**

<i>Reason for Recommendation(s):</i>	<i>To ensure a rigorous approach to performance management across Central Bedfordshire Council</i>
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Purpose of Report

1. To report on the Quarter 3 Performance for Central Bedfordshire Council (CBC).

Issues

2. Areas of strong performance:

CFL

- The % of children's initial assessments within 7 working days. *Performance is in line with the target and is significantly better than the average performance both nationally and for comparator Authorities.*
- The % of children looked after reviews that should have been completed. *Performance is in line with target and exceeds both national and comparator group performance.*
- No schools in Special Measures or with a Notice to Improve.

SCH&H

- People supported to live independently. *The Grant Funded Services submission is due at the end of January. We are looking at a significant increase in these services, which will be reported in the next report. No further action to be taken.*
- Number of households living in temporary accommodation. *Performance in recent months reflects a stable position in terms of temporary accommodation that is within target. This success is due to effective homelessness prevention activity, and also higher numbers of homeless households successfully accessing a new home through Choice Based Lettings. However, the trend in homelessness demand is still strong and this figure is influenced by economic factors and is liable to increase at short notice. No further action is required.*

SC

- Serious acquisitive crime (LAA). *Performance is in line with target.*
- Highways emergencies responded to within 2 hours. *Performance continues to exceed target.*
- % of Highways customer requests for service investigated and and/or closed (as recorded on weekly Highways Members Bulletin). *Performance continues to exceed target.*

3. Areas for improvement:

BT

- Council Tax collected. *The close down for 6 weeks for the migration of ex South Bedfordshire District Council (SBDC) data resulted in no enforcement action being undertaken. The normal debt recovery timetable will be resumed in January.*

CR

- Forecast variation in spend against gross revenue budget and gross capital programme.

CFL

- GCSE results. *Provisional performance is in line with national average but is below our statistical neighbours.*
- The % of children's core assessments completed within 35 days of their commencement.

SCH&H

- Clients receiving Self Directed Support (LAA). *Personal Budget implementation has been slower to progress than anticipated. There are at present approximately 64 Personal Budget in progress for Older Person and Physical Disability clients and approximately 10 for Learning Disability clients. It currently takes about 6 weeks to go through the process for a Personal Budget. Action is planned to ensure that all Personal Budgets are recorded on Swift from the beginning of February.*
- Carers receiving needs assessment or review and a specific carer's service, or advice & information (LAA). *There continue to be issues about capturing carers assessments in an appropriate way. There is now a weekly process of reporting to the Assistant Director responsible, to ensure that practice and data quality accurately reflect the needs of the carer and improved performance. A review is underway to ensure that advice and information is made available wherever necessary.*

SC

- Road accident casualties. *Performance is likely to exceed the target. A report is being prepared for O&SC examining this issue.*

Conclusion and Next Steps

4. The Executive notes and considers this report, including any recommendations from the Overview & Scrutiny Committees.
5. The Executive considers any issues from this report that could be referred to Overview & Scrutiny for further investigation.

Appendices:

Appendix A – (Quarter 3 Performance Report)

Background Papers: (open to public inspection)

None