Cheltenham Borough Council

Overview and Scrutiny Committees:
Social and Community – 4th December 2008
Environment – 8th December 2008
Economy and Business Improvement – 11th December 2008

Cabinet – 16th December 2008

Half-Yearly performance report and look forward to the 2009-10 business plan

Report of the Leader

1.   Executive Summary and recommendation

1.1   The issue

1.2   To support the good governance of the council, a half-yearly performance report is usually brought to the three overview and scrutiny committees. This year the report is also being brought to cabinet as well.

1.3   The report takes information and data from our performance management system together with information from our customer relations system to provide elected members with an overview of how the council is performing at the half-way stage of the year. This will enable elected members to input into discussions about how to resolve areas where there maybe performance concerns and also to recognise where performance is better than expected.

1.4   Alongside the performance information, this report also considers messages for the council that are emerging from the 2009-10 business planning process.

1.5   I hope elected members find the information of use and I would welcome feedback either at the committee or through other channels.

1.6   I therefore recommend that:

1.6.1   The committee note the performance report

1.7   Summary of implications

1.7.1	Financial	No financial implications as a result of this report
		Contact officer: Paul Jones **Head of Financial Services** **E-mail: paul.jones@cheltenham.gov.uk** **Tel no: 01242 775 154**
1.7.2	Legal	No legal implications as a result of this report
		Contact officer: Peter Cruden **E-mail: peter.cruden@cheltenham.gov.uk** **Tel no: 01242 264155**

1.8   Implications on corporate and community plan priorities

1.8.1   The report sets out how well the council is performing in delivering the 2008-09 business plan.

1.9   Statement on Risk

1.10   The report will enable elected members to identify the significant risks to the delivery of our community aims and ambitions.

2.   Performance Report

2.1   Our Plans for 2008-09 was agreed at Council on 17 March 2008 and sets out the specific actions the council will take to deliver the 40 three year ambitions set out in the 2007-2010 business plan relating to the 10 community aims.

2.2   Milestones

2.3   Our Plans for 2008-09 includes 146 milestones and the following is a summary of progress as at 31st October 2008:

* 25% of milestones are now complete.

* 38% of milestones are on or above target.

* Only 6% are below target.

* The completion dates for 18% of the milestones have been revised.

* 7% of milestones have not been updated

2.4   Indicators

* 47% of our quarterly indicators are above or on target.

* However, 38% of quarterly indicators have not been updated this quarter.

Milestones		Indicators	
Below target	8 (5%)	Below target	6 (15%)
On or above target	52 (36%)	Above target	17 (42%)
Revised	21 (14%)	On target	2 (5%)
Pending	13 (9%)	With notes	16 (40%)
Cancelled	5 (3%)	No notes	19 (48%)
Deferred	1 (1%)	**Not reported**	**15 (38%)**
Complete	36 (25%)		
Not updated	**10 (7%)**		
Deadline changed	24 (16%)		

2.5 Performance concerns

2.6 There are a number of milestones where we know that there are performance concerns. These are reported to committee to inform elected members as to areas where the council may not be able to deliver the commitments in Our Plans for 2008-09 and what the mitigating actions are. **(See appendix A)**

2.7 Performance Highlights

2.8 Although we are only at the halfway point in the financial year, there are areas where progress against targets is going well.

2.9 We have a target to process all new and changes of circumstances in benefits within an average of 10 days. So far, we have averaged 7 days over the past 2 quarters.

2.10 We have a target to have 1,000 Sunday visitors to the Art Gallery and Museum over the course of 2008-09. In Q2 alone, there were 1,243 visitors on a Sunday.

2.11 We have a target to have 32% of our waste sent for recycling, composting or re-use. In Q1 this figure was 35.87% and in Q2 this was 34.55%. This figure will come down in the winter months as the amount of garden composting will reduce.

2.12 We have a target to process 65% of minor planning applications within 8 weeks. In Q1 this figure was 94% and in Q2 it was 92%.

3. Customer Relations

3.1 Complaints

3.1.1 Between 1 April and 30 September a total of 92 complaints were logged on the corporate complaints system, 83 at stage 1, 4 at stage 2 and 5 at stage 3. A breakdown of complaints and compliments received is attached. This compares with a total of 188 complaints in 2007/2008, of which 178 were resolved at stage 1, 5 were resolved at stage 2 and 5 were resolved at stage 3. **(see appendix B).**

Soc and Com – 4 Dec
Env – 8 Dec
E&BI – 11 Dec
Cabinet – 16 Dec

Performance Report Version 1

Page 3 of 7   Last updated 06 January 2009

3.2 Comments and compliments

3.2.1 The council received 12 comments logged on the corporate feedback system for this same quarter. Additionally 75 compliments were received.

3.3 County Council/Gloucestershire Highways – customer contact issues

3.3.1 Discussions with Gloucestershire Highways and the county council do seem to have improved contact via their call centre. All calls seem to be logged and reference numbers given. On-line contact is now generating an acknowledgement but the need to follow up with action is slower to happen. Additional resources seem to be assisting with street lighting issues. The customer relations officer will monitor this situation but our customers will be our best litmus test.

3.4 Freedom of Information requests

3.4.1 The Council has responded to 100 requests for information between 1 April and 30 September this year. To date this figure is still higher than last year (38 requests received per quarter in 07/08 and an average of 50 requests per quarter in 08/09). A breakdown of requests received for the last two quarters is attached.

Requests		Request Type			
GROUP	Division	DPA	EIR	FoI	Grand Total
Cheltenham Borough Homes	Housing (Coronation Square)			1	1
	Housing Support (MO)			3	3
Cheltenham Borough Homes Total				**4**	**4**
Chief Executive Group	Chief Exec, Policy, Democratic services			7	7
Chief Executive Group Total				**7**	**7**
Corporate Services	Finance and Asset Management			12	12
	Front Line Services	1		5	6
	Human Resources			5	5
	Information and Communication Technology			6	6
	Legal Services			12	12
Corporate Services Total		**1**		**40**	**41**
Environment	Built Environment			9	9
	Environmental Maintenance		1	6	7
	Green Environment			3	3
Environment Total			**1**	**18**	**19**
Social and Community Services	Community Services			1	1
	Entertainment and Tourism			8	8
	Health and Wellbeing			3	3
	Public Protection	1	6	10	17
Social and Community Services Total		**1**	**6**	**22**	**29**
Grand Total		*2*	*7*	*91*	*100*

DPA – Data Protection Act
EIR – Environmental Information Regulations Act
FoI – Freedom of Information

Soc and Com – 4 Dec
Env – 8 Dec
E&BI – 11 Dec
Cabinet – 16 Dec

Performance Report Version 1

Page 4 of 7   Last updated 06 January 2009

4. Looking forward - 2009-10 business planning

4.1 Proposal Assessment Tool submissions

4.1.1 The Senior Leadership Team has been using the Proposal Assessment Toolkit to assess growth bids coming from service areas. The PATs have been discussed at a number of Senior Leadership Team meetings as well as with informal Cabinet/Board.

4.1.2 The Senior Leadership Team is now working with the Leader and the Cabinet Member Finance and Culture to support the production of the draft budget which will come to Cabinet on 16 December 2008.

4.2 November organisation-wide employee sessions

4.2.1 The November employee sessions are an established part of the council's communication and consultation programme with employees.

4.2.2 The main messages that were communicated to employees during the sessions were:

- Organisation changes and the board's empowerment vision
- Our four change programmes
- Our plans 2008/09 and 2009/10
- The budget situation and likely impacts of the recession
- Bridging the Gap champions - successes
- Single status update
- Investors in People update

4.2.3 The Chief Executive delivered the first half of the session where he communicated these key messages. The second half of the session was based around one of the community aims and will be lead by a nominated officer. Sessions were also held at the Depot for weekly paid Operations employees and at Leisure@ for employees who are based there. All remaining employees have been invited to the main sessions that were held at the Municipal Offices.

4.2.4 Response rate has been positive with 246 employees signing up to the main sessions.

5. Corporate Governance - Use of Resources

5.1 Background

5.1.1 The use of resources (UoR) judgements assess how well councils manage and use their financial resources. The assessment focuses on the importance of having sound and strategic financial management to ensure that resources are available to support the council's priorities and improve services. It makes judgements in five areas:

- financial reporting;
- financial management (including asset management);
- financial standing;
- internal control; and
- value for money.

5.1.2 Currently, Cheltenham Borough Council have been scored at level 3, with the breakdown for each area as follows:

financial reporting	3
financial management (including asset management)	2
financial standing	3
internal control	2
value for money	3

5.2   Progress and initial feedback for the Use of Resources 2007/08 assessment
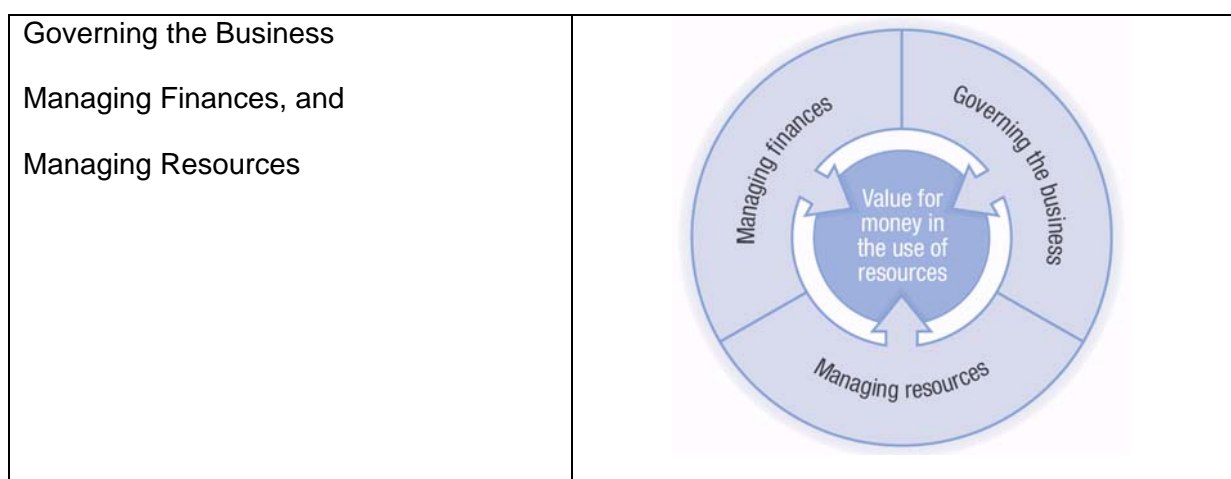
5.2.1 During the Summer, officers from Policy and Partnerships, Audit and Assurances and Financial Services have been working with key officers from across the council to show how Cheltenham Borough Council are delivering against the Key Lines of Enquiries set out in the assessment.

5.2.2 The assessment and evidence has been through our external auditor's (KPMG) benchmarking process and is now with the Audit Commission going through a similar benchmarking process at a national level.

5.2.3 Although formal feedback is anticipated to be received on 2 December 2008, informal soundings indicate that we should score a 3 which means that we are performing well.

5.3   Use of Resources 2009

5.3.1 From April 2009 Use of Resources will form part of the Organisational Assessment for Councils under the new Comprehensive Area Assessment (CAA) arrangements. A notable change to the structure of the assessment is the reduction of areas that are assessed from five down to three. These will be:

Governing the Business Managing Finances, and Managing Resources	

Soc and Com – 4 Dec
Env – 8 Dec
E&BI – 11 Dec
Cabinet – 16 Dec

Performance Report Version 1

Page 6 of 7   Last updated 06 January 2009

5.3.2 The KLOEs within these areas will focus more on value for money achievements, outputs and outcomes rather than on processes.

5.3.3 Local Authorities will be advised on scoring procedures for these areas in the New Year.

Background Papers

Report Author	Richard Gibson, Policy and Partnerships Manager, 01242 235354, richard.gibson@cheltenham.gov.uk
Accountability	Cllr. Steve Jordan, Leader of the Council
Scrutiny Function	Economy and Business Improvement Overview and Scrutiny Committee

Soc and Com – 4 Dec
Env – 8 Dec
E&BI – 11 Dec
Cabinet – 16 Dec

Performance Report Version 1

Page 7 of 7   Last updated 06 January 2009