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## Report of the Head of Policy, Performance and Improvement

**Meeting: City Development Scrutiny Board**

**Date: 18<sup>th</sup> September 2007**

**Subject: Performance Report Quarter 1 2007/08**

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**Electoral Wards Affected:**

**Specific Implications For:**

Equality and Diversity

Community Cohesion

Narrowing the Gap

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### 1 Executive Summary

- 1.1 This report discusses the key performance issues considered to be of corporate significance identified for the City Development Scrutiny Board as at 30<sup>th</sup> June 2007. In addition, the report also includes a predicted CPA score for 2007/08 and a performance table detailing all PI's for this Board.

### 2 Purpose of the Report

- 2.1 The purpose of this report is to present the key areas of under performance at the end of Quarter 1 (1<sup>st</sup> April and 30<sup>th</sup> June 2007).

### 3 Background Information

- 3.1 This 'highlight report' has been prepared in readiness for the Accountability process, which includes the CMT meeting on 14<sup>th</sup> August, Leader Management Team on 23<sup>rd</sup> August and Overview and Scrutiny Committee on 11<sup>th</sup> September.
- 3.2 The issues discussed in this report have been identified because performance in these areas impacts upon one or more of the following; the delivery of effective services, the delivery of our corporate priorities; our CPA score; or our ability to deliver efficiency savings. This report is supported by detailed PI information.
- 3.3 Any improvement in assessment scores should potentially have a positive impact on the council's Direction of Travel assessment and overall CPA Star Rating.

## 4 CPA Performance issues

4.1 The table below summarises our predicted CPA scores for February 2008.

	Direction of Travel	Star Category	Corporate Assessment	Level 1 Services			Level 2 Services			
				Use of Resources	Children & Young People	Social Care (Adults)	Benefits	Culture Service Assessment	Environment Service Assessment	Housing Service Assessment
CPA 2006	Improving Adequately	3 star	3	3	3	3	3	2	3	3
CPA 2007 (provisional)		4 star	3	3	3	3	3	3	3	3

4.2 The CPA 2007 provisional score is mainly based on the category scores allocated in 2006. Where this applies the cells are highlighted in grey. This information will be updated as and when assessment scores are confirmed during 2007/08.

4.3 The provisional CPA 2007 Service Assessment scores for Culture, Environment and Housing are included in each Accountability report. These are mainly based on 2006/07 year-end returns, however there are a number of instances where other methods are used.

4.4 The Audit Commission have confirmed the PIs which are to be included in the 2007 CPA Service Assessments and the thresholds to be used to calculate the scores. The above scores have been updated to reflect this, however it must be noted that there are still several outstanding issues which could result in the Culture service assessment score becoming a 2.

The Housing score also takes into account service inspections undertaken between 1 January 2005 and 31 December 2007.

4.5 At this stage we are unable to make an informed judgement as to our predicted Direction of Travel score.

4.6 For a more detailed breakdown of the CPA service assessment scores please see Appendix 1.

### 5.0 City Development Performance Issues

**5.1 BV215a – The average number of days taken to repair a street lighting fault which is under the control of the local authority.**

**5.2 BV215b – The average number of days taken to repair a street lighting fault, where response time is under the control of a DNO**

The Street Lighting Contract started on 1<sup>st</sup> July 2006 and SEC is the contractor who has been appointed to deliver the street lighting PFI on behalf of the council.

Over recent months data quality issues have come to light which have led to questions being raised regarding the accuracy of information presented to LCC. Key concerns were the inaccurate recording of completion dates and the management of some processes within SEC.

In terms of general maintenance work, the inaccuracies have since been rectified and processes have been put in place to ensure that this does not happen again. This corrected data has been used to re-calculate the performance indicators and to impose performance penalties. There is still some further work required and Project Liaison Group meetings are being held to discuss progress. In addition, the City Services Performance Management Team and LCC Internal Audit are working with SEC to ensure the robustness of the SEC performance data in the future.

With regard to the installation programme, LCC officers will be seeking to gain agreement at the Project Liaison Group Meeting to the principle that an Independent Certifier will certify

100% of all installation work until LCC officers are satisfied that reporting failures have been eliminated.

The Director of City Services will continue to closely monitor and manage the contract and keep the Executive Member for Development and Regeneration and the City Services PFI Board apprised of progress.

### **5.3 BV204 – The percentage of appeals allowed against the authority’s decision to refuse on planning applications.**

The performance against this indicator continues to be of concern in that the number of appeals allowed continues to rise. Training for both Elected Members and officers has taken place over previous months and continues; however the true impact of this training will be slow in coming through in the actual performance results. This is due to the length of time it takes for a final decision at appeal to be made against a planning application which is refused in the first instance on officer recommendation.

The performance against this PI impacts on the CPA score, and as such, any further drop in performance could result in this PI falling into the CPA lower threshold within the Environment block.

Performance against this PI will be closely monitored over the coming months. The expectation is that performance should start to improve in the autumn. If this does not happen then further action may be required.

### **6.0 Recommendations**

It is recommended that the Scrutiny Committee considers the Quarter 1 performance information and highlight any areas for further scrutiny.