



Report of the Head of Scrutiny and Member Development

Overview and Scrutiny Committee

Date: 5TH February 2007

Subject: Quarter Three Performance Report.

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 INTRODUCTION

1.1 The Corporate Priority Board action plans supported by the relevant PI information; Corporate Plan indicators which measure the delivery of the council's priorities, together with any PIs which could impact on the council's CPA score have been highlighted and are presented here to Overview and Scrutiny Committee (OSC) for consideration.

2.0 BACKGROUND

2.1 The role of OSC is to consider overall council performance, however OSC may decide which performance issues individual scrutiny boards should look at in more detail over the subsequent 3 months, and should therefore refer any key performance issues to Scrutiny Boards as appropriate. In addition, individual scrutiny boards may wish to look in more depth at specific performance issues relating to their own board; this was recommended at the Overview and Scrutiny Committee meeting in September.

2.2 The table below highlights performance issues across the council, and in particular draws attention to areas where data quality is an issue. KPMG have recently published their data quality findings for 2005/06, which resulted in 3 indicators being qualified. All three indicators impact on the council's overall CPA score; a qualified indicator automatically places it in the lower threshold of the CPA categories.

3.0 PERFORMANCE ISSUES IN QUARTER 3

Modernising Our Council

- **CP-AS51 – Answer more than 90% of public telephone calls to the council**
Contact Centre lines have consistently been above 90% in quarter 3; however performance on non-contact centre lines has varied. The predicted full year result is below target; however there are firm plans to migrate further services into the contact centre in 2007/08 to improve performance.

Environment and Community Safety

- **BV215 a and b – The average number of days taken to repair a street lighting fault which is under the control of the local authority/of a Distribution Network Operator**

There are data quality issues in respect of this indicator; this was highlighted in the annual audit by KPMG and as a result this indicator was qualified in 2005/06.

This is a CPA threshold indicator and therefore performance in this area can impact on the council's overall CPA score. A qualified indicator automatically places it in the lower threshold of the CPA performance categories.

Thriving and Harmonious Communities

- **BV66a Rent collected by the authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings.**
Strategic Landlord has been agreeing the interpretation of this indicator with Finance, which is being tested and the final impact should be known by the end of January (although not included in this report). The impact is likely to have a negative impact on the indicator.
It should be noted that current performance against this indicator is in the bottom quartile for all authorities. Quartiles are as follows:
 - Top 98.59%
 - Median 97.75%
 - Bottom 97.07%The target set for rent collection in 2006/07 is 97.10% (Within the lowest quartile).
- **BV174 – The number of racial incidents recorded by the authority per 100,000 population**
Although we were expecting to exceed target on this indicator, data collected to date indicates that there is a significant shortfall in the number of racial incidents recorded by the authority and there may be a need to challenge the predicted full year result and targets set for future years. There is a lack of consistency in data collection which also leads to data quality issues and the accuracy of the data reported.
- **BV203 – The percentage change in the average number of families placed in temporary accommodation**

The quarter 3 result shows the continuing upward trend of families placed in temporary accommodation. It is unlikely that the target will be met; however the Housing Needs team (Supporting People) is working on plans to tackle his problem.

- **BV212 – Average time taken to re-let local authority housing**

Performance issues in relation to this PI were highlighted to OSC at the December meeting.

Although performance is currently improving data quality issues were highlighted as part of the annual audit by KPMG. This resulted in the PI being qualified for 2005/06.

This is a CPA threshold indicator and therefore performance in this area can impact on the council's overall CPA score. A qualified indicator automatically places it in the lower threshold of the CPA performance categories.

The Strategic Landlord has also carried out a 'mini-audit' of this indicator which highlighted several inconsistencies across the ALMOs in the way re-lets are processed. A further audit will be carried out by the Strategic Landlord at the end of March 2007 to confirm that all ALMOs have implemented and are conforming to the recommendations made in the report.

Health and Well Being

- **CPHM53 – Reduce the number of Leeds households that are vulnerable and suffer from fuel poverty.**

A report produced in October identified the levels of fuel poverty in the city; this was based on a survey of 20,000 self assessments from across the city. The result of 27.50% is well above both the target set and last full year result. Fuel poverty has increased dramatically due to increases in fuel costs, which are outside the control of the authority.

City Development

- **BV165 – The percentage of disabled crossings with facilities for older people**

A programme to review the performance of this indicator is currently being implemented following recommendations by KPMG relating to the accuracy of data reported for this indicator.

This is a CPA threshold indicator and therefore performance in this area can impact on the council's overall CPA score.

Children and Young People

Central and school-based strategies, and a variety of partnerships and initiatives, have been successful in raising achievement in Leeds; however, secondary achievement in Leeds remains consistently below the national average.

The information below gives an overview of the key improvements in educational attainment in 2005/06:

- Standards at Key Stage 3 have improved notably and are at least equal to the average of statistical neighbours and within 2% of the national average in all core subjects. This is the first time in nearly fifteen years that Leeds has reached this level. The improvement results from the rigorous effort by schools and the targeted support of the national strategies team. There is still more work to do on transition from Key Stage 2, and updating the curriculum particularly in year 7.
- Standards at Key Stage 4 have continued to improve at 5A*-C, a reflection of the support that is focused on students at the C/D borderline. However, standards at

5A*-G and for students at risk of not gaining any qualifications are rising more slowly and are below comparative regional or national figures. This area should be a priority for improvement. This lower achievement also reduces schools' overall value added figures and improvement is also lacking in this area

Education Leeds has introduced a new school improvement policy and has begun to negotiate partnerships with and between schools to focus on areas of greatest need and to make best use of the existing expertise and interests of schools.

4.0 RECOMMENDATIONS

- 4.1 It is recommended that the Overview and Scrutiny Committee considers the Quarter 3 performance information and highlight any areas for further scrutiny or referral to Scrutiny Boards as appropriate.

