

Report of Assistant Chief Executive (Customer Access and Performance) / Director of Resources

Report to Resources and Council Services Scrutiny Board

Date: 25th June 2012

Subject: 2011/12 Q4 Performance Report and Refresh of the Council Business Plan 2011-15

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides a summary of performance against the strategic priorities for the council relevant to the Resources and Council Services Scrutiny Board.

Recommendations

2. Members are recommended to:
 - Note the Q4 performance information and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
 - Provide challenge and feedback on the proposed changes to the Council Business Plan to ensure that this plan remains both challenging but also realistic and achievable.

1 Purpose of this report

- 1.1 This report presents to scrutiny a summary of the quarter four (year end) performance data for 2011-12 which provides an update on progress in delivering the relevant priorities in the Council Business Plan 2011-15. The Board will note that this is the end of the first year of delivery of this four year plan. This report also brings proposed changes to the Council Business Plan for Scrutiny to consider prior to sign off by Executive Board in July

2 Background information

- 2.1 The Council Business Plan 2011 to 2015 sets out the priorities for the council - it has two elements - five cross council priorities aligned to the council's values and a set of directorate priorities and targets.
- 2.2 This report includes 5 appendices:
- Appendix 1a – Performance Reports for the 5 Cross Council Priorities which are based on the Council values
 - Appendix 1b – Resources Directorate Priorities and Indicators
 - Appendix 1c – Customer Access and Performance Directorate Priorities and Indicators
 - Appendix 1d – Other Directorate Priorities and Indicators relevant to the Board. NB these are provided for information and completeness as they relate to areas within the remit of the Board.
 - Appendix 2 – Proposed changes to the Council Business Plan relevant to the Board

3 Main issues

Quarter 4 Performance Summary

Council Business Plan - Cross Council Priorities

- 3.1 There are 5 cross council priorities in the Council Business Plan which are supporting the delivery of the council values of these 2 are assessed as green and 3 amber. The amber priorities are:
- **Equality is given due regard in council policies and decisions:** At Q4 85% of Key, Major and Executive Board decision reports were able to clearly evidence that due regard for equality was considered as part of the decision making process. It is important for all reports to clearly evidence how due regard had been given or, where appropriate, why equality was not relevant to the decision. 85% is a good result, however, to limit the risk of legal challenge it is important to reach 100% as soon as possible. Directorates are addressing this issue through their own quality assurance and sign off processes for reports.
 - **Appraisals** (NB this is also a People Plan Priority): Following the recent data update full appraisals were recorded for 92% of our staff and 6 month reviews for 80%. Children's Services (86% full; 56% review) and Environment and Neighbourhoods (85% full, 70% review) reported the

lowest figures for both. All other directorates completed between 94% and 100% for appraisals and 86% and 94% for 6 month reviews.

- **Staff Engagement:** this remains amber primarily because there has been no further data to build on the baseline survey in October. Therefore, it is difficult to assess the direction of travel at this point and a cautious amber rating has been applied. The next survey is due to report in Q1.

Council Business Plan - Directorate Priorities and Indicators

- 3.2 There are 19 Directorate Priorities which support the delivery of the Resources and Council Services priorities most of these are drawn from Resources and Customer Access and Performance directorates – although there are a few from other directorates that directly link and these have also been included for completeness (see appendix 1d). Of these none are red, 5 are amber and 14 are green. These are supported by 39 performance indicators and of these 1 is rated as red, 7 are amber, 16 are green, 11 are not given a RAG rating and for 4 there is no result provided. Key issues of note for the Board include:
- 3.3 **Processing time for Council Tax Benefit /Housing Benefit:** Performance ended the year at 14.80 days which is worse than last year (11.66 days) and above target (11 days), but this performance reflects the increase in claimant numbers. In addition welfare reforms will bring further considerable challenges to this service over the coming weeks and months.
- 3.4 **Staff sickness figures (People Plan Priority):** Sickness for 2011/12 was 9.29 days per FTE, slightly over the target of 9 days but a reduction of 0.81 days compared to last year's result. This is a good result and continues the trajectory of improvement over the last few years. However, whilst a number of services consistently perform well and/or have made significant improvements which have impacted on the council wide figure - there remain 'hot spots' where sickness levels are much higher than the average. A further report is being prepared highlighting these hotspot service areas in more depth and providing comparisons to other organisations (e.g. core city local authorities) so that further action can be taken where needed.
- 3.5 **Reduce Our Energy and Water Costs:** this performance measure was rated red as it exceeded the annual target by 7.55% (£947k). This was largely due to the increased costs of energy throughout the year, despite the reducing consumption which is clearly evidenced by the reducing CO2 emissions.

Changes to the Council Business Plan

- 3.6 It is important that our plans remain live and up to date and continue to reflect our most important priorities. Therefore, a light-touch refresh of the Council Business Plan has been undertaken at Q4 with the aim of:
- adding any targets for 2012-13 which were missing when it was agreed last year;
 - revise any other targets where performance has been particularly good and a further stretch is needed; and

- revise targets where there has been a significant policy or funding change or where changing circumstances means the target is no longer realistic.

3.7 The changes to the Council Business Plan which are relevant to the Resources and Council Services Scrutiny Board are shown in appendix 2. This also reflects the recent changes to Scrutiny terms of reference agreed at the AGM.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's and Leeds Initiative websites and is available to the public. The changes to the Business Plan are minor in nature, with the plan subject to major consultation prior to its agreement last July. Therefore, these changes are only subject to a light-touch consultation with Scrutiny at this stage.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 This is an information report and not a decision so due regard is not relevant. However, this report does include an update on equality issues as they relate to the various priorities.

4.3 Council policies and City Priorities

4.3.1 This report provides an update on progress in delivering the council priorities in line with the council's performance management framework.

4.4 Resources and value for money

4.4.1 There are no specific resource implications from this report; however, it includes a high level update of the Council's financial position. This is in terms of the cross council priority within the Business Plan of "spending money wisely".

4.5 Legal Implications, Access to Information and Call In

4.5.1 All performance information is publicly available and is published on the council and Leeds Initiative websites. This report is an information update providing Scrutiny with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

4.6.1 The Performance Report Cards include an update of the key risks and challenges for each of the cross council priorities. This is supported by a comprehensive risk management process in the Council to monitor and manage key risks. These processes also link closely with performance management.

5 Conclusions

5.1 This report provides a summary of performance against the strategic priorities for the council relevant to the Resources and Council Services Scrutiny Board.

6 Recommendations

6.1 Members are recommended to:

- Note the Q4 performance information and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
- Provide challenge and feedback on the proposed changes to the Council Business Plan to ensure that this plan remains both challenging but also realistic and achievable.

7 Background documents¹

7.1 Council Business Plan 2011 to 2015

¹ The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.