



VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.30 pm

**Thursday
14 February 2013**

**Town Hall, Main Road,
Romford**

Members 6: Quorum 3

COUNCILLORS:

**Conservative Group
(4)**

Robby Misir (Chairman)
Ted Eden
Billy Taylor
Damian White

**Residents' Group
(2)**

Ray Morgon (Vice-Chair)
Ron Ower

**For information about the meeting please contact:
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AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

3 DISCLOSURE OF PECUNIARY INTERESTS

Members are invited to disclose any pecuniary interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any pecuniary interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 10)

To approve as a correct record the minutes of the meetings held on 22 November 2012 and 17 January 2013 and authorise the Chairman to sign them.

5 PRESENTATION ON INSURANCE CLAIMS

The Committee to receive a presentation on how Insurance claims are administered.

6 STREETCARE SERVICES ENQUIRY ON CRM (Pages 11 - 12)

The Committee will receive a table of Streetcare Services enquiry recorded on CRM.

7 CORPORATE PERFORMANCE REPORT 2011/12 - QUARTER 2 (Pages 13 - 36)

Report Attached

8 MEMBER UPDATE (Pages 37 - 40)

Update report attached

9 FUTURE AGENDAS

Committee Members are invited to indicate to the Chairman, items within this Committee's terms of reference they would like to see discussed at a future meeting.

10 URGENT BUSINESS

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specific in the minutes that the item should be considered at the meeting as a matter of urgency.

**Ian Buckmaster
Committee Administration &
Member Support Manager**

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**MINUTES OF A MEETING OF THE
VALUE OVERVIEW & SCRUTINY COMMITTEE
Town Hall, Main Road, Romford
22 November 2012 (6.00 - 7.15 pm)**

Present:

Councillors Robby Misir (Chairman), Ray Morgon (Vice-Chair), Damian White, Wendy Brice-Thompson and Frederick Thompson

Apologies for absence were received from Councillor Ted Eden, Councillor Ron Ower and Councillor Billy Taylor

+Councillors Wendy Brice-Thompson and Frederick Thompson substituted in the place of Councillors Eden and Taylor.

The Chairman reminded Members of the action to be taken in an emergency.

15 MINUTES

The minutes of the meeting of the Committee held on 11 October 2012 was agreed as a correct record and signed by the chairman.

16 PRESENTATION ON PROPERTY MANAGEMENT

At the request of the Committee, the Property Strategy Manager provided an overview of the work of the Strategic Property Services and how it keeps a check on council owned land to avoid encroachment.

The Committee noted the following key point of the presentation:

1. That 16% of the borough was largely parks and country parks.
2. That unregistered land regulation entails that the Limitation Act of 1980 states that a squatter must remain in adverse possession for 12 years at which point the paper owner's title to the land is extinguished.
3. That the service had been carrying out registration of all council owned land the exercise had that has taken over three years had resulted in about 3000 land titles.

In response to an enquiry on land ownership claims, the Committee was informed that the Council vigorously defend every claim as a result of a comprehensive record kept in the Town Hall.

That all the council owned land was now available on GIS and registered.

In reply to unregistered land that may also be unkept. The Committee was informed that the service on behalf of the council does not have any right to takeover such piece of land.

The Committee was informed that the council does own ransom strip (a small piece of land retained by the Seller of the land when the land is sold). The Seller retains the small piece of land (Ransom Strip) as a mechanism for retaining control over the use and/or development of the land. The Committee was informed that the council owns some strip but had no interest to takeover any such land that it did not own.

17 **PRESENTATION ON CRM SYSTEM**

Following a request by the Committee, the Head of Customer Services provided a flow chart presentation of how a Streetcare complaint raised on Customer Relationship Management (CRM) system was progressed/acted upon.

The Committee was informed that every call is logged on CRM for the relevant service, as part of the authentication process the staff member would need to identify the customer and service required, in this scenario, Streetcare (reporting a pothole).

The next stage of the logging process would require the staff member to search for location of pothole by taking as much details as possible, following which this the case is passed to the back office to arrange a visit and inspect the pot hole.

Once the visit takes place, back office staff would have to update the case and arrange for the repairs to be carried out. At this stage the CRM case would be closed. In response to an enquiry on how the resident is informed that the job had been completed, Members were informed that the CRM system is programmed to send out only an email outcome to resident and as such any complaint without an email address would not receive an outcome.

The Committee was informed that the customer satisfaction result following a call enquiry was in the mid-80s.

The Committee identified the following points of enquiry:

1. Who takes ownership of CRM issue in Streetcare

2. Who monitors Streetcare CRM issues
3. What step does Streetcare take on receipt of CRM complaint.
4. Members raised the issue of no evidence of escalation process for service request.

The Committee requested that the head of Streetcare attend the next meeting to give further insight on Streetcare services performances.

The Committee was also informed that other services that use the CRM system included Parking Services and Revenues & Benefits.

The Committee was also taken through a three tier model approach that is in operation with Customer Services and the Customer Services approach to Development and Building Control enquiries.

The Committee noted the presentation.

18 **MONITOR OF CABINET REPORTS**

As part of the monitoring of Cabinet reports, the Committee was informed that the following two reports were up for review.

The Committee decided not to take any further action on the two Cabinet reports that were due for review. These are:

1. Corporate strategy 2011-2014 – (They were of the opinion that an update report was imminent in the new year)
2. Localisation of Council Tax support – (They agreed that following the completion of the consultation, another Cabinet report was due shortly and work on this area was also being progressed via the Committee's Council Tax topic group)

19 **HOMES & HOUSING - AGE OF RENT DEBT**

The committee received an update report on Aged Debt profile in Homes and Housing. The report table outlined rent arrears cases which were more than 2 years in age. The following data was a snapshot of the number of cases broken down into the no. of weeks the account has owed rent with the last action taken when the report was produced.

- Of the 576 cases reported on 23 October 2012, 11 have cleared their arrears and 3 are now voids leaving the current number of 562 cases.
- Profiles – of the 562 cases that had been in arrears over 2 years, 36 were on no current action to pre-notice stages, 111 had current

notices against them, 74 cases were at court stage while 341 had court orders against them.

- Specifically relating to the one case which had been in arrears for 91+ weeks at pre-notice stage, this was a vulnerable case where work was being done through an agency. The tenant had an arrangement which was being kept.
- Cases with no current action were generally because the arrears owed were less than 2 weeks debit or they had a repayment arrangement in place.
- Cases remain at the last action they were on regardless of the amount of debt owed and only go back to no status when the account had cleared.
- Cases at court stage were not progressed if (a) there was a repayment arrangement in place (b) the amount owed is less than £150 if only water rate payments or less than 4 weeks full rent.
- Court orders included all cases that had been to court and had orders including warrant suspensions.
- Notices were served when an account is £50 in arrears if water rate payments or 4 weeks full rent. Where there was an arrangement in place, these are re-served to protect the Council's interest as notices expire after one year.

The Committee agreed that they would have age of debt update as a standing item of future meetings.

The Committee noted the update report.

20 **VOLUNTARY & COMMUNITY SECTOR ORGANISATIONS SUMMARY OF FUNDING - UPDATE**

As part of the Committee's work programme, a report that provided Members with an overview of the grants and contracts in place with voluntary and community sector (VCS) organisations over the last two financial years was considered.

The report detailed that in the period 2011/12, the total value of grants and contracts awarded by the council to the VCS was £7.16m and in 2010/11 the figure was £7.75m. Some of these funding comes from the Council's budget while the other was from external grants received such as from the Local Area Agreement Performance Reward Grant which funds the Community Chest grassroots grants programme.

The report detailed that despite the reductions in government funding, the Council had largely cushioned the voluntary sector from the impact of these cuts, with funding remaining fairly constant between 2010/11 and 2011/12, reflecting the important role these services played in the community.

The Council adopted a mixed grants and commissioning approach, depending on the nature of the service and size of the grant and aims to get maximum value for money out of all of its investments into the sector.

The Council was developing a community engagement strategy which would set out a new relationship between the council and the community and a commitment to working closely with the voluntary and community sector in Havering in delivering services for local people and improving the quality of life in Havering.

The report informed the Committee that it was anticipated that the strategy would go out for consultation in December and will be ratified by Cabinet in March 2013.

The Committee noted the report.

21 **DISUSED LAND ADJACENT TO MELVILLE ROAD ALLOTMENTS, RAINHAM – REQUISITION OF CABINET DECISION**

The following report was considered and was submitted with the agreement of the Chairman as an urgent matter pursuant to Section 100B (4) of the Local Government Act 1972.

In accordance with paragraph 17 of the Overview & Scrutiny Committee rules, a requisition signed by two Members representing more than one Group (Councillors Keith Darvill and Jeffery Tucker) had called in a decision of the Cabinet dated 7 November 2012.

Cabinet decided:

1. That the disused land adjacent to Melville Road Allotments be declared surplus and authorisation be given for a disposal of about 1.53 acres and for the creation of additional allotment plots in respect of about 0.6 acres of land in accordance with the allotment waiting list requirements for the site. The disposal will be subject to obtaining any necessary planning permissions and other consents as appropriate. The Property Strategy Manager in consultation with the Assistant Chief Executive (Legal and Democratic Services) to be authorised to deal with all matters arising and thereafter to complete the disposal of the site identified. The disposal will be subject to the approval of the Secretary of State for Communities and Local Government.
2. To approve the principle that the land should be appropriated for planning purposes subject to the relevant statutory processes and that the Property Strategy Manager, in consultation with the Assistant Chief Executive (Legal & Democratic Services) be authorised to undertake these processes and for the Lead Member for Value to

consider any objections received and whether to confirm the appropriation.

The report that Cabinet considered detailed that:

- 1.1 At various occasions over the last few years Cabinet approval had been given to the disposal of a number of Council owned sites that had been identified as surplus either as a result of specific projects or more general property reviews carried out by Strategic Property Services.
- 1.2 As the Council had pursued a policy of selling surplus sites for many years it became more difficult to identify new sites for disposal that did not pose challenges, either technically or in terms of planning, and especially in respect of objections to disposal that arise in many cases. Nonetheless, constant and ongoing appraisal of property assets to identify disposal opportunities was a requirement on all local authorities and at Havering was essential in providing capital receipts to fund spending to support and enhance Council services.
- 1.3 The report identified a site comprising of 2.13 acres of land adjoining Melville Road allotments that had remained unused for 24 years. It was recommended that the site would be re-used in part to extend the adjoining allotment site with the remainder being sold for residential development.

Reasons for Requisition:

The decision was requisitioned for the following reasons:

- Before making the decision to appropriate land, change its use and dispose for development details of the borough wide and local/ward area demand for allotments (including current waiting lists) should be disclosed in the Cabinet report and be fully taken into account.
- Subject to consultation with local allotment societies and the National Society of Allotment and Leisure Gardeners before such land is deemed surplus and available for disposal alternative community use of the land should be considered and form part of the report to Cabinet.

The Cabinet Member for Value informed the Committee that over the last few years Cabinet had considered several reports that dealt with the results of a number of systematic property reviews and service led projects that identified surplus property assets. As a result of this consideration, approval had been given to a number of property disposals.

The Council's Asset Management Plan stated that land and property assets would only remain in Council ownership if they:

- needed to be retained in Council control for the provision of services
- were of great value to the Council, community and other stakeholders and were in need of the degree of protection from development or other uses afforded only by ownership
- were investment properties providing a financial return that could fully satisfy relevant investment criteria

Cabinet had agreed to dispose of the land in order to improve the efficiency of the Council's portfolio of land and property assets and to generate further capital receipts it was important to ensure that surplus assets continued to be identified for disposal. It was also good practise to appropriate to formally acknowledge a proposed change of use for the site.

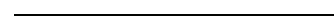
The Cabinet Member added that the demand for allotment sites had been taken into consideration as had the length of the allotment waiting list. Twenty new plots would also be created at this site.

The Committee sought and received the following clarification on the process relating to the decision to dispose of the land:

- In response, the Property Strategy Manager informed the Committee that officers and the Hornchurch and District Allotments & Gardening Society Limited who were responsible for the existing allotments had been in discussion on the Council's plan for the site. He confirmed that there was no other alternative community use for the land.
- In reply to a Member enquiry, it was confirmed that the site to be disposed of was currently not part of the existing allotment. It was not attracting rubbish and was in fact a fenced up and over grown area of "white land"

Following this, the matter was put to a vote. The Committee voted unanimously **not** to uphold the requisition.

Chairman



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**MINUTES OF A MEETING OF THE
VALUE OVERVIEW & SCRUTINY COMMITTEE
Town Hall, Main Road, Romford
17 January 2013 (6.00 - 6.35 pm)**

Present:

Councillors Robby Misir (Chairman), Ted Eden, Ron Ower, +Wendy Brice-Thompson, +Linda Hawthorn and +Frederick Thompson

Apologies for absence were received from Councillors Ray Morgon, Billy Taylor and Damian White.

+Councillors Wendy Brice-Thompson, Frederick Thompson and Linda Hawthorn substituted in the place of Councillors White, Taylor and Morgon respectively.

Also present at the meeting was Councillors Clarence Barrett, Andrew Curtin and Keith Darvill.

The Chairman reminded Members of the action to be taken in an emergency.

22 DISPOSAL OF THE FREEHOLD INTEREST IN THE OLD WINDMILL HALL AND CAR PARK, ST MARY'S LANE, UPMINSTER - REQUISITION OF EXECUTIVE DECISION

In accordance with paragraph 17 of the Overview & Scrutiny Committee Rules, a requisition signed by two Members representing more than one Group (Councillors Clarence Barrett and Keith Darvill) had called in an executive decision signed on 22 November 2012.

The executive decision was:

1. To formally confirm that the Old Windmill Hall and adjacent car parking as detailed on the attached plan be declared surplus and to authorise the disposal of the freehold interest in the site.
2. To authorise the commencement of the statutory process to appropriate from open space and then dispose of the land detailed on plan sps 1294/1 Rev A.
3. To authorise the appropriation of the land shown on plan sps 1294/1 Rev A from the cartilage of the Old Windmill Hall to open space use subject to the removal from the open space use of the land shown

4. To authorise the Property Strategy Manager, in consultation with the assistant Chief Executive (Legal & Democratic Services) to deal with all matters arising from this decision and to complete the disposal. This was to include completion of the statutory process for the appropriation of open space land in the event of there being no representation on the proposal.

At the start of the meeting, the Chairman allowed the Cabinet Member for Value to make a statement on the executive decision.

Cllr Ramsey explained that following discussion with the Leader as to one of the reasons of the call-in, namely that Cabinet should receive a further report on the option of disposing of the Old Windmill Hall site as agreed by Cabinet on 26 October 2011 he had decided to withdraw the executive decision in order for the report be produced and circulated.

As a result the report would be considered at the Cabinet meeting of 13 February 2013.

For the rest of the meeting, members of the committee and other members present took the opportunity to contribute issues that they would like the report to address.

As the Executive Decision had been withdrawn, the Committee took no further action as regards the requisition, which was no longer needed.

Chairman

Agenda Item 6

Service 2012	June	July	August	September	October	November	December	Grand Total
Abandoned Shopping Trolleys	10	13	13	9	4	1	4	54
Back Office Only: Dog Fouling			2		2	1	3	8
Back Office Only: Fly Posting		1			3	1		5
Back Office Only: Graffiti	11	11	5	2	20	16	5	70
Back Office Only: Waste				2			1	3
Bulky Collection	143	212	201	159	190	220	115	1240
Drainage				18	9	6	10	43
Env Maint & Management:Fly Posting	16	7	5	5	4	8	7	52
Env Maint & Management:Fly Tipping	353	423	395	371	398	403	291	2634
Env Maint & Management:Graffiti	44	43	16	31	63	37	18	252
Grounds Maintenance: Grass Cutting				1				1
Highways: Crossovers	93	99	112	119	120	105	36	684
Highways: Defects	271	397	294	194	325	268	225	1974
Highways: Enforcement	89	118	81	58	79	68	59	552
Highways: Flooding and Gullies	27	59	42	26	28	44	40	266
Highways: Gritting including snow clearing					1		16	17
Highways: Insurance Claims (HIRF)	15	16	28	22	33	17	29	160
Highways: Resurfacing (Footways & Roads)	3	7	7	2	4	3		26
Highways: Road and Traffic Signs	28	43	15	12	24	16	12	150
Highways: Road Markings	10	18	21	11	18	12	12	102
Highways: Skip Permits and Licenses	38	53	47	30	43	29	7	247
Highways: Street and Utility Works	32	39	34	27	33	35	28	228
Highways: Street Furniture	20	20	18	18	14	16	9	115
Shrub Bed: Dead or Diseased Shrub Bed	1	3	1	1				6
Shrub Bed: Overgrown Shrub	67	91	78	55	34	14	6	345
Shrub Bed: Shrub Bed Obstructing Sight Line	30	33	43	21	16	2	2	147
Shrub Bed: Vandalised Shrub			1	3	2	2		8
Street - Complaint about Street Lights				1				1
Street - Faulty/Broken Street Lights			1			1		2
Street Cleansing: Carcass Removal	42	48	39	61	45	47	36	318
Street Cleansing: Clearing of RTC Debris			3	3	2		1	9
Street Cleansing: Dirty Street	121	157	140	143	166	184	148	1059
Street Cleansing: Dog Fouling	15	19	32	23	42	49	51	231
Street Cleansing: Leaves & Blossom & Fruit Fall	1		2	6	66	413	103	591
Street Cleansing: Litter Bin	19	16	9	17	21	27	17	126
Street Cleansing: Salt Bin						1	3	4
Street Cleansing: Weeds	86	120	63	25	6	2	1	303
Street Lighting - Fault or Request	71	78	76	88	159	243	200	915
Trees : Damage – Branch lying on footway or verge	2	5	1	2	4	5	11	30
Trees : Damage – Broken branch hanging off	7	10	3	4	2	2	5	33
Trees : Damage – Diseased or Dead	10	10	16	13	18	8	4	79
Trees : Damage – Fallen Tree	13		3	1	3	10	3	33
Trees : Other		4		1				5
Trees : Overhanging	6	3		8	10	5	1	33
Trees : Pruning	50	59	53	37	35	27	9	270
Trees : Pruning – Growth at Base of Tree (Feathering)	30	41	26	20	10	8	2	137
Trees : Pruning – Low Branches	21	21	8	13	6	3	2	74
Trees : Pruning – Overhead Cables being Damaged	4	4	3	4	6	5	2	28
Trees : Pruning – Sight Line Problem	7	6	5	3	1	1		23
Trees : Pruning – Street Light Covered by Branches	2	2		4	5	4		17
Trees : Removal – Stump	3	1			1			5
Trees : Removal – Tree	6	15	8	11	8	9	5	62
Trees : Removal – Tree Stake	1	1	1	1		2		6
Trees : Staking and Tying	7	1	3	1	2	1		15
Trees : Tree is Leaning Over	6	4		4	2	3	3	22
Trees: Emergency Call Out	7		2		2	3		14
Waste: Assisted Collection	20	15	21	15	11	17	8	107
Waste: Call Back	69	113	127	106	114	92	69	690
Waste: Clinical Request	122	129	142	149	171	157	116	986
Waste: Collection Day Enquiry	2	2		44	82	209	46	385
Waste: Missed Collection	424	527	449	385	363	297	337	2782
Waste: Nuisance Vehicle	17	48	34	34	49	41	34	257
Waste: Restricted Waste	51	76	71	39	51	71	36	395
Waste: Spillage	5	12	5	6	14	11	12	65
Waste: Trade Waste Sack Sale	50	70	59	61	72	67	42	421
Grand Total	2598	3323	2864	2530	3016	3349	2242	19922

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VALUE OVERVIEW & SCRUTINY COMMITTEE

REPORT

14 February 2013

Subject Heading:

Corporate Performance Report 2012/13

CMT Lead:

Cynthia Griffin

Report Author and contact details:

Taiwo Adeoye

Policy context:

01708 433079

Living Ambitions Goals - Quarterly performance information as requested by Members

SUMMARY

This report sets out the performance of the Council's corporate performance Indicators for the second quarter (July-September 2012).

In 2012/13 all of the Council's Corporate Performance Indicators will be reported to Value Overview and Scrutiny Committee. This report sets out the performance of the Council's Corporate Performance Indicators for the first quarter (April-June) of 2012 against the five Living Ambition Goals of the Corporate Plan:

- Environment
- Learning
- Towns and Communities
- Individuals
- Value

RECOMMENDATIONS

Members are requested to review the performance information shown and raise any matters of concern at the Value Overview and Scrutiny Committee meeting.

That Value Overview and Scrutiny Committee note the contents of the report.



CABINET

23 January 2013

Subject Heading:	Corporate Performance Report 2012/13 – Quarter 2
Cabinet Member:	Councillor Michael White
CMT Lead:	Cynthia Griffin
Report Author and contact details:	Claire Thompson, Corporate Policy & Community Manager, claire.thompson@havering.gov.uk 01708 431003
Policy context:	The report sets out the Council's performance against the Corporate Performance Indicators for Quarter 2 of 2012/13.
Financial summary:	There are no direct financial implications arising from this report. It is expected that the delivery of targets will be achieved within existing resources.
Is this a Key Decision?	No
Is this a Strategic Decision?	No
When should this matter be reviewed?	The Corporate Performance Report will be brought to Cabinet following the end of each quarter.
Reviewing OSC:	Value

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	[X]
Championing education and learning for all	[X]
Providing economic, social and cultural activity in thriving towns and villages	[X]
Valuing and enhancing the lives of our residents	[X]
Delivering high customer satisfaction and a stable council tax	[X]

SUMMARY

This report sets out the performance of the Council's Corporate Performance Indicators for the second quarter (July-September 2012), against the five Living Ambition Goals of the Corporate Plan:

- Environment
- Learning
- Towns and Communities
- Individuals
- Value

Of the 68 Corporate Performance Indicators, 40 are able to be measured quarterly. The remaining indicators are collected on an annual or bi-annual basis only.

The report identifies where the Council is performing well (Green) and not so well (Amber and Red). The variance for the 'RAG' rating is:

- Red = more than 5% off the Quarter Target
- Amber = up to 5% off the Quarter Target
- Green = on or above the Quarter Target

Where performance is more than 5% off the Quarter Target and the RAG rating is 'red', a 'Corrective Action' box has been included in the report. This highlights what action the Council is taking to address poor performance where appropriate.

Also included for indicators measured quarterly is a Direction of Travel (DoT) column which compares performance in Quarter 2 2012/13 with performance in Quarter 2 2011/12. A green arrow symbol (↑) signifies performance is better than Quarter 2 2011/12 and a red arrow symbol (↓) signifies performance is worse than Quarter 2 2011/12.

Of the 40 indicators measured quarterly, 37 have been given a RAG status in Quarter 2. For three indicators a RAG status is not applicable this quarter. In summary 21 indicators (57%) are rated as 'green', 4 indicators (11%) are rated as 'amber' and 12 indicators (32%) are rated as 'red'.


RECOMMENDATIONS

Members are asked to review the contents of the report and note its content.


REPORT DETAIL

Summary of indicators rated as ‘red’



Environment

Indicator	Quarter 2 Target	Quarter 2 Performance	DOT
Total number of fly tip incidents	1,554	1,645	
<p>This indicator fluctuates due to seasonal variance- in the Summer when the weather is brighter more people clear out homes and garages. Performance is expected to improve in Quarter 3. In addition, the Environment Agency has recently clarified the definition of what constitutes a fly tip and some of the incidents that we have been recording as fly tips may be reclassified. In light of the change in definition, officers are working to identify these incidents; we will then recalculate the numbers back to April 2012.</p>			

Towns and Communities

Indicator	Quarter 2 Target	Quarter 2 Performance	DOT
Processing of major applications within 13 weeks (%)	60%	50%	
<p>Of the 6 applications received, 3 were determined in the required time this quarter. The reason 3 applications were not determined within the 13 week period is because the proposals were still being negotiated with developers before a decision was made.</p>			

Individuals

Indicator	Quarter 2 Target	Quarter 2 Performance	DOT
Overall number of delayed transfers of care from hospital per 100,000 population (shared with BHRUT/PCT/CCG)	7	15.2	
Number of delayed transfers of care from hospital attributable to Adult Social Care (ASC) and health per 100,000	3	3.7	
<p>These indicators are in relation to hospital discharges. The first indicator is an overall partnership indicator led by the Clinical Commissioning Group (CCG) that measures the total number of delayed discharges across the system including in the hospital itself. The second indicator is for ASC and health. This is reducing due to work being undertaken within social care and the number of delays is lower than last year. The indicator is red because a challenging target has been set for this year to drive improvement. The Council continues to work with the London Boroughs of Barking and Dagenham, and Redbridge and all three Clinical Commissioning Groups (CCGs) as well as health providers (BHRUT & NELFT) to improve systems, processes and care in the community in order to prevent unnecessary hospital admissions, particularly for older people. In addition, a performance improvement programme has recently been designed which will mean all providers will need to change the way discharges are managed.</p>			

Cabinet, 23 January 2013

Indicator	Quarter 2 Target	Quarter 2 Performance	DOT
% of Child Protection Plans lasting more than 24 months	5%	8%	↓
A range of positive work is underway to minimise child protection plan duration, including use of 'Signs of Safety' to ensure that plans are understood and owned by the parents, and wider use of Family Group Conferences. The margins are very small for this indicator due to a relatively low number of children on child protection plans. By year-end, the difference between achieving 5% rather than 8% would be only three children.			
% of placements lasting at least 2 years	75%	66%	↑
The % of placements lasting at least 2 years is a measure of the stability of placements for looked after children. The performance in this area is not considered good enough, particularly in the area of teenagers where foster care placements can tend to break down. A review of this area has been undertaken which has resulted in increased work to recruit foster carers and changes to procedures so that they offer greater support to the foster care placements when they come under pressure. This is an area that is being prioritised for improvement within children's services.			
Direct payments as a proportion of self-directed support (%)	15%	11.4%	↑
A more stretching target has been set for this indicator than last year in order to continue to increase the amount of choice and control for social care clients. In line with the national picture, we continue to face challenges in increasing the take up of direct payments for older people. The Service is working hard to help people make best use of the money they receive to purchase their own care services and to increase the proportion of people who use Personal Budgets.			

Value

Indicator	Quarter 2 Target	Quarter 2 Performance	DOT
Sickness absence rate per annum per employee (days)	7.6 days	8.1 days	↓
Work is currently taking place to identify why sickness absence has increased over the last year and this has been made a corporate priority. Once any issues or trends have been identified, actions will be put into place to address these.			
Speed of processing changes in circumstances of HB/CTB claimants (days)	12 days	26.07 days	↓
Speed of processing new HB/CTB claims (days) (NEW)	19 days	32.74 days	↓
The indicators relating the Housing Benefit and Council Tax Benefit are recession related. There has been an increase in the numbers of people claiming housing and council tax benefit and needing to be assessed for those benefits because of changes in their circumstances. This increase has put substantial pressure on the staff processing these claims and some additional resources have been brought in to clear a backlog that has developed. Given the upturn in demand/activity it is anticipated that, despite the additional resources, performance will not substantially improve until Quarter 3. A review of overall demand is being undertaken as this upturn has had knock-on effects on the customer services function while it is continuing to implement the new customer services processes.			
% of Member/MP enquiries completed within 10 days	90%	83.60%	↑

Indicator	Quarter 2 Target	Quarter 2 Performance	DOT
% of corporate complaints completed within 10 days	90%	78.7%	↑
A large proportion of Member/MP enquiries and corporate complaints are related to Housing as a result of the benefit reforms, rather than an enquiry about the service. The CRM system is being developed to record Member/MP correspondence and the new system has the facility of email chasers to remind staff of the service level agreement target of 10 working days.			

The Corporate Performance Report 2012/13 – Quarter 2 is attached as Appendix 1.

REASONS AND OPTIONS

Reasons for the decision: To provide Cabinet Members with a quarterly update on the Council's performance against the Corporate Performance Indicators.

Other options considered: N/A

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance for some Corporate Performance Indicators may have financial implications for the Council. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to regularly review the Council's progress against the Corporate Plan.

Human Resources implications and risks:

There are no specific Human Resources implications.

Equalities implications and risks:

The following Indicators potentially have equality and social implications if performance does not improve:

- (CY2)- % of placements lasting at least 2 years
- (CY13) - % of child protection plans lasting more than 24 months
- ((ex) NI131/2C (i))- Overall number of delayed transfers of care from hospital per 100,000 population
- ((ex) NI13/2C(ii)) – Number of delayed transfers of care from hospital attributable to Adult Social Care and health per 100,000
- (CS4)- Speed of processing changes in circumstances of HB/CTB claimants
- (CS3)- Speed of processing new HB/CTB claims

The commentary for each indicator provides further detail on steps that will be taken to improve performance.

BACKGROUND PAPERS

The Corporate Plan is available on the Living Ambition page on the Havering Council website at: <http://www.havering.gov.uk/Pages/Campaigns/living-ambition-our-20-year-vision.aspx>

Appendix 1: Corporate Performance Report 2012/13 – Quarter 2

23rd January 2013

Key

Direction of Travel (DoT)		RAG Rating	
↑	Performance is better than Q2 2011/12	Red	More than of 5% off the Quarter Target
↓	Performance is worse than Q2 2011/12	Amber	Up to 5% off the Quarter Target
→	Performance is the same as Q2 2011/12	Green	On or within the Quarter Target
Corporate Plan Performance Indicator			

Environment - to ensure a clean, safe and green borough

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
SC18	Total number of fly tip incidents	Smaller is Better	2,704	1,554	1,645	1,568	↓	<p>Performance is worse than target and also worse than Quarter 2 2011/12. This indicator fluctuates due to seasonal variance- in the Summer when the weather is brighter more people clear out homes and garages.</p> <p>Corrective Action</p> <p>Performance is expected to improve in Quarter 3. In addition, the Environment Agency has recently clarified the definition of what constitutes a fly tip and some of the incidents that we have been recording as fly tips may be reclassified. In light of the change in definition, officers are working to identify these incidents; we will then recalculate the numbers back to April 2012. Therefore, no further corrective action is required at this stage.</p>	Streetcare

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
(ex) NI191	Residual household waste (kg) per household (LAPS indicator)	Smaller is Better	645kg	336kg	338.92kg	336kg	↓	An increase in household waste in July and August has meant that performance is slightly worse than target this quarter	Streetcare
(ex) NI195d	% of fly posting (LAPS indicator)	Smaller is Better	1%	1%	1%	0%	↓	This is a bi-annual indicator and will be reported in Quarter 2 and Quarter 4 only. Performance is on target this quarter as a result of continuing enforcement action in key areas such as shopping centres around the borough.	Streetcare
(ex) NI192	% of household waste sent for reuse, recycling and composting (LAPS indicator)	Bigger is Better	36%	36%	36.21%	37%	↓	Performance is better than target this quarter, although slightly worse than Quarter 2 2011/12.	Streetcare
SC11	% of missed collections put right within target	Bigger is Better	93%	93%	93%	93%	→	Performance is on target this quarter, and is also the same as Quarter 2 2011/12.	Streetcare
CSP1	The number of residential burglaries reported	Smaller is Better	1,909	955	872	883	↑	Poor weather over the summer months may have contributed towards the figure for this indicator, as good weather does tend to correlate with an increase in crimes reported. Performance is also better than Quarter 2 2011/12. The number of burglaries reported peaks over the Christmas period; the Community Safety Partnership have already begun to prepare for this through various initiatives and campaigns to increase awareness.	Customer Services
CSP2	The number of anti-social behaviour crimes reported	Smaller is Better	5,970	2,985	2,931	3,342	↑	Poor weather over the summer months may have contributed towards the figure for this indicator, as good weather does tend to correlate with an increase in crimes reported. Similar to burglary, the number of anti-social behaviour crimes reported does	Customer Services

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								peak over the Christmas period, although to a lesser extent. The Community Safety Partnership are analysing this further to ascertain what extra interventions are necessary.	

Learning - to champion education and learning for all

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
LA5	% of 3 and 4 year olds who have access to an early education entitlement place if their parents wish (<i>Whilst this refers to access to places, it is actually measured on take up of places. The wording has remained the same because this is how it is reported to the Department for Education</i>)	Bigger is Better	90%	90%	86% (2011/12)	83% (2010/11)	↑	This indicator is measured by academic year which runs from August to July. The figure provided is therefore the 2011/12 end of year outturn. Compared to the same time period last year, performance has improved by 3%. Autumn term data will be included in the Quarter 3 report.	Learning and Achievement
LA6	% of Early Years providers, including those in schools, judged Good or Outstanding by OFSTED	Bigger is Better	73%	73%	74.9%	72%	↑	Performance is better than target this quarter. Of the 314 total providers, 235 are considered 'Good or above'. Performance has also improved when compared to Quarter 2 2011/12.	Learning and Achievement
LA1	Number of apprentices recruited in the borough	Bigger is Better	460 (AY 11/12)	345 (Q3 AY 2011/12)	461 (Q3 AY 2011/12)	437 (Q3 AY 2010/11)	↑	This indicator is measured by academic year (AY) which runs from August to July. The Quarter 3 figure is therefore February-April 2011/12. The target of 460 was set by the 14-19 Partnership, as part of a three year programme to increase the number of apprenticeships in the borough.	Learning and Achievement
(ex) NI117	% of 16 to 19 year olds (school years 12-14) who are not in education, employment or training	Smaller is Better	5.1%	5.3%	18.1%	5.2%	NA	The figure reported is the last month in each quarter for this indicator. The September increase was expected, and has occurred as a result of the	Learning and Achievement

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
	(LAPS indicator)							Department for Education's (DfE's) instructions to record all of the students rising from Year 12 to Year 13 over the summer as 'unknown' in the September Client Caseload Information System (CCIS) return. In previous years, when students were on a 2 year programme they were included in the in-learning figures when they entered Year 13 and followed up in line with the usual currency rules, and/or checked against the college/school lists of students. DfE have this year instructed the CCIS companies (15Billion in our case) to make them unknown. We are getting weekly updates from Prospects on their progress and they are busy entering the student lists from the colleges and the latest figures show NEET as 3.9%. In light of this change in guidance, the September figure is not an accurate reflection of performance, therefore no RAG rating or DoT has been provided.	
LA10	KS4 - number of schools below the floor standard where fewer than 35% of pupils achieve A*-C grades in both Maths and English and make less than average progress in Maths and English	Smaller is Better	0	Annual	0 (2011/12) (provisional)	0 (2010/11)	NA	This is an annual indicator, reported by academic year. A provisional figure has been included but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided.	Learning and Achievement
LA9	KS2 - number of schools below the floor standard where fewer than 60% of pupils achieve Level 4 or above in both Maths and English and make less than	Smaller is Better	0	Annual	1 (2011/12) (provisional)	0 (2010/11)	NA	This is an annual indicator, reported by academic year. A provisional figure has been included but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided.	Learning and Achievement

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
	average progress in Maths and English								
(ex) NI075	KS4 - % of pupils who achieve 5 or more A*-C grades, including Maths and English (LAPS indicator)	Bigger is Better	68%	Annual	61.1% (2011/12) (provisional)	64.2% (2010/11)	NA	This is an annual indicator, reported by academic year. A provisional figure has been included, but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided.	Learning and Achievement
LA8	% of children with a good level of achievement in Early Years Foundation Stage (LAPS indicator)	Bigger is Better	Not yet set	Annual	60% (2011/12) (provisional)	58.6% (2010/11)	NA	This is an annual indicator, reported by academic year. No target has been set as the Service is awaiting the outcome of Government report because this measure is changing. A provisional figure has been included but a final figure will not be available until November. Therefore no RAG rating or DoT has been provided.	Learning and Achievement

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Towns and Communities - to provide economic, social and cultural opportunities in thriving towns and villages

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
(ex) NI157a	Processing of major applications within 13 weeks (%)(LAPS indicator)	Bigger is Better	60%	60%	50%	50%	→	<p>Performance is worse than target this quarter. Of the 6 applications received, 3 were determined in the required time. However, performance has improved since Quarter 1 2012/13 when the outturn was 45%.</p> <p>Corrective Action</p> <p>The reason 3 applications were not determined within the 13 week period is because the proposals were still being negotiated with developers before a decision was made. No corrective action is required.</p>	Development and Building Control

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
CS11	% of NNDR collected (LAPS indicator)	Bigger is Better	98%	60.24%	58.90%	59.10%	↓	Performance is just worse than target this quarter and marginally worse than Quarter 2 2011/12. With the significance of NNDR collection changing for next year, the Council has decided to end the partnership arrangement with Barking and Dagenham, and bring NNDR collection back in-house. However there is a contract notice period of one year before this can take place. This quarter, performance has been impacted by the business rates deferral scheme, which gives business the option to spread the retail price index increase in the 2012-13 bill over three years.	Customer Services
R3	Number of businesses accessing advice through regeneration initiatives	Bigger is Better	600	300	318	338	↓	Performance is better than target this quarter. The service continues to provide in-house support and advice for new and existing businesses.	Regeneration
(ex) NI157b	Processing of minor applications within 8 weeks (%) (LAPS indicator)	Bigger is Better	65%	65%	66%	72%	↓	Performance is better than target this quarter, although worse than performance in Quarter 2 2011/12 and Quarter 1 2012/13 (71%). This is partly due to the increase in legal agreements now applicable to minor applications needed to secure the Council's Planning Obligations tariff introduced in April 2012.	Development and Building Control
(ex) NI157c	Processing of other applications within 8 weeks (%) (LAPS indicator)	Bigger is Better	80%	80%	86%	87%	↓	Although slightly worse than performance in Quarter 2 2011/12 and Quarter 1 2012/13 (89%), performance is still better than target.	Development and Building Control
R2	Net external funding (£) secured through regeneration initiatives	Bigger is Better	£1,000,000	£500,000	£925,000	£1,135,215	↓	This quarter, no additional external funding was secured. However, funding gained in Quarter 1 means that this	Regeneration



Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								indicator is still performing better than target.	
H5	% of rent arrears against rent debit	Smaller is Better	2%	2.42%	2.41%	2.37%	↓	The quarterly targets for this indicator have been profiled throughout the year. Performance is better than target this quarter.	Housing and Public Protection
DC4	% of appeals allowed against refusal of planning permission	Smaller is Better	30%	30%	28.57%	41%	↑	The service reviews all appeal decisions and keeps an eye out for trends so that any issues in our decision making can be addressed.	Development and Building Control
CL2	Number of library visits (physical)	Bigger is Better	1,520,000	425,600	491,698	456,380	↑	Performance is significantly better than target this quarter and compared to Quarter 2 2011/12.	Culture and Leisure
(ex) NI158	% of decent council homes (LAPS indicator)	Bigger is Better	58.4%	38%	37.75%	38.87%	NA	Performance fluctuates throughout the year for this indicator, however it is anticipated that the year-end target will be achieved; therefore no RAG or DoT have been provided. An additional 725 properties newly arising as non-decent have been incorporated into performance figures for 2012/13. In total, 315 properties were made decent in Quarter 2. It is anticipated that 1811 properties will be made decent by the end of the year.	Housing and Public Protection

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Individuals - to value and enhance the lives of our residents

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
(ex) NI131/2C (i)	Overall number of delayed transfers of care from hospital per 100,000 population (LAPS indicator)	Smaller is Better	7	7	15.1	11.9	↓	This is a partnership indicator led by the Clinical Commissioning Group (CCG). Performance is worse than target for this indicator and also worse than Quarter 2 2011/12. Performance in this area is predominantly affected	Adult Social Care (shared with BHRUT/PCT/CCG)

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								<p>by Health; delays attributable to Adult Social Care (ASC) remain low at 1.6 per 100,000 compared to the overall figure.</p> <p>Corrective Action</p> <p>A challenging target has been set for this indicator to drive improvement, as this will assist in improving care for patients. Based on performance to date, it is unlikely that the annual multi-provider target will be met. However, we continue to work with the London Boroughs of Barking and Dagenham and Redbridge and all three Clinical Commissioning Groups (CCGs) as well as health providers (BHRUT & NELFT) to reduce delays and address systematic issues as changes to health are implemented. . A Performance Improvement Programme has recently been designed which will mean all providers will need to change the way discharges are managed.</p>	
(ex) NI131/ 2C (ii)	Number of delayed transfers of care from hospital attributable to Adult Social Care (ASC) and health per 100,000	Smaller is Better	3	3	4	6.2	↑	<p>This is an indicator for ASC and Health. Performance is slightly worse than target for this indicator, but is improving and is better than Quarter 2 2011/12 and Quarter 1 2012/13 (4.5). ASC performance has improved. A detailed report on DTOCs will be available in early 2013.</p> <p>Corrective Action</p> <p>A challenging target has been set for this indicator to drive improvement. Based on performance to date, the service predicts that the annual target will be achieved. Although performance is improving it is expected</p>	Adult Social Care

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								that further improvement would also assist with 2C(i). A Performance Improvement Programme has recently been designed which will mean all providers will need to change the way discharges are managed.	
CY13	% of Child Protection Plans lasting more than 24 months (LAPS indicator)	Smaller is Better	5%	5%	8%	2%		<p>Performance is worse than target this quarter, and also worse than Quarter 1 2011/12. However, performance has improved since Quarter 1 2012/13 when the outturn was 14% (last quarter's figure of 0% was amended following identification of a large sibling group which were de-registered and had been on a plan for two years or more). At the end of Quarter 2, 4 out of 51 (8%) children were de-registered from a child protection plan who had been on that plan for two or more years.</p> <p>Corrective Action</p> <p>A range of positive work is underway to minimise child protection plan duration, including use of 'Signs of Safety' to ensure that plans are understood and owned by the parents, and wider use of Family Group Conferences.</p> <p>Although current performance is worse than the target of 5%, the margins are small due to a relatively low number of children in child protection plans. By year-end, the difference between achieving 5% rather than 8% would be only three children.</p>	Children and Young People
CY2	% of placements lasting at least 2 years (LAPS)	Bigger is Better	75%	75%	66%	65.40%		Whilst performance is worse than target this quarter, performance has	Children and Young People

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
	indicator)							<p>improved since Quarter 1 2012/13 (57.4%) and when compared to Quarter 2 2011/12.</p> <p>Corrective Action</p> <p>Through the implementation of the Looking After Children (LAC) Plan, additional foster carers have been recruited, increasing placement choice. The service also plans to lengthen emergency placements from 24 hours to 7 days, allowing more time for children to be appropriately matched to foster carers. In addition, processes for management oversight of casework have been improved. These changes should result in improved performance for this indicator throughout 2012/13.</p>	
(ex) NI130/1C (i)	% of people using social care who receive self-directed support and those receiving direct payments (LAPS indicator)	Bigger is Better	60%	49.3%	47%	36%	↑	Performance is slightly worse than target this quarter, but is improving overall and is better than Quarter 2 2011/12 and Quarter 1 2012/13 (44.7%). The number of people using social care who receive self-directed support has continued to rise and work continues to ensure that it becomes further embedded as the default way we work.	Adult Social Care
(ex) NI130/1C (ii)	Direct payments as a proportion of self-directed support (%)(LAPS indicator)	Bigger is Better	15%	15%	11.4%	10.4%	↑	Performance is worse than target this quarter, although better than Quarter 2 2011/12. In line with the national picture, we continue to face challenges in increasing the take up of direct payments for older people. The Service is working hard to help people make best use of the money they receive to purchase their own care services and to increase the proportion of people who	Adult Social Care

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								use Personal Budgets.	
								Corrective Action To improve performance, targets for direct payments have been set for service areas. In addition, a self-directed support staff forum attended by members from different teams along with a member from the performance team regularly meet to discuss how performance in the area can be improved.	
L3	% of people who, having undergone reablement, return to ASC 91 days after completing reablement and require an on-going service	Smaller is Better	7%	7%	5.3%	5.6%	↑	Performance is better than target this quarter and also better than Quarter 1 2011/12 and Quarter 1 2012/13 (6%). This demonstrates that reablement services are achieving sustainable positive outcomes and helping people to live more independently in their own homes and reducing the longer-term level of care required. As the service matures, there is a greater focus on more vulnerable clients. It will be important to ensure this does not result in deterioration in performance in the future.	Adult Social Care
(ex) NI065	% of children becoming the subject of a Child Protection Plan for a second or subsequent time within 2 years (LAPS indicator)	Smaller is better	8%	8%	0%	NA	NA	Performance remains better than target for this indicator (performance in Quarter 1 2012/13 was also 0%). The wording of this indicator has been modified to include 'within 2 years' to echo the findings of the Munro report (before it had an open ended timescale). Therefore the outturn is not comparable with Quarter 2 2011/12.	Children and Young People

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
L5	Total number of Careline and Telecare users in the borough	Bigger is Better	3600	3465	3584	3233	↑	Performance is better than target for this indicator and also better than the figure for Quarter 2 2011/12. The service is confident that the annual target of 3600 will be achieved.	Housing and Public Protection
(ex) NI112	Teenage pregnancies per 1,000 population (< 18 year old girls) (LAPS indicator)	Smaller is Better	35	35	35.1 (Q1 2011/12)	30.1 (Quarter 1 2010/11)	↓	NB. The figures do not correspond to the 2011/12 annual target and a RAG cannot be stated. This is because the ONS release conception statistics around 14 months after the period to which they relate (as information on a birth may not be available until 11 months after the date of conception and the ONS then require 3 months to compile the conception statistics). There has been an overall downward trend for this indicator since early 2009. The Council and its partners aim to reach a target of 35.00 per 1000 population by 2013 and we remain on track to deliver this target.	Children and Young People

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Value - to deliver high customer satisfaction and a stable council tax

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
CI1	Sickness absence rate per annum per employee (days) (LAPS indicator)	Smaller is Better	7.6 days	7.6 days	8.1 days	7.35 days	↓	In Quarter 2, Operational HR carried out a review of the sickness absence data which found that there were technical and managerial issues which may be impacting on the levels of reported sickness, particularly long term sickness. Following a review, some misreporting was identified and consequently managers were asked to	Internal Shared Services

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								<p>rectify this. The reporting system has also now been updated to ensure that staff who have left the organisation are excluded from on-going sickness data.</p> <p>Corrective Action</p> <p>Now that the data has been cleansed, there is a need to focus analysis on why sickness absence has increased over the last year. It is important to identify what is causing this trend and the actions that need to be put into place to address this.</p>	
CS4	Speed of processing changes in circumstances of HB/CTB claimants (days) (LAPS indicator)	Smaller is Better	12 days	12 days	26.07 days	14.22 days	↓	<p>The current economic climate and changes to the way the DWP notifies the Council of new HB/CTB claims and changing circumstances has resulted in increased volumes, which combined with a reduction in Government funding has made it difficult to achieve the target. In addition, the number of people applying for benefits has risen substantially with the introduction of a new electronic claim form.</p> <p>Corrective Action</p> <p>At the end of Quarter 2, additional resources were secured to clear the backlog of claims. Performance should therefore improve in Quarter 3. No additional corrective action is required.</p>	Customer Services
CS3	Speed of processing new HB/CTB claims (days) (NEW) (LAPS indicator)	Smaller is Better	19 days	19 days	32.74 days	22.58 days	↓	<p>The current economic climate and changes to the way the DWP notifies the Council of new HB/CTB claims and changing circumstances has resulted in increased volumes, which combined with a reduction in Government funding has made it difficult to achieve the target. In addition, the number of</p>	Customer Services

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
								<p>people applying for benefits has risen substantially with the introduction of a new electronic claim form.</p> <p>Corrective Action</p> <p>At the end of Quarter 2, additional resources were secured to clear the backlog of claims. Performance should therefore improve in Quarter 3. No additional corrective action is required.</p>	
CS10	% of Member/MP enquiries completed within 10 days	Bigger is Better	90%	90%	83.60%	83.47%	↑	<p>Performance is worse than target this quarter. However, there has been a marginal improvement compared to Quarter 2 2011/12.</p> <p>Corrective Action</p> <p>The CRM system is being developed to record Member/MP correspondence and implementation is planned for October. The new system has the facility of email chasers to remind staff of the service level agreement target of 10 working days.</p>	Customer Services
CS7	% of corporate complaints completed within 10 days	Bigger is Better	90%	90%	78.7%	65.35%	↑	<p>Performance is worse than target this quarter. However, performance has improved since Quarter 2 2011/12 and Quarter 1 2012/13.</p> <p>Corrective Action</p> <p>The CRM system is being developed to record corporate complaints and implementation is planned for October. The new system has the facility of email chasers to remind staff of the service level agreement target of 10 working days.</p>	Customer Services
CS1	% of council tax collected (LAPS indicator)	Bigger is Better	97%	54.75%	58.14%	58.42%	↓	<p>Performance is better than target this quarter, although slightly worse than Quarter 1 2011/12.</p>	Customer Services
(ex)	% Avoidable Contact	Smaller	8%	8%	4.75%	6.20%	↑	<p>Avoidable contact is defined as contact</p>	Customer Services

Ref.	Indicator	Value	2012/13 Annual Target	2012/13 Q2 Target	2012/13 Q2 Performance	2011/12 Q2 Performance	DoT	Comments	Service
NI014		is Better						that adds no value for the customer, is duplicative or is caused by failures in the Council's business processes, e.g. when we fail to provide our customers with the right and/or appropriate information first time around causing the customer to contact us again. Performance remains better than target this quarter and is also better than Quarter 2 2011/12.	
Cs21	% Customer Satisfaction with the call centre	Bigger is Better	80%	80%	85.36%	New PI	NA	Ensuring customer satisfaction is a high priority for the Council. Performance is better than target in Quarter 2. This is a new indicator for 2012/13, therefore no DoT has been provided.	Customer Services
ISS10	% of suppliers paid within 30 days of receipt, by Transactional Team, by invoice	Bigger is Better	97%	97%	98%	NA	NA	The team consistently meet this target and are aware of its importance. To maintain this standard we are reliant on services promptly complying with corporate processes.	Internal Shared Services

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Member Update paper - Value Overview & Scrutiny Committee

On 4 December 2012, Councillor Morgon requested the following items to be placed on the agenda. Updates concerning each item are shown below.

1. The statistics that are held on CRM for each service.

A statistic table with data is attached.

2. A step by step guide or flowchart on how the system is used from an enquiry being received until the task is completed.

The Committee has now received a presentation from the Head of Customer Services on a step by step guide that was specific to Streetcare Services.

3. The last 6 months statistics on StreetCare enquiries held on the system.

Agenda item 6 refers.

4. Can the Committee also have a list of all performance indicators that are now kept by the council, together with all statistical data that is provided to CMT for each service?

The attached corporate report (agenda item 7) is the only performance information produced for Members and senior management and contains a great deal of information that the Committee may wish to scrutinise.

Members may also wish to note that services may well look at other management data but this is at a very service specific level, that would not necessarily warrant targets being set against the data and is not co-ordinated corporately.

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Service 2012	June	July	August	September	October	November	December	Grand Total
Adults Complaints				7	1			8
Air Quality				15	4	3	4	26
Animal Advice				5	4	3	1	13
Birth Registration							154	154
Birth Re-registration							29	29
Ceremony Bookings							36	36
Citizenship Ceremony						1	79	80
Comment				1	1		1	3
Comments	4		1					5
Commercial Health and Safety Accidents					1	1		2
Commercial Health and Safety Complaint					9	12	4	25
Complaints - Attitude of Staff					1			1
Compliment					17	39	15	71
Compliments	21	22	30	28	24	18	3	146
Contaminated Land				21	15	4		40
Copy Certificate							159	159
Corporate Complaint				16	81	84	76	257
Corporate Complaints	91	121	83	78	35	4	4	416
Correction							9	9
Data Protection				1	4			5
Death Registration							235	235
Dust				19		1		20
Environmental Advice				5	7	6	2	20
Filthy and Verminous Properties				11	11	9	3	34
Food Business Advice And Registration				12	14	19	11	56
Food Safety Enquiry				29	13	31	22	95
Found Dog				7	19	16	11	53
Freedom of Information				17	92	107	58	274
Infectious Diseases Non-Food				8	6	3		17
Langtons Room Hire and Bookings					1		21	22
Licensing Advice and Complaints				3	1			4
Licensing Amendments				1				1
Licensing Application Form				1	1		2	4
Licensing Closures or Surrenders				1				1
Licensing Renewals				3				3
Light pollution				5	1	4	2	12
Lost Dog				4	6	17	5	32
Members/MP Correspondence				7	265	355	263	890
Nationality Checking Service						2	42	44
Noise and Vibration				18	87	40	37	182
Notice of Marriage and Civil Partnership						2	92	94
Odour				18	9	15	4	46
Parking - Penalty Charge Notice	8	2	1	3				14
Parking Permit - Business	5	5	25	14	12	16	1	78
Parking Permit - Cancellations	4	13	11	6	14	6	7	61
Parking Permit - Carer		2	1	7			3	13
Parking Permit - Health and Homecare	45	125	67	81	108	78	29	533
Parking Permit - Resident	401	432	454	451	488	465	287	2978
Parking Permit - Visitor	300	382	389	381	438	388	324	2602
Parking Permit - Voucher	1		4		1			6
Parking Services: Special Events	20							20
Pests				19	12	11	12	54
Private Sector Housing and HMO				43	33	40	37	153
Registrars Department - Frequently Asked Questions							78	78
Revenue - Council Tax - Discounts and Exemptions			1					1
Section 61				2				2
Smoke				15	16	22	7	60
Trading Standards Enquiry				42	3	6		51
Water				4	3	1		8
Grand Total	900	1104	1067	1409	1858	1829	2169	10336

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