

To: City Executive Board

Date: 1 September 2010

Item No: 4c

Report of: Scrutiny Finance and Performance Panel

Title of Report: Quarter 1 Performance Reporting

Summary and Recommendations

Purpose of report: To present the Panel's comments on performance reporting for the first quarter

Key decision - No

Board Member: Councillor Price

Report approved by:

Scrutiny Lead Member: Councillor Coulter

Legal Services – James Pownall

Recommendation(s):

These are presented in the body of the report but are listed below for clarity

Recommendation 1

To see or be involved in as early as possible the future thinking on local performance management. In particular:

- **The current costs associated with this work and the outcomes from this**
- **Opportunities for making data gathering and management processes more efficient**
- **How to provide better focus, target setting and outcome analysis around the Council's Corporate Plan**
- **Ideas on how communities can be better engaged and have influence in the process**

Recommendation 2

To consider the lines of inquiry presented within the Use of Resources Assessment to see if any remained of value to the Council in particular when judging value for money

Introduction and Background

1. The Finance and Performance Panel met on the 24 August to consider performance against target for the first quarter. The Panel had been given guidance by the Value and Performance Scrutiny Committee on its area of focus. The detail of this can be seen at Appendix 1. The Panel consists of Councillors Coulter, Brown, Wolff and Keen with Councillor Coulter nominated as lead member.
2. Given the rather early picture presented by this report the Panel decided not to consider the detail presented at this stage but to undertake this more robustly at the second quarter.

Conclusions and recommendations

3. The Panel focused on the issues raised by the changes in performance, regulation and target setting announced since the election. It was agreed that the national picture has changed significantly with the abolition within different timescales of CAA, Local Area agreements, the Audit Commission to name but a few. The national structures of regulation and control remain in the mix but the Panel was strongly of the opinion that the Council should not lose sight of its own performance structures established to drive efficiency and improvement.
4. In considering the future it seemed clear that, outside of any emergent national frameworks, it was to be left to authorities in partnership with their communities to set performance and improvement frameworks. This was seen as an opportunity by the Panel and one that they would like to see early discussion on.
5. The gathering, analysing and reporting of data needs to be efficient and more importantly effective. What we measure needs to have a clear purpose and outcome that is of value to all stakeholders within the "partnership". Data for data sake is wasteful. Data analysed to facilitate performance improvement should be our aim. The Panel heard that an exercise is underway, as part of the modernisation of corporate services, to consider how much we spend on data gathering and to what effect. This is a useful springboard for future thinking and the Panel are interested to see and understand the outcomes from this

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6. Paragraph 1.4 of the City Executive Board talks about the abolition of the Comprehensive Area Assessment and therefore the audit commission rating for use of resources. The recommendation to the Board is that this performance indicator is dropped. Whilst the Panel saw this to a degree as a simple statement of fact they did not agree that this target should be dropped without consideration of the lines of inquiry with the assessment and the usefulness of these to the Council. In particular the Panel noted that a number of the lines of inquiry related to a judgement on value for money in the round. This remained a corporate priority for the Council.

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Comments from the Director of Finance and Efficiency

A report will be presented to the Panel in the autumn setting out the proposals for future performance management arrangements within the Council as part of the Corporate Services Modernisation Programme.

The Audit Commission's Value for Money judgement will in future be based on two criteria:

- securing financial resilience – focusing on whether the Council is managing its financial risks to secure a stable financial position for the foreseeable future; and
- challenging how it secures economy, efficiency and effectiveness – focusing on whether the Council is prioritising its resources within tighter budgets and improving productivity and efficiency.

The Commission will plan its work on a risk based approach and report the outcome to the Audit and Governance Committee. The precise details have still to be confirmed. However, the above should be taken into account in considering how VFM is measured within the Council.

Comments from the Leader of the Council

The Panel's suggestions are valuable and I will ask officers to incorporate these into the review of performance management metrics

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Version number:1

Appendix 1

Homelessness related:

- BV 202 - Number of rough sleepers
- BV213 - Homelessness cases prevented (per 1,000 households)
- NI 154 - Additional homes provided
- NI155 - Affordable homes delivered
- NI156 - Households in temporary accommodation
- NI158 - Increase the quality and quantity of social and affordable homes
- NI159 - Ready to develop housing sites

There are a number of other homelessness related indicators that don't make it to the corporate performance management list. They are arguable more useful and are reported to the Communities and Partnership Scrutiny Committee. The details of these will be at the first meeting for the Panel to decide if it wishes to negotiate the transfer of this data.

Customer Services and Benefits

- BV079a - Cases where the calculation of benefits is not correct (%)
- BV079b - This years overpayments recovered (%)
- NI014 - Avoidable contact - customer contacts/customer requests (%)
- NI180 - Changes in benefits entitlements
- NI181 - Time to process benefits - new claims and change events
- PC16.5 - Introduce a corporate approach to managing complaints

As above there are other benefit indicators not making the corporate list. These in the past have been reported to Value and Performance Scrutiny Committee and appear in the programme for this year. You may want to discuss taking them here rather than at the main committee

The customer first programme has a number of other targets which are being considered by another Panel of the Value and Performance Committee set to consider this project

Street Scene related

- BV086 - Cost of waste collection per household
- BV218b - Abandoned vehicles removed within 24hrs
- NI191 - Residual waste per household (KG)
- NI192 - Household waste recycled and composted
- NI193 - Municipal waste to landfill
- NI195a- Level of fly posting (%)
- NI195b - Level of detritus(%)
- NI195c - Level of graffiti (%)
- NI196 - Level of fly tipping

- CP13.6 - Retain Green Flag status for 3 main parks
- CP13.9 - Assess the number of residents who are satisfied with their neighbourhood