

INTEGRATED PERFORMANCE REPORT

PORTFOLIO RESPONSIBILITY: CORPORATE AND CUSTOMER SERVICES AND HUMAN RESOURCES

CABINET

29TH JUNE, 2006

Wards Affected

County-wide

Purpose

To note performance to the end of **May 2006** against the Annual Operating Plan 2006-07, together with performance against corporate risks, and remedial action to address areas of under-performance. The report also covers the progress being made against the Council's Overall Improvement Programme, which includes the Joint Area Review (JAR) Action Plan, the Adult Social Care Improvement Plan currently being developed and the Herefordshire Connects Programme. Revenue and Capital monitoring will be included in the next Integrated Performance Report, which will report progress for the period April to July 2006.

Key Decision

This is not a Key Decision

Recommendation

- THAT (a) performance to the end of May 2006, and remedial action to address areas of under-performance, be considered; and**
- (b) SMT ensure templates are completed to a satisfactory standard in time for the next IPR for the period April-July 2006**

Reasons

The Council's current Corporate Plan sets out the Council's objectives, priorities and targets for the three years 2006-09. The Annual Operating Plan (AOP) is the detailed action plan for the first of these years, 2006-07, and has been updated to include the indicators in the Local Area Agreement (LAA) and Herefordshire Community Strategy (HCS). This report summarises progress in the first **two** months of this operating year, including action being taken to address under-performance.

Considerations

1. This is the first Integrated Performance Report for the current operating year, using the new agreed templates for each of the strategic performance indicators. The move to these new reporting arrangements has caused difficulty for some managers in producing completed templates, particularly in respect of timetabled milestones and graphical presentation, including past performance and baselines. Development of the templates will continue over the coming weeks to ensure that baseline data and end-of-year performance for 2005/06 is included on the templates so that they will provide a sound basis for future 2-monthly reports to Cabinet.
2. Performance has been monitored for each indicator using the following system:

	G	Achieved, or on track to be achieved, to schedule
	A	Not on track
R		Not achieved, or not expected to be achieved, or no targets/milestones identified

3. Progress against the Annual Operating Plan

4. This section summarises progress against the AOP 2006-07, now incorporating the LAA, LPSA2G and HCS, for the period 1st April 2006 to 31st May 2006. Fuller details on each of the indicators that are currently **not** on schedule to be achieved are given in **Appendix A**.
5. The LPSA2G
6. As at the end of May there were 14 indicators of 25 indicators that have been marked as **R**. For the majority of these indicators the judgement has been made either because there is still an absence of a target, an area for concern throughout 2005/06; there are issues with the quality of the action plan; or, because no template has been submitted.
7. The Local Area Agreement
8. At the end of May there were 42 of 72 indicators that have been marked as **R**. The reasons for this judgement are the same as those given for the LPSA2G indicators above. The 72 indicators include the LPSA2G indicators, which have also been reported against the LAA so as to provide a more accurate reflection of performance towards achieving the LAA..
9. The Herefordshire Community Strategy
10. The Herefordshire Community Strategy indicators have now been identified and included within the Community Strategy. Targets are still required for these indicators. Actions and performance management templates for these indicators will be developed over the coming weeks and include in the next IPR, which reports progress to the end of July.

11. The Annual Operating Plan (all of the Strategic Performance Indicators, including the LAA and LPSA2G)

12. When considering the **full** set of strategic performance indicators, 45 of 88 indicators have been marked as **R**. The reasons for this judgement are the same as those given for the LPSA2G and LAA indicators above. The total number of indicators will increase in the next IPR to July when the HCS indicators are included.

13. As was mentioned in paragraph **1**, despite the continued hard work to develop robust templates that will lead to better performance management, completion of the templates has proven to be a difficult process. Further work will take place before the next IPR, to the end of July, to ensure that all templates have been submitted, targets set, and that they are quality assured so as to allow for the more accurate reporting of progress against target.

14. **The Council's Overall Improvement Plan**

15. The Overall Improvement Plan includes the recommendations from the Corporate Assessment, links the JAR Improvement Plan, and includes other elements that can be termed as organisational momentum, such as Herefordshire Connects and Accommodation. The Overall Improvement Plan was presented to Cabinet at its meeting on 20th April 2006.

16. An exception report is attached at **Appendix B**.

17. **The JAR Action Plan**

18. The JAR Performance Improvement Action Plan was presented to Cabinet on 25th May 2006. The following bullet points indicate progress against that Action Plan:

- the revised JAR Action Plan has been finalised and submitted with the DfES appointed consultant's report. A DfES official has indicated that the Department regards the plan as now acceptable;
- Zita Holmes, from ICT Services, has been appointed to undertake the role of Prince 2 Project Manager. This will satisfy one of the recommendations made by the DfES appointed consultant;
- The Children and Young People's Scrutiny Committee will consider the revised JAR Action Plan at its meeting on 19th June 2006;
- following consideration by Cabinet, and re-writing and strengthening of the Service Management section, the Annual Performance Assessment (APA) has been submitted within the required timescale;

Oftsed and CSCI to visit the Council on 15th June to scrutinise the information provided in the APA and to interview key staff. The APA letter for Children's Services will then be drafted, but the Council will not receive the final letter until

September 2006.

- an update report has revealed that there are some unallocated cases within the Children's Services Duty Team. A review is underway to establish why this situation has arisen and to implement remedial action. There is active management of this situation in respect of children at risk;
- the PCT has indicated that effective joint planning and commissioning arrangements in respect of CAMHS needs to be maintained. Progress on this issue will be kept under review by the JAR Action Group;
- significant work is taking place through Human Resources to recruit permanent social work staff. Agency staff are continuing to be identified to ensure that adequate service levels are maintained to deal with staff turnover; and
- additional accommodation has been acquired to provide accommodation to care leavers.

Corporate Risk monitoring

19. Since the inclusion of Herefordshire Connects in the Corporate Risk Log at year-end, there has been no change to the number of risks, or their risk levels, since the previous report to Cabinet, as part of the year-end IPR on 15th June 2006, which reported the situation at the end of March 2006.

Alternative Options

None.

Risk Management

Effective performance reports and their follow-up are an essential element in the management of risks.

Consultees

Relevant internal officers have been consulted. No external consultation has been necessary, although partners have been involved in developing the performance indicator templates for the LAA, and will continue to be involved in developing templates for the Herefordshire Community Strategy.

Background Papers

None