

Notice of meeting of

Effective Organisation Overview & Scrutiny Committee

To: Councillors Watt (Chair), D'Agorne, Firth, Gunnell, Horton, Hyman, Merrett and R Watson

Date: Tuesday, 30 June 2009

Time: 5.00 pm

Venue: The Guildhall

A G E N D A

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **Monday 29 June 2009 at 5pm**.

3. New Arrangements for Overview & Scrutiny (Pages 3 - 14) in York

This report highlights the agreed changes to the Overview and Scrutiny Function in York, detailing the terms of reference for the new committees and the resources available to support the function.

4. 'Effective Organisation' - A Core Element of (Pages 15 - 26) the Corporate Strategy.

This report presents an update report on the Single Improvement Plan (SIP) for 2009/10.

**5. Year-end Performance and Financial (Pages 27 - 68)
Report for 2008/09.**

This report provides details of how the Council has performed in 2008/09 (covering the period April 2008 to March 2009). It also presents requests for budget carry forward and a reserves position statement. Three areas of performance are covered in this report: Finance, Performance & Key Projects.

**6. Corporate Strategy - Relevant Key (Pages 69 - 74)
Performance Indicators & Actions.**

This report presents the Corporate Strategy key performance indicators and actions relevant to the remit of this particular Overview and Scrutiny Committee.

**7. Effective Organisation Overview & (Pages 75 - 76)
Scrutiny Committee Work Plan 2009-10.**

To consider the Committees work plan for 2009-10.

8. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer:

Name: Laura Bootland

Contact details:

- Telephone – (01904) 552062
- E-mail – laura.bootland

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

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- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speaks relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

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Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

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We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

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Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can ‘call-in’ an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the ‘called in’ business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the ‘called-in’ business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.



Effective Organisation Overview & Scrutiny Committee

30 June 2009

Report of the Democratic Services Manager

New Arrangement for Overview & Scrutiny in York

Summary

1. This report highlights the agreed changes to the Overview & Scrutiny function in York, detailing the terms of reference for the new committees and the resources available to support the function.

Background

2. At Full Council in November 2008 it was agreed to remove Executive Member Advisory Panels (EMAPs) from the decision making structure and replace the existing Scrutiny Committees with an increased No. of alternative Scrutiny Committees.
3. At Full Council in April 2009 Members agreed to retain the Scrutiny Management Committee and to the formation of the following five Overview & Scrutiny Committees, to come into effect as from Annual Council in May 2009:
 - Effective Organisation
 - Economic & City Development
 - Learning & Culture
 - Community Safety
 - Health

Consultation

4. The decision to revise the Overview & Scrutiny function in York followed an extensive consultation process involving Members and senior officers, involving careful consideration of working structures and best practice at other Councils.

Terms of Reference & Common Functions

Scrutiny Management Committee (SMC)

5. This Committee oversees and co-ordinates the overview & scrutiny function, including:

- allocating responsibility for issues which fall between more than one Overview & Scrutiny Committee
- periodically reviewing the overview and scrutiny procedures to ensure that the function is operating effectively and recommending any constitutional changes, to Council
- providing an annual report to Full Council
- recommending to the Executive a budget for scrutiny and thereafter exercising overall responsibility for the finance made available to scrutiny.

6. In Addition, SMC:

- advises the Executive on the development of the Sustainable Corporate Strategy and monitoring its overall delivery
- receives bi-annual feedback through reports or otherwise as appropriate, from the Overview & Scrutiny Committees on progress against their workplans
- receives periodical progress reports, as appropriate, on particular scrutiny reviews.
- considers and comment on any final reports arising from completed reviews produced by the Scrutiny Committees, prior to their submission to the Executive
- considers any decision “called in” for scrutiny in accordance with the Scrutiny Procedure Rules as set out in Part 4 of the Council’s Constitution.
- exercises the powers of an Overview & Scrutiny Committee under section 21 of the Local Government Act 2000

Standing Overview & Scrutiny Committees

7. Each of the five standing Overview & Scrutiny Committees has its own individual remit (as detailed below), and in carrying out their remit each must ensure their work promotes inclusiveness and sustainability.

8. Effective Organisation Overview & Scrutiny Committee

This Committee is responsible for monitoring the performance of the following Council service plan areas through regular performance monitoring reports:

- | | |
|--|--|
| <ul style="list-style-type: none">• Audit & Risk Management• Strategic Finance• IT&T• Public Services• Property Services• Policy & Development• Civic Democratic & Legal Services• Marketing & Communications | <ul style="list-style-type: none">• Human Resources & Directorate HR Services• Performance & Improvements• Resources & Business Management• Business Support Services• Corporate Services• Directorate Financial Services• Management Information Services |
|--|--|

9. This Committee is also responsible for promoting a culture of continuous improvement in all services, and monitoring efficiency across organisational / service boundaries to promote a seamless approach to service delivery, with the user as a central focus.

10. Economic & City Development Overview & Scrutiny Committee

This Committee is responsible for monitoring the performance of the following service plan areas through regular performance monitoring reports:

- Economic Development
- Planning
- City Development & Transport
- Licensing & Regulation
- Housing Landlord & Housing General

11. Learning & Culture Overview & Scrutiny Committee

This Committee is responsible for monitoring the performance of the following service plan areas through regular performance monitoring reports

- Early Years
- Schools & Communities
- Education Development Services
- School Governance Service
- Special Educational Needs
- Adult Education
- Access
- Education Planning & Resources
- Young People's Service
- Arts & Cultural Services
- Libraries & Heritage Services
- Parks & Open Spaces
- Sports & Active Leisure

12. Community Safety Overview & Scrutiny Committee

This Committee is responsible for monitoring the performance of the following service plan areas through regular performance monitoring reports:

- Safer City
- Waste Management Strategy (Client)
- Environmental Health & Trading Standards
- Street Scene
- Cleansing Services
- Waste Collection Services
- Building Cleaning Services
- Highways Maintenance Services
- Street Environment
- Bereavement Services
- Youth Offending Team

13. In addition, the Community Safety Overview & Scrutiny Committee is also responsible for the discharge of the functions conferred on the Council by sections 19 & 20 of the Police & Justice Act 2006, in relation to the scrutiny of community safety issues, the Police and the work of the local Crime and Disorder Reduction Partnership (CDRP) made up of the following community safety partners:

- The Local Authority
- The Police Force
- The Police Authority
- The Fire and Rescue Authority
- The Primary Care Trust

14. Health Overview & Scrutiny Committee

This Committee is responsible for monitoring the performance of the following service plan areas through regular performance monitoring reports

- Adults i.e. older people and adults with Physical Disabilities & Sensory Impairments
- Adults Mental Health
- Adults Learning Disability

15. In addition, the Health Overview & Scrutiny Committee is also responsible for:
 - (a) the discharge of the health and scrutiny functions conferred on the Council by the Local Government Act 2000
 - (b) undertaking all of the Council's statutory functions in accordance with section 7 of the Health and Social Care Act 2001, NHS Reformed & Health Care Professional Act 2002, and section 244 of the National Health Service Act 2006 and associated regulations, including appointing members, from within the membership of the Committee, to any joint overview and scrutiny committees with other local authorities, as directed under the National Health Service Act 2006.
 - (c) reviewing and scrutinising the impact of the services and policies of key partners on the health of the City's population
 - (d) reviewing arrangements made by the Council and local NHS bodies for public health within the City
 - (e) making reports and recommendations to the local NHS body or other local providers of services and to evaluate and review the effectiveness of its reports and recommendations
 - (f) delegating functions of overview and scrutiny of health to another Local Authority Committee
 - (g) reporting to the Secretary of State of Health when:
 - i. concerned that consultation on substantial variation or development of service has been inadequate
 - ii. it considers that the proposals are not in the interests of the health service

Standing Overview & Scrutiny Committees - Common Functions

16. In exercising the powers of an Overview and Scrutiny Committee under section 21 of the Local Government Act 2000, the five Overview & Scrutiny Committees shown above have the following common functions:
 - Maintain an annual work programme and ensure the efficient use of resources
 - Report to the SMC on a bi-annual basis on their contribution to their work programme.
 - Review any issue that it considers appropriate or any matter referred to it by the Executive, SMC or Council and report back to the body that referred the matter.
 - Identify aspects of the Council's operation and delivery of services, and/or those of the relevant Council's statutory partners, suitable for an efficiency review (a full list of statutory partners is shown at Annex A)
 - Carry out efficiency reviews or set up a Task Group from within their membership to conduct a review on their behalf.
 - Scrutinise issues identified from the Executive's Forward Plan, prior to a decision being made.

- Receive Executive Member reports relating to their portfolio, associated priorities & service performance.
- Scrutinise the services provided to residents of York by other service providers, as appropriate.
- Comment on the annual budget proposals and elements of the Corporate Strategy.
- Make final or interim recommendations to the Executive and/or Council
- Report any final or interim recommendations to SMC, if requested
- Monitor the Council's financial performance during the year.
- Monitor progress on the relevant Council Priorities and advise on potential future priorities.
- Initiate, develop and review relevant policies and advise the Executive about the proposed Policy Framework as it relates to their service plan areas
- Support the achievement of the relevant 'Local Area Agreement' priority targets

Roles Within Overview & Scrutiny Committees

17. Members of the Overview & Scrutiny Committees:

- Meet on a regular basis
- Prepare for meetings and visits by reading briefing papers and preparing any questions for witnesses
- Formulate and agree an annual work plan for their Committee, in consultation with the relevant Scrutiny Officer
- Discuss and decide on the remit and scope of each scrutiny review they undertake
- Contribute to discussions as community representatives but without a political agenda
- Develop each review through constructive debate
- Participate as fully in Scrutiny reviews as their time commitments will allow – e.g. by attending site visits and taking part in smaller task groups
- Make recommendations based on their deliberations and information received
- Take ownership of their final reports and any recommendations, and work with the Scrutiny Officer on their production
- Monitor Scrutiny recommendations approved by the Executive to see how they are being implemented
- Identify items on Executive Forward Plan for potential consideration by the Committee
- Treat officers, witnesses and other members with respect and consideration

18. Chairs of Overview & Scrutiny Committees - in addition to their member role, each Chair is responsible for:

- Providing leadership and direction
- Working with the Scrutiny Officer to decide how each meeting will be run and agree the agenda
- Working with the scrutiny officer and senior officers to ensure an effective exchange of information

- Ensuring an appropriate timescale is agreed for a review, taking into account the Scrutiny team's workload
 - Ensuring everyone gets the opportunity to contribute and that they are heard and considered
 - Ensuring that officers and witnesses are introduced to the Committee and that they are always treated with respect and consideration
 - Working with the Scrutiny Officer on the production of any final reports
 - Presenting the final report and recommendations to the Executive
19. Vice chairs perform the chair's role in their absence. They are also invited to attend chair's briefing sessions.
20. Statutory & Non-statutory Co-optees:

Statutory

- Required for the Learning & Culture Scrutiny Committee, to represent parents and religious groups
- Participate fully within the Scrutiny work as a member of the Committee (see member's role) and vote on issues within the remit of a review
- Provide advice and information to the Committee based on their specific skill, knowledge or expertise

Non-statutory

- Invited by a Committee to provide advice and information based on their specific skill, knowledge or expertise, either on a permanent basis or for the duration of a review.
- Participate as a member of the Committee would do, but cannot take part in a vote if one is held during a meeting

Officer Roles Supporting Overview & Scrutiny

21. The work of the Overview & Scrutiny Committees is supported by officers in a number of ways:
22. The Scrutiny Services Team
- Facilitate and support SMC and the Overview & Scrutiny Committees, and organise events and meetings
 - Support the SMC in reviewing and improving the Overview & Scrutiny function
 - Work with individual Committees to develop their annual work plans, and with SMC to co-ordinate the overall scrutiny function
 - Provide independent and impartial advice to Councillors
 - Carry out research and gather information as directed by the Committees
 - Provide a link between the Committees, senior officers of the council and external witnesses, inviting them to meetings and supporting them throughout the scrutiny process to ensure an effective exchange of information
 - Liaise and consult with residents, partnerships and other external parties on behalf of the Committees
 - Draft final reports in close consultation with the Chairs of the Committees

- Forward reports and agenda items to the appropriate Democracy Officer on time so these can be published
- Stay up to date with new developments in Scrutiny legislation and implement changes as necessary

23. Assistant Directors and/or Senior Officers

- Provide support and expertise to an Overview & Scrutiny Committee
- Have input to the production of the Committee's workplan and use their ability to influence appropriately; particularly where there are significant resource implications for their Directorate
- Ensure resources are subsequently made available to the Committee and Scrutiny Officer as agreed in the plans and highlight any problems
- Work with the Chair and the Scrutiny Officer to ensure an effective exchange of information
- Attend chair's briefings and scrutiny meetings as required
- Provide a link with the Directorate ensuring the work of Overview & Scrutiny is supported
- Allocate responsibility for implementing recommendations from Scrutiny

24. Technical Officers

- Work with the Scrutiny Officer, Chair and senior officers to consider the requirements of a scrutiny review
- Provide written and/or verbal information to a Committee relevant to a topic under review
- Work with the scrutiny officer and the assistant director to ensure an effective exchange of information
- Attend Scrutiny meetings to offer evidence as a witness when requested

25. Democracy Officers

- Provide constitutional advice at scrutiny meetings or to Scrutiny Officers and councillors when required
- Timetable meetings in consultation with Committee members
- Book meeting rooms and cancel bookings when necessary
- Receive reports and compile agenda for meetings, publish and circulate within the legal deadlines
- Write Minutes of overview & scrutiny meetings, consult with Scrutiny Officer afterwards and get Minutes signed off by the Chair of the Committee
- Provide a registration facility for members of the public wishing to speak at scrutiny meetings

Work Planning

26. Each of the five Overview & Scrutiny Committees will produce and maintain an annual work plan (see example shown elsewhere on this agenda). This will appear on the agenda for each meeting, and will show the different stages of any ongoing reviews and the scheduled dates for receiving the following reports:

- Performance and Finance Monitoring
- Proposals for Corporate Priorities associated with the work of the Committee
- Budget Consultation

- Audit Commission's Report on Use of Resources
 - Annual Reports from Local Strategic Partners
27. Each Committee is responsible for providing bi-annual updates to SMC on their progress with achieving their planned programme of work. In 2009-10, it is suggested that these updates be provided for the meetings of SMC in July 2009 and February 2010.

Corporate Strategy

28. The Council's Corporate Strategy was recently revised for 2009-12, to align it with the Local Area Agreement (LAA). The new Overview & Scrutiny Committees are designed to be cross-cutting across Directorates and each is based on an individual LAA theme i.e.

Effective Organisation – to be a modern Council with high standards and values and a great place to work

Thriving City – to support York's successful economy to make sure employment rates stay high and that local people benefit from new job opportunities

Safer City – for York to have low crime rates and be recognised for its safety record

City of Culture & Learning City – to inspire residents and visitors to free their creative talents and make York the most active city in the country, and that local people have access to world-class education, training facilities and provision

Healthy City – for residents to enjoy long, healthy and independent lives

29. In addition, each of the above named Overview & Scrutiny Committees is responsible for ensuring their work promotes inclusiveness and sustainability which are the final two themes of the Corporate Strategy

Implications

30. There are no known Legal, HR, Finance, Equalities, Crime & Disorder, Property or Other implications associated with the recommendation in this report.

Risk Management

31. There are no known risks, associated with the recommendation in this report.

Recommendations

32. Members are asked to note the contents of this report and provide comments.

Contact Details

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Ext. 2063

Chief Officer Responsible for the report:
Dawn Steel
Democratic Services Manager
Ext 1030

Report Approved **Date** 16 June 2009

Wards Affected:

All

For further information please contact the author of the report

Background Papers: Reports to Full Council dated 22 January & 2 April 2009

Annexes:

Annex A – List of the Council's Statutory Partners

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Statutory Partners of the Council

The public service providers covered by the duty to co-operate with the Council's Overview & Scrutiny Committees are:

Chief Officer of Police
Police Authority
Local Probation Boards
Youth Offending Teams
Primary Care Trusts
NHS Foundation Trusts
NHS Health Trusts
The Learning Skills Council in England
Jobcentre Plus
Health and Safety Executive
Fire & Rescue Authorities
Metropolitan Passenger Transport Authorities
The Highways Agency
The Environment Agency
Natural England
Regional Development Agencies
National Park Authorities
The Broads Authority
Joint Waste Disposal Authorities

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Effective Organisation Overview & Scrutiny Committee

30 June 2009

Report of the Democratic Services Manager

'Effective Organisation' – A Core Element of the Corporate Strategy

Summary

1. This report presents an update report on the Single Improvement Plan (SIP) for 2009/10, in order to inform this Committee of work currently being undertaken throughout the Council in support of the eighth theme of the Corporate Strategy, that of being an Effective Organisation.

Background

2. The Single Improvement Plan forms a core element of the Corporate Strategy's eighth theme. It is intended to cover continuous corporate improvement of internal processes and governance frameworks, which in turn support effective service delivery.
3. The Executive considered the report attached at Annex A, in May 2009. It set out proposals for the work streams within the refreshed version of the Council's Single Improvement Plan (SIP) for 2009/10. and explained the basis for their inclusion in the SIP.
4. A total of nine workstreams were proposed for inclusion in the SIP, namely: HR, Equalities, Health & Safety, Member Training, Project Management, Code of Conduct Awareness, Partnership Governance, Internal Communications and Risk Management. Details of the proposed coverage of these areas, and the lead Officers in respect of each area, are set out in paragraph 12 of the report.
5. The Executive agreed to the inclusion of all the suggested workstreams and a further report is expected to go to the Executive in July 2009 outlining each workstream in more detail and any progress made against the key actions. The Executive also agreed to receive quarterly update reports on performance and progress.

Consultation

6. Details on the consultation carried out are shown in paragraph 8 of the attached report.

Options

7. Having considered the workstreams identified within the attached report, Members may choose to:
 - i. request further written information on any of the workstreams identified
 - ii. request a briefing from the relevant senior officer in regard to a particular workstream of interest
 - iii. identify a possible topic for review based on, and in support of one of the workstreams
 - iv. request copies of the quarterly update reports following their presentation to the Executive

Corporate Strategy

8. The SIP forms one of the council's key objectives under the theme of "Effective Organisation", and achieving the milestones of the SIP as a whole, forms one of the theme actions for the 2009/10 year.

Implications

9. Any relevant Legal, HR, Equalities, Finance, Crime and Disorder, ITT, Property & Other implications associated with the information in the Executive report attached, are outlined in the report at paragraph 17. There are no known implications associated with the recommendations in this cover report.

Risk Management

11. This Committee is responsible for promoting a culture of continuous improvement in all services and monitoring efficiency across the Council. The Committee's role and responsibilities should not be confused with that of the Audit and Governance Committee as some of the service plan areas within the remit of this Committee are also the responsibility of the Audit & Governance Committee. The Audit & Governance Committee have already agreed to look at some of the workstreams identified within the attached report and therefore this Committee should be mindful of any duplication in work. The Assistant Director of Resources (Governance) will be in attendance at this meeting to help in the identification of where the overlaps in remits may occur.

Recommendations

12. Members are asked to consider the information contained within the attached report and agree:
 - i. what if any further information is required on any of the identified workstreams:
 - ii. to request copies of the Executive's quarterly update reports
 - iii. if any of the workstreams would be suitable for review by this Committee

Contact Details

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Tel. 01904 552063

Chief Officer Responsible for the report:
Dawn Steel
Democratic Services Manager

Report Approved Date 16 June 2009

Specialist Implications Officer(s)

Wards Affected:

All

For further information please contact the author of the report

Background Papers: N/A

Annexes

Annex A – Executive Report dated 26 May 2009 – Single Improvement Plan Refresh 2009/10

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Executive

26 May 2009

Report of the Assistant Director of Resources (Customer and Governance)

Single Improvement Plan Refresh 2009/10

Summary

1. This report sets out proposals for the workstreams within the refreshed version of the Single Improvement Plan (SIP) for 2009/10, together with the basis for their inclusion. This report does not include a detailed action plan, as the work will be scoped with timescales and milestones set in consultation with the relevant CMT leads responsible for each workstream.

Background

2. The Single Improvement Plan forms a core element of the Corporate Strategy's eighth theme, that of being an Effective Organisation. It is intended to cover corporate continuous improvement of internal processes and governance frameworks, which in turn support effective service delivery. These processes and governance frameworks are laid down in the council's Code of Corporate Governance and internal Business Model for officers.
3. An improvement programme was originally agreed in June 2008, in response to the Audit Commission's corporate assessment, which was presented to Executive on 30 June 2008 as the SIP. Twelve individual areas for improvement were identified, and progress against milestones monitored. The achievements to year end 2008/09 were reported to Executive as Annex 3 to the Comprehensive Performance Assessment Report on 17 March 2009.
4. The SIP will continue to be led and owned by Corporate Management Team members who will take individual leadership of SIP workstreams.
5. Earlier this year, a review of corporate governance was carried out to compare current practice against CIPFA standards for best practice and a number of potential further areas identified for possible inclusion in a refreshed SIP. The early findings from the review were reported to the Audit and Governance Committee on 31 March 2009. In addition, the staff survey was undertaken between February and early March 2009, and further key findings that were suitable for inclusion in the SIP were identified.
6. CMT received an interim report on 8 April 2009 to inform decisions regarding the 2008/09 SIP workstreams which should continue into the 2009/10 year.

This report presents draft proposals for a combination of workstreams carried forward from the previous year, together with new elements introduced as a result of either the review of corporate governance or the staff survey.

7. Scoping work is currently under way to determine the key milestones to be achieved, and consultation in the proposed areas will be carried out to ensure that stakeholders have input into the improvement process.

Consultation

8. Individual officers responsible for each workstream have been consulted on their respective areas of work, and CMT as a group have been consulted on the elements to be carried over from the previous year. The Marketing and Communications team have been consulted on the findings from the staff survey. The Audit & Governance Committee have received and noted the early outcomes of the Governance Review.
9. Once key milestones have been developed, consultation in the proposed areas will be carried out to ensure that stakeholders have input into the improvement process.

Options

10. Nine areas for suggested inclusion in the SIP have been identified, either through the governance review, the staff survey, or from previous audit or inspection reports and the previous year's SIP. In addition risk management was specifically requested for inclusion by Executive on 31 October 2008.
11. The originating sources of proposed workstreams are shown in the table below:

Source			
SIP Workstream	Governance Review	Staff Survey	Other audit/inspection reports
HR	✓	✓	✓
Equalities			✓
Health & Safety		✓	✓
Member Training	✓		✓
Project Management	✓		✓
Code of Conduct awareness	✓	✓	✓
Partnership governance	✓		✓
Internal Communications	✓	✓	
Risk Management		Executive	

12. The results of the staff survey are being reported separately to Executive, and further detail will be available in that report which support some of the suggested workstreams (26 May 2009).
13. The suggested workstreams and proposed coverage are set out below:

(i) Human Resources

This was originally identified in the Corporate Assessment of 2008 as an area for further improvement, and the original work identified in the 2008/09 SIP covered a multi-year programme. The elements to be worked on this year were agreed last year as part of the overall programme, building on the previous completed actions.

Issues around outstanding pay and grading appeals were raised in the staff survey (under the “Any other comments” section).

Among the areas for improvement are the completion rates of Personal Development Reviews (PDRs) to assist with workforce development planning, the continued implementation of Pay & Grading including the outstanding appeals to be heard, and the continuing work of the HR Transformation Programme.

Lead Officers: Ian Floyd/ Angela Wilkinson

(ii) Equalities

This has been identified in a number of reports, including the Corporate Assessment of 2008, as an area requiring additional work to meet the council's statutory duties, and work is continuing from the previous year's SIP. The new Equality Framework for Local Government, which took statutory effect from 1 April 2009, places on local councils a duty to reduce social inequality, and therefore an ongoing programme of equalities work is required.

This programme is to include working towards meeting all the requirements of the “Developing” level of the new Equality Framework, [working on a joint approach with LSP partners for access to services](#), and delivering training on equalities and human rights.

Lead Officers: Bill Hodson / Evie Chandler

(iii) Health & Safety (H&S)

This was identified in reports from the Health & Safety Executive, and work now needs to build on the milestones achieved in the previous year's SIP.

A report was presented to CMT on 11 February 2009 outlining the main issues facing the Health & Safety team, making extensive recommendations for further action to improve the Health and Safety culture within the council. In addition, the staff survey showed that only half (50.9%) of staff believed that H&S recommendations were followed up on and only 20.9% of staff were aware of the council's new Safety Management system.

Some of the main areas for work include carrying out a H&S training needs analysis, delivering training, assessing levels of legal compliance and reviewing new risks entered onto the corporate risk register.

Lead Officers: Director of Neighbourhood Services / Angela Wilkinson/Jon Grainger

(iv) Member Training

Identified in the 2008/09 SIP, work is continuing on the foundations laid last year. Members have agreed to sign up to the IDeA Charter for member development, and a working group is to decide the components of next year's training courses for members.

Key areas for action include developing a Member Development Policy, agreeing the annual training programme and agreeing the implementation plan for achieving charter status.

Lead Officers: Chief Executive / Quentin Baker

(v) Project Management

This follows on from a part of the Capital Programme workstream from last year's SIP to achieve consistency in project management across the council.

Amongst the actions planned are the corporate adoption of common principles of project and programme management, developing an agreed gateway process for project review and delivering a training programme for project management.

Lead Officers: Bill Woolley /Tracey Carter

(vi) Code of Conduct awareness

This workstream in part covers concerns raised in the staff survey about whistle-blowing procedures. Half of all staff were not aware that the whistleblowing procedures existed, and of the staff who were aware, a sizeable percentage (20%) had little confidence in them.

The review of corporate governance also identified the need for all staff to be aware of current conduct standards and procedures. While many people received information on joining the council, procedures are updated on a regular basis, and there is a need to ensure consistency of practice across the council.

For this year, work is to include a revision of current procedures, and the delivery of a training programme on the officer Code of Conduct to increase awareness.

Lead Officers: Ian Floyd / Officer Governance Group

(vii) Partnership governance

The review of corporate governance highlighted areas for improvement in the area of assurance around partnership governance, and this is reflected in a comment made in the previous year's Corporate Assessment.

Work will include a [review of current partnership governance arrangements](#), and the delivery of training on good partnership governance.

Lead Officers: Bill Woolley /Officer Governance Group.

(viii) Internal Communications

This workstream was identified in the staff survey as being an area for further work, but underpins many of the issues identified in the review of corporate governance. In addition, only 39% of staff believe action will be taken on problems identified through the staff survey, so there will be further communication work required to explain what action has resulted from the staff survey, both corporately and through individual directorate management teams.

Areas to be covered will include a fundamental review of the council's internal communication arrangements. Primary focus will be on face to face channels of communication, e.g. systematic team briefings, as well as a review of electronic and paper communications including the implementation of the new intranet (COLIN).

Lead Officers: Pete Dwyer / Matt Beer/ Angela Wilkinson

(ix) Risk Management

This workstream was requested for inclusion by Executive at their meeting on 21st October 2008 after considering the Corporate Risk Management Report 2008/09. The minute states 'That the Director of Resources be requested to ensure that the work of the Risk Management system is worked into the Single Improvement Programme as a prioritisation of officer resources'.

Areas for further work include a fundamental review of the strategic risk register in line with the new corporate strategy, and the integration of risk reporting into the new performance management framework.

Lead Officers: Ian Floyd / Pauline Stuchfield

Next steps

13. CMT leads will scope individual workstreams including deliverables and milestones/timescales by June 2009. The detailed plan will be reported to a future Executive meeting.

Analysis

14. Performance reporting will be made to CMT and Executive on a quarterly basis, although summary information giving progress against the annual target

of 80% of milestones achieved, will be included as part of internal reporting on the Corporate Strategy on a monthly basis

15. As each SIP improvement area reaches completion and to ensure continuity, effective implementation and compliance, appropriate amendments will be made to the council's Business Model for officers.

Corporate Priorities

16. The SIP forms one of the council's key objectives under the theme of "Effective Organisation", and achieving the milestones of the SIP as a whole forms one of the theme actions for the 2009/10 year.

Implications

17. **Financial** None identified at present. All work will be managed within existing service budgets.

Human Resources (HR) HR implications for the HR workstream.

Equalities Equalities implications for the equalities workstream

Legal The SIP should assist the authority in fulfilling some of its statutory duties, particularly in regards to health and safety, and equalities legislation.

Crime and Disorder None

Information Technology (IT) None additional to those already identified, e.g. development of the intranet.

Property None

Other None known.

Risk Management

18. If new SIP areas are not agreed then this could affect the Council's direction of improvement, the quality of the Business Model and the outcome of the Use of Resources Assessment within the Comprehensive Area Assessment process.

Recommendations

19. Executive is asked to:

- (a) Comment on the draft SIP 2009/10; and
- (b) Agree the areas for inclusion.

Reason: To ensure the effective management and of key actions to be taken to support on-going development and improvement work at the council critical to the achievement of the Effective Organisation corporate priority.

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Report Approved **Date** 7th May 2009
Ian Floyd
Director of Resources
Report Approved **Date** 7th May 2009

Specialist Implications Officer(s) N/A

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Annex 3 to the CPA report presented to Executive on 17 March 2009, reporting the outcome of the 2008-09 SIP.

Annexes: None

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Effective Organisation Overview & Scrutiny Committee

30 June 2009

Report of the Director of Resources

Year-end Performance and Financial Report for 2008/09

Summary

- 1 This report provides details of how the council has performed in 2008/09 (covering the period April 2008 to March 2009). It also presents requests for budget carry forward and a reserves position statement. Three areas of performance are covered in this report:
 1. **Finance** - which covers the financial out-turn for 2008/09.
 2. **Performance** - which examines how well the council is performing against the National Performance Indicator set and LAA targets.
 3. **Key projects** - providing an update on how well the council is delivering improvement in the key projects that support the council's key priorities.
- 2 2008/09 is the first year that the council has reported performance under a new set of national performance indicators, which cover more outcome-based performance compared to the old best value indicator (BVPI) set. Priority based improvement is very encouraging with over three quarters of the Local Area Agreement indicators improving and nearly two-thirds hitting or exceeding their 2008/09 targets. The council's first Place Survey results are also very good (55% performing in the top quartile), which could be seen as positive endorsement from York's citizens on what it's like to live and work in the city. Overall York has improved on more indicators than in 2007/08 and performance compares much better against other authorities (e.g. 43% of national indicators in top quartile compared to 30% of BVPIs in 2007/08). There's also plenty of exceptional performance to celebrate, where York's performance is amongst the best in the country (e.g. educational attainment and waste management).
- 3 Effective financial management has ensured that these improvements have been achieved within the Council's overall budget for 2008/09. The Council remains the second lowest spending unitary authority per head and therefore the performance improvements demonstrate excellent value for money for the citizens of York. A 2008/09 Annual Report will be published on the council's website in early July, which will summarise (in a more public friendly version) most of the key points made in this report, including a draft statement of accounts.

Background

- 4 The first nine pages of this report cover the main headlines for 2008/09 and the rest of the report studies each directorate in more detail. Below is a summary of the key finance and performance headlines and corporate health.

FINANCE

Out-turn overview

- 5 The General Fund budget for 2008/09 is £116,203k, however utilisation of balances and trading account profits reduce the call on council tax and indirect grants to £110,471k. The out-turn position is that there will be a net underspend of £1,478k in the year, of which Treasury Management activity has contributed £1,099k, and of which Directorates have identified and requested that £472k will be needed to be carried forward into 2009/10. There are two service areas where corrective action could not bring spend back in line with budget due to external pressures, Children's Services (non DSG) and City Strategy. The Children's Services overspend includes several issues where there is a continuing pressure into 2009/10 and work is currently underway to address these areas.
- 6 The finance regulations require that where an overspending has occurred in one financial year it is carried forward into the following year, and is a first call on that year's budget. Taking this course of action would immediately put Children's Services into an even more difficult position, and it is recommended that this process is not followed.
- 7 In looking ahead, if the council is to maintain its track record of providing high quality services then it will need to continue to robustly address its financial pressures that currently exist. This will remain a key priority for future budget processes, and the pressures will be incorporated into the financial plan.
- 8 Following the decision of the House of Lords in the Conde Nast and Fleming cases that VAT claims could be backdated to 1973, rather than be excluded under a 'three-year capping' rule, the Council submitted a claim to HMRC for cultural exemption for VAT on museums' admissions for the period from when it was introduced in January 1990, to July 2002, when the Museums Trust was established. The success of the claim and the exact sum to be rebated was unknown when the last monitor was presented to Members. A net sum of £1,817k, including interest, was received in the last few weeks of the year. This rebate has been transferred to the general reserve and is not included in the out-turn position shown in paragraph 11. While this transfer will provide headroom in the council's reserves and balances above the recommended minimum balances, such headroom will, as Annex 1 demonstrates, cease to exist during 2011/12, which is within the lifetime of the financial plan.

Reserves

- 9 The level of revenue reserves at 31 March 2009 is projected to be £8,414k before any adjustment is made for net variations in the current year, as shown on the following table. The 2008/09 budget process recommended a minimum threshold level of £5,361k.

Summary of Revenue Reserves

		2008/09 £'000
General Fund Reserve		
Balance at 1 April		(11,426)
Less:	Committed in Annual Budget	1,992
	Underspend in previous year released in year	1,513
	Transfer to Invest for Efficiency	1,000
	Supplementary Estimates granted in year	1,519
		6,024
		(5,402)
Add:	NNDR Rebates	(18)
	Additional LABGI grant	(691)
	Final LABGI grant - not expected until 2009/10	(186)
	Transferred funds from insurance reserve	(300)
	Backdated VAT claims rebate	(1,817) (3,012)
Balance at 31 March 2009		(8,414)
Balance on Trading Activities Reserve at 31 March 2009		(332)
Balance on Revenue Reserves at 31 March 2009		(8,746)
Balance on Venture Fund at 31 March 2009		(2,276)

- 10 This shows the General Fund reserve has reduced to £8,414k at the end of the current financial year. A report will be brought to Members in July reviewing the level of earmarked reserves, and making recommendations. A preliminary review shows that the sum held in the insurance reserve could be reduced and it is therefore proposed that £120k be transferred into the general fund reserve in 2008/09 to meet the remaining uninsured costs of York High School fire (see paragraph 42d) and that a sum of £400k be transferred with effect from 1 April 2009. From 2009/10, with the implementation of the new FMS, the opportunity has been taken to include the former compulsory competitive tendering (CCT) accounts within general fund, as it is no longer a requirement that separate financing arrangements exist. In line with this it is proposed that the trading activity reserve is incorporated in the general fund reserve with effect from 1 April 2009. Annex 1 sets out the position with the underspend, the VAT rebate (see paragraph 8), the further use of the insurance reserve and the transfer of the trading activity reserve included, and forecasts forward over the lifetime of the financial plan.
- 11 It is important that reserves are looked at across the lifetime of the Council's Financial Strategy, rather than simply one or two years ahead. Annex 1 shows that by the end of 2012/13 the level of reserves will be just above the minimum threshold by £140k, leaving little room for further calls. However, an approach has been made to the Council to help YOT since it has lost some income streams, and there is a request for a further release of £550k also being considered on this agenda. If the latter is approved there will be no headroom in reserves from 2011/12 and the position at the end of 2012/13 will be a shortfall of £410k. It is important that the Council seeks to ensure Reserves over the lifetime of the Financial Strategy are sufficient. Further consideration of Reserves will take place as part of developing the Financial strategy. This will be informed also by the economic position, and there may need to be an increase in the recommended level of Reserves to recognise the increased economic risks.

The General Fund

- 12 The table following summarises the information currently available, together with a forecast for those activities that fall under the remit of the Executive. It shows that service areas overspent by £346k compared to £620k at monitor 3. Central budgets underspend by £483k and Treasury Management activity underspent by £1,099k.

Summary of Budgets and Variations

Variance 2007/08 £000		Currently Approved Budget			Out-turn £000	<u>Variance</u> Out-turn to Net Budget £000
		Gross Exp. £000	Income £000	Net Budget £000		
Service Area						
+414	Children's Services (non DSG)	71,611	(42,296)	29,315	30,074	+759
	York High School Fire	-	-	-	120	+120
+47	Leisure and Culture	13,289	(4,211)	9,078	9,050	-28
-16	Economic Development	6,009	(3,401)	2,608	2,606	-2
-49	City Strategy	37,753	(19,304)	18,449	18,726	+277
-377	Neighbourhood Services	23,328	(7,155)	16,173	15,963	-210
+3	Chief Executive's Department	11,844	(5,578)	6,266	6,239	-27
-170	Property	9,287	(8,759)	528	605	+77
-1,363	Resources	59,491	(54,973)	4,518	3,884	-634
-110	Housing General Fund	11,343	(9,906)	1,437	1,418	-19
-939	Adult Social Services	61,499	(22,877)	38,622	38,655	+33
-2,560	Total of Service Areas	305,454	(178,460)	126,994	127,340	+346
Centrally Held Budgets						
-	Notional Interest	(14,947)	-	(14,947)	(14,947)	-
-	Contribution from Cap Fin Acct	-	(6,215)	(6,215)	(6,215)	-
-1,449	Other Central Budgets	3,870	(691)	3,179	2,696	-483
-2,340	Treasury Management	11,300	(4,316)	6,984	5,885	-1,099
-200	General Contingency	208	-	208	-	-208
229	Trading Profit variance in year	-	-	-	(34)	-34
-6,320	Non DSG General Fund Total	305,885	(189,682)	116,203	114,725	-1,478

- 13 This is an improvement of £488k from the third monitor position and an explanation of key parts of the movements are set out in paragraphs 36 to 68.
- 14 Although the out-turn is an underspend this is mainly due to a number of one-off occurrences. In overall terms the council faces a number of on-going budget pressures and future budget rounds will need to identify appropriate actions to control and mitigate them.

Non General Fund

- 15 There is a projected overspend of £130k against a budget of £86,389k on the Dedicated School Grant (DSG) functions. Under the terms and conditions of the DSG any in-year underspend must be carried forward to be added to next year's DSG allocation, any overspend can only either be funded from the general fund or carried forward and deducted from the following financial year's DSG. The proposal is to take the latter course of action and charge it against the 2009/10 DSG.

16 The HRA current working balance budget is £7,238k. The out-turn working balance is expected to be £7,514k, £276k more than the current budget. This is a small improvement from the third monitor which was forecasting an increase of £181k.

17 The trading activity of Neighbourhood Services underspent against the budgeted surplus of £-708k by £-234k, of which £200k is being transferred to the transport reserve. The balance of £-742k is transferred to the general reserve.

PERFORMANCE OUT-TURNS

18 Overall York has improved in 60% of the 107 national indicators (which can be measured against a 2007/08 baseline) with 56% achieving target. Over three-quarters (76%) of the 30 LAA indicators (which can be measured against a 2007/08 baseline) have improved, with 61% achieving their 2008/09 target. The table at Annex 2 provides the headline results across the council and its key partners.

19 For a breakdown of the key indicators monitored corporately during 2008/09 see Annex 3. Comparative performance for the national indicators (where available) is summarised below. This is usually not available until December, so the council has used comparative data from the PwC (Price Waterhouse Cooper) benchmarking site to check how well York has done compared to other local authorities in the consortium. The table below shows the quartile position for the 124 national indicators where comparator data was available.

York against All Councils										
	LCCS	HASS	City Strategy	Neighbourhoods	Comm Safety	PCT	Corporate	Place survey	Total	as a %
Top quartile	24	5	9	3	2	N/A	0	10	53	43%
2nd Quartile	12	2	3	5	0	N/A	1	3	26	21%
3rd Quartile	11	5	4	4	3	N/A	2	5	34	27%
Bottom Quartile	8	1	1	1	0	N/A	0	0	11	9%
Total	55	13	17	13	5	0	3	18	124	100%

York against Unitaries										
	LCCS	HASS	City Strategy	Neighbourhoods	Comm Safety	PCT	Corporate	Place survey	Total	as a %
Top quartile	21	5	6	4	2	N/A	0	10	48	39%
2nd Quartile	16	2	5	2	0	N/A	1	3	29	23%
3rd Quartile	10	4	4	5	3	N/A	2	5	33	27%
Bottom Quartile	8	2	2	2	0	N/A	0	0	14	11%
Total	55	13	17	13	5	0	3	18	124	100%

Note: 1) Around 50% of all local authorities are members of the PwC benchmark club. However, the number of councils compared to different national indicators varies 2) Some national indicators measure actual numbers, rather than as a ratio of York's population. This can cause distorted comparator results when measuring York's performance against larger authorities.

20 These comparisons do not represent all councils across the country, but there are now enough consortium members to make comparisons meaningful. There may however, be variations in quartile positions when the full comparator data is released by the Communities and Local Government (CLG) in December 2009. Accepting this proviso, it's nevertheless encouraging to see that the transition from the old best value Pls to the new national indicator set highlights a much better picture for York, with more indicators in the top quartile and above average (see table below).

<i>Using all councils</i>	2007/08 (BPIs)	2008/09 (NPIs)	Var
% of indicators improving	56%	60%	4%
% of indicators in top quartile	30%	43%	13%
% of indicators in second quartile	24%	21%	-3%
% of indicators in third quartile	21%	27%	6%
% of indicators in bottom quartile	25%	9%	-16%

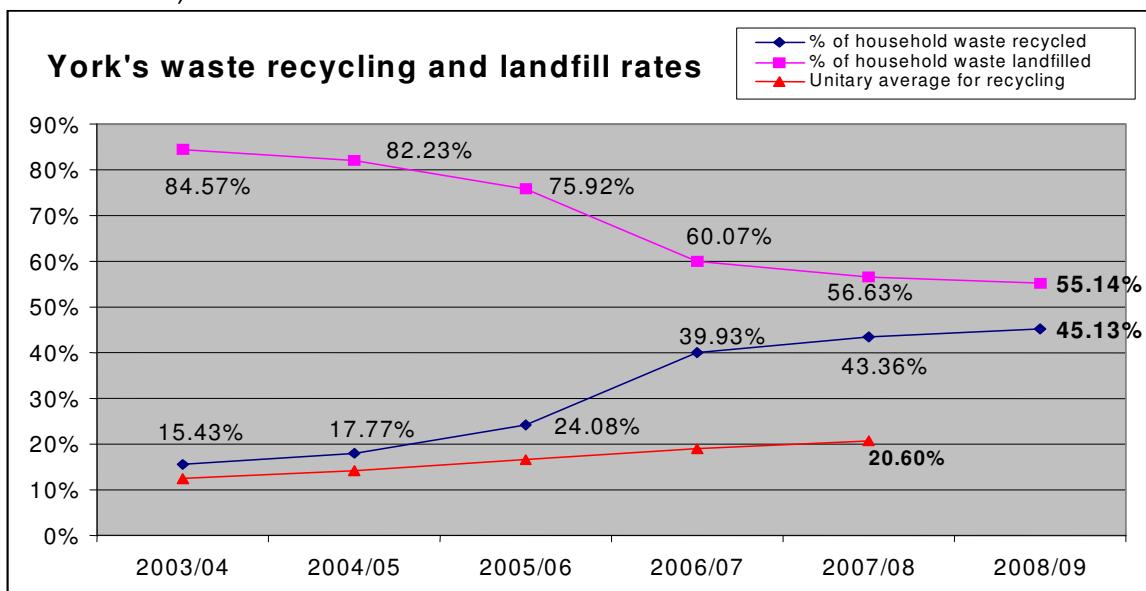
Performance in Corporate Priority Areas

21 50% of indicators relating to a Corporate Strategy theme (2007-11) have met or exceeded their 2008/09 target with 61% improving on 2007/08 performance. The table below shows improvement progress against each theme using the new National Indicators.

	Number of Indicators which have met or exceeded target	Number of Indicators showing an Improvement
Affordable housing	1 of 2 (50%)	2 of 2 (100%)
Cleaner streets	0 of 4 (0%)	0 of 4 (0%)
Economic prosperity	4 of 7 (57%)	5 of 9 (56%)
EF Transport	0 of 3 (0%)	1 of 3 (34%)
Healthy Lifestyles	3 of 7 (43%)	5 of 8 (63%)
Life Chances	10 of 15 (67%)	13 of 15 (87%)
Skills & employability	4 of 11 (36%)	8 of 14 (57%)
Waste & recycling	3 of 3 (100%)	3 of 3 (100%)
Environmental Impact	3 of 4 (75%)	3 of 4 (75%)
Reduce violent, aggressive & nuisance behaviour	5 of 7 (71%)	3 of 7 (43%)

22 Particular success has come in the following priority themes:

- *Decrease the tonnage of biodegradable waste and recyclable products going to landfill:* All 3 indicators relating to this theme have improved and hit targets for 2008/09: residual household waste per head, household waste recycled/composted & municipal waste sent for landfill (see paragraph 55a for more details).



Note: landfill and recycling figures for 2008/09 add up to 100.27% due to rules changing on measuring municipal/ household waste.

- *Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city:* 87% of the indicators relating to this theme have improved since 2007/08. This includes reducing the number of first time entrants into the youth justice system, improving the time taken to carry out assessments, narrowing the achievement gap for disadvantaged children, and improving the stability of children looked after.

Other Performance Indicator headlines for 2008/09

- (a) *Benefits* - Working age people on out of work benefits stands at 7.1%, placing York in the top quartile compared to other authorities. Also, the average time taken to process housing benefit/council tax benefit claims has reduced by 4 days. This has been achieved despite a 6.7% increase in the total number of claimants for 2008/9, with half of these applying in the quarter January to March
- (b) *Direct social care payments* - the number of social care clients receiving direct payments and individual budgets has increased by 82%. This puts York in the top quartile compared to other unitary authorities.
- (c) *Independent living* – the number of adults (all ages) who are assessed or care planned directly through social services and funded to live independently increased by 11% in 2008/09.
- (d) *Affordable homes* - excellent progress has been made in the number of affordable homes available in York, with 151 homes being delivered throughout 2008/09.
- (e) *Perceptions of ASB* - just 11.2% of citizens surveyed expressed concern about anti-social behaviour in York. This puts York high into the top quartile.
- (f) *Services for disabled children* - has performed extremely well with 65% of parents assessing the level of services provided by the council to be achieving the 'core offer' standards. This places York top of the 30 authorities who piloted this survey in 2008/09.
- (g) *Learning gap* – the inequality gap in the achievement of a Level 3 qualification by the age of 19 (LAA Indicator) has shown good progress and has hit the LAA target. The gap for 2008/09 was 25% compared to 30.3% in 2007/08. This is top quartile performance.

Place Survey results

- 23 Under the government's new Comprehensive Area Assessment (CAA) framework, 18 'resident perception based' national performance indicators were introduced to gather local views on what it's like to live and work in a local authority area. These indicators are measured through the Place Survey, which takes place every 2 years. The first ever survey took place in 2008/09 and the results will substantially influence the 2009 CAA process, for which results are published in November 2009. York has received its provisional results, but the CLG is not formally publishing the full results (including full comparative quartiles) until the end of June.
- 24 York's provisional Place Survey results are set out in the table in Annex 4. Given that the vast majority have been measured for the first time in 2008/09, it's not

possible to assess improvement from 2007/08. This can make the results for some indicators seem low without comparison with other national results. Therefore, a '*preliminary comparative assessment*' has been carried out through the PwC benchmarking site (comparing York against 46 councils) and this is showing very positive results:

- 13 of 18 (73%) are performing above average (including all 4 LAA Place Survey targets).
- 10 of 18 (56%) are performing in the top quartile (including 2 LAA targets).
- None are in the bottom quartile.

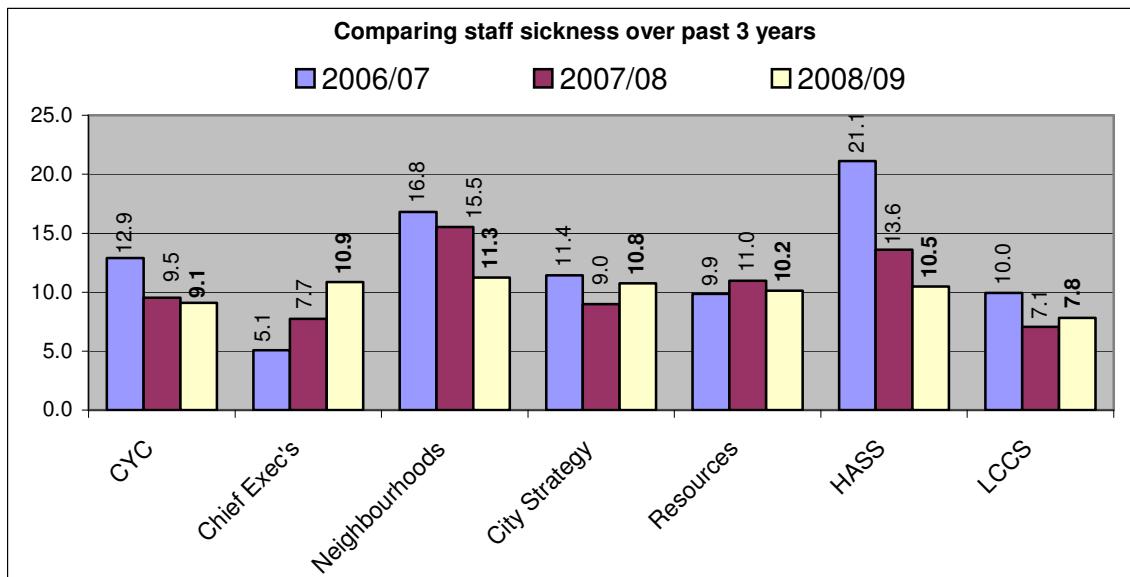
- 25 A report will be brought to Executive members in July to present the formal comparative results (based on the 'All England' authorities). This will provide a more detailed analysis of the Place Survey results, including a breakdown by the 6 equality strands and ward area.

Corporate Health Indicator Performance

- 26 Overall performance for Corporate Health has improved in most areas, continuing a positive trend from 2007/08 - in particular, reductions in staff absence levels and health & safety incidents.

Staff sickness absence

- 27 Attendance levels continue to improve across the council with staff taking an average of 9 days per FTE, compared to 9.54 days in 2007/08 (see graph below). This represents a 5% drop over the year and a 30% drop since 2006/07.



- 28 York has now moved into the third quartile (based on PwC benchmark authorities), which is a good improvement given that the council was in the bottom quartile just 3 years ago and 45th out 46 in ranking for all unitary authorities.

Health and Safety

- 29 All three reported H&S incident categories continued to decline sharply in 2008/09, building on the improvements made in 2007/08. The reduction in major injuries is now becoming a sustained improvement, with just 4 incidents reported in 2008/09, less than half the 9 reported in 2007/08. Minor injuries were also much lower (42

incidents compared to 56 in 2007/08), which represents a 25% decrease. Non-employee (or public) incidents were down by nearly 29% with 7 incidents occurring outside school curriculum activity time. These results represent major improvement in Health & Safety and shows that the council is successfully dealing with an area of corporate health that was identified as a priority in the Corporate Improvement Plan.

Customer First Statistics

- 30 Four of the six Customer First measures improved on performance achieved in 2007/08 and 5 are operating above target standard levels. The most notable improvement was in the time taken to deal with stage 2 & 3 complaints, which improved by 3% and 16% respectively. The number of customers needing further help that were seen within 10 mins also improved by 2%, achieving 99% across the council throughout 2008/09. LCCS in particular performed extremely well here, with 100% of 38,200 customers seen within the designated 10 minute period.

Prompt payment of invoices

- 31 The % of invoices the council pays within 30 days has improved to 97.4%. This area of performance is particularly important in the current economic climate, as local businesses rely on prompt payments from the council to maintain a healthy cash-flow. When comparing the council's performance with other authorities, this places York high into the top quartile and represents good improvement from 4 years ago when it was processing 92% within 30 days.

Equalities

- 32 A programme of priority Equalities Impact Assessments (EIAs) was completed in 2008/09 and this has helped the council to achieve level 2 of the government's Equalities Standard. An engagement strategy for the city has also been developed, which will help to identify and incorporate the views of different stakeholders in future service improvements. To build on this in 2009/10 extensive work will be carried out to gather more disaggregated data so the council can better understand performance and feedback across all 6 equality strands, and from all 22 wards in York.
- 33 The number of ethnic minority staff the council employs as a % of the total workforce has reduced to 3.16%, (from 3.44% in 2007/08). The % of council employees who have a disability has remained stable at 2.09%. However, this compares poorly with the number of working age people with disabilities who live in York, which stands at nearly 12%. However, it's likely that the council employs slightly more disabled people, as it's common for staff not to declare a disability when they start working for the council.

The remaining pages of this report cover Executive activity and each directorate in more detail with annexes showing the key indicators used in this report.

Collection Fund

- 34 The Collection Fund is a statutory account and receives all Council Tax and National Non-Domestic Rate (NNDR) income, together with any residual income from pursuing remaining arrears from the community charge. There is a legal requirement that an estimate of the year-end position is made during January to enable the council taxes of the billing authority (CYC) and the major precepting authorities (North Yorkshire Police and Fire Authorities) to be set including either a reduction (if there is calculated to be a surplus available) or an increase (if there is a deficit to recover) for the projection. The projection made in January 2009 was that there would be a £293k surplus at 31 March 2009, of which £236k was the Council's share. This sum was used when setting the 2009/10 council tax level.
- 35 The provisional out-turn gives a surplus of £371k and this reflects the level of collection (97.2% compared to 97.3% in 2007/08). The increased year-end surplus means that there will be £63k (CYC's share of the additional surplus) available for distribution to York Council Tax payers in 2010/11, or £0.95 per band D.

Executive

Finance

Centrally Held Budgets

- 36 These are budgets where the reporting responsibility has been reserved to the full Executive, and so any movement on them is considered as part of this report.

Notional Interest Income and Contribution from Capital Finance Account

- 37 These are balancing items to entries in service accounts and will always out-turn at budget.

Other Central Budgets

- 38 These budgets cover a variety of funding held centrally and details are shown in the table below.

	Net Budget £'000	Out-turn £'000	Variance £'000
Pensions and redundancy payments	1,353	1,248	-105
Specific provision for pay and grading	1,425	1,425	-
Miscellaneous, including contribution to week 53 reserve, rent reviews and provision for bad/doubtful debts	401	23	-378
Total	3,179	2,696	-483

- a The costs of pensions and redundancies are a consequence of the 2008/09 budget savings and retirements under the Council's early retirement policy, but show a net underspend in the year of £-105k.
- b There was an underspend on in-year expenditure against the budget for pay and grading, after making an accrual for estimated costs of appeals decisions. However, in order to maximise the use the Council could make of capitalisation

powers for equal pay it was necessary to transfer the balance of the budget to the equal pay provision.

- c The forecast at the third monitor included a sum for costs across all services for debt write-off. In the out-turn this cost is included within departmental service expenditure, and is not shown as a corporate charge. Of the remaining miscellaneous items budgets only £125k was required. Offsetting this there has been additional income in the year (£-102k) which has arisen from a write-back to revenue of unclaimed sums held in various corporate suspense accounts for more than six years.

Treasury Management

- 39 This activity has produced a surplus (underspend) of £1,099k. This is in line with the general forecasts for the year.

	Net Budget £'000	Out-turn £'000	Variance £'000
Interest Paid	4,708	4,975	+267
Provision to repay debt	4,644	4,268	-376
Increase in interest receivable	(2,368)	(3,358)	-990
Total	6,984	5,885	-1,099

Trading Activities Variance in Profit

- 40 The general fund is balanced assuming that £708k would be returned from profit on the trading activities at Neighbourhood Services. This activity has produced a surplus (underspend) of £34k more than this (see also paragraph 17).

Learning, Culture and Children's Services Directorate

Finance

Children and Young People's Services

- 41 The out-turn position is an overspend of £879k compared to a budget of £29,315k. Significant variances between budgets and out-turn are shown on the following table.

	Net Budget £'000	Out-turn £'000	Variance £'000
Children and Families	11,546	12,197	+651
Lifelong Learning and Culture	391	469	+78
Partnerships and Early Intervention	1,754	1,568	-186
Resource Management	7,360	7,406	+46
School Improvement and Staff Development	555	554	-1
School Funding and Contracts	7,709	7,786	+77
Pay and Grading review	-	94	+94
Total Services	29,315	30,074	+759
York High School fire uninsured costs	-	120	+120
Total	29,315	30,194	+879

- 42 The Director of Learning, Culture and Children's Services is reviewing budgets and is developing a plan with a view to bring expenditure back in line with budget.

- a The greatest pressures are within Children's Social Care where there is a net overspend of £678k. This results from the significantly increased demand being experienced for these services (i.e. the Looked After Children population has risen by 35 to 201, an increase of 21%). An example of this is three new and unexpected residential and two short-term children's home placements. Efforts are being made to enable some children to be returned to York.
- b Other areas where there have been overspends totalling £651k include home to school transport, underachievement of income, additional IT software costs and additional staffing costs to cover maternity & sickness within Adult & Community Education and a net overspend on school internal contract budgets, mainly within the Repair & Maintenance Buyback. In addition the directorate has incurred net additional costs of £94k following the implementation of the new corporate pay and grading system for APT&C staff due to staff now being entitled to additional allowance payments for contracted shift, evening and weekend working.
- c Savings of £-664k have been identified to partially offset the overspends. The underspends have come from the Integrated Children's Centres revenue grant only needed to be partially used in the year due to delays in recruitment (£-185k), an underspend on the Broadband budget (£-121k) due to the delay in the implementation of a new broadband contract and management action to delay recruitment and expenditure in the year (£-233k). Finally the Schools Forum has exceptionally agreed that an additional £100k can be charged to Schools Budget (hence the DSG) for the increased fostering costs.
- d Following the fire at York High School last year expenditure totalling £1,000k has been incurred. Of this, £755k was funded by the claim on the council's insurers and £125k was funded from the corporate policy excess fund. This leaves a sum of £120k as a directorate overspend which mainly relates to uninsured costs associated with the transport arrangements for displaced pupils and providing alternative (non education) activities in the period immediately following the fire. Previous monitor reports did identify that there would be an uninsured element, but at the time this was not quantifiable.

Leisure and Culture

- 43 The latest forecast is for an underspend of £28k against a budget of £9,078k. Significant variances are:

	Net Budget £'000	Out-turn £'000	Variance £'000
Lifelong Learning and Culture	9,078	9,050	-28
Total	9,078	9,050	-28

- a A net underspend within the Library Service of £99k, mainly due to the sale at auction of a number of high value obsolete stock items (-£118k); a shortfall against core library income budgets (+£48k) and other net savings (-£29k). As the stock sale income was always intended to support the first phase of redeveloping the central library into a library learning centre, the service are requesting that £100k be carried forward to 2009/10 to support the project.

- b A net £39k overspend on Parks & Open Spaces, mainly due to significant remedial action required following an extensive survey of trees across all parks and open spaces in the city.
- c Net minor variations produce a further overspend of £32k.

Requests for Carry Forward

44 One request has been made to carry forward unspent budgets from 2008/09 into 2009/10:

- a Library obsolete book stock sales £100k. The library service has generated a sum of £118k in 2008/09 from the sale at auction of a number of high value obsolete stock items. It was always the intention to use this one-off income to part fund the transformation of the Central Library into a new Explore Library Learning Centre. The overall project for the scheme is based on a budget of £500k (£200k from Aviva, £200k for CYC capital resources and £100k from library book sales). The Executive are asked if they are willing to support a carry forward in this instance given the nature of the sales of surplus stock, the specific link that was previously made by EMAP to raising funds in this way in order to improve the York Library, and public awareness of the sales and their purpose.

Non-General Fund Account

Dedicated School Grant (DSG)

45 The overspend in the year was £130k against a budget of £86,389k, compared to the third monitor projection of £358k. Significant variances are:

- a Overspends total £+317k, which includes supply teachers and teaching assistants (+£155k) and of provision for excluded pupils (£+78k) within the Behaviour Support Service. There is also a reduced grant income (£+78k) due to DCSF confirmed pupil numbers being lower than budgeted.
- b Underspends total £-187k which comprise mainly a saving within the Educational Development Service on the Area Based Grant (£-101k), allowing some of the excess expenditure in Behaviour Support to be funded and a net underspend on the school delegated and devolved budgets (£-70k). This will need to be carried forward to 2009/10 and added to the sum available for allocation to schools in this year.

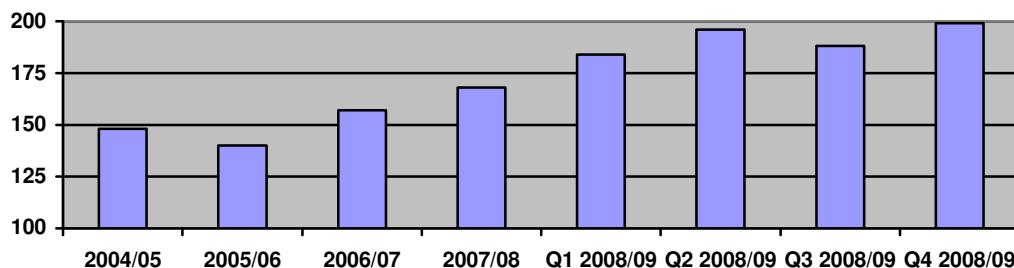
Performance

46 Overall 60% of the 57 LCCS indicators, which can be measured against 2007/08, improved, with 55% achieving their 2008/09 target. Of the 10 LAA indicators where improvement can be measured 6 (60%) are showing an improvement, although only 40% achieved target. Key performance headlines are:

- a NI 54: Services for disabled children (LAA Indicator) has performed extremely well for 2008/09. 65% of parents assessed the level of services offered to be achieving the 'core offer' standards set out in the 'Aiming High for Disabled Children' report published by the Department for Education and Skills and HM Treasury in May 2007. This result places York top of the 30 authorities piloting this survey in 2008/09.

- b NI 56: Obesity among primary school age children in Year 6 (LAA Indicator) has increased slightly from the baseline year. 16.7% children were defined as obese compared to 15.6% in 2007/08. Despite this increase, York is still in the second quartile compared to other authorities.
- c NI 75: Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths has declined slightly from 54.5% in 2007/08 to 53.8% in 2008/09. However, York is still performing in the top quartile.
- d NI 81: Inequality gap in the achievement of a Level 3 qualification by the age of 19 (LAA Indicator) has shown good progress this year meeting the LAA target. This indicator looks at the attainment gap between those eligible for free schools meals and those who are not who achieve level 3 by age 19, a key deprivation indication. The gap for 2008/09 was 25% compared to 30.3% in 2007/08. This is top quartile performance compared to other authorities.
- e NI 111: The number of first time entrants to the Youth Justice System aged 10 – 17 (LAA Indicator) has comfortably hit this year's LAA target, continuing an overall reduction in crime levels across the city. The number fell by 32% from 2350 young people in 2007/08 to 1602 in 2008/09.
- f NI 112: The under 18 conception rate % change has increased from 15.3% (compared to the 1998 baseline) in 2006 to 24.8% in 2007, which is well short of the LAA target (although this is set nationally). This result puts York in the 3rd quartile compared to other authorities.
- g NI 117: 16 to 18 year olds who are not in education, training or employment (NEET) has increased to 4.2% in 08/09 from 3.9% in 2007/08, but this still places York in the top quartile compared to other authorities. Current predictions show this indicator may increase further as a result of the current economic situation. There has been a decrease in the number of vacancies available in apprenticeships and short-term employment.
- h The number of children looked after (CLA) by the council increased by 17% in 2008/09. This is a concern as it has an adverse effect on a number of national indicators and impacts on resources due to the cost of placements.

CLA numbers in York



Housing and Adult Social Services Directorate

Finance

Housing General Fund

- 47 This service has a budget of £1,437k, and has an underspend of £19k at the year-end. Significant variances are:

	Net Budget £'000	Out-turn £'000	Variance £'000
Housing General Fund	1,437	1,418	-19
Total	1,437	1,418	-19

- a The budget for Howe Hill Hostel has underspent by a net £-11k as a result of lower repair costs, increased expenditure on utilities and equipment and higher occupancy levels. Additional income of £-23k on private sector grant fee has arisen due to the provision of a higher number of grants than forecast, with a further underspend of £-25k due to vacancies in strategy and enabling.
- b Offsetting these is an overspend on repairs and utility costs at travellers sites of £+33k, with minor variations producing a further overspend of £+7k.

Adult Social Services

48 The out-turn is an overspend of £33k compared to the budget of £38,622k. Significant variations are shown below:

	Net Budget £'000	Out-turn £'000	Variance £'000
Assessment and Personalisation	17,761	18,781	+1020
Commissioning and Partnerships	6,564	6,406	-158
Service Delivery and transformation	14,297	13,468	-829
Total	38,622	38,655	+33

- a. There are overspends in various areas totalling £1,685k. The major items include £+211k on social work teams due to the use of agency staff to assist with safeguarding adult's work and ongoing pressure to improve performance on time taken to deal with referrals and £+500k on community support budgets due to large number of customers supported at home. The delay in the re-provision of Huntington Road and Yearsley Bridge has increased costs by £+92k and the latter re-provision has also increased the cost of transportation of customers, including the consultants fee, by £+114k due to more taxi journeys than envisaged being needed. Reductions in income from the PCT has led to overspends in three service areas totalling £+137k. There is an overspend of £+193k on direct payments (where take-up has been encouraged in order to improve performance in this area) and residential and nursing costs. There were also increased costs on repairs and maintenance of adaptation equipment fitted in people's homes to help them remain independent (£+81k), elderly person's homes (£+95k) and active health and occupational health referrals (£+98k).
- b. Offsetting these increased costs are underspends of £1,652k, one of which is the result of action taken across various services within service delivery and transformation to offset known areas of overspend which has produced £-441k. Other savings in service delivery and transformation are £-520k on efficiency savings being achieved over and above those originally planned in internal home and £-116k on small day services principally staffing underspends in several units offset by a small loss of income. Other staffing vacancies have led to savings of £-225k.

Non-General Fund Account

Housing Revenue Account (HRA)

49 The working balance budget on the HRA is £7,238k. This review indicates a net underspend of £276k which, together with the budgeted balance of £7,238k, now gives a total estimated balance of £7,514k. The variances include:

- a. Overspends totalling £890k, the main areas being jobs general, where there has been an increase in both the cost and volume of repairs work completed under the repairs partnership amounting to £570k, increased provision for bad debts of £102k mainly due to higher level of write-offs and £148k for an increased contribution to fund overspend on the capital programme.
- b. Underspends totalling £1,166k, including £201k from job evaluation and IT contingencies not required in the year, £129k from increased rent income due to a reduction in right to buy sales and lower voids, £114k on housing operations mainly due to staff vacancies, reduction in legal fees and lower than forecast payments for the golden goodbye scheme, £97k due to a lower than forecast take-up and delays in completion of some works on estate improvement grant and £249k additional income from interest earned due to having a higher than forecast working balance.

Request for Carry Forward

50 One request has been made to carry forward unspent budget from 2008/09 into 2009/10:

- a Within the HRA budget a request has been made to carry forward £35k to fund delayed estate improvement works.

Performance

51 Overall 80% of the 10 HASS indicators, which can be measured against 2007/08, improved, with 64% achieving their 2008/09 target. HASS are responsible for 8 LAA targets, but only 5 can be measured for improvement or achieving target. All 5 LAA indicators are improving and 3 have hit their 2008/09 target. Key performance headlines are:

Adult Social Care

- a NI 130: Direct payments for social care clients (LAA indicator) - 2008/09 saw a 82% rise in the number of social care clients receiving direct payments and individual budgets, placing York in the top quartile compared to other unitary authorities. This performance exceeds the 2008/09 LAA target by some way and puts HASS in a good position to achieve the final 2010/11 target.
- b NI 135: Carer Services (LAA indicator) - the % of carers receiving services following a needs assessment and/or a review is at 17.1% (1046 customers). This more than doubles the number of clients who received assessments/review in 2007/08 and is just short of the 2008/09 target. However, York is still in the 3rd quartile when comparing performance with other authorities and a target has been set for 2009/10 to increase assessments by a further 31%. This will be achieved by bringing all care workers under one manager to help improve the profile and priority of care assessments.

- c NI 136: Independent living - In 2008/09 the number of residents who were supported to live independently in York increased by 11% (3651 per 100,000 population). This exceeds the 2008/09 target and falls just short of the challenging 2009/10 target of 3750.
- d NI 141: Independent living (LAA indicator) - This indicator measures the number of service users (i.e. people who are receiving a Supporting People Service) who have moved on from 'supported accommodation'. In 2008/09 the number of vulnerable people in York who achieved this form of independent living improved to nearly 70% (from 52% in 2007/08). This exceeds the 2008/09 LAA target and puts HASS on track to achieve the final 2010/11 LAA target of 72%.

Housing

- e NI 155: Affordable homes (LAA indicator) - good progress has been made in the number of affordable homes available in York, with 151 homes being delivered in 2008/09 compared to a target of 165. These targets were set well before the economic downturn began and this represents a significant achievement. However, given the time lag in building homes it is unlikely that the challenging LAA targets set for 2009/10 (280) and 2010/11 (350) will be achieved.
- f NI 156: Homelessness (LAA indicator) - the number of households living in temporary accommodation in 2008/09 was 167, a 20% decrease on the 209 households reported in 2007/08. This comes in slightly under the LAA target of 170 and represents a good achievement given that the target was set before the current credit crunch and housing market problems started. It also keeps CYC on track to achieve the 2010/11 target of 110, in line with the Government's ambitious expectation of a 50% reduction.
- g NI 158: Non-decent council homes - this indicator measures the % of non-decent council homes in York as the proportion of the total council housing stock. In 2008/09, the number of non-decent homes in York nearly halved, reducing to 5.7% (from 10% in 2007/08). This has moved York from 2nd to top quartile when compared to other local authorities.

Neighbourhood Services Directorate

Finance

General Fund Services

- 52 The out-turn for this service is that there is an underspend of £210k on general fund activity. Significant variances are:

	Net Budget £'000	Out-turn £'000	Variance £'000
Environmental Health and Trading Standards	2,052	2,009	-43
Licensing and Bereavement Service	(818)	(859)	-41
Registrars Service	34	(8)	-42
Neighbourhood Management	1,146	1,100	-46
Ward Committees	809	690	-119
Neighbourhood Pride Service	2,361	2,336	-25
Enforcement and Environment	691	694	+3
Waste Management, Refuse and Recycling	9,511	9,591	+80
Pest Control	46	69	+23
Contribution to Safer York Partnership	341	341	-
Total	16,173	15,963	-210

- a Overspends identified total £209k and include unbudgeted expenditure on security at Towthorpe HWRC (£+84k) and legal fees for the Elvington Airfield appeal (£+38k) which will be recovered if the appeal is successful.
- b Offsetting these are underspends of £-419k including ward committees (£-120k), Community Engagement (£-23k) and Target Hardening (£-24k) which have been requested as carry forward budgets. Additional income (£-148k) in the year contributes to the underspend as does a saving on the abandoned vehicles contract (£-25k) due to the number of abandoned vehicles being less than expected.

Trading Activity

53 The out-turn position is an underspend of £234k which has been utilised by transferring £200k to the transport reserve to fund potential costs from the review of the vehicle maintenance contract in 2009/10, with the remaining £34k being transferred to the general fund. Significant variances being:

- a. The Civil Engineering Service has underspent by £-71k, building maintenance by £-129k and transport by £-225k.
- b. Commercial Waste overspent by £58k due to a reduction in their customer base, neighbourhood pride service by £132k due to increased vehicle costs and an underachievement of income, with small overspends on other trading activities totalling £1k.

Requests for Carry Forward

54 There are eight requests to carry forward unspent budgets from 2008/09 into 2009/10 totalling £205k:

- a £23k underspend on Community Engagement is requested - to support the sustained citywide youth engagement and integration to the ward committee process.
- b £11k of Target Hardening budget - relating to slippage on committed schemes and it is recommended that this is carried forward so that these schemes can be completed.

- c £13k of Target Hardening budget - this is unallocated and has arisen through £10k for approved schemes that will not now progress and a further £3k due to schemes coming in under budget. It is proposed that this is also carried forward to fund projects in 2009/10.
- d £116k of Ward Committees budget relates to schemes that are already committed. The completion of these schemes was delayed due to external factors or the schemes commenced later in the financial year. It is proposed that this is carried forward to complete the committed schemes.
- e A further £4k of Ward committees budget is uncommitted expenditure due to schemes coming in under budget or not coming to fruition. It is requested that this budget is carried forward to assist with the development of projects in 2009/10.
- f The York Pride Budget has underspent by £2k, which was uncommitted at year end. If this is carried forward it can assist in funding schemes identified for 2009/10.
- g Full funding of the Noise Patrol team for 2009/10 has been identified during the budget process as an issue. £24k of the underspend on environmental health and trading standards is requested for carry forward to provide the full service in 2009/10.
- h The Waste Minimisation market research budget has underspent by £12k. It is requested that this be carried forward to assist with the implementation of the growth bid to continue the rollout of kerbside recycling which was approved during the 2009/10 budget process.

Performance

- 55 Overall 50% of National Performance indicators improved on 2007/08, with 42% hitting or exceeding their 2008/09 target. Of the 2 LAA targets Neighbourhood Services are responsible for, only 1 had a target set for 2008/09 (NI 191 - household waste collected) and this has been achieved. Key performance headlines are:
- a NI 191: Household waste collected (LAA indicator) - the amount of residual household waste collected per household in 2008/09 was 629kgs (compared to 663kgs in 2007/08), a drop of 5% in just one year. This performance more than achieves the 2008/09 LAA target (640kgs) and moves us towards the very challenging 2009/10 target (617kgs). This demonstrates that York's Waste Minimisation Strategy is having an impact on reducing waste collection levels, although other factors (e.g. national trends on sustainable packaging) will also have contributed.
 - b NI 192: Waste recycling & landfill - York continues to increase the proportion of waste recycled and composted (now at 45.1% compared to 43.4% in 2007/08). Over the past 5 years excellent improvement in both recycling and landfill levels have been achieved and the council is now one of the best performing unitary councils in the country. The council plans to further increase recycling over the next few years, offering kerbside recycling to 98% of York households by March 2011. This should also see landfill levels reduce to below 50% of all waste collected.

- c NI195a-c: Street litter & detritus levels - although the council has made good improvements in street cleanliness over the past 4 years, survey results for 2008/09 show a slight decline in performance on 2007/08 (see table below). Graffiti in York also increased on 2007/08 levels, with a peak of incidents taking place in the summer of 2008. Neighbourhood Services did track performance through the street cleanliness surveys throughout 2008/09 and forecasted the decline in performance in the third quarter report. However, York's out-turn figures in 2007/08 of 8% (litter) and 9% (detritus) were the best results since the surveys were started in 2005, and despite the 2008/09 increase, performance is still much better than 2005 - demonstrating that York is a much cleaner city than in previous years. York's comparative performance for these indicators is still below average compared to other authorities, however there is major doubt as to whether street cleanliness surveys are being carried out in a consistent way across the country. CYC performs comparatively well in street cleanliness based on Encams/Defra figures.
- d NI196: Fly-tipping - this indicator is based on trends between years in a) the level of fly-tipping incidents, and b) the level of enforcement activity in response. Anything other than a fall in the recorded level of fly-tipping stops the service from being seen as 'effective'. The number of incidents involving small van loads and larger increased during 2008/09, while smaller scale fly-tipping remained stable. This may be a result of economic pressure on businesses that need to pay for their waste disposal. In addition, Neighbourhood Services increased education and enforcement for fly-tipping, which may have had an effect on the number of incidents reported by the public and council officers. As a result, a 34% increase in the number of fly-tipping incidents through 2008/09 compares poorly with 2007/08 levels and has resulted in York scoring a 3 (not effective). In response, existing resources are being concentrated on increased commercial waste inspections.

Indicator	2005/06	2007/08	2008/09	2008/09 target
NI 195a: Street cleanliness (levels of litter)	22.5% *	8%	8.9%	8%
NI 195b: levels of detritus		9%	11%	8%
NI 195c: levels of graffiti	7.8% *	2%	4.7%	2%
NI 195d: levels of fly posting	N/A	0.3%	1.1%	0%
NI 196: dealing with fly tipping	N/A	2 (effective)	3 (not effective)	2 (effective)

* based on BVPI 199 results (BVPI 199a reported litter and detritus together).

Community Safety Performance Indicators

- e Overall 50% of National Performance indicators improved on 2007/08, with nearly two thirds hitting or exceeding their 2008/09 target. Of the 4 LAA indicators for Community Safety, 3 had set targets for 2008/09 and all 3 have been achieved. Over the past 4 years, recorded crime in York has reduced significantly in most areas, with the overall crime rate falling by over 30%. However, the transition to the new National Performance Indicator set means that certain crime incidents are now grouped together for reporting (e.g. serious acquisitive crime). In 2008/09, some areas are showing increased numbers of incidents the previous year, although most are still much lower than 3 years ago. Key performance headlines are:

- f NI 16: Serious acquisitive crime (LAA indicator) - viewed as a whole the serious acquisitive crime rate (NI 16, which is made up of several different crime areas) has increased slightly on 2007/08, but has come in well under the 2008/09 LAA target of 3891 offences. This is mainly due to the theft from a vehicle and vehicle interference crimes performing well while other incident areas such as domestic burglary have increased. Domestic burglaries increased by 14% to 1126, which is above the 2008/09 target of 976. Business property robberies have also increased. However overall, 20% fewer serious acquisitive crimes were recorded in 2008/9, than in 2006/7.
- g NI 17: perception of anti-social behaviour (LAA indicator) - just 11.2% of citizens surveyed expressed concern about anti-social behaviour (ASB) in York. This is a decrease of 1.8 percentage points on 2007/08 and puts York well into the top quartile when comparing other local authorities. The next Place Survey will not take place until 2010 and this will be used as the final outturn for the 3 year LAA period.
- h NI 21 & 27: working together to address ASB & crime - 29.4% of residents who feel the local Police and council understand their concerns about anti-social behaviour and crime and are taking action to address them. This is the first time these questions were asked in the new Place Survey, so it's not possible to assess improvement on previous years or whether a target was achieved. Whilst 29% may seem low, it's extremely hard to score high on such emotive issues. This is backed up by the latest comparative data, which suggests York is performing extremely well, achieving top quartile for both indicators.

City Strategy Directorate

Finance

Economic Development

- 56 The out-turn shows a small underspend of £2k against the budget compared to a forecast break-even position at monitor three. Significant variances are:

	Net Budget £'000	Out-turn £'000	Variance £'000
Economic Development	2,608	2,606	-2
Total	2,608	2,606	-2

- a £87k shortfall on Newgate market tolls continuing the underlying downward trend in market income across the country. This is offset by £-21k additional income from the electricity substation in the compactor yard and £-12k from a staff restructure, leaving a net overspend of £54k.
- b Additional income of £-14k in the city centre and an £-11k saving in the Partnerships team following a number of staff vacancies during the year, together with £-31k from miscellaneous savings achieved to offset the income shortfall bring the service to the net underspend position.

City Strategy

- 57 The out-turn is an overspend of £277k against a budget of £18,499k and compares well to a projection of £626k at monitor three.

	Net Budget £'000	Projected Out-turn £'000	Variance £'000
City Development and Transport	16,711	16,650	-61
Planning and Sustainable Development	1,472	1,711	+239
Resource and Business Management	266	365	+99
Total	18,449	18,726	+277

58 The projection at monitor three included three particularly large items, namely increased costs of Winter Maintenance (£+250k) a significant shortfall of income within Planning Services (£+316k) and a significant downturn in the trading position of Yorwaste leading to a projection that the Council would receive a lower dividend (£+113k). At the out-turn these figures have become £+199k, £+319k and £+118k respectively. Whilst it was possible to offset the Winter Maintenance overspend by reducing other highway maintenance expenditure it was not possible to fully mitigate the other pressures.

- a There are overspends of £1,494k offset by underspends of £1,217k. As well as the overspends of £+636k on winter maintenance, Planning income and the Yorwaste dividend identified in paragraph 58 above other major cost pressures include £+335k additional costs of supporting services managed by the North Yorkshire Concessionary Fare Partnership, principally the Coastliner services; £+91k on income shortfalls within car parking and the park and ride service, partly due to the economic downturn and the national concessionary bus pass scheme; planning inquiries at Elvington, Clifton grain stores and Connaught Court increased costs by £+149k, with a further £+31k spent on the village green inquiry; and £+114k due to the delay in progress with waste project which is now at the stage of selecting the preferred solution.
- b The directorate have identified management action that could be taken to offset the overspendings identified and savings of £-87k on car park maintenance, vehicle removal and other operation budgets have been found to reduce the impact of the loss of parking income, and the additional costs of the concessionary fares scheme have been offset by savings of £-119k from slightly lower numbers using services administered by CYC, with a further £-36k on tokens and £-40k on other miscellaneous areas of the budget. Additional Housing & Planning Delivery grant of £-135k has been received and other action have produced savings of £-295k on highway maintenance, £-89k from additional engineering fees, with underspends due to staffing variations, saving from early repayment of the venture fund, and savings in printing and equipment costs, totalling £-349k.

Requests for Carry Forward

59 One request has been made to carry forward unspent budgets from 2008/09 into 2009/10:

- a Relocation of Beckfield Lane household waste site - a supplementary estimate was approved by members in September 2008 in the sum of £35k. Only £4k has been spent due to delays in the project and the remaining £31k is requested as a carry forward in order to finance the project in 2009/10.

Performance

- 60 Overall 60% of the 20 City Strategy indicators, which can be measured against 2007/08, improved, with 11 (61%) hitting their 2008/09 target. Of the 10 LAA indicators where improvement can be measured 8 (80%) improved, with 8 achieving target. Key performance headlines are:

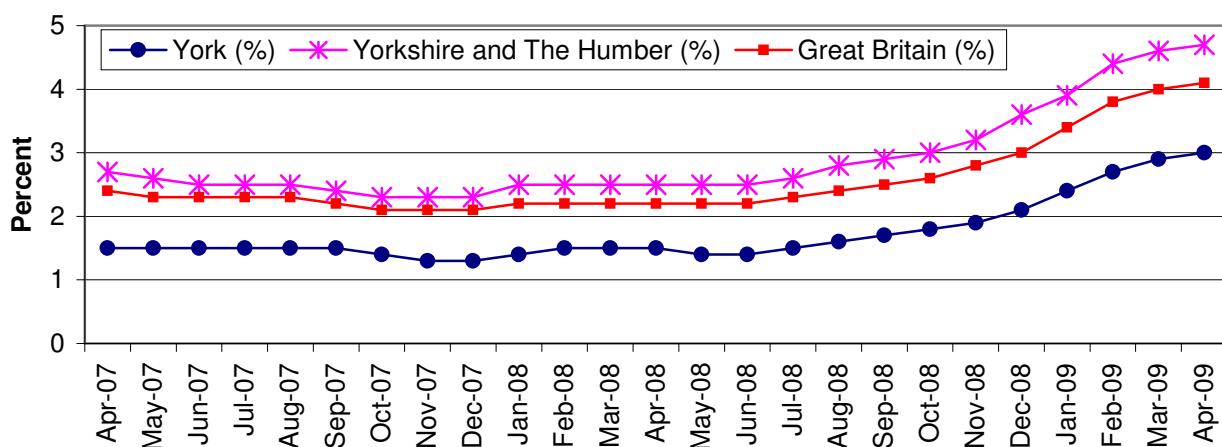
Roads & Transport

- a NI 47: People killed or seriously injured in road traffic accidents (LAA Indicator) - although this indicator used to be a BVPI, a change in the rules has allowed for more up to date counting. This indicator looks at the rolling average over the past 3 years compared to the previous 3 years. The rolling average (from 2006-2008) was 116 compared to 118 (from 2005-2007) which represents a 1.7% reduction. However, at this current rate of improvement York is in danger of missing the next LAA target. The 2009/10 LAA target is to have a rolling average of 87. This would require the number of people killed or seriously injured in 2009 to be 73 which represents a 23% reduction from the 95 reported in 2008. York has not reduced their numbers as much as other authorities and currently sits in the third quartile.
- b NI 177: Local bus passenger journeys originating in the authority area - the estimated result of 15.3m journeys misses the 2008/09 target of 17m, but exceeds the 14.85m achieved in 2007/08. This increase in performance was influenced by the introduction of the English National Concessionary Ticketing Scheme.

Economic Development

- c NI 151: Overall employment rate - only an estimate can be provided at this point for 2008/09 as there is a 6-month time delay on this data. However, early signs show York at 83.82%, which would be a slight improvement on last year, although the economic situation may affect the final figure.
- d NI 152: Working age people on out of work benefits (LAA indicator) - performed better at 7.1% than the 2007/08 figure of 7.40%. Initiatives such as "One City" and the Kingsway Action Project, Future Prospects and the Economic Development Strategy, are all working together to increase the number of people in employment. This result puts York in the top quartile compared to other authorities. The graph below shows the claimant count for the number of people seeking job seekers allowance. This rise shown below follows a national and region trend. However, York's unemployment rate remains below Yorkshire and Humber and Great Britain performance.

Job Seekers Allowance Claimant Count to April 2009



- e NI 165: Working age population qualified to at least Level 4 or higher (LAA indicator) - at 37.6% this indicator has met the 2008/09 target of 34.8%, a result which puts York in the top quartile. York is also in the top quartile and improving for achievement of level 2 and 3 (also LAA indicators).
- f NI 171: VAT registration rate (LAA indicator) - the proportion of business registrations per 10,000 resident population aged 16 and above. Business registrations are a proxy measure for business start-ups, measuring new businesses registering for VAT and PAYE (Pay As You Earn) for the first time. These figures do not, however give the complete picture of start-up and closure activity in the economy. The rate for 2008/09 dropped to 34.7 (per 10,000 resident population aged 16 and above) from 44.5 in 2007/08, reflecting current economic conditions.

Sustainability

- g NI 188: Planning to adapt to climate change (LAA indicator) - this indicator looks at how prepared authorities are to manage risk to service delivery, the public, local communities, local infrastructure, businesses and the natural environment from climate change. York is currently assessed as level 0 for 2008/09. This level shows that the authority has only just begun to assess the potential threats and plans are in place to improve the council's level by 2009/10.
- h NI 197: Improved local biodiversity - this indicator reports the implementation of 'positive conservation management' for local sites of substantial nature conservation value. York improved its performance from 28% in 2007/08 to 40% in 2008/09. Further work will continue on other local sites and the council aims to achieve 64% by 2010/11. This is top quartile performance.

Corporate Services (Chief Executive's and Resources Directorates)

Chief Executive's Directorate

Finance

- 61 The overall out-turn is a net overspend of £50k compared to a budget of £6,794k. This is analysed in the sections following.

Chief Executive's Department (excluding Property Services)

- 62 The out-turn is a net underspend of £27k compared to the budget of £6,266k. Significant variances are:

	Net Budget £'000	Out-turn £'000	Variance £'000
Corporate and Democratic Core	1,612	1,612	-
Chief Executive and Support Team	347	329	-18
Director of People and Improvement	214	215	+1
Human Resources	116	101	-15
Marketing and Communications	(55)	(19)	+36
Civic, Democratic, Electoral and Legal	2,434	2,403	-31
Pay and Grading	1,598	1,598	-
Total	6,266	6,239	-27

- a Overspends totalling £276k which included £+107k resulting from interim arrangements within Human Resources and Health and Safety as previously reported. Legal Services overspent by £+49k, mainly due to the cost of external locum solicitors, together with ongoing pressures on certain supplies and services budgets. There are no other significant expenditure overspends although there is a shortfall of £+43k on print unit and sponsorship income within Marketing and Communications.
 - b Offsetting these are underspends of £303k, including £-67k from staffing vacancies and additional income of £-136k from the HR business administration recharges made, including those from the successful operation of the recruitment pool and the occupational health contract. In addition there is a saving of £-22k due to the planned traffic consultation survey to be undertaken by the Scrutiny Board not happening during the year. A request has been made for the latter sum to be carried forward into 2009/10.
- 63 The pay and grading project expenditure budget was showing an underspend of £257k, however this sum has been transferred to an earmarked reserve to fund the project team costs in 2009/10.

Property Services

- 64 The out-turn position is an overspend of £77k against a budget of £528k. Significant variances are shown below:

	Net Budget £'000	Out-turn £'000	Variance £'000
Property Services	528	605	+77
Total	528	605	+77

- a The largest overspend is on the management of surplus assets. The outturn overspend of £+120k includes costs incurred on Edmund Wilson Pool, Yearsley Bridge, Lowfields, Monk Bar Garage, Derwenthorpe, St. Clements and 17/21 Piccadilly. As it becomes more difficult to sell properties the costs of maintaining, securing and managing surplus property will become more expensive. The dilemma is that to sell now will mean low receipts, to delay sales until the market is healthier means greater cost of managing our redundant assets.

- b Two other areas were expected to overspend or under-achieve income: Commercial Property Portfolio, as current economic conditions and feedback from tenants informed the service of expected further voids within the sector, and Administrative Accommodation. The income shortfall from commercial property was far less than expected and resulted in an overspend of £36k. Administrative accommodation has incurred an increase in hire and services charges from our landlords for additional costs of repair and maintenance of expensive elements of the leased buildings (e.g. boilers and heating systems). The out-turn is an overspend of £+42k. The increasing pressure on the limited repair and maintenance budget has and will contribute to this challenging budget situation.
- c Offsetting the overspends the three staffing trading accounts of Strategic Business and Design, Facilities Management and Asset and Property Management together made a surplus of £-121k.

Requests for Carry Forward

65 Two requests have been made to carry forward unspent budgets from 2008/09 into 2009/10:

- a Scrutiny Boards budget - the Scrutiny Management Committee has requested that a carry forward request be made of the remaining 2008/09 scrutiny budget (£22k) in order to finance the planned traffic consultation survey.
- b Riverbanks Surveys - Property Services have requested that a carry forward request be made for to slippage of work planned for 2008/09 due to adverse river conditions (£14k).

Resources Directorate

Finance

66 The out-turn position is an underspend of £634k against a budget of £4,518k. Significant variances are:

	Net Budget £'000	Out-turn £'000	Variance £'000
Director	278	249	-29
Public Services	2,203	2,165	-38
Financial Services	229	221	-8
Performance, Audit and Risk Management	292	145	-147
IT&T	-32	(443)	-411
Easy Project	1,548	1,547	-1
Total	4,518	3,884	-634

- a Within the Public Services variance there is additional pressure on Benefits Administration of £+219k due to additional one-off staff costs being incurred implementing the benefits restructure due to the embargo on staff changes and delays in progressing the Pay and Grading review. There has also been additional expenditure incurred training staff on revised procedures and the review of benefits overpayments is ongoing which has incurred some additional staff costs this year, but will need to continue into 2009/10.

- b Against these additional costs are savings of £-121k on the benefits subsidy due to a reduction in the bad debt provision for benefit overpayments, with a further underspend of £-131k on the York Contact Centre and Local Taxation administration resulting from a reduction in training costs, posts being held vacant, and lower costs associated with the Council Tax annual billing processes. IT&T have produced savings totalling £-166k through CYC undertaking technical work "in house" rather than through external suppliers as originally costed. In addition there are several projects which have only been partially completed in year, when full completion was planned and other projects which have been deferred completely into 2009/10, saving £-189k.
- c Within Performance, Audit and Risk Management a budget of £50k was set up to fund the Income Collection Policy review and implementation, of which only £16k has been spent by the end of the year leading to an underspend of £-34k. The Policy was approved at Executive in September 2008 which included an 18 month implementation plan. Work is on-going. In addition there is an underspend of £-30k on procurement and risk management, primarily due to the competition strategy budget now anticipated to be spent in 2009/10.

Request for Carry Forward

- 67 The Directorate Management Team identified a number of areas where requests for budget carry forward could be made totalling £445k. However, taking account of the overall position of the Council a decision has been made that the majority will be managed within existing budgets. A request for a general carry forward of £100k is made to continue commitments across the whole of the Council in respect of document management, procurement, performance, and income collection procedures, all of which will improve the overall effectiveness and efficiency of the Council.

Performance

- 68 Overall only 1 of the 6 national indicators can be measured for improvement in 2008/09 and that one is improving. 2 of the 3 indicators, which have targets, have been achieved. There are no LAA indicators within resources.
- a NI 180: Changes in Housing Benefit/ Council Tax Benefit entitlements within the year has not met the target for 2008/09 of 1000 (per 1000 cases). The actual number of changes was 1357 (per 1000 case load), although comparatively this still places York in the second quartile.
 - b NI 181: Average time taken to process Housing Benefit/Council Tax Benefit new claims and change events. This indicator has improved to 15 days (a reduction of 4 days) which is significant considering the economic situation. Despite this, York is still in the third quartile. The council's benefits service reported an 6.7% increase in the total number of claimants for 2008/9, with half of these applying in the quarter January to March.

PROGRESS ON KEY PROJECTS

- 69 The council is delivering 14 key projects to help drive priority improvement across the city. The following projects are on track to finish within the agreed deadline:

- Council's new headquarters;
- Peaseholme relocation; *
- Nestle South development;
- Waste PFI;
- Kerbside recycling;
- Community Stadium;
- Kingsway action project;
- Cycling City;
- School Modernisation;
- Access York – Phase 1.

* No slippage on revised project deadline, but reported in more detail

70 The following 5 projects either have revised target dates, or need to be brought to the attention of executive members:

- *Barbican* - The owners of the Hotel site (W.G. Mitchell) are in negotiation with potential developers to sell the site. Persimmon is also looking at proposals for developing the residential site as a mainly student accommodation scheme. Consideration is also being given to the removal of building restrictions to help promote new development opportunities in the current difficult market conditions. The council has now taken back control of the auditorium building and the Director of LCCS has established a project team to consider future use and development of this site. This has led to slippage for the overall project. Over the next few months £90k is being spent on essential works to the building to prevent further deterioration of the building and meet Health and Safety requirements. Consultation is ongoing.
- *Peaseholme hostel relocation* - The contractor hired to develop the site went into voluntary administration. The administrator has released the property back to the council and a new contractor has now been appointed and has started work on the new site. Consultation with local residents and stakeholders is continuing to achieve party wall agreement and boundary access. The cost of this project has increased slightly due to these problems and the deadline for completion has now been slipped to September 2009.
- *University swimming pool* - The Swimming Pool Steering Group has produced its final report setting out recommendations for the pool configuration and facilities mix, the location of the pool and branding. The capital cost of the facilities has been estimated at £10.9m. To meet the 2011 deadline it would be necessary to have the funding identified imminently. However, there remains a gap of £4m in the capital funding available. The Council is continuing to meet with the University to try to help them identify a way forward.
- *York Northwest* - a York Northwest Area Action Plan is currently being prepared to guide development of this area, with scenario testing of various land use options and the preparation of a supporting transport strategy. The council is working with Leeds City Region (LCR) to promote an Urban Eco Settlement (UES) at YNW and LCR have appointed consultants to prepare further more detailed work, including the British Sugar site. It is planned to start first phase construction by 2011. Consultation with key stakeholder organisations has already started and the next stage of public consultation will take place in late autumn 2009.
- *Development of former Terry's site* - The original planning application for the former Terry's site was rejected in September 2008. The council is now working with the contractor (Grantside) and their design team in order to address the reasons for refusal. Various design options have been tested and work with the local community, through a Community Forum, is now progressing well. A

revised planning submission will be submitted in July 2009 and will take into account Environmental Impact and Transport Assessments. It was also agreed that the local community needed to be more closely involved, and a Community Forum (involving resident representatives, local schools and civic groups) are now engaged in the project. This is expected to progress through to submission in July 2009, and possibly beyond.

Analysis

- 71 All the analysis of service performance, progress on key actions and the financial position of the council is included in the body of the report.

Consultation

- 72 A number of performance management meetings and forums have taken place at DMTs and CMT to review 2008/09 performance and delivery. These have helped to inform this report.

Corporate priorities

- 73 The proposals included in this report are designed to demonstrate progress on achieving the council's corporate strategy (2007-11) and the priorities set out in it. It also provides evidence of the co-operation between CMT and the Executive in working together to drive forward prioritised improvement and address performance, delivery or financial issues of corporate concern.

Carry Forward Requests

- 74 Directors have made carry forward requests into 2009/10 and full details of the requests from individual departments for approval by the Executive are shown in paragraphs 44, 50, 54, 59, 65 and 67. The following table summarises the requests and compares them to the under/over spends in the out-turn.

Portfolio	Out-turn Variance £'000	Bids to Carry Budgets into 2009/10 £'000	Net £'000
Children's Services	+759	-	+759
York High School Fire	+120	-	+120
Leisure and Culture	-28	100	+72
Economic Development	-2	-	-2
City Strategy	+277	31	+308
Neighbourhood Services	-210	205	-5
Chief Executive's Department	-27	22	-5
Property	+77	14	+91
Resources	-634	100	-534
Housing General Fund	-19	-	-19
Adult Social Services	+33	-	+33
Total of Service Areas	+346	472	+718

<u>Centrally Held Budgets</u>			
Notional Interest	-	-	-
Contribution from Cap Fin Acct	-	-	-
Other Central Budgets	-483	-	-483
Treasury Management	-1,099	-	-673
General Contingency	-208	-	-208
Trading Profit	-34	-	-34
General Fund Total	-1,478	472	-1,006
HRA	-276	35	-241

- 75 It can be seen from the preceding table that the total of the requests to carry budgets forward represent approximately 32% of the total general fund underspend in the year. The criteria for whether or not a bid for a carry forward can be made are:
- The request is greater than the departmental underspend in the year.
 - It is for specific approved projects.
 - It is for a project that was not completed in the year.
 - The projects are still required by the Council.
- 76 On a departmental basis, three of the requests submitted do not meet the first criteria, namely those from Leisure and Culture, City Strategy and Property Services. The request from City Strategy is based on the fact that there is a saving on the departmental costs if the one-off increased costs relating to Yorwaste and additional winter maintenance are ignored and it is recommended that this one be accepted.
- 77 With regards to the one submitted by Leisure and Culture Members should consider whether or not they wish to approve this request, as the directorate as a whole (including Children's Services) have overspent in both of the last two financial years. Members may also wish to consider reviewing the requests submitted by Neighbourhood Services, particularly the small value requests.
- 78 It should be remembered that all carry forward sums will become one-off budgets for 2009/10. Approving all the carry forward request will mean that the revised net increase in general fund balances will be £1,006k.

Implications

- 79 The implications are:
- Financial - the financial implications are dealt with in the body of the report.
 - Human Resources - there are no specific human resource implications to this report, but it does contain important information on staff management and welfare.
 - Equalities - there are no equality implications to this report
 - Legal - there are no legal implications to this report

- Crime and Disorder - there are no specific crime and disorder implications to this report, but it does provide the Executive with crucial performance information to inform future resource allocation.
- Information Technology - there are no information technology implications to this report
- Property - there are no property implications to this report
- Other - there are no other implications to this report

Risk Management

80 The risk management processes embedded across the council continue to contribute towards managing the risk issues associated with major projects and key areas of service delivery. The maturing nature of the risk management culture at the council is helping to create a climate that fosters a more considered view of opportunity and delivery of improved performance. While there are no risks associated directly to this monitoring report a regular risk monitor of the organisations' key risks goes to both Corporate Management Team and Audit & Governance Committee on a quarterly basis for assurance purposes.

Recommendations

81 Members are asked to:

- a. Note the performance issues identified in this report.

Reason: So that corrective action on these performance issues can be taken by CMT and directorates and key areas for improvement can be fed into future corporate planning.

- b. Note the out-turn position.

Reason: So that consideration can be given to areas of under and over spending and key areas can be fed into the financial planning process.

- c. Approve the transfer of the net receipt of £1,817k following the Fleming VAT case to the general revenue reserve as set out in paragraph 8.

Reason: To ensure that over the lifetime of the Council's Financial Plan reserves are maintained at an acceptable level.

- d. Approve the transfer of £120k from the Council's insurance reserve to the general fund reserve in 2008/09 and a further £400k in 2009/10 as set out in paragraph 10.

Reason: To ensure that over the lifetime of the Council's Financial Plan reserves are maintained at an acceptable level.

- e. Approve the transfer of the balance on the trading activity reserve to the general fund reserve with effect from 1 April 2009 as set out in paragraph 10.

Reason: To reflect the fact that this reserve is no longer required as the service is now part of the general fund.

- f. Review the requests for carry forward funds into 2009/10, totalling £472k for general fund services, detailed in paragraphs 44, 54, 59, 65 and 67, and summarised in paragraphs 74 to 78, and determine which ones should be approved.

Reason: So that resources can be directed into those areas that meet corporate priorities.

- g. Approve the request to carry forward £35k for the housing revenue account, detailed in paragraph 50, and summarised in paragraph 74.

Reason: So that resources can be directed into those areas that meet corporate priorities.

Contact Details

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Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all*

All



Background Working Papers

Reports to individual Executive members and Directorate Management Teams

Annexes

- Annex 1 - Reserves Position and Forecast
- Annex 2 - Snapshot analysis of National Performance Indicators
- Annex 3 - Full NPI 2008/09 results table
- Annex 4 - Place Survey Results for 2008/09

Reserves Position and Forecast

	2008/09 £000	2009/10 £000	2010/11 £000	2011/12 £000	2012/13 £000
General Fund Reserve					
Balance at 1 April	(11,426)	(10,012)	(6,563)	(6,285)	(6,285)
Less: Already Committed To Annual Budget	1,992	3,660	278	-	-
Carry Forward Underspend from Previous Years	1,513	472	-	-	-
Agreed transfer to Invest for Efficiency	1,000	-	-	-	-
Supplementary Estimates granted in year	1,519	37	-	-	-
Revised General Fund Reserve	(5,402)	(5,843)	(6,285)	(6,285)	(6,285)
Add: <u>Other Adjustments</u>					
NDR Rebates	(18)	(20)	-	-	-
Additional LABGI grant (£200k used as a supp. est. source)	(691)	-	-	-	-
Final LABGI grant - not expected until 2009/10	(186)	-	-	-	-
Transfer funds from insurance reserve agreed in the budget	(300)	-	-	-	-
Transfer funds from insurance reserve in this report	(120)	(400)	-	-	-
Fleming case VAT refund	(1,817)	-	-	-	-
Transfer funds from trading activities	-	(300)	-	-	-
	(3,132)	(720)	-	-	-
Net Underspend on General Fund	(1,478)	-	-	-	-
Expected General Fund Reserve as at 31 March	(10,012)	(6,563)	(6,285)	(6,285)	(6,285)
Trading Activities Reserve					
Balance at 1 April	(439)	(332)	-	-	-
Plus: Payments into Reserve (net of surplus needed for general fund)	(34)	(50)	-	-	-
Less: Use of Reserve	107	82	-	-	-
Profit in year to general fund	34	-	-	-	-
Transfer to general fund	-	300	-	-	-
Trading Activities Reserve at 31 March	(332)	-	-	-	-
Total Revenue Reserves as at 31 March	(10,344)	(6,563)	(6,285)	(6,285)	(6,285)
Estimated Minimum Reserves Threshold	5,361	5,309	5,574	5,853	6,145
Headroom In Reserves	(4,983)	(1,254)	(711)	(432)	(140)
Venture Fund					
Balance at 1 April	(2,729)	(2,276)	(2,222)	(1,410)	(1,344)
Plus: Repayments	(866)	(696)	(47)	(406)	(755)
Less: Advances	1,319	750	859	472	1,056
Estimated Venture Fund Balance as at 31 March	(2,276)	(2,222)	(1,410)	(1,344)	(1,043)

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Annex 2: 2008/09 Year-End Performance on National Performance Indicators

	Overall Results		Council						Partners	
	Overall	Council Indicators	LCCS	HASS	City Strategy	Neighbourhood	Corporate Services	PCT	Community Safety	
Number/% of NPI indicators reportable at this stage	146 of 200 (73%)	131 of 166 (79%)	65 of 79 (82%)	16 of 23 (70%)	25 of 33 (76%)	17 of 20 (85%)	8 of 11 (73%)	2 of 14 (14%)	13 of 20 (65%)	
Number/% of NPIs where improvement is measurable	107	98	57	10	20	10	1	1	8	
- Number/% of NPIs showing improvement	64 (60%)	60 (61%)	34 (60%)	8 (80%)	12 (60%)	5 (50%)	1 (100%)	0 (0%)	4 (50%)	
- Number/% of NPIs showing decline in performance	36 (34%)	31 (32%)	18 (32%)	2 (20%)	6 (30%)	5 (50%)	0 (0%)	1 (100%)	4 (50%)	
- Number/% of NPIs showing stable/no change	7 (6%)	7 (7%)	5 (9%)	0 (0%)	2 (10%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	
Number of NPIs with targets and data available	96	88	44	11	18	12	3	0	8	
- Number/% of NPIs which met 08/09 target	55 (57%)	50 (57%)	24 (55%)	7 (64%)	11 (61%)	5 (42%)	3 (100%)	0	5 (63%)	
- Number/% of NPIs which missed 2008/09 target	41 (43%)	38 (43%)	20 (45%)	4 (36%)	7 (39%)	7 (58%)	0 (0%)	0	3 (38%)	
Progress on 44 NPIs and 5 Local Indicators in our LAA										
Number of LAA Indicators reportable at this stage	39 of 49 (80%)	36 of 42 (86%)	12 of 15 (80%)	7 of 8 (88%)	14 of 16 (88%)	2 of 2 (100%)	1 of 1 (100%)	0 of 3 (0%)	3 of 4 (75%)	
Number/% of LAA where improvement is measurable	29	26	10	5	10	1	0	0	3	
- Number/% of LAA showing improvement	22 (76%)	20 (77%)	6 (60%)	5 (100%)	8 (80%)	1 (100%)	0	0	2 (67%)	
- Number/% of LAA showing decline in performance	7 (24%)	6 (23%)	4 (40%)	0 (0%)	2 (20%)	0 (0%)	0	0	1 (33%)	
Number of LAA with targets and data available	31	28	10	5	12	1	0	0	3	
- Number/% of LAA which met Interim 08/09 target	19 (61%)	16 (57%)	4 (40%)	3 (60%)	8 (67%)	1 (100%)	0	0	3 (100%)	
- Number/% of LAA which missed Interim 08/09 target	12 (39%)	12 (43%)	6 (60%)	2 (40%)	4 (33%)	0 (0%)	0	0	0 (0%)	
Note: Some indicators can not be reported at this stage as they have either been deferred till next year or have late availability due to the late release of data by government departments.										

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Code	Lead for Collection	Indicator definition	2007/08 outturn	2008/09 Year End Performance	Target 2008/09	Met or Exceeded Target	Improving	LAA indicator (35? local? Education NPI?)
NPI 1	Corporate Services	% of people who believe people from different backgrounds get on well together in their local area	No comparative outturn	79.0%	Meaningful Improvement	Not Available	Not Available	35
NPI 2	Corporate Services	Participation - % of people who feel they belong in their neighbourhood	No comparative outturn	54.0%	No Target Set	Not Available	Not Available	No
NPI 3	Neighbourhood	Civic participation in the local area	No comparative outturn	12.3%	No Target Set	Not Available	Not Available	No
NPI 4	Neighbourhood	% of people who feel they can influence decisions in their locality	No comparative outturn	31.5%	Meaningful Improvement	Not Available	Not Available	35
NPI 5	Neighbourhood	Overall/general satisfaction with local area	No comparative outturn	87.0%	No Target Set	Not Available	Not Available	No
NPI 6	City Strategy	Participation in regular volunteering	19.0%	23.1%	20.0%	Yes	Yes	35
NPI 7	City Strategy	Environment for a thriving third sector	No comparative outturn	08/09 19.7%	No Target Set	Not Available	Not Available	35
NPI 8	LCCS	Adult participation in sport	24.9%	19.3% interim result	26.9%	No	No	35
NPI 9	LCCS	Use of public libraries	No comparative outturn	51.3%	No Target Set	Not Available	Not Available	No
NPI 10	LCCS	Visits to museums or galleries	No comparative outturn	65.5%	No Target Set	Not Available	Not Available	No
NPI 11	LCCS	Engagement in the arts	No comparative outturn	53.5%	No Target Set	Not Available	Not Available	No
NPI 15	Community Safety	Serious violent crime rate	96	113 crimes, 0.58 per 1000 popn	92	No	No	No
NPI 16	Community Safety	Serious acquisitive crime rate	3330	3459 crimes, 17.89 per 1000 popn	3891, 20.3 per 1000 popn	Yes	No	35
NPI 17	Community Safety	Perceptions of anti-social behaviour: How much of a problem are... noisy neighbours; teenagers hanging around on the streets; rubbish or litter lying around; vandalism, graffiti or other deliberate damage	13%	11.2%	13.0%	Yes	Yes	35
NPI 19	LCCS	Rate of proven re-offending by young offenders	1.91 (2005 baseline)	1.39 (Q3 Data)	1.82	Yes	Yes	35
NPI 20	Community Safety	Assault with injury crime rate	1024	1239 crimes, 6.41 per 1000 popn	990	No	No	No
NPI 21	Community Safety	Dealing with local concerns about anti-social behaviour and crime by the local council and police	No comparative outturn	29.3%	No Target Set	Not Available	Not Available	No
NPI 22	Corporate Services	Perceptions of parents taking responsibility for the behaviour of their children in the area	No comparative outturn	28.6%	No Target Set	Not Available	Not Available	No
NPI 23	Corporate Services	Perceptions that people in the area treat one another with respect and dignity	No comparative outturn	23.0%	No Target Set	Not Available	Not Available	No
NPI 27	Community Safety	Understanding of local concerns about anti-social behaviour and crime by the local council and police	No comparative outturn	29.4%	No Target Set	Not Available	Not Available	No
NPI 28	Community Safety	Serious knife crime rate	67	60 crimes, 0.31 per 1000 popn	64	Yes	Yes	No
NPI 29	Community Safety	Gun crime rate	2	5 crimes, 0.03 per 1000 popn	2	No	No	No
NPI 30	Community Safety	Re-offending rate of prolific and priority offenders	131	89 (Jan - Dec 08)	105	Yes	Yes	35
NPI 34	Community Safety	Domestic violence – murder	1	0 crimes, 0 per 1000 popn	0	Yes	Yes	No
NPI 35	Community Safety	Building resilience to violent extremism	No comparative outturn	2	No Target Set	Not Available	Not Available	No
NPI 36	City Strategy	Protection against terrorist attack	No comparative outturn	4	No Target Set	Not Available	Not Available	No
NPI 37	City Strategy	Awareness of civil protection arrangements in the local area	No comparative outturn	Not Available	N/A	Not Available	Not Available	No
NPI 41	Community Safety	Perceptions of drunk or rowdy behaviour as a problem	No comparative outturn	18.4%	No Target Set	Not Available	Not Available	No
NPI 42	Community Safety	Perceptions of drug use or drug dealing as a problem	No comparative outturn	17.3%	No Target Set	Not Available	Not Available	No
NPI 43	LCCS	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	3.6%	4.9%	5.0%	Yes	No	No
NPI 45	LCCS	Young offenders engagement in suitable education, employment or training	70%	64%	No Target Set	Not Available	No	No
NPI 46	LCCS	Young offenders access to suitable accommodation	97%	95%	95%	Yes	No	No
NPI 47	City Strategy	People killed or seriously injured in road traffic accidents	118	1.7% reduction (116 - 3 year average)	113	No	Yes	35
NPI 48	City Strategy	Children killed or seriously injured in road traffic accidents	8	0% change (8 - 3 year average)	No Target Set	Not Available	Stable	No
NPI 52	LCCS	Take up of school lunches	31.1 (acc 07/08)	31.5%	36.4% (acc 08/09)	No	Yes	No
NPI 54	LCCS	Services for disabled children	No comparative outturn	65.0%	No Target Set	Not Available	Not Available	Local
NPI 56	LCCS	Obesity among primary school age children in Year 6	15.60%	16.65%	15.4%	No	No	35
NPI 58	LCCS	Emotional and behavioural health of children in care	No comparative outturn	16.0 (Est)	No Target Set	Not Available	Not Available	No
NPI 59	LCCS	Initial assessments for children's social care carried out within 7 working days of referral	65.8%	71.6%	66.0%	Yes	Yes	No
NPI 60	LCCS	Core assessments for children's social care that were carried out within 35 working days of their commencement	89.0%	91.3%	89.5%	Yes	Yes	No
NPI 61	LCCS	Stability of looked after children adopted following an agency decision that the child should be placed for adoption	100.0%	100.0%	100.0%	Yes	Yes	No
NPI 62	LCCS	Stability of placements of looked after children: number of moves	10.7%	10.4%	10.5%	Yes	Yes	No
NPI 63	LCCS	Stability of placements of looked after children: length of placement	65.5%	67.9%	67.5%	Yes	Yes	No
NPI 64	LCCS	Child protection plans lasting 2 years or more	1.4%	5.1%	2.5%	No	No	No
NPI 65	LCCS	Children becoming the subject of a Child Protection Plan for a second or subsequent time	7.7%	6.7%	7.5%	Yes	Yes	No
NPI 66	LCCS	Looked after children cases which were reviewed within required timescales	83.0%	92.4%	84.0%	Yes	Yes	No

Code	Lead for Collection	Indicator definition	2007/08 outturn	2008/09 Year End Performance	Target 2008/09	Met or Exceeded Target	Improving	LAA indicator (35? local? Education NPI?)
NPI 67	LCCS	Child protection cases which were reviewed within required timescales	98.3%	98.7%	100.0%	No	Yes	No
NPI 68	LCCS	Referrals to children's social care going on to initial assessment	66.6%	65.3%	67.0%	No	No	No
NPI 69	LCCS	Children who have experienced bullying	No comparative outturn	46.9%	No Target Set	Not Available	Not Available	No
NPI 72	LCCS	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	61.9%	60.0%	59.0%	Yes	No	Education NPIs
NPI 73	LCCS	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	76.8%	76.0%	No Target Set	Not Available	No	Education NPIs
NPI 75	LCCS	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)	54.5%	53.8%	56.0%	No	No	Education NPIs
NPI 76	LCCS	Achievement at level 4 or above in both English and Maths at KS2 (Floor)	2	4	No Target Set	Not Available	Yes	No
NPI 77	LCCS	Achievement at level 5 or above in both English and Maths at KS3 (Floor)	1	0	No Target Set	Not Available	No	No
NPI 78	LCCS	Achievement of 5 or more A*-C grades at GCSE and equivalent including GCSEs in English and Maths (Floor)	1	1	No Target Set	Not Available	Stable	No
NPI 79	LCCS	Achievement of a Level 2 qualification by the age of 19	71.30%	74.0%	75.0%	No	Yes	No
NPI 80	LCCS	Achievement of a Level 3 qualification by the age of 19	50.3%	51.0%	No Target Set	Not Available	Yes	No
NPI 81	LCCS	Inequality gap in the achievement of a Level 3 qualification by the age of 19	30.3%	25.0%	29.0%	Yes	Yes	35
NPI 82	LCCS	Inequality gap in the achievement of a Level 2 qualification by the age of 19	30.0%	29.0%	No Target Set	Not Available	Yes	No
NPI 84	LCCS	Achievement of 2 or more A*-C grades in Science GCSEs or equivalent	56.5%	57.0%	No Target Set	Not Available	Yes	No
NPI 85	LCCS	Post-16 participation in physical sciences (A Level Physics, Chemistry and Maths)	Phy-70, Chem-98, Math-145	Phy-75, Chem-97, Math-180	No Target Set	Not Available	Yes	No
NPI 86	LCCS	Secondary schools judged as having good or outstanding standards of behaviour	77.8%	77.8%	86.0%	No	Stable	No
NPI 87	LCCS	Secondary school persistent absence rate	6.5%	5.9%	No Target Set	Not Available	Yes	Education NPIs
NPI 88	LCCS	Number of Extended Schools	98.0%	100.0%	100.0%	Yes	Yes	No
NPI 89	LCCS	Number of schools in special measures	0	0	0	Yes	Yes	No
NPI 92	LCCS	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	32.7%	30.8%	31.0%	Yes	Yes	Education NPIs
NPI 93	LCCS	Progression by 2 levels in English between KS 1 and KS 2	84.7%	84.5%	No Target Set	Not Available	Stable	Education NPIs
NPI 94	LCCS	Progression by 2 levels in Maths between KS 1 and KS 2	78.4%	80.7%	No Target Set	Not Available	Yes	Education NPIs
NPI 99	LCCS	Children in care reaching level 4 in English at KS 2	80.0%	30.0%	44.4%	No	No	Education NPIs
NPI 100	LCCS	Children in care reaching level 4 in Maths at KS 2	60.00%	40.0%	44.4%	No	No	Education NPIs
NPI 101	LCCS	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	0.00%	15.7%	23.8%	No	Yes	Education NPIs
NPI 102a	LCCS	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2	29%	28%*est	28.0%	Yes	Yes	Local
NPI 102b	LCCS	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 4	31.4%	31.2%	29.0%	No	Yes	Local
NPI 103a	LCCS	Special Educational Needs – statements issued within 26 weeks (excluding exception cases)	No comparative outturn	98.0%	100.0%	No	Not Available	No
NPI 103b	LCCS	Special Educational Needs – statements issued within 26 weeks	No comparative outturn	96.0%	90.0%	Yes	Not Available	No
NPI 104	LCCS	The Special Educational Needs (SEN)/non-SEN gap – achieving Key Stage 2 English and Maths threshold	56%	61.0%	No Target Set	Not Available	No	No
NPI 105	LCCS	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSE inc. English and Maths	55.50%	53.2%	No Target Set	Not Available	Yes	No
NPI 109a	LCCS	% of actual designations of Sure Start Children Centres against forecast trajectory (Phase 2-8 centres)	87.50%	100.0%	100.0%	Yes	Yes	No
NPI 110	LCCS	Young people's participation in positive activities	No comparative outturn	69.7%	No Target Set	Not Available	Not Available	35
NPI 111	LCCS	First time entrants to the Youth Justice System aged 10 – 17	2350	1602	2185	Yes	Yes	Local
NPI 112	LCCS	Under 18 conception rate	15.3%(2006)	24.8% (2007)	-18% result due Feb 2010	No	No	35
NPI 114	LCCS	Rate of permanent exclusions from school	0.25%	0.12%	0.13%	Yes	Yes	No
NPI 115	LCCS	Substance misuse by young people	12.0%	11.9%	No target set as 08/09 baseline year	Not Available	Yes	35
NPI 117	LCCS	16 to 18 year olds who are not in education, training or employment (NEET)	3.9%	4.2%	3.7% (Nov 08 - Jan 09)	No	No	35
NPI 119	PCT	Self-reported measure of people's overall health and wellbeing	No comparative outturn	Not Available	0.0%	Not Available	Not Available	No
NPI 130	HASS	Social Care clients receiving Self Directed Support per 100,000 (Direct Payments and Individual Budgets)	165.0	301.6	174.5	Yes	Yes	35
NPI 131	PCT	Delayed transfers of care from hospitals	No comparative outturn	1.5%	HCC Annual Health Check threshold for 2007 <=3.5% PCT	Not Available	Not Available	No
NPI 132	HASS	Timeliness of social care assessment	61.78%	67.1%	80.0%	No	Yes	No
NPI 133	HASS	Timeliness of social care packages	92.33	90.3%	87.0%	Yes	No	No
NPI 134	PCT	The number of emergency bed days per head of weighted population	404615	425331 (Estimate)	No Target Set	Not Available	No	No
NPI 135	HASS	Carers receiving needs assessment or review and a specific carer's service, or advice and information	7.7%	17.1%	18.7%	No	Yes	35

Code	Lead for Collection	Indicator definition	2007/08 outturn	2008/09 Year End Performance	Target 2008/09	Met or Exceeded Target	Improving	LAA indicator (35? local? Education NPI?)
NPI 136	HASS	People supported to live independently through social services (all ages)	3281.24	3651.26	3364.00	Yes	Yes	No
NPI 138	HASS	Satisfaction of people over 65 with both home and neighbourhood	No comparative outturn	91.9%	No Target Set	Not Available	Not Available	No
NPI 138	Neighbourhood	Satisfaction of people over 65 with both home and neighbourhood	No comparative outturn	91.9%	No Target Set	Not Available	Not Available	No
NPI 139	HASS	People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently	No comparative outturn	29.9%	No Target Set	Not Available	Not Available	Local
NPI 140	Corporate Services	Fair treatment by local services	No comparative outturn	77.9%	No Target Set	Not Available	Not Available	No
NPI 141	HASS	Number of vulnerable people achieving independent living	52.19%	69.97%	68.5%	Yes	Yes	35
NPI 142	HASS	Number of vulnerable people who are supported to maintain independent living	No comparative outturn	98.4%	98.0%	Yes	Not Available	No
NPI 145	HASS	Adults with learning disabilities in settled accommodation	No comparative outturn	76.2%	No Target Set	Not Available	Not Available	No
NPI 146	HASS	Adults with learning disabilities in employment	No comparative outturn	5.8%	No Target Set	Not Available	Not Available	No
NPI 147	LCCS	Care leavers in suitable accommodation	83.0%	100.0%	100.0%	Yes	Yes	No
NPI 148	LCCS	Care leavers in employment, education or training	50.0%	50.0%	70.0%	No	Stable	No
NPI 151	City Strategy	Local economy - Overall employment rate	82.6%	83.82% (estimate)	2008/09 will set the baseline	Not Available	Yes	No
NPI 152	City Strategy	Working age people on out of work benefits	7.4%	7.1% (estimate)	7.1%	Yes	Yes	35
NPI 154	City Strategy	Net additional homes provided	523	451	580	No	No	No
NPI 155	HASS	Number of affordable homes delivered (gross)	51	151	165	No	Yes	35
NPI 156	HASS	Number of households living in Temporary Accommodation	209	167	170	Yes	Yes	35
NPI 157a	City Strategy	Processing of planning applications - major applications completed within 13 weeks	73.4%	76.59% (36/47)	70.0%	Yes	Yes	No
NPI 157b	City Strategy	Processing of planning applications - minor applications completed within 8 weeks	76.0%	72.54% (362/499)	80.0%	No	No	No
NPI 157c	City Strategy	Processing of planning applications - other applications completed within 8 weeks	87.7%	87.02% (1153/1325)	92.0%	No	No	No
NPI 158	HASS	% of decent council homes	9.84%	5.7%	7.3%	Yes	Yes	No
NPI 159	City Strategy	Supply of ready to develop housing sites	No comparative outturn	08/09 152%	>100%	Not Available	Yes	No
NPI 160	HASS	Local Authority tenants' satisfaction with landlord services	88.00%	85.2%	90.0%	No	No	No
NPI 161	LCCS	Learners achieving a Level 1 qualification in literacy	55	63	53	Yes	Yes	No
NPI 162	LCCS	Learners achieving an Entry Level 3 qualification in numeracy	8	18	20	No	Yes	No
NPI 163	City Strategy	Working age population qualified to at least Level 2 or higher	73.30%	74.9% (estimate)	75.8%	No	Yes	35
NPI 164	City Strategy	Working age population qualified to at least Level 3 or higher	53.90%	57.9% (Estimate)	55.9%	Yes	Yes	Local
NPI 165	City Strategy	Working age population qualified to at least Level 4 or higher	34.70%	37.6% (Estimate)	34.8%	Yes	Yes	35
NPI 166	City Strategy	Average earnings of employees in the area	£472.20 (1.02:1)	£472.60 (0.98:1)	0.9758	Yes	Yes	35
NPI 167	City Strategy	Congestion – average journey time per mile during the morning peak	No comparative outturn	3 min 24 secs	<3min 26 sec	Not Available	No	35
NPI 168	Neighbourhood	Principal roads where maintenance should be considered	4%	3%	4%	Yes	Yes	No
NPI 169	Neighbourhood	Non-principal roads where maintenance should be considered	10%	9%	10%	Yes	Yes	No
NPI 170	City Strategy	Previously developed land that has been vacant or derelict for more than 5 years	No comparative outturn	0.96%	0.96%	Yes	Not Available	No
NPI 171	City Strategy	VAT registration rate	44.5	34.7 (estimate)	34.7	Yes	No	35
NPI 172	City Strategy	VAT registered businesses in the area showing growth	15.2% (estimate)	14% (estimate)	14.0%	Yes	No	No
NPI 177	City Strategy	Local bus passenger journeys originating in the authority area	14.85 M	15.3m	17m	No	Yes	No
NPI 178	City Strategy	Bus services running on time	No comparative outturn	a) 63.3% b) 1 min 32 secs	2008/09 will set the baseline	Not Available	Not Available	No
NPI 179	Corporate Services	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	No comparative outturn	2753k	£1923k	Yes	Not Available	No
NPI 180	Corporate Services	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	No comparative outturn	1357 per 1000 caseload	1000 per 100 caseload	Yes	Not Available	No
NPI 181	Corporate Services	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events DWP DSO	19 days (old rules)	18 days	18 days	Yes	Yes	No
NPI 182	Neighbourhood	Satisfaction of businesses with local authority regulation services	No comparative outturn	76%	80%	No	Not Available	No
NPI 183	Neighbourhood	Impact of local authority regulatory services on the fair trading environment	No comparative outturn	0.92%	No Target Set	Not Available	Not Available	No
NPI 184	Neighbourhood	Food establishments in the area which are broadly compliant with food hygiene law	No comparative outturn	88%	93%	No	Not Available	No
NPI 187	HASS	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	No comparative outturn	Low = 6.9% High = 60.4%	No Target Set	Not Available	Not Available	35
NPI 188	City Strategy	Adapting to climate change	Level 0	Level 0	Level 1	No	Stable	Local
NPI 189	City Strategy	Flood and coastal erosion risk management	No comparative outturn	100% (5/5)	100.0%	Yes	Not Available	No

Code	Lead for Collection	Indicator definition	2007/08 outturn	2008/09 Year End Performance	Target 2008/09	Met or Exceeded Target	Improving	LAA indicator (35? local? Education NPI?)
NPI 191	Neighbourhood	Residual household waste per head	663 kg	629kg	640kg	Yes	Yes	35
NPI 192	Neighbourhood	Household waste recycled and composted	43.37%	45.13%	45.13%	Yes	Yes	No
NPI 193	Neighbourhood	Municipal waste landfilled	57.45%	55.14%	55.30%	Yes	Yes	No
NPI 195a	Neighbourhood	Improved street and environmental cleanliness (levels of litter)	8%	8.9%	8.0%	No	No	No
NPI 195b	Neighbourhood	Improved street and environmental cleanliness (levels of detritus)	9%	11.0%	8.0%	No	No	No
NPI 195c	Neighbourhood	Improved street and environmental cleanliness (levels of graffiti)	2%	4.7%	2.0%	No	No	No
NPI 195d	Neighbourhood	Improved street and environmental cleanliness (levels of fly posting)	0%	1.1%	0.0%	No	No	No
NPI 196	Neighbourhood	Improved street and environmental cleanliness – fly tipping	2 (effective)	3 (not effective)	2 (effective)	No	No	No
NPI 197	City Strategy	Improved local biodiversity – active management of local sites	28%	40.0%	35.0%	Yes	Yes	35
NPI 198a	LCCS	% of children travelling to school (age 5-10) who travel to school by car (including vans and taxis)	27.63%est	31.2% est	27.0%	No	No	No
NPI 198b	LCCS	% of children travelling to school (age 11-15) who travel to school by car (including vans and taxis).	8.4%est	9.3% est	8.0%	No	No	No
NPI 199	LCCS	Children & young people's satisfaction with park and play areas	No comparative outturn	42.4%	No Target Set	Not Available	Not Available	No
BVPI 219b	City Strategy	% of conservation areas in local authority area with an up-to-date character appraisal	3.00%	9.0%	14.0%	No	Yes	Local
BVPI 9	Corporate Services	% of council tax collected	97.3%	97.4%	97.5%	No	Yes	No
BV 212	HASS	Average time taken to re-let local authority housing	19.37 days	21.46 days	18 days	No	no	No
CYP 8.10	LCCS	% of pupils living in the 30% most deprived areas in the country (IDACI) gaining 5 A*-C, including maths and English, at GCSE	29%	28% Est	33%	No	Yes	Local
EDE1.4	City Strategy	Av. gross weekly earnings	71.9% (average 2002-2007)	70% Estimate	72% (average 06/08)	No	No	Local
H4	HASS	Urgent repairs completed within Government timescales	90.0%	95.3%	99%	No	yes	No
H5	HASS	Average time taken to complete non-urgent repairs	7.97 days	6.63 days	8 days	yes	yes	No
LPSA 12.2	LCCS	% of children and young People's participation in high-quality PE and sport (2 hours a week)	90.0%	94.0%	91.0%	Yes	Yes	No
RM 13	LCCS	Number of pupils permanently excluded in the secondary sector	38	8	25	Yes	Yes	No
RM 15	LCCS	Number of fixed term exclusions in the primary sector	195	122	180	Yes	Yes	No
RM 16	LCCS	Number of fixed term exclusions in the secondary sector	1049	702	700	Yes	Yes	No
VJ15a	City Strategy	York's unemployment rate below the regional rate	1.5% below	1.47% below	1.5% below	No	No	No
VJ15b	City Strategy	York's unemployment rate below the national rate	1.1% below	1.03% below	1% below	No	No	No
VJ15c	City Strategy	Business confidence: the balance of firms expecting turnover to rise in the future rather than fall	28.10%	11.0%	20.0%	No	No	No
VJ15d	City Strategy	Balance of firms where turnover has grown rather than fallen	21.08%	1.7%	20.0%	No	No	No

Place Survey results for 2008/09

Annex 4

Indicator	2008/09 result	LAA target?	Low = good High = good	Comparative quartile
NI 4 - % people feel can influence decisions in their locality	31.5%	Yes	High	Top
NI 5 - general satisfaction with local area	87%	No	High	Top
NI 17 - % people concerned about anti-social behaviour	11.2%	Yes	Low	Top
NI 21 – Council & Police dealing with anti-social behaviour and crime	29.3%	No	High	Top
NI 23 - people treat one another with respect and consideration	23%	No	High	Top
NI 27 - Understanding concerns about anti-social behaviour	29.4%	No	High	Top
NI 41 - % of people who feel drunk or rowdy behaviour is a problem	18.4%	No	Low	Top
NI 42 - % of people who feel drug use/drug dealing is a problem	17.3%	No	Low	Top
NI 138 - Satisfaction of over 65s with home and neighbourhood	91.9%	No	High	Top
NI 140 - Fair treatment by local services	77.9%	No	High	Top
NI 1 - % people from different backgrounds get on well together	79%	Yes	High	2nd
NI 6 - Participation in regular volunteering	23.1%	Yes	High	2nd
NI 119 – Overall health & well-being	79.3%	No	High	2nd
NI 2 - % feel that they belong to their neighbourhood	54%	No	High	3rd
NI 3 - Civic participation in the local area	12.3%	No	High	3rd
NI 22 - parents taking responsibility for the behaviour of their children	28.6%	No	High	3rd
NI 37 - Awareness of civil protection arrangements	14.6%	No	High	3rd
NI 139 - Older people receive support they need to live independently	29.9%	Yes	High	3rd

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Effective Organisation Overview & Scrutiny Committee

Report of the Democratic Services Manager

30 June 2009

Corporate Strategy – Relevant Key Performance Indicators & Actions

Summary

1. This report presents the Corporate Strategy key performance indicators and actions relevant to the remit of this particular Overview & Scrutiny Committee.

Background

2. As part of the restructure of the overview & scrutiny function in York, it was agreed that the new standing Overview & Scrutiny Committees would be responsible for:
 - a. monitoring progress on those council priorities relevant to their individual terms of reference and for advising on potential future priorities;
 - b. identifying aspects of the Council's operation and delivery of services, and/or those of the relevant Council's statutory partners, that are perhaps not on target and therefore suitable for an efficiency review;
 - c. supporting the achievement of the relevant 'Local Area Agreement' priority targets
3. Annex A provides information on current performance indicators of either the Council or a statutory partner (or in some cases a hybrid of both), relevant to the work of the Effective Organisation Overview & Scrutiny Committee.

Consultation

4. The information contained within Annex A was provided by the Corporate Performance Manager.

Analysis

5. The information contained within the Annex has been provided in order to enable the Committee to monitor implementation of the current corporate priorities for 2009/10 and establish a baseline on which to judge the overall

success of that implementation in 2010, in order to make proposals for changes to the priorities for 2010/11.

6. Information on the relevant Council corporate priorities will be presented as part of the quarterly finance and performance monitoring reports. Information on the progress made by partners, will be made available to the Committee periodically throughout the year depending on the reporting cycle agreed by the Council with partners. Details of these will be added to the Committee's work programme.

Options

7. Having considered the information contained within the Annex, Members may choose to request further information on any of the key indicators and actions identified.

Corporate Strategy

8. The work of this Committee directly supports the eighth theme of the Corporate Strategy 'We shall make City of York Council an Effective Organisation'.

Implications

9. There are no known Legal, HR, Equalities, Finance, Crime and Disorder, ITT, Property & Other implications associated with the recommendation within this report.

Risk Management

11. There are no known risks associated with the recommendation in this report.

Recommendations

12. Members are asked to note the contents of the report and its annex and decide what, if any, further information is required at this stage.

Reason: To inform the work of this Committee.

Contact Details

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Chief Officer Responsible for the report:

Dawn Steel
Democratic Services Manager

Report Approved**Date** 16 June 2009**Wards Affected:****All**

For further information please contact the author of the report

Background Papers: N/A**Annexes**

Annex A – Relevant Council Performance Indicators and Key Actions for 2009/10

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Possible performance indicator links to Scrutiny Committees

Annex A

Code	Lead for Collection	Indicator definition	LAA indicator (35? local? Education NPI?)	Link to scrutiny committee
NPI 1	Corporate Services	% of people who believe people from different backgrounds get on well together in their local area	35	Effective Org
NPI 2	Corporate Services	Participation - % of people who feel they belong in their neighbourhood	No	Effective Org
NPI 14	Corporate Services	Avoidable contact: The average number, of customer contacts per received customer request	No	Effective Org
NPI 126	PCT	Early access for women to maternity services	No	Effective Org
NPI 140	Corporate Services	Fair treatment by local services	No	Effective Org
NPI 181	Corporate Services	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events DWP DSO	No	Effective Org
ARM 1	Corporate Services	Number of Housing Benefit and Council Tax Benefit fraud investigations completed per year	No	Effective Org
ARM 2	Corporate Services	Number of HB and CTB prosecutions and sanctions per year	No	Effective Org
ARM 3	Corporate Services	Total value of fraudulent benefits payments detected by the local authority each year	No	Effective Org
BR1	Corporate Services	Non Domestic Rates reduction in prior year's balances	No	Effective Org
BVPI 10	Corporate Services	% of non-domestic rates (NNDR) due for the financial year which were received by the authority	No	Effective Org
BVPI 79bi	Corporate Services	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments.	No	Effective Org
BVPI 8	Chief Executive's	% of invoices paid within 30 days in Chief Executives	No	Effective Org
BVPI 9	Corporate Services	% of council tax collected	No	Effective Org
NPI 3	Neighbourhood	Civic participation in the local area	No	
NPI 4	Neighbourhood	% of people who feel they can influence decisions in their locality	35	
NPI 5	Neighbourhood	Overall/general satisfaction with local area	No	
CYP13.1	LCCS	#N/A	No	
CYP13.2	LCCS	#N/A	No	

Effective Organisation Overview & Scrutiny Committee Work Plan 2009-10

Meeting Date	Work Programme
30 June 2009	<ol style="list-style-type: none">1. Report on Overview & Scrutiny Committees - Terms of Reference2. Information Report on Improvement Plan 2009/103. 2008/09 Year End Outturn Report4. Corporate Strategy – Key Performance Indicators & Actions for 2009/10 – Understanding the corporate priorities relevant to the Committee's 'terms of reference' in order to establish a baseline for making proposals for changes to the Corporate Priorities in 2010/11
15 September 2009	<ol style="list-style-type: none">1. First Quarter Monitoring Report
24 November 2009	<ol style="list-style-type: none">1. Second quarter Monitoring Report
12 January 2010	<ol style="list-style-type: none">1. Budget Consultation2. Audit Commission Report on Use of Resources
23 February 2010	<ol style="list-style-type: none">1. Third Quarter Monitoring Report2. Annual Report from relevant Local Strategic Partners

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