

**OVERVIEW & SCRUTINY
SERVICE DELIVERY PANEL**

3rd March 2009

**OVERVIEW & SCRUTINY
SERVICE SUPPORT PANEL**

10th March 2009

**PERFORMANCE MONITORING
(Report by the Head of Policy and Strategic Services)**

1. INTRODUCTION

- 1.1 The purpose of this report is to present to Members performance management information on "Growing Success" – the Council's Corporate Plan.

2. BACKGROUND INFORMATION

- 2.1 In September 2008 the Council adopted an updated Plan which includes 37 short, medium and long term objectives to help achieve aims and ambitions for Huntingdonshire's communities and the Council itself. In addition the Council identified eight of these objectives which were considered to be a priority for the immediate future.

3. PERFORMANCE MANAGEMENT

- 3.1 Progress against all 37 objectives is reported to Chief Officers Management Team quarterly on a service basis. A progress report from each Division includes performance data in the form of achievement against a target for each of the objectives that those services contribute towards. This is supported by narrative on achievements, other issues or risks and budgeting information. In addition, a working group jointly appointed by the Panels continues to meet quarterly to monitor progress in the achievement of the Plan and to consider development issues.
- 3.2 Members of the Overview & Scrutiny Panels have an important role in the Council's Performance Management Framework and the process of regular review of performance data has been established. In adopting the updated version of Growing Success, and in particular in prioritising objectives, it was intended that Members should concentrate their monitoring on a small number of objectives to enable them to adopt a strategic overview while building confidence that the Council priorities are being achieved.
- 3.3 Members of the Panels will also find broader performance information of help to them in undertaking their review and scrutiny functions. This information can be provided on a regular or ad-hoc basis.
- 3.4 The priority objectives have been allocated between Panels as follows:

Service Support	Service Delivery
To promote development opportunities in and around the market towns	To help mitigate and adapt to climate change
Effective Partnership	To enable the provision of affordable housing
To be an employer people want to work for	To achieve a low level of homelessness
Maximise business and income opportunities including external funding and grants	To promote active lifestyles

4. PERFORMANCE MONITORING

4.1 The following performance data is appended for consideration:

Annex A - a summary of achievements, issues and risks relating to the objectives identified by the Heads of Service.

Annex B - Performance data from services which contribute to the Council objectives. For each measure there is a target, actual performance against target, forecast performance for the next period and a comments field. The data is colour coded as follows:

- green – achieving target or above;
- amber – between target and an “intervention level (the level at which performance is considered to be unacceptable and action is required);
- red – the intervention level or below; and
- grey - data not available

5. RECOMMENDATION

5.1 Members are recommended to;

Consider the results of performance for priority objectives and to comment to Cabinet as appropriate.

BACKGROUND INFORMATION

Performance Management reports produced from the Council’s CPMF software system

Growing Success: Corporate Plan

**Contact
Officer:**

Howard Thackray, Policy & Research Manager



01480 388035




SERVICE SUPPORT (up to 31st December 2008)

ANNEX A


Objective		
To promote development opportunities in and around the market towns	Achievements:	<p>Promoting Local Procurement: 'Buyer meet supplier' event held to encourage local procurement and promote opportunities available within the Public Sector. 70 businesses attended and 13 key public sector Procurement Mangers each provided one-to-one meetings alongside a Master Class on "How to win public sector contracts". Business Support partners are keen to roll out this format across the county now.</p> <p>Visit (Enjoy) Huntingdonshire: Launch to councillors and officers of Visit Huntingdonshire website. This is part of a suite of 'visit Britain' websites which cascade to regional, county and district levels. The project fed into a wider EEDA funded partner initiative involving all five local District Councils and Peterborough in setting up a new Cambridgeshire-wide website 'Visit Cambridgeshire'. The public launch of 'Visit Huntingdonshire' is set for 24th February.</p> <p>District Promotion: A new combined visitor and accommodation guide has been produced, which consolidates information from a number of other publications and streamlines the number of documents required. A PDF version is also available on the Council's website.</p>
	Issues:	
	Risks:	
Effective Partnership	Achievements:	<p>Sustainable Community Strategy and LAA: Significant progress has been made in developing a performance management system for the SCS and integrating it into wider performance management systems. Scrutiny and accountability arrangements are also being considered for the HSP as well as linkages with the countywide partnerships to deliver the LAA.</p>
	Issues:	<p>Implementation of new Departmental and Divisional structure following Employment Panel approval. The Interim management arrangements will remain in place until recruitment of the Head of People, Performance and Partnerships has been completed – need to consider short term service plan and longer term strategic direction.</p>
	Risks:	<p>Funding may not be secured to employ a full time Young People's worker to support work across the HSP, consequently the reduction in hours will affect the delivery of some actions from the action plan.</p>

To be an employer people want to work for	Achievements:	Training Advisor and Training Support Officer commenced employment in January. The HR team are now fully staffed and plans are in place to address backlog, roll out policy reviews and update processes to ensure the Council's interests are protected.
	Issues:	While a significant number of audit actions have been completed in the last quarter there are still a number outstanding across the HR and Payroll Division. An analysis of these outstanding issues has been undertaken, together with a plan of implementation and review.
	Risks:	
Maximise business and income opportunities including external funding and grants	Achievements:	External Funding: External Funding officer has met with all Heads of Service and identified future funding projects. This will be reported to DMT's in due course.
	Issues:	External Funding strategy: due to External Funding officers time being spent on funding bids the External Funding strategy has been delayed, this work is expected to be complete by April.
	Risks:	S106 agreements: there has been a slowdown in collecting contributions due to the economic downturn and the slowdown in the housing market. Several developers have requested variations to S106 agreements to payment terms.

SERVICE SUPPORT (up to 31st December 2008)
ANNEX B

Community/Council Aim: Developing communities sustainably						
Objective: To promote development opportunities in and around the market towns						
Division: Planning						
Divisional Objective: To promote development opportunities in and around the market towns						
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:
Develop strategic policy to promote well being of our market towns	Adoption of Core Strategy on target to be adopted by August 2009 (1=Yes, 0=No)	1	1	1		Examination in public expected March 09
QRT						
Division: Policy and Strategic Services						
Divisional Objective: To promote development opportunities in and around the market towns						
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:
Implementation of the projects (that contribute market town development) in the Local Economy strategy	% of LES actions/milestones on track	90	100	100		Local economy strategy has been adopted. Action plans have been developed and are on target.
QRT						
Community/Council Aim: To improve our systems and practices						
Objective: Effective Partnerships						
Division: Policy and Strategic Services						
Divisional Objective: Develop and adopt a sustainable community strategy						
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:
Develop and refine SCS action plans by March 09	on target (1=Yes, =No)	1	1	1		
Deliver and measure performance against action plans for 09/10	% of SCS themed group action plans on target to be delivered in 2009/10	70				Data available in spring 2009
QRT						

Divisional Objective: Effective Partnership framework							QRT
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:	
Develop, implement and monitor strategic/operational partnership review programme	Partnership review programme on target (1=yes, 0=No)	1	1	1	↔		QRT
Community/Council Aim: To learn and develop							
Objective: To be and Employer People Wish to Work For							
Division: HR							
Divisional Objective: To attract and retain staff							
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:	
Policies and procedures that keep up to date with modern working patterns	Review programme on target for adoption by Dec 2008 (1 = Yes, 0 = No)	1	1		↔	Adopted Dec 2008	YRL
Recruitment package	% of posts filled within one round of recruitment	90	100		↔	All posts advertised in last quarter have been filled in the first round of recruitment.	QRT
	% of filled posts (for permanent staff) at anyone time	97	98.9			7 posts were vacant at the end of December out of a total of 717 permanent posts.	QRT
To ensure a culture in which staff are able to work to their full potential	Biennial staff survey – % level of satisfaction	80				Staff survey due summer 2009	YRL
Community/Council Aim: To maintain sound finances							
Objective: Maximise business and income opportunities including external funding and grants							
Division: Leisure							
Divisional Objective: Maximise leisure centre income							
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:	
Maximise leisure centre income	Actual income received compared to budget (cumulative quarterly target)	£3,492,000	£3,410,000		↑		QRT
Maintain expenditure within budget	Actual expenditure compared to budget cumulative quarterly target	£5,002,000	£4,300,000	4.83m	↑		QRT
Division: Policy and Strategic Services							
Divisional Objective: To be aware of appropriate funding opportunities and communicate to the appropriate service							
Key Activity(s) only to deliver service objective:	Key Measure:	Target:	Actual	Forecast	Trend	Comments:	

Co ordinate and maintain a system of internal control via funding Database, liaise with appropriate officers, provide funding advice and assistance in compilation of bids, as required	% of bids which attract funding,(year to date)	70	92.%		d	11 out of 12 bids = (£13,471,268)	QRT
	External Funding strategy on target to be completed by March 2009 (1=Yes, 0=No)	1	0.5			This work could be delayed until April 09	QRT