



Performance Monitoring Report

Level One Indicators

Year End 2003/04

Introduction

This Performance Report is set out in 5 sections, the Level One indicators report performance levels across the whole Council and are produced in collaboration with Amey.

The Level One indicators are grouped into five sections listed as below:

- Corporate Priorities, Development Themes (project based) and the PSA
- Finance
- Customer Service – by Service Group
- Customer Service – AMEY
- West Berkshire staffing

The RED, AMBER, GREEN traffic light system of reporting is defined as follows:



- **Red** performance is measured as failing to achieve the target (or delivery of the project) and where that performance will not be recovered by the end of the financial year.



- **Amber** performance is measured as failing to achieve the target (or delivery of the project) but where that performance will be recovered by the end of the financial year



- **Green** performance is measured as being on or exceeding the target (or delivery of the project) and is expected to remain on target to the end of the financial year.

TREND ARROWS provide information based on the comparison of that indicator against the last measure taken (quarterly or annual) and is shown as follows:



improving performance



declining performance



no change in performance

COMPARATIVE information shows how West Berkshire's performance compares with that of other English Councils.

This information is based on the 2002/03 outturn figures for Best Value Performance Indicators (BVPIs) that have been published on the Audit Commission's website in November and is represented by the West Berkshire Council being rated as performing in the top quartile:

Top = Top Quartile (25%)

SECTION 1: CORPORATE PRIORITIES, DEVELOPMENT THEMES AND PSA (PROJECT INDICATORS)									
Code	Performance Indicator description	Performance (2003/04)							
		Q1	Q2	Q3	YE 03/04	Q Trend	Notes/Proposed Remedy	Corporate Board recommendation	
OVER ALL	CORPORATE PRIORITIES, DEVELOPMENT THEMES AND PSA Summary report for the projects supporting the 10 Corporate Priorities and 4 Development Themes and the Public Service Agreement (PSA)	N/a					→	REDS= 0 AMBERS= 3 GREENS= 12	
S1 NC	Providing strong community leadership	N/a					↗	Generally good progress although community needs and consultation require attention	
S2 NC	Tackling all forms of social exclusion across the District	N/a					↘	Understanding the needs of disadvantaged groups Putting together co-ordinated programmes of action Promoting effectively the work of the Council in this area More active Member involvement Training Programme	
S3 MG	Promoting independence for older people and people with disabilities	N/a					→	On target	
S4 RH	Maintaining high standards of educational achievement across all our schools	N/a					→	Performance remains good but with increased focus on achievement at Key Stage 2. A range of intervention and support programmes is in place. Individual schools requiring intensive support have been identified and supported. Plans are in place and agreed with the DfES	
S5 JA	Ensuring that the street environment is clean, well maintained and safe	N/a					→		
S6 MG	Increasing the provision of homes that are affordable to those on low incomes	N/a					↗		

Code Owner	Performance Indicator description	Performance (2003/04)							
		Q1	Q2	Q3	YE 03/04	Q Trend	Notes/Proposed Remedy	Corporate Board recommendation	
S7 RH	Improving the quality of life for looked after children and other young people at risk	N/a					→	All key performance indicators are on track.	
S8 JA	Improving transportation	N/a					→	Work progressing on initial targets for 04/05	
S9 JA	Improving environmental resource management	N/a					→	Reducing CO2 emissions targets need to be agreed	
S10 NC	Creating attractive and vibrant town centres	N/a					→	Good performance – all targets met or exceeded	

D1 JA	Performance improvement	N/a					→		
D2 MB	Building capacity	N/a					→		
D3 JB&MB	Customer focus	N/a					→		
D4 NC	Stronger governance	N/a					→		
PSA AD	Public Service Agreement	N/a					↗	Areas to watch: PSA 1 school attendance - reporting PSA 5 E government – high initial baseline on first point of contact measure PSA 14 DAAT quality of baseline data	

Financial Indicators:

R - Red performance is measured as failing to achieve the planned budget and where that performance will not be recovered by the end of the financial year.

For Revenue budget: where the overspend % variance is greater than 1% of budget

For Capital budget where the overspend % variance is greater than 3% of budget
or where the underspend % variance is greater than 30% of budget

For Capital projects on schedule where more than 25% of projects are overrunning the planned completion date

A - Amber performance is measured as failing to achieve the planned budget and where that performance will not be recovered by the end of the financial year

For Revenue budget: where the overspend % variance is greater than 0% but less than 1% of budget

For Capital budget where the overspend % variance is greater than 1% but less than 3% of budget
or where the underspend % variance is greater than 20% but less than 30% of budget

For Capital projects on schedule where more than 15% of projects are overrunning the planned completion date






G - Green performance is measured as achieving or under-spending the planned budget by the end of the financial year.

For Revenue budget: where the underspend/spend % variance is less than or equal to budget




For Capital budget where overspend % variance is less 1% of budget
or where the underspend % variance is less 20% of budget


















For Capital projects on schedule where less than 15% of projects are overrunning the planned completion date

SECTION 2: FINANCE											
Code	Performance Indicator description	Year end 2002/03	£K Budget Target 2003/04	Performance (2003/04)					Notes/Proposed Remedy	Corporate Board recommendation	
				Q1	Q2	Q3	YE 03/04	Q Trend			
OVER ALL	FINANCE Summary report for the finance indicators across the four service groupings			N/a	A	A	G		↗	REDS= 0 AMBERS= 2 GREENS= 7	
	Revenue forecast for year end outturn for the whole Council	N/a	145253	N/a	A	A	G		↗	Underspend £1,884K % variance -1.30%	
	Capital forecast for year end outturn for the whole Council	N/a	26590	N/a	G	A			↘	Underspend £11,179K % variance -41% 80 schemes have slipped into 2004.05, explanatory report is going to S&C select on 8 July	
	Revenue forecast for year end outturn for CCH	N/a	19544	N/a	G	G	G		↗	Underspend £1,556K % variance -7.96%	
	Revenue forecast for year end outturn for EPP	N/a	18126	N/a	G	G	G		↗	Underspend £703K % variance -3.88%	
	Revenue forecast for year end outturn for CYP	N/a	81411	N/a	R	R	A		↗	Overspend £451K % variance +0.55%	
	Revenue forecast for year end outturn for S+C	N/a	17452	N/a	A	R	G		↗	Underspend £11K % variance -0.06%	
	Percentage of capital projects that are green on the capital programme, (on budget)	N/a	> 85%	N/a	N/a	A	76%	84%	↗		

Code	Performance Indicator description	Year end 2002/03	£K Budget Target 2003/04	Performance (2003/04)							
				Q1	Q2	Q3	YE 03/04	Q Trend	Notes/Proposed Remedy	Corporate Board recommendation	
	Percentage disposals delivered by Property against agreed disposals programme as in the contract schedule	N/a	80%	N/a		60% 	100% 				
				Annual measure YE 03/04			A Trend				
	Percentage of Procurement Strategy Implementation Plan items, covering full e-procurement system development, completed within financial year.	N/a	80%		80% 				Target achieved in December 03		

SECTION 3: CUSTOMER SERVICE

Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							
				Q1	Q2	Q3	YE 03/04	Q Trend	Compared to other councils	Notes/Proposed Remedy	Corporate Board recommendation
OVER ALL	CUSTOMER SERVICE FOR FOUR SERVICE GROUPINGS Summary report for the selected customer service indicators across the four service groupings	N/a	N/a	N/a	N/a				N/a	REDS= 7 AMBERS= 0 GREENS= 14 Not reported= 6 see detailed reports for explanations of each indicator	Corporate Board have agreed to hold a dedicated quarterly meeting to manage performance issues in detail and to make recommendations.

Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend	Compared to other councils			
COMMUNITY CARE AND HOUSING												
CC&H	Number of adults/ 1000 population with Learning Difficulties living at home (PAF C30)	1.6	2.0	1.5 	1.6 	1.8 	2.0 		N/a	Improved this year's performance from two blobs to three blobs		
CC&H	Number of admissions/ 10,000 population of supported residents to residential/nursing care PAF C26	148	TBC	113 	113 	140 	166 		N/a	Improved this year's performance from four blobs to five blobs		
CC&H	Number of Delayed Discharges PAF D41	17	13	13 	17 	14 	13 		N/a	Improved this year's performance from two blobs to three blobs		
				Annual measure YE 03/04			A Trend					
CC&H	Percentage of Affordable Housing achieved as a percentage of all new-build properties within the District	N/a	20%	No data available before the end of July					N/a	See note 1		
CC&H	Households receiving intensive home care per 1000 population aged 65 and over (PAF C28)	9.3	10.8	8.7 					Taken from HH1 survey week February 2004. Additional hours are now available and these should boost the number of households receiving intensive home care. The hours have not filtered through in time for 4Q but an improvement should be seen in Q1 04/05			

Note 1:

The number of affordable dwelling completions is reported in the Housing Strategy each year as part of the Housing Investment Programme (HIP). In order to report the HIP accurately all affordable housing completions are monitored and reported annually. The most accurate figure is calculated by the Planning Policy team based on annual monitoring by the Joint Strategic Planning Unit. A manual inspection of sites with planning permission is carried out and the results are published annually in July 2004.

SECTION 3: CUSTOMER SERVICE

Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend	Compar ed to other councils			

The Customer Service Indicators for Children and Young People have been set in order to reflect the outcomes in the Children Bill and those agreed by West Berkshire's Children and Young People Strategic Partnership. It is also designed to reflect the prevention agenda, as follows:

- Preventing harm to vulnerable and needy children and young people
- Preventing exclusion from school and wider education and training
- Preventing under achievement
- Preventing young people drifting into anti social behaviour and offending
- Preventing isolation from recreational, cultural and social opportunities

As a result, some indicators have been chosen as an important proxy against these themes. For example, the rate of re-offending by young people currently showing as red will be an important theme over the next couple of years for action in the Strategic Plan produced by the Partnership. Some of these indicators cannot be reported on quarterly or they are reported on a national basis annually and are occasionally out of date. They remain, however, important as they will, over time, allow the Authority to plan trends.

CHILDREN AND YOUNG PEOPLE

C&YP	Percentage of key social care indicators for children that are rated good or very good.	N/a	75%	N/a	N/a	63%	88%	↗	N/a	Measured by looking at 8 PAF indicators that are monitored on an ongoing basis. Good performance.
C&YP	Percentage of looked after children that are in-house placements	N/a	70%	N/a	N/a	72%	71%	↘	N/a	Good performance.

Annual measure
YE 03/04

A
Trend

C&YP	Percentage of teenage conceptions.		To be lower than the previous year	2.27%				↗	N/a	This indicator is chosen as impacting on health, achievement and economic well being. Although West Berkshire compares well nationally, our rate of improvement has plateaued and therefore this becomes a priority action within the Partnership's Strategic Plan.
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Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend	Compar ed to other councils			
C&YP	Rate of re-offending by young people..		Reduce re offending rates by 5% year on year				32% of 2000 cohort had reoffended after 2 years 42% of 2001 cohort had reoffended after 2 years		↘	N/a	In spite of the small numbers involved over a 3-year period this will give good information on the trend in West Berkshire. Red indicators will trigger both at the YOT and in the Partnership a detailed analysis of all of the Youth Justice targets and appropriate action planning. Members may be interested to note that in the last quarter, over a range of performance indicators, the YOT was the top performing YOT out of a total of 153 Youth Offending Teams across England and Wales.	
C&YP	Number of young people leaving statutory maintained education with no recognised qualification or award.	4.9%	Summer 2004 3.5%				Summer 2003 = 4.1%		↘	N/a	This is the figure for Summer 2003, GCSE / GNVQ passes in maintained schools in West Berkshire. This equates to 80 15-year-olds pupils. Figures may not be comparable from 2003-2004 onwards as changes are taking place in the performance tables to include a wider range of qualifications.	
C&YP	Number of 16 – 19 year olds not in education, training or work based learning						Not available for this report		N/a	N/a	Although it has proved difficult to obtain this information accurately from Connexions, it remains an important proxy measure of achievement and economic well-being.	

Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend	Compared to other councils			
C&YP	Percentage of 13 – 16 year olds participating in organised activity programmes outside of the school curriculum						40,377 is total number of 13-19 year old attendance's in the year 2003-04 3,708 = number of individual 13-19's attending Youth Service Projects.	N/a	N/a	In spite of the delay in obtaining this information it remains an important measure of inclusion of school age children and it will be available in the next reporting cycle.		
C&YP	Percentage of pupils attending first preference school place	N/A	95% See note 2				92.16% = first preference secondary school 96.3% = first preference primary school	N/a	N/a	This data is for pupils starting at schools in September 2003. This is at allocation point, which is at the beginning of the process. Figures do change between then and when pupils actually start school. Future data reporting will show the actual number of those starting in September that received their first preference. It is not possible to set a target figure for this indicator as first preferences change so much year on year and therefore numbers being allocated a first preference place is impossible to predict.		

Note 2: There are no targets set as the situation changes from one year to the next in terms of parental choice and over subscription rates and cannot be predicted. However, it is expected that the overall figure should be at least 95%.

SECTION 3: CUSTOMER SERVICE												
Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend	Compared to other councils			
ENVIRONMENT AND PUBLIC PROTECTION												
E&PP	Major Planning applications determined in 13 weeks (BVPI 109 a)	29%	50%	N/a	26%	27%	29%	↗		Members prioritised performance improvement in the 'other' and 'minor' application areas. The Planning Member Reference Group is currently considering a Major application performance report.		
E&PP	Minor Planning applications determined in 8 weeks (BVPI 109 b)	40%	55%	N/a	50%	50%	52%	↗		Overall performance is currently improving and it is anticipated that by the year end the targets will be met on a month by month basis.		
E&PP	Other Planning applications determined in 8 weeks (BVPI 109 c)	71%	80%	N/a	74%	74%	77%	↗		Overall performance is currently improving and it is anticipated that by the year end the targets will be met on a month by month basis.		
E&PP	Recycling (BVPI 82 a) % of the total tonnage of household waste arising that has been recycled	10.8%	11.0%	10.8%	11.6%	14.6%	12.7%	↘				
E&PP	Composting (BVPI 82 b) % of the total tonnage of household waste arising that has been sent for composting	1.84%	5.00%	5.3%	5.7%	3.6%	4.3%	↗		See note 3		
E&PP	Landfill (BVPI 82 d) % of the total tonnage of household waste arising that has been landfilled	87.36%	84.00%	83.9%	83.0%	81.9%	82.9%	↘				

Note 3 The combined recycling target set for BVPI 82 a and 82 b has been achieved 17%, exceeding the 16% target set for 2003.04



				Annual measure YE 03/04	A Trend			
E&PP	Condition of surface footway (BVPI 187a)	No data	No target			N/a	Data not yet available	
E&PP	Environmental Health: Score against checklist for enforcement best practise (BVPI 166 a)	90%	90%	90% 	→	Top		
E&PP	Trading Standards: Score against checklist for enforcement best practise (BVPI 166b)	100%	100%	100% 	→	Top		
E&PP	Condition of principal roads (BVPI 96) % of the network with negative residual life, derived from deflectograph surveys, CVI or TRACS type surveys	10.1%	9.0%				Data not yet available	

SECTION 3: CUSTOMER SERVICE											
Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)					Compar ed to other councils	Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend			
STRATEGY AND COMMISSIONING											
S&C	Number of Ombudsman complaints Number of Stage II complaints (LPIPP38a)	24 29	No targets set	1 4	3 4	0 3	1 YE=5 12 YE=19	↘	N/a		
S&C	Anti-Social Behaviour – Number of problem areas identified Number of action plans implemented	N/a	No targets set	4 4	16 16	19 19	12 YE=51 12 YE51	↗	N/a		
				Annual measure YE 03/04			A Trend				
S&C	Annual Customer Overall Satisfaction with Council Services (BVPI 3)	63%	65%	60.4%				↘	N/a	New sampling framework used based on random postal survey Perception of satisfaction with Council services has fallen by 2.6% Users of individual services within the last 12 months have registered improving satisfaction levels Example satisfaction with keeping land clear of litter and refuse has increased from 63% to 70%	
S&C	Number of visits to library/1000 of WBC population (BVPI 117)	3,782	3,600	4200				↗			

SECTION 4: AMEY CUSTOMER SERVICE													
Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)							Compar ed to other councils	Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend					
OVER ALL	CUSTOMER SERVICE FOR AMEY Summary report for the selected AMEY customer service indicators	N/a	N/a	N/a	N/a	R	R		→	N/a	REDS= 4 AMBERS= 0 GREENS= 2 Work is in hand to address the performance issues in these areas. However, it should be noted that the overall performance for Amey West Berkshire remains high.		
AMEY customer Service													
AMEY	Revenue and Benefits average time to process new claims (BVPI78a)	56.06 days	40.00 days	46.1 days	54.5 days	55.2 days	57 days	YE= 53days	↘		BVPI78A has not met its target. A service delivery improvement plan is now in place that identifies and addresses the key issues that prevent performance achievement across the range of Housing Benefit KPI's. As indicated in previous reports significant additional staffing is currently in the midst of a comprehensive training program. Due to the complex nature of the Housing Benefit Scheme it will take a period of time before we can capitalise on the increase in performance that this additional resource will achieve. It should be noted that the claimant has up to 28days within which to provide information to the Council in respect of their claim.		

Code	Performance Indicator description	Year end 2002/03	Target 2003/04	Performance (2003/04)						Compar ed to other councils	Notes/Proposed Remedy	Corporate Board recommendation
				Q1	Q2	Q3	YE 03/04	Q Trend				
AMEY	Percentage of Land Register searches carried out within 10 working days (BVPI 179)	98%	100%	97.4%	99.5%	98.3%	100%	↗		BVPI 179 has not met its target for the year, recent improvements have seen performance in 4Q achieve the target figure of 100%. A full review of KPI's is currently being undertaken. One of issues to be addressed is realting to the disincentive effect that can arise from 100% indicators.		
				R	R	R	R					
AMEY	West Berkshire Internet Web-site availability (LPIICT8)	99.5%	98.0%	99.8%	100%	100%	100%	→	N/a			
				G	G	G	G					
AMEY	Average number of days to register planning applications (LPIBUS2)		4 days	11.7 days	10.3 days	7.5 days	5.9 days	↗	N/a	LPIBUS2 has not met its target. The SPI for the final quarter has continued the quarterly improvement achieved during the year, but as forecast in January exceeds the target. It is however anticipated that the steady overall improvement will continue.		
				R	R	R	R					

				6 monthly measure		2xA Trend				
				H1	H2					
AMEY	User satisfaction with contact centre (LPICUS15a) every 6 months	N/a	80%		69% R	→	N/a	See note 3		

Level One Performance Indicators				Annual measure YE 03/04	A Trend	Year End 2003/04	
AMEY	Percentage of Council Tax collected (BVPI 9)	97.00%	97.70%	98.19% 		Top	Q1=28.90% Q2=57.21% Q3=86.03% Council Tax payments are on profile to meet target

Note 3

69% of contact centre service users rated the contact centre as good or very good. This result came from the Customer Satisfaction Survey (face 2 face and emails) and the Mystery Shopper survey (Telephone) conducted between Aug and Oct 2003. This result was delayed due to difficulties with the supplier providing the right level of information. The 69% breaks down as follows: Telephony 52%, e-mail 89%, face 2 face 97%. The following actions were in place or have been put in place to improve the telephony service: Improving response times: 1 Project being undertaken to improve revs and bens contact centre service (Nov 03 - May 04) - this has already resulted an improvement in answering calls within 30 secs 2 CRM implementation in October 04 will reduce average handling times and thereby improve response times 3 Balanced Scorecard implementation (May 04) to further help proactively manage performance. Improving handling / announcement skills: 1 Starting silent monitoring as approach to improving learning and development and therefore an improved service. 2 Personal development plans being developed which will identify the training needs of team members.

The Council's Establishment data has been upgraded during the last quarter. This exercise has provided a more reliable set of base data for monitoring and assessing trends going forward. The data has also gone through a process of verification with the budget for 2004/5.

For this reason the following table is included to set the base-line for staffing level one indicators going forward. The table is an extract from the WBC Annual Employment Report, on 29 May 2003 and sent to Members for information.

The Report contains further details of staffing movements and trends, establishment, turnover, leavers and reasons for leaving.

FTE by Service Unit

NON SCHOOLS BASED STAFF IN POST AS AT 31/03/2004

Table 1 (does not include Temporary Agency Staff, Casuals or Relief employees)

	FTE of Occupied Posts	FTE of Vacant Posts	Total FTE
Chief Executive	1	0	1
Scrutiny	3	0	3
Chief Executive	5	0	5
West Berkshire Director	1	0	1
Children & Families Services	105.4	23.95	129.35
Culture & Youth	66.47	19.38	85.85
Education Services	147.35	33.3	180.65
Performance Management	1	0	1
Children & Young People (C&YP)	321.22	76.63	397.85
West Berkshire Director	1	0	1
Community Care	86.71	11.32	98.03
Housing	12.43	1	13.43
Older Peoples Services	164.63	10.1	174.73
Quality & Performance	26.34	0	26.34
Community Care & Housing (CC&H)	291.11	22.42	313.53
West Berkshire Director	1	0	1
Countryside & Environment	30.36	3.64	34
Highways & Engineering	71.35	7.54	78.89
Planning & Transport	50.59	8	58.59
Public Protection	34.81	6.12	40.93
Environment & Public Protection (E&PP)	188.11	25.3	213.41
West Berkshire Director	1	0	1
Information & Communication	50.89	6.41	57.3
Legal & Electoral Services	21.74	1	22.74
Policy & Performance	27.86	1.5	29.36
Resources	2.6	1	3.6
Strategy & Commissioning (S&C)	104.09	9.91	114
Total FTE	909.53	134.3	1043.83
Home Care Assistants	43.97	17.03	61

* Variable Hours and Relief employees have been removed from the FTE Figures for 2004

				Annual measure YE 03/04	A Trend		
WBC	Percentage of staff with objectives and training plans in place that have been registered with HR	N/a	TBA		N/a		
	C&YP			24.03%			
	CC&H			13.66%			
	E&PP			9.74%			
	S&C			91.53%			
	WBC Total			25.90%			