

CANNOCK CHASE COUNCIL

PERFORMANCE AND PARTNERSHIPS SCRUTINY SUB COMMITTEE

11TH FEBRUARY 2009

REPORT OF CHIEF EXECUTIVE

QUARTER 3 PERFORMANCE REPORT 2008/09

1. Purpose of Report

- 1.1. The purpose of this report is to advise Members on the progress of the Council and its partners, during quarter 3 of 2008/09, in respect of the priorities set out in the Council's Corporate Plan 2008-2011 and the Cannock Chase Sustainable Community Strategy.

2. Recommendations

- 2.1. That Members note the performance outturn for Quarter 3 of 2008/09 as detailed at appendix 1.
- 2.2. That Members determine whether they wish to further review or scrutinise the performance of the Council and/or its Local Strategic Partners in respect of the data provided for Quarter 3.
- 2.3. That in the event of Members wishing to further review or scrutinise as per recommendation 2.2 above, that the relevant indicators are identified in order that Council Officers and/or Local Strategic Partners are notified and their attendance requested at the next meeting on 10th June 2009.

3. Key Issues

- 3.1 That the commitment issues with the group established to reduce rates of teenage pregnancies be noted to ensure progress is made in this area, particularly given the high teenage pregnancy rates within the District.
- 3.2 The issue over the sustainability of the Common Assessment Framework was noted previously last quarter. Discussions are underway with partners to ascertain funding arrangements and it is advised that the Committee monitor this progress given that research into CAF suggests it is successful in early intervention for children and young people and in integrating service provision.
- 3.3 The figures released in relation to Adult participation in sport and active recreation (NI8) from the Active People Survey indicate a slight reduction in adult participation rates in physical activity. Projects are planned to increase participation rates but this is a priority area for our District and as such this should be closely monitored.
- 3.4 Usage rates of our arts and leisure facilities are high and performance is strong in relation to the efficiency of local authority housing repairs, processing of benefit claims and planning applications.
- 3.5 Good progress is being made in developing and delivering actions in support of NI 117 - not in employment, education or training (NEETs) which has fallen below the Connexions target of 8.3%.

- 3.6 The use of additional resources to improve data collection and availability should be seriously considered as a means for identifying, understanding and addressing local issues in light of the recession and the impact that this will have on housing, enterprise and skills indicators.
- 3.7 Similarly the need for robust data analysis is also a priority for the Crime and Disorder Reduction Partnership and the CDRP are attempting to acquire or re-allocate resources to recruit a crime analyst to enable them to make more informed decisions and to evaluate projects more effectively.
- 3.8 Serious violent crime and serious acquisitive crime rates are both set to achieve target although Cannock Chase CDRP is in the bottom quartile compared to its Most Similar Group (MSG) in relation to the volume of serious violent crime. However, with this information comes the caveat that a review is currently being undertaken into eighteen police forces over the miscounting of some serious violence activity; one of which is the Staffordshire police force.
- 3.9 Our local road safety priorities are on course to achieve the annual target in relation to Killed and Seriously Injured (KSI) casualties. It is also worth noting that we are on course to record a 17% reduction in our slightly injured casualties, although this is not a local priority.
- 3.10 The changes to the definition of Biodiversity Sites with an active Management Plan (NI197) could impact upon resources required to deliver initiatives in this area so the outcome of the meeting scheduled to take place between the Council and the Wildlife Trust will be important.
- 3.11 Performance against street cleanliness (NI195) has shown considerable improvement and the amount of household waste and recycled is continuing to improve as the single stream recycling system is increasing the efficiency of recycling within the District.

4. Summary of Appendix 1

- 4.1 Appendix 1 details the District's performance against various groups of performance indicators :
- a) National Indicators which are collected at a District level (some of which are Staffordshire LAA priorities and include the 16 statutory education indicators);
 - b) LSP Local Indicators which reflect the priorities set out in the Cannock Chase Sustainable Community Strategy; and
 - c) Local Indicators which the Directors require their Heads of Service and Service Managers to performance monitor and manage.
- 4.2 This is the third report on performance since the new National Indicator set was introduced on 1 April 2008. Many issues of clarity and targets remain unresolved as at Quarter 3 and therefore some performance information is unavailable for the reasons stated in 4.3.
- Despite these issues, Members have been provided with details of the performance indicators (both national ones collected at District level and LAA priority indicators), in order that a comprehensive overview of the new Performance Framework can be achieved.
- 4.3 Comments have been provided by the Council's Lead Officer for particular indicators where:

- there is no disaggregation of the County wide target
- there is no clarification of the formula to calculate the performance
- there is no national guidance on the background of the indicator
- the collection and calculation of the data is such that it cannot be provided until year end.

5. Children and Young People

- 5.1 Across the Children and Young People indicators a current review is underway to strengthen target and baseline figures where possible, identify the cost implications of plan implementation and consider the effects of the economic downturn.
- 5.2 Key improvements during this quarter include promoting positive activities for young people (NI 110). The 'V involved' volunteering initiative is established within the District and take up to this initiative has been encouraging. The student fire fighting project has started again, with fourteen students being referred onto this 13 week course running at Rugeley Fire station.
- 5.3 Plans to increase children and young people's participation in sport and physical activity are progressing well. The dance mapping is underway; quality workforce standards have been identified and once agreed can be disseminated to service providers to promote awareness. The Play partnership met in January 2009 and attention is currently focusing on pathfinder bids.
- 5.4 The Obesity strategy (NI 56) is established and projects in the District are operational and effective. It is hoped that by awareness raising through projects like the 'Good Life' that active healthy lifestyles and engagement can be encouraged from birth.
- 5.5 There are commitment issues surrounding the Teenage Pregnancy group; the last meeting being cancelled due to dwindling attendance. The Action Plan for NI 112 was last updated in October 2008 and discussions are underway as to how further support can be offered to ensure the sustainability of this group.
- 5.6 Issues remain over the sustainability of the Common Assessment Framework (CAF) delivery plan based on the fact that funding is only in place to support the role of the CAF Co-ordinator and training team up until March 2009. Discussions are underway with partners to ascertain funding arrangements. Training dates are available in the District and a new course on the Lead Professional role has just been launched. Research into CAF and its role in early intervention has strengthened the need for its continued existence.
- 5.7 Progress on the Hear by Rights Standard is slow due to the requirement for corporate agreement and adoption. Work is now required to engage all partners in the process. Both the Youth Service and the PCT have had young people on the recruitment and selection panels for posts where the criteria involves working with this target audience.
- 5.8 The Healthy Schools Programme has benefitted from County representation at the December Trust Board and a way forward is being determined to progress this initiative.
- 5.9 The production of a child friendly version of the Play Strategy has been hindered by a lack of resources. All District Council staff have been trained with a view to expanding play qualifications

across the District. Arrangements are being planned for a Play Day event in Cannock Park on 2nd August 2009.

6. Healthier Communities & Older People

- 6.1 Overall performance across the Healthier Communities and Older People Group is variable. Some indicators are on track with well developed Delivery Plans. There are problems with data collection on some indicators, and re-examination of data has led to baselines for some indicators being recalculated. District Delivery plans generally reflect the state of the LAA plans as most activity is lead at a county or PCT level. District Delivery plans do contain details of local activity where appropriate.
- 6.2 Key performance improvements that have taken place over this quarter are in relation to NI 135 (carers receiving services, advice or information) and NI 136 (supporting people to live independently). Both of these indicators play a key role in supporting vulnerable people.
- 6.3 Specific performance issues and action are being taken in relation to NI 8 - Adult Participation in Sport and Active Recreation. Data became available in Quarter 3 from the Active People survey 2007/2008. This indicates that the adult participation rate for sport and active recreation in Cannock Chase is 20.1%, which is a slight decrease from the baseline of 21.2%. This data is not the final figure for use against the 2008/9 target which will be available late 2009. The 'Health Fit' programme is now running in the Cannock Chase area which will increase the opportunity for people to take part in physical activity.
- 6.4 A number of the projects in the Delivery Plan for NI 8 are now underway and partners are working on the implementation of other initiatives. A NI 8 Delivery Planning Group has been formed which includes representation from the five target local authority areas South Staffordshire and North Staffordshire Primary Care Trusts and Sport Across Staffordshire and Stoke-on-Trent. Programmes and activities are currently being delivered to increase participation rates in the target areas.
- 6.5 The target for alcohol harm related hospital admission rates (NI39) is being renegotiated nationally following a change in the definition of the indicator. Some specific challenges arising from this indicator include issues with the data used to initially set the target, identifying effective interventions capable of impacting on this target which will potentially be of high cost; and a lack of local data to monitor this indicator in a timely manner.
- 6.6 There is however a wealth of preventative activity delivered by a number of partners in relation to NI 39 across the County, with some specific local initiatives being developed. A Steering Group has been established and a number of task and finish groups, one looking at children in poverty and a second looking at data. The wider partnership is engaging well through the steering group and work is ongoing to capitalize on this wider partnership through the Crime and Disorder Reduction Partnerships.
- 6.7 Targets were agreed for the mortality rate from all circulatory diseases at ages under 75 (NI 121) at Primary Care Trust (PCT) rather than County level but are due to be renegotiated in late January with Government Office West Midlands. South Staffordshire PCT are continuing to deliver their cardiovascular disease (CVD) programmes.
- 6.8 The number of adults with learning disabilities who are in employment (NI 146) is a new indicator for 2008/09. The national guidance is that data should relate to the period 1st October 2008 to 31st March

2009. The result for the full 12 month financial year period for 2008/09 will be extrapolated from this data. A delivery plan for this indicator has been drawn up by the LAA delivery lead in conjunction with an active multi-disciplinary working group and a set of initial actions has been agreed. These include identifying a lead officer for this indicator in each District, reviewing the specification for the employment service contract and planning a workshop to share good practice. Arrangements are now in place to collect the data for this indicator in readiness for reporting of a baseline position at the year end.

- 6.9 Data collection for 2008/2009 is currently underway in relation to obesity amongst young primary school age children in Year 6 (NI 56) and will be available in late 2009. The coverage target for 2008/2009 is 87% and the data collection process has been changed from previous years to ensure better coverage. A recent National Childhood Obesity Support Team visit to South Staffordshire PCT has identified a number of priority areas to be addressed.
- 6.10 In respect to reducing the number of smokers (NI 123) this indicator has been risk assessed as green. Cannock Chase Council forms part of the Staffordshire & Stoke Tobacco Alliance, and it is this group that will be driving the LAA delivery plan.
- 6.11 Across our Local Indicators the usage rates of our arts and leisure facilities is high and we are set to achieve target for the majority of these indicators.

7. Housing

- 7.1 The recent tenant satisfaction survey has revealed that 84.9% of tenants surveyed are satisfied with landlord services and the results of the survey are attached as Appendix 2. This performance is above the annual target for the year which was set at 82% and it is positive to see that such a high percentage of tenant's are satisfied with the housing services that the Council is providing.
- 7.2 Performance is strong across the indicators measuring both emergency and non emergency repairs and in many cases Quarter 3 performance has surpassed the annual targets. Performance has declined slightly on some of the indicators which measure rent arrears and recovery but this is largely as a result of the Christmas period and the economic downturn is likely to have an impact on these indicators.

8. Planning

- 8.1 At the end of the third quarter our performance across our planning indicators indicates that we are set to achieve the targets for all of the performance indicators for which data is available. The percentage of our major, minor and other applications determined within specific timescales are all set to either exceed or meet target.

9. Access to Skills, Economic Development and Enterprise

- 9.1 Performance across the Access to Skills, Economic Development and Enterprise priority is mixed. It is too early to give a view on key education/skill indicators (NI 80, NI 163 & NI 165) because they are annual indicators. Elsewhere, good progress is being made in developing and delivering actions in support of NI 152 and NI 117, particularly the latter which has exceeded its target with those not in employment, education or training (NEETS) falling below 8.3%. The enterprise indicators (NI 171 and

NI 172) are being frustrated by the lack up to date District level data on VAT registration, although the latest data indicates that local performance on NI 171 remains steady.

- 9.2 The key performance improvement is in relation to indicator NI 117 (NEETs) where the number of young people not in education, training or employment has fallen below the Connexions target of 8.3%. The number of neighbourhoods where benefits claimants exceed 20.0% of the working age population (NI 152) dropped from seven to five in the Quarter 2 data released by JobCentre Plus. However, the data is approximately six months out of date and Quarter 3 data is reflecting an increase in claims which have arisen as a consequence of the economic downturn. Improved performance in both these indicators has proved to be of benefit to the District's most disadvantaged communities.
- 9.3 The economic situation has also been responsible for a reduction in the supply of additional/affordable housing (NI 154 and NI 155). It is expected that the number of houses being built will decline markedly in 2009/10 which will reduce the supply of affordable housing units. However, capital investment by Cannock Chase Council is expected to ensure that the 2008-09 targets of 50 affordable houses will be achieved.
- 9.4 The combined effects of the credit crunch and anticipated recession will have a detrimental effect upon the housing indicators (NI 154, NI 155 and NI 156) as well as benefit claimants (NI 152). It is unclear how it will impact on the enterprise indicators (NI171 and NI172) and reducing NEETs (NI117). There is speculation that the recession, combined with the introduction of compulsory schooling up to the age of 18, could have an impact on the skills indicators, particularly NI 80. The use of additional resources to improve data collection/ availability should be seriously considered as a means for identifying, understanding and addressing local issues.
- 9.5 There has been an increase in the number of changes of circumstances which affect customers' in Housing Benefit/Council Tax Benefit entitlement. This is positive as it will contribute to reducing both child and pensioner poverty and will reduce fraud and error. The time taken to process Housing Benefit and Council Tax Benefits has decreased significantly at the end of the third quarter to 8.82 days which is excellent performance.

10.0 Safer and Stronger Communities

- 10.1 The CDRP is responsible for a significant number of indicators for which the targets are yet to be set because 08/09 is the baseline year. For those indicators where we have baselines and targets we are on course to achieve.
- 10.2 In relation to NI15 (Serious violent crime rate) the year to date cumulative Quarter 3 target for Cannock Chase CDRP area is 65 recorded incidents and the actual level is 53 incidents. This is performing well, however, it still leaves Cannock Chase CDRP's performance in relation to the volume of serious violent crime in the bottom quartile compared to its Most Similar Group (MSG).
- 10.3 We are performing well against the NI16 (Serious acquisitive crime rate) target, putting us in the top quartile compared to our MSG. In relation to our local road safety priorities we are on course to achieve our year end target in relation to Killed and Seriously Injured (KSI) Casualties. It is also worth noting that we are on course to record a 17% reduction in our slightly injured casualties, although this is not a local target.

- 10.4 Work has begun on the Safer Roads Delivery Plan with the formation of a local Road Safety Group which held its inaugural meeting in December. Local activities will be mapped and a plan produced by 2nd February 2009. No progress has been made on the preparation of the NI4 (% of people who feel they can influence decisions in their locality) delivery plan, for which a lead officer is still to be agreed and tasked. The remaining plans are being delivered.
- 10.5 There has been a 28% reduction in the level of serious violence compared to the same period last year, equating to 21 fewer incidents of serious violence. We have almost achieved a 10% reduction in levels of serious acquisitive crime, 76 fewer crimes than the same period last year. Although we don't have a target for NI32 (Repeat incidents of domestic violence) the latest information from the observatory shows that the number of Multi Agency Risk Assessment Conference (MARAC) cases reviewed across Staffordshire increased in Quarter 3, when compared with the previous quarter. The month of October recorded the highest number of cases reviewed at MARAC during 2008/09 and there was also a decline in performance with regard to repeat cases.
- 10.6 At present the Domestic Violence data is not available at CDRP level, however, we do know that Cannock Chase CDRP area has the highest rate of Domestic Violence per 1,000 population in the County, and the rate of violence against the person is significantly higher than the County and National average, based upon 2007-08 recorded crime data. Therefore, although there are fewer cases of serious violence, reducing levels even further will still be a priority for the CDRP. Local intelligence indicates that our efforts will continue to focus on Domestic Violence and alcohol fuelled violence in our town centres and local communities.
- 10.7 Performance is on track across all the indicators where we have the means to measure progress. However, a word of caution in relation to serious acquisitive crime, which we would expect to see increase as the economic downturn takes hold.
- 10.8 The level of LAA Area Based Grant allocation for 2009-10 to Stronger & Safer Communities is not yet confirmed, but is likely to remain at current levels or reduce further. Demand is expected to rise putting further pressure on already limited budgets that will result in funding being reduced or withdrawn from activities currently supported by the CDRP.
- 10.9 A lack of analysis and research continues to hinder the CDRP and our understanding of crime and disorder problems. As a result there is a risk that the interventions we put in place will not adequately address the problems and offer poor value for money. Resources will need to be found or re-allocated to recruit a suitably skilled and experienced crime analyst at the earliest opportunity and at the latest for the beginning of the next financial year.

11.0 Environment

- 11.1 Performance across the Sustainable Environment priority is positive, the only exception being NI 197 -Biodiversity Sites with an active Management Plan' however, this will hopefully be resolved following a meeting scheduled to take place between Council officers and the Wildlife Trust.
- 11.2 Notably the Street Cleansing performance against NI 195 has shown considerable improvement which is also linked into the Council's Environment Enforcement Action Plan. This Action Plan has looked to strategically link Cleansing operations with Education and Enforcement, with particular focus on litter, fly-tipping, dog fouling and graffiti.

- 11.3 The amount of household waste and recycled is continuing to improve as the single stream recycling system is increasing the efficiency of recycling within the District.
- 11.4 The above stated Biodiversity issue is being led by the delivery plan lead, Steve Barnes and it has occurred because of recent changes to legislation by DEFRA on the definition of a 'site with active management plans'.
- 11.5 There are currently no requirements for additional financial or resource shortfalls to the delivery plans. However, if the Biodiversity issue is not resolved then there is potential for an additional requirement. Risks without such an additional resource would lead to LAA targets not being achieved in the first year; however, additional resource is only envisaged in the short term to get the delivery plan back on target for year 2.

Section 1

Details of Matters to be Considered

To note the Performance outturn for Quarter 3 of 2008/09 against National Indicators, LSP Local Indicators, LAA priorities and also Local Indicators.

Section 2

Contribution to CHASE

The National Indicators, LSP Local Indicators, LAA priority indicators and Local Indicators contribute individually to the CHASE Objectives. Appendix 1 illustrates how all of these indicators are aligned to the various elements of the CHASE objectives.

Section 3

Section 17 (Crime Prevention) Implications

There are no identified implications in respect of Section 17 arising from this report.

Section 4

Human Rights Act Implications

There are no identified implications in respect of the Human Rights Act 1998 arising from this report.

Section 5

Data Protection Act Implications

There are no identified implications in respect of the Data Protection Act.

Section 6

Risk Management Implications

There are no risk management implications.

Section 7

Legal Implications

The National Indicator Set (NIS) will be the only set of indicators that central government will use to monitor and performance manage local authorities. The NIS replaced all other existing sets such as BVPIs and the Performance Assessment Framework indicators from 1 April 2008. The NIS is the only indicators on which central government will be able to set targets for local authorities.

The Council has a legal duty and responsibility to collect all applicable indicators, which includes actively contributing to relevant area wide indicators.

To ensure that the Council discharges its obligations concerning the NIS, it should follow the guidance issued by the Department for Communities and Local Government.

Section 8

Financial Implications

There are no direct financial implications arising from the report.

Section 9

Resource Implications

There are no resource implications arising from this report.

Section 10

Conclusions

That Members note the performance outturn for Quarter 3 of 2008/09 and determine whether they wish to further review or scrutinise the performance of the Council and/or its Local Strategic Partners in respect of the data provided and if so, confirm which indicators will be the subject of additional review/scrutiny in order that officers and partners can be invited to attend the next meeting of this Committee on 10th June 2009.

Section 11

List of Background Papers

None

Appendices to the Report

Appendix 1 Performance Outturn for Quarter 3 2008/09

Appendix 2 Cannock Chase Council Tenant Satisfaction Survey 2008