

Committee: Social Services and Health Scrutiny Committee

Title: Council Plan 2002/03 - End of Year Progress Report

By: Chief Executive

Purpose: To provide Scrutiny Committees with information about end of year performance against targets set in the Council Plan 2002/03.

Recommendation:

That Scrutiny Committees consider the attached end of year Council Plan monitoring report.

Financial Appraisal

The County Council has agreed all the targets in the Council Plan in the context of the 2002/03 budget.

1. Introduction

1.1 At the end of each quarter reports which show the progress that has been made on the Council Plan targets are submitted to Members. These reports enable Members to note achievements and progress and to decide whether remedial action is required in areas where performance has not completely met the target. Each Scrutiny Committee receives a report on the progress made in the relevant portfolio area. Scrutiny Committees receive the performance monitoring information for the targets within their area to enable members to;

- monitor the County Council's progress towards its targets;
- request further information on any specific targets;
- consider whether, as a scrutiny committee, members wish to track progress on any targets in greater detail; and
- comment on the development of any particular area of work.

1.2 This report was considered by the Cabinet on 24 June. The County Council has achieved 93% of the targets within its competence to deliver. Of those completed at the year end 85% are scored *green*. 18% of these have been legitimately amended during the year to reflect changing circumstances targets. Also in this category are targets scored *amber* whose timescales have slipped but which will be achieved in the first quarter of 2003/04. Targets that have not been achieved at the year end are scored *red*. For 60% (20/34) of the red targets the County Council was unable to deliver either because targets were set externally without proper reference to what was realistically achievable (e.g. a mechanistic requirement to aim for the top quartile of performance) or, despite best endeavours the County Council were dependent on other organisations or agencies to deliver the targets.

1.3 Following discussion at the Scrutiny Committees and amongst Scrutiny Chairmen a Review of our current performance monitoring arrangements was commissioned and has been completed. The Review, which included consultation with all Members and consideration by the Audit and Best Value Scrutiny Committee (17 June), was submitted to Cabinet (24 June) and will be considered by County Council (22 July). The Review ensures that our monitoring arrangements are robust and transparent and this, combined with our continuously improving target setting and informative commentaries to support recommendations for change, will ensure we deliver the strengthened performance management required in the drive towards excellence. In the meantime the assessment methodology applied in the past has been used here although some aspects of it have been strengthened in order to allow effective comparison.

1.4 The main recommended changes in the monitoring process are:

- a) both key service targets and performance measures will be monitored quarterly;
- b) quarterly monitoring reports only include RAG (red, amber, green) assessments on performance measures that are due to be completed at the end of the previous quarter and will not, therefore, be exception reports;
- c) quarter 1 report will provide an early update on performance particularly where there are early 'causes for concern' with any performance measures and will be forwarded direct to Members rather than going through committee stages; and

d) amber assessments in quarter two, three and four reports will include options and consequences with improved commentaries to justify the position statement.

2. Achievements

2.1 The following notable successes, in addition to those mentioned in previous quarterly reports demonstrate the delivery of particular key service targets above or beyond the original performance measure:

- a) Financial strategy and control; 1.1; Balances as a % of net revenues exceed the target of 2%.
- b) Effective property management; 2.1; Asset management plan assessed by GOSE?ODPM as "good" which is the highest assessment available.
- c) Effective property management; 2.3; The target saving of £2.1m was exceeded by over £1m.
- d) E-government; 2.4; Self service information point kiosks operational.
- e) Education; 1.1d; The attainment of East Sussex KS3 pupils achieving Maths level 5+ rose at twice the national rate.
- f) Education; 4.1c; Over 8,500 children took part in out of school hours learning activities set up by the LEA during 2002/03 against a previous year figure of 5,400.
- g) Trading Standards; 3.1c; Food sampling programmes completed and the target of 50 products tested was exceeded by over 200!!
- h) Social services; 5.2a; Provisional figures suggest that the proportion of physically disabled people per 1,000 of the population helped to live at home is 4.5 exceeding the original target of 4.2.
- i) Waste disposal; 3.1a; A reduction of £7 in the target cost of £46 per tonne of waste disposal was achieved.
- j) Environment; 4.1c; Bentley visitor figures were exceeded by 4%.
- k) Environment; 4.2b; 42 long term unemployed people have received structured training with the east Sussex Archaeology and Museums Project or act as countryside rangers.

2.2 As stated previously, there have been additional major areas of work that have been successfully completed which have required far more resources than was originally thought when the targets were set, e.g. responding to the Comprehensive Performance Assessment and the Joint Review of Social Services (and the latest inspection by Social Services Inspectorate), finalising the Waste Management PFI contract and the replacement work for the core back office systems. A summary of these achievements is included in appendix 1

3. Council Plan Performance

3.1 Following the debate earlier this year, about the legitimacy of some proposed changes and the robustness of our monitoring regime the rigour of the monitoring has been significantly strengthened. Appendix 2 includes details of all those targets which, at the end of the year, have not been achieved as planned when set in January 2002. Members are reminded though that many of these targets have significant elements that have been achieved. As explored in the previous debates, targets are delivered in a changing external context which makes adjustments legitimate providing they are supported with clear justification and explanation. This is provided for all targets in the appendix.

3.2 The targets in the report at Appendix 2 fall into three categories:

- targets achieved – scored green;
- targets that it is clear will not been fully achieved at the year end – these are scored red (this report includes all targets scored red during the year and the relevant period when this happened); and
- targets that will be achieved in the first quarter of 2003/04 – these are scored amber. As has been our practice in previous years this set of performance measures will continue to be monitored and a report on their position will be included with the first monitoring report for the 2003/04 Council Plan

4. Conclusion

Members are asked to note the achievements and progress detailed in this report.

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