

## THE EXECUTIVE

13 JANUARY 2004

### REPORT FROM THE DIRECTOR OF CORPORATE STRATEGY

<b>CORPORATE PERFORMANCE ASSESSMENT PERFORMANCE INDICATORS</b>		<b>FOR DECISION</b>
<p><i>This report makes recommendations about what immediate actions The Management Team (TMT) are taking to improve the Council's performance on the Corporate Performance Assessment (CPA) Basket of critical Performance Indicators, which inform our CPA service scores.</i></p> <p><b><u>Summary</u></b></p> <p>This report provides an action plan outlining the action that TMT are taking to improve performance on the Performance Indicators (PI), which constitute our CPA service scores on all areas of council services. For information the action plan also includes those Performance Indicators on Education and Social Services, which impact upon the Social Services Inspectorate (SSI) and Office for Standards in Education (OFSTED) scores. The Action Plan also contains information on our latest performance on each of these indicators where available.</p> <p><b><u>Recommendations</u></b></p> <p>The Executive is asked to:</p> <ol style="list-style-type: none"><li>1. Note the action that TMT is taking to drive performance on the Critical PI's for CPA; and</li><li>2. Agree to support this emphasis on improved performance across the critical basket of CPA Performance Indicators.</li></ol> <p><b><u>Reason</u></b></p> <p><i>The attached action plan demonstrates the work being undertaken to improve performance on those areas, which positively impact upon our Comprehensive Performance Assessment score.</i></p>		
<b>Contact Officer</b> Robin Tuddenham	Interim Head of Policy and Performance	Tel: 020 8227 2248 Fax: 020 8227 2806 Minicom: 020 8227 2685 E-mail <a href="mailto:robin.tuddenham@lbbd.gov.uk">robin.tuddenham@lbbd.gov.uk</a>

#### **1. Background**

- 1.1 In November 2003, the Council received information from the Audit Commission on our service scores across housing, environment, culture and finance. We also received our SSI rating, and our OFSTED score will be available on the

5 December 2003. These elements combine to give our overall CPA service score, which will then inform our re-assessment which has been published on the 18 December 2003. The Council has been able to analyse this data and identify that we will remain in the category of 'Fair' in December 2003. The performance information reveals that whilst some performance indicators have shown an improvement (principally in relation to Housing), others have deteriorated (principally in relation to Environment).

- 1.2 It is critical that the Council maintains improvement in performance, and continues to strive towards being classified as "Good". This will provide further freedoms and flexibilities for the Council, demonstrate evidence of positive outcomes to our community, and have a positive impact upon staff morale which will enable us to more effectively recruit and retain staff.

## **2. CPA Performance Indicators**

- 2.1 While the Council collects performance information on approximately 300 performance indicators, there are only a small number which impact upon the CPA service score. There are thirty which impact upon the service scores not related to Education and Social Services.
- 2.2 TMT have identified actions to be taken during the remaining months of this financial year to make a positive impact upon our performance in the time available. This will impact upon our service scores in December 2004. The outcome of this performance re-assessment in December 2004 will be particularly critical, as it will determine when we will be subject to further comprehensive inspection by the Audit Commission for the next round of CPA. This process will begin in 2005 and will concentrate on around 40 single tier Councils which are showing a lack of improvement in performance.
- 2.3 Appendix 1 contains the action plan for each of the thirty performance indicators, with action taken where possible to influence our performance, and latest performance information from each of these indicators for the information of this for Executive.

### **Background Papers**

- Audit Commission - CPA The Way Forward - June 2003
- Executive/TMT Report - CPA Update - 30 September 2003