

PAPER F

Purpose : for Decision

REPORT TO THE EXECUTIVE

Date : **25 AUGUST 2004**

Title : **FIRST QUARTERLY PERFORMANCE MANAGEMENT REPORT
2004-05**

REPORT OF THE DEPUTY LEADER

IMPLEMENTATION DATE : 7 September 2004

SUMMARY/PURPOSE

1. The Quarterly Performance Management Report for the period 1st April to the 30th June 2004 is attached as Appendix 1. It allows the Executive to monitor and review key aspects of the Council's performance against its objectives and to take any corrective actions that are necessary.

BACKGROUND

2. This is the first Performance Management Report for 2004-05 and covers the period 1st April to the 30th June 2004. The report summarises performance across all of the Councils Directorates. The report format has been revised and now includes; a risk assessment for the new and existing Areas to Watch highlighted in the report; a revised basket of key performance indicators, with quarterly target profiles. The Portfolio structure has also been updated to reflect the new council structure relating to Adult and Community Services and Children's Services.
3. Risk assessments of the Areas to Watch has been introduced and follows the Council's Risk Assessment Framework. Heads of Service have identified the key Areas to Watch and applied numeric values for the risk impact and risk likelihood in each case (risk values 1 = low and 4 = high). Presented in the Performance Management Report is the product of multiplying the risk impact by the risk likelihood, this is the Risk Score. The purpose of this new process is to identify the high risk scoring Areas to Watch and to focus attention on the actions proposed to address the issues.
4. Quarterly Target profiles have been included to monitor the progress of the performance indicators throughout the year, which are now measured by assessing the actual quarterly performance against the appropriate targets.
5. The results of the Best Value Performance Indicator User Satisfaction Survey 2003/4 is attached as Appendix 2 to this report. In 2000/01, the Government specified a number of Best Value Performance Indicators (BVPis) that required

local authorities to survey local people. It was agreed that these user satisfaction surveys be conducted on a three yearly cycle. On that basis, the second survey took place in autumn 2003. The performance data is factual and reports the outturn for 2003/2004 performance indicators as per the ODPM's requirements and is considered central to the authority's performance management arrangements. Questions included in the survey are set by the ODPM.

6. Following a contract tendering process an independent market research company, Questions Answered, undertook to consult on behalf of the Council to ensure complete objectivity of results. This took the form of a postal survey, which took place in the autumn of 2003, and involved randomly selecting 3,300 residents to be surveyed. The result of this was an overall return of 1,192 responses.

STRATEGIC CONTEXT

7. It is essential to have in place an effective performance management framework to ensure the Council can deliver its priorities and targets through measuring and monitoring. The framework is also required to realise the overall vision as set out in the Council's Corporate Plan for 2002/05.
8. In this report, Members are requested to focus on the Summary of performance across the Council as detailed in Section 1, together with the key Areas to Watch listed in sub-section 1.2 that have a risk score greater than 12 as identified by the Heads of Service and agree the actions being taken to improve performance.
9. Significant progress is being made to improve performance, within the basket of performance indicators, 34 out of 64 (53%) indicators have achieved/exceeded their quarterly targets. However 17 out of 64 (27%) of these indicators are below their quarterly targets by more than 5%. Of these 17, the following 5 indicators are identified for particular attention:
 - Section 2.1 (page 8) Adult & Community Services – KPI 1 Homeless households, there were 92 accepted, 21 more applicants accepted as priority homeless in the quarter than expected .
 - Section 2.1 (page 9) Adult & Community Services – KPI 7 Number of user of the Mobile Library Service, there were 844 less users than had been forecasted.
 - Section 2.6 (page 27) Sustainable Development, Environment & Planning Policy – KPI 3a Percentage of major planning applications determined within national standards (13 weeks), the service reached 20% out of an expected 60% service level (this is a BVPI indicator that will influence our upcoming CPA score).
 - Section 2.6 (page 28) Sustainable Development, Environment & Planning Policy – KPI 7 Cleanliness of public toilets no more than 12 defaults issued to the contractor, the service issued 23 defaults 11 more than expected.

- Section 2.8 (page 37) Resources – KPI 6 – Number of types of interactions that are enabled for electronic delivery, we are currently reaching 23.46% out of a year end target of 60% (this is a BVPI indicator that will influence our upcoming CPA score).
10. The majority of the Public Service Agreement (PSA) quarterly targets have been achieved, however there are 4 that have not returned quarterly updates and 2 that have not realised their quarterly targets:
- PSA 6 (page 15) - Improve the education and employment outcomes of care leavers.
 - PSA 12 (page 38) – Cost Effectiveness of the Council.

CONSULTATION

11. Heads of Service and their staff have supplied the information within this report with Directors being fully consulted on the content. External consultation has not been necessary for this report since it is concerned with internal management arrangements.

FINANCIAL/BUDGET IMPLICATIONS

12. The report itself does not have any budget implications. However, if Members make any decisions regarding services identified in the report, these may have financial implications.

LEGAL IMPLICATIONS

13. It is a requirement of the Local Government Act 1999 to deliver best value in service delivery of which an effective performance management system is an essential part.

OPTIONS

14. Option 1 -That the first Quarterly Performance Management Report of 2004-05 is approved subject to any amendments or comments by the Executive.

Option 2 – To agree the actions being taken to address the Areas to Watch as detailed in the Performance Summary Section 1.2 and within the Portfolio sections 2.1-2.8

Option 3 – To request the Select Committees to investigate any areas of concern the Executive may have from the Quarterly Performance Management Report including those detailed in section 9 and 10 and report back to the Executive with their findings.

EVALUATION/RISK MANAGEMENT

15. The report is long, reflecting the Council's wide-ranging responsibilities. The main risk associated with the above option is that if quarterly reporting fails to achieve ownership amongst Members and staff, progressing performance

management will fail to be recognised as the way to improve services and achieve our Corporate Objectives.

RECOMMENDATIONS

16. To approve Options 1,2 and 3

BACKGROUND PAPERS

Annual Action Statement 2003/04

CPA Improvement Plan

Public Service Agreements

Quarterly Performance Management Reports 2003/04

User Satisfaction Survey Reports

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Section 2 : Performance Management & Assessment – By Portfolio

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Including information on the following areas

- Key Achievements for the Quarter
- Areas to Watch and action to be taken
- Updates on Areas to Watch reported in previous quarters Q1 - Q2 – Q3 – Q4 (2003-04)
- Performance Management information on: – Key Performance Indicators & PSA targets

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Section 1 : Summary – Quarterly Performance Management Report 2004-05 Quarter 1 (April – June)



1.1 Key Achievements (drawn from section 2.1-2.8)

KEY ACHIEVEMENTS
Housing Strategy formally approved as fit for purpose by the Government Office for the South East
Social Services - 25% increase in Direct payments
Housing Benefits have secured a reduction in days lost through sickness per month of 60% over quarter 1 compared with the same quarter last year 2003-04
PSA target 4 B&B accommodation for families with children has continued to fall and the quarter 1 outturn is below the annual target for 2004-05
Appointment of Director of Children's Services, with clear commitment to integrated services for children, underpinned by multi agency Preventative Strategy
School Organisation – Phase 1 formative consultation completed within agreed time parameters
Continued quarterly achievement of PSA Target 7 - Increase the number of young people who are getting treatment for drug or alcohol dependency (Drug Action Team). The project has now achieved 84% of the lifetime target, which is expected by March 2006.
Gained Investors in People (IIP) accreditation for the Consumer protection Service
Completion of first draft of Statement of Community Involvement for Local Development Framework. Appointment of Consultants to prepare Project Brief for Core Strategy of LDF.
The Isle of Wight Walking Festival and Music Festivals have both been successfully delivered in the quarter. The former attracted over 10,000 participants to 160 walks, whilst the Music Festival had a total audience of 133,000 people, 105,000 of whom attended the 3 day Nokia Rocks the Isle of Wight event at Seaclose.
The Press Coverage for the Island Walking Festival to the value of £93,000 compared to £18,000 in 2003.
Corporate Call Centre is now established and operational
Housing Benefits performance on new claims and change of circumstance are within upper the quartile of performance for June.
Closure of accounts completed ahead of new tighter Government deadline, and including new Statement on Internal Control requirements
I.W Conservation award for Barton Primary early years excellence centre and the Seaview Duver Coast Protection Scheme was also awarded the Jo Mitchell Isle of Wight Conservation Award
The waste contractor has exceeded the target for missed domestic waste collections for the quarter (see performance indicator 6)
The Isle of Wight Council's Integrated Waste Contract with Island Waste Services has received national recognition. It was named the best long running operational Private Finance Initiative (PFI). In addition the service was runner up in the best operational local government project and shortlisted for the best operational partnership.
Annual Action Statement for 2004-05 developed and approved

1.2 Areas to Watch and Proposed Action (drawn from section 2.1-2.8)

This section of the report has been previously limited to identifying the Areas to Watch, the proposed action to be taken and then the quarterly updates. However, there are specific risks also attached to the Areas to Watch. Using the Councils Risk Management Framework a risk assessment score has now been applied to each issue. The intention is to use this information to identify and focus in on the strategic Areas to Watch for the Council, enable greater debate and dialogue and to better manage risk and improve the performance of the Council.

Heads of Service in identifying the Areas to Watch have also assessed the potential risk attached to the Areas to Watch (new and previously reported) that they supply to this report. This report presents the Risk Assessment Score. Risk Assessment Score = Impact of the Area to Watch happening or continuing x Likelihood of the Area to Watch happening or continuing. Both the Impact and Likelihood are individually assessed with a score from 1-4:

Scoring the Impact & Likelihood for each Area to Watch involves applying a value of between 1 and 4, with four representing the worst possible case. 1=low impact, 2 medium, 3 high and 4= very high. The highest score should be for those top level Areas to Watch likely to affect the future CPA score.

For example – Insufficient Highway Maintenance Budget (page 23) = Risk Score = 16 (impact =4 x likelihood=4)

KEY AREAS TO WATCH	PROPOSED ACTION	RISK ASSESSMENT
Insufficient Highway Maintenance budget.	Private Finance Initiative is being progressed.	Risk Score = 16
Retention of Fire Control Staff during transitional period.	The brigade is working with Corporate Human Resources to address this issue and is using national guidance where available	Risk Score = 16
The delivery of FAIRMaP within available/required resources (Fire & Rescue)	The best value teams review is continuing with a report due in October on the requirements of Integrated Personnel Development System – IPDS	Risk Score = 12
The Council's licence to hold public records is due for renewal, having previously been renewed on a temporary basis	Members have recommended a Task Group of Members and officers be established as a matter of urgency, to examine the full range of options open to the Council, to solve this problem. Members have recommended that the Council make formal its commitment to retention of key public documents on the Island.	Risk Score = 12
Fire Service Industrial action resulting from national negotiations on pay and conditions.	Existing contingency plans under review	Risk Score = 12
Fire Service Pay and Conditions Agreement. Local verification report phase 2.	Action plan currently being consulted on. Fire and Rescue Service now priority improvement area.	Risk Score = 12
Educational Performance of Looked After Children	Significant improvement in completion rates of Personal Education Plans [91%] Post of Education coordinator has been vacant for 3 months, but new appointment to start Sept, and will have a team of 5 to actively improve performance for targeted Looked After Children. The small cohort and high proportion with special ed needs impacts on performance	Risk Score = 12

1.3 Priority Improvement Areas

- **Engineering Services – Highways**

A significant increase in budget is fundamental to secure improvements in service (e.g. road condition, bus patronage, safety inspections and routine maintenance). PFI is being progressed.

- **Planning Services**

The Planning PIA Group has monitored improvements against the Best Value Improvement Plan. The detailed issue of staffing levels in Development Control was discussed at the last PIA meeting. Currently there is a mismatch between the increasing numbers of planning applications and the available staff to process them.

- **Housing Benefits**

Performance continues to improve since IT problems were resolved and is now within the Government upper quartile targets for June. Fast track guarantee for new claims completed correctly is now in operation.

Two new Priority Improvement Areas have been identified and will be reported in the forthcoming QPMR reports from Quarter 2. These are: **Fire & Rescue and Education School Performance**

1.4 Best Value Reviews

- **Planning Services**

The inspection has again been postponed by the Audit Commission and will now take place in September.

- **Procurement**

The review work is finished, the report has been approved by the Executive, and the improvement plan is now being implemented.

- **Benefits**

The review work is finished, and the improvement plan has been approved by the Executive and is now being implemented.

- **Transport**

The outline scope has been agreed, and work is about to start. The two main themes are

1. A high level view of Transport to develop a shared vision.
2. A practical review of public transport, centred on Bus travel.

1.5 Financial Performance Summary

Revenue Expenditure

A summarised list of revenue expenditure by Portfolio is shown in section 3.1 (page 41-43). Revenue spending in the first quarter of the financial year is broadly in line with budget expectations. However, potential budget pressure areas have been identified, some of which also represent possible budget problems for future years:

- ICT have a number of ongoing projects, particularly related to E-government, which are funded partly from grants and reserves – the ongoing implications of these projects need to be regularly evaluated to ensure budgets are in place to allow their continuation at an appropriate level.
- Engineering Services have a predicted overspend of £154,000 on the concessionary fares budget which requires an ongoing solution. Elements of the contract are being renegotiated and it is likely that increased income from car parking can be utilised to fund the remaining budget requirement in the public transport budget. In addition, there are potential budget pressures of £250,000 on highway and pavement maintenance, much of which will be addressed by charging structural maintenance to capital once contracts have been finalised.
- Budget pressures within Housing Services are currently being offset by underspends in Social Services.

Capital Expenditure

A list of capital spending against budget on a summarised basis is shown in section 3.2 (page 44). This is displayed by Portfolio and shows that at the end of June, 14.52% of the budget for the year had been spent. Whilst this percentage appears relatively low, this is the first quarter of the year and schemes are likely to pick up pace as the year progresses.

SECTION 2 : PERFORMANCE MANAGEMENT & ASSESSMENT – BY PORTFOLIO

This section of the report shows the progress and achievements that have been made in each of the Portfolio's of the Council. The report records and demonstrates:

- *The key achievements for the Quarter*
- *The identified Areas to Watch and the agreed action to be taken*
- *Updates on the previously recorded Areas to Watch from 2003-04 Quarters 1, 2, 3 & 4*
- *Performance Management Information - updates on the Key Performance Indicators (KPI's) and PSA targets*

How are targets judged?

Has the Target been achieved?

The year end target has now been profiled across the four quarters. Each service area has assessed the projected performance and service targets accordingly. The comments box is used by services to explain the data and describe the actual performance.

Level of performance against the quarterly target:

- *will be 'higher' if the level of performance meets or exceeds the quarterly target* ↗
- *will be 'level' if performance is just below the quarterly target (within 5% of the quarterly target)* →
- *will be 'lower' if the level of performance is lower than the quarterly target by more than 5%* ↘

Areas to Watch & risk assessment:

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Heads of Service in identifying the Areas to Watch have also assessed the potential risk attached to the Areas to Watch (new and previously reported) that they supply to this report. This report presents the Risk Assessment Score. Risk Assessment Score = Impact of the Area to Watch happening or continuing x Likelihood of the Area to Watch happening or continuing. Both the Impact and Likelihood are individually assessed with a score from 1-4:

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For example – Insufficient Highway Maintenance Budget (page 23) = Risk Score = 16 (impact =4 x likelihood=4)

**2.1 PORTFOLIO:
CORPORATE OBJECTIVE:**

**ADULT & COMMUNITY SERVICES
Improving health, housing & the quality of life**

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
Housing Strategy formally approved as fit for purpose by the Government Office for the South East
The Adult and Community Learning Service, with the Record Office and the Museum Schools Service, has made a successful bid for “TrEACL” funds from the National Organisation for Adult Learning. £19,870 has been awarded to develop an online portal introducing local Island history to groups engaged in Family Learning programmes.
100% of the first year student intake at Ventnor Botanic Garden passed the Royal Horticultural Society General examination.
25% increase in Direct payments for Social Services
PSA target 4 B&B accommodation for families with children, the numbers of families has continued to fall and the quarterly target has been achieved

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
Homelessness – The Service is forecasting to exceed the annual figure for the numbers of homelessness by the end of year. 300 is the target and 321 is currently forecasted.	The Service will continue to review, monitor and implement homelessness prevention measures as specified in the Homelessness Action Plan.	Risk Score = 9
Possible withdrawal of a key provider of Adult and Community Learning activities from the ACL programme.	Urgent discussions with provider imminent.	Risk Score = 4
Robust targets for new Direct Payments cases	So far on target	Risk Score = 4

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				
Quarter Reported	Area to Watch	Action to be taken	New Update	Risk Assessment
Q3/Q4 2003-04	The Council's licence to hold public records is due for renewal, having previously been renewed on a temporary basis	Action is being taken to secure funding to look at the feasibility of creating new storage facilities	Members have recommended a Task Group of Members and officers be established as a matter of urgency, to examine the full range of options open to the Council, to solve this problem. Members have recommended that the Council make formal its commitment to retention of key public documents on the Island.	Risk Score = 12

Quarter Reported	Area to Watch	Action to be taken	New Update	Risk Assessment
Q4 2003-04	Occupational Therapy integration	Requirement to sign a section31 agreement/ pooled budget for Hospital and Social Services-based Occupational Therapists.	Section 31 agreement still needs to be signed off to establish the pooled budgets	Risk Score = 6
Q1/Q2/Q3/Q4 2003-04	The Directorate is expected to reduce the number of placements made in residential and nursing homes and support people at home with intensive home care. The difficulty is the current lack of home care provision.	The hourly rate we pay for providers for home care has been increased to try and push up the wages and attract more people to this area of work.	Broadly on line with Residential placements and home care increasing. Locality tenders advertised the week commencing 19 th July. Project plan on target.	Risk Score = 6

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators.

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile ↗→↘				Actual 2003-04	
Improving the availability of affordable housing	1. Homeless households accepted this quarter – The number of applicants accepted as priority homeless under the Homelessness Act (Local Indicator)	92 (71)	(67)	(76)	(86)	300	The number of homelessness households has exceeded the quarterly target. Housing Services will be piloting a new procedure from July 2004 to ensure a reduction in the number of acceptances to the profile level. This will be reported next quarter.
		↘				391	
	2. The number of Social Housing properties let this quarter (Local Indicator)	105 (112)	(113)	(112)	(113)	450	This is a new indicator and does not include transfer or exchanges.
		↘				NA	

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile ↗→↘				Actual 2003-04	
	3. Affordable Housing – the number of affordable housing units built this quarter (Local Indicator)	11 (11)	(31)	(2)	(18)	150 Housing Strategy (62 actual)	The target of 150 new homes delivered will not be met as funding for the 2004/05 and 2005/06 years was only decided in December 2003 and schemes included in the original projections will not practically complete until the 2005/06 financial year as they are large schemes including more than one development phase. Target for 2005-06 = 200 new housing units
		↗				81	
Improving health, housing & the quality of life for all	4. The actual number of people on the IOW who are using the Direct Payments Scheme to choose and arrange their own social care services (Local Indicator)	45 (44)	(75)	(120)	(175)	175	The target has been met for the first quarter
		↗				47	
Promoting community learning	5. Number of physical visits per 1,000 population to public library premises (BVPI 117 – Indicator)	1,923 (1,750)	(1,750)	(1,750)	(1,750)	7,000	Visits have exceeded the target figure and are currently on track to rise by 10% over the year due to People's Network – access to computers and the internet.
		↗				7,040	
	6. Number of internet & telephone renewals & reservations this quarter (Local Indicator)						Figures not available due to technical problems collecting the data. Results will be published next quarter.
	7. Number of users of the Mobile Library Service (including housebound service) this quarter (Local Indicator)	3,281 (4,125)	(4,125)	(4,125)	(4,125)	16,500	User numbers are well down on last year's figures, primarily because of unplanned closures due to driver shortage. 25 days service have been missed over the first quarter. New relief driver and mobile library assistant have been appointed and started to cover some of the routes that have not been visited for 3 months
		↘				NA	
	8a. The number of visits	213				750	Profile of first quarter is 30% of target. Overall

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile ↗→↘				Actual 2003-04	
	to/usages of museums per 1,000 population compared with the same quarter a year ago (BVPI 170a)	(225) →				744	target figure has been amended from 775 as it was intended to include data from Archaeology (not now possible).
Promoting community learning	8b. The number of visits to museums that were in person per 1,000 population compared with the same quarter a year ago (BVPI 170b)	191 (187) ↗				625 611	The quarterly target has been achieved. The Profile has been adjusted to account for seasonal fluctuations
	8c. The number of pupils visiting museums & galleries in organised school groups compared with same quarter a year ago (BVPI 170c)	7,858 (7,200) ↗				16,000 15,969	
	9. Number of learners in IWC supported provision this quarter (IW College, Family Learning Centres etc) Data will refer to previous school term rather than calendar quarter (Local Indicator)	732 (495)	(495)	(990)	NIL	1,980	Increase in learner numbers are due to improved partnership working with the IW College and development of new creative and arts programmes. There will be no information for Q4 as ACL operate on 3 Academic Terms. The Yearly target is less than last years actual due to a reduction in funding to offer courses and student places.
		↗				2,445	

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05 Actual 2003-04	Comments	
Improving the health, housing and quality of life for all	4. Housing Reduce the number of families with children & other households in B&B accommodation	5 (23)	(20)	(17)	(13)	13	The target has been achieved and the number of families in B&B accommodation has continued to fall	
		↗				21		
	5. Social Services Rehabilitation care for older people & a reduction in delay of discharges from hospital					D41 – 6 C28 – 10 C26 - 88	Data not available in quarter 1 due to data input problems. The results will be published in quarter 2 report'	
						D41 – 0 C28 – 7.36 C26 - 96		
	7. Increase the number of young people who are getting treatment for drug or alcohol dependency (Drug Action Team)		713				852 by 31 March 2006	The project has continued to meet the targets set for the project and has now already achieved 84% of the lifetime targets.
			(852) 31-03-06	(852) 31-03-06	(852) 31-03-06	(852) 31-03-06		
		↗				689 total		

2.2 PORTFOLIO: CHILDREN'S SERVICES
CORPORATE OBJECTIVE: Raising education standards & promoting life long learning

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
School Organisation – Phase 1 formative consultation completed within agreed time parameters
Children's Services – planning in place for the formation of a Children's Services Directorate from September 2004
Successful appointment of Director of Children's Services, with clear commitment to integrated services for children, underpinned by multi agency Preventative strategy
Joint action plan developed and being implemented, following Ofsted and Children's services Inspection
Continued quarterly achievement of PSA Target 7 - Increase the number of young people who are getting treatment for drug or alcohol dependency (Drug Action Team) The project has now achieved 84% of the lifetime target, which is expected by March 2006.

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
Social Inclusion and diversity issues to be improved within Children's Services	Impact assessments have been undertaken and the service area is actively involved in awareness raising regarding diversity. Monthly reporting on ethnicity are now received at management group. Draft consultation strategy for involvement of young people has been developed and a contract with Advocacy services for young people has recently been completed.	Risk Score = 9
Education - Failure to complete statutory requirements	Monitor performance – statements in time show marked improvement	Risk Score = 6
Performance of front end services in terms of timeliness, quality of practice and team morale (Children & Family Services)	Have ensured that the Referral and Assessment Team are properly resourced and supported to undertake revised responsibilities. Improved management scrutiny in place and action plan reviewed, leading to refocused systems and processes	Risk Score = 6
Numbers of young people requiring high levels of support that entails special placements outside maintained settings.	Monitor and audit levels of demand and support and the associated resource implications	Risk Score = 4

AREAS TO WATCH – PREVIOUS QUARTERS – 2003-04				
Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment
Q3/Q4 2003-04	Educational Performance of Looked After Children	Work is in hand to enhance performance in this regard through the Looked After Children Education Service; introduction of School Liaison Officer; focus on ensuring Personal Education Plans in place for all children and targeting support to individual children, especially at a younger age. There will be an ongoing review of performance in this area through the Development and Improvement Statement and the LPSA agreement.	Significant improvement in completion rates of Personal Education Plans [91%] Post of Education coordinator has been vacant for 3 months, but new appointment to start Sept, and will have a team of 5 to actively improve performance for targeted Looked After Children. The small cohort and high proportion with special educational needs impacts on performance	Risk Score = 12
Q4 2003-04	School performance at KS2,3 and 4 in Summer 2004	Review impact of school cluster initiative in Autumn 2004 following the first year of implementation. Revise actions accordingly	No new data at this stage- results available in unvalidated form at the end of August	Risk Score = 9
Q4 2003-04	Pressure on and the business processes of our “front door” services (Children’s Services)	Action plan in place which will form part of the forthcoming Inspection Action Plan.	Action plan reviewed. Business processes changing. Improvement in Initial Assessments competitive rates and timeliness of response. Weekly scrutiny of performance	Risk Score = 6
Q4 2003-04	Dealing with young people with challenging behaviour including those with Attention Deficit Hyperactivity Disorder	Services planned to enhance provision in this area will form part of the forthcoming Inspection Action Plan.	Implementation of the integrated action plan will improve services. Operational posts have been increased to ensure better quality services offered. Audit being undertaken of all children to develop clear profile of need.	Risk Score = 6
Q4 2003-04	GCSE performance of looked after children	Support Social Services Looked After Children Action Plan and implementation of individual student Personal Education Plans	This is a very small cohort with consequent volatile results. Personal education plans are now in place for more than 90% of children	Risk Score = 4

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Raising achievement levels	1. Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-C or equivalent.. (BVPI 38)					51%	This is an annual performance indicator. New results will be published in the quarter 2 report. Educational achievement is a new PIA and an Action Plan will be developed in due course
	2. Percentage of half days missed this quarter due to total absence in secondary schools maintained by the local education authority (BVPI 45)	7.66% (7%)	(7%)	(7%)	(7%)	7%	
		↘				7.9%	
Protecting and providing for vulnerable adults & children	3. The number of looked after children per 10,000 less than 18yrs at end of quarter (Local Indicator)	58.7 (60)	(59)	(58)	(57)	57	With the rise in placements with family and children awaiting adoption this figure is expected to reduce throughout 2004/05.
		↗				58.8	
	4. The number of looked after foster care children placed on the mainland (Local Indicator)	18 (13)	(13)	(12)	(11)	11	Investment in Foster Care recruitment and retention, and the Intensive Support Service aims to increase and sustain island based provision and reduce the need for mainland placements.
	↘				22		

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June	Q2 - 2004 July-Sept	Q3 - 2004 Oct-Dec	Q4 - 2005 Jan-Mar	Target 2004-05	Comments
		(profile)	(profile)	(profile)	(profile)	Actual 2003-04	
Raising Education Standards & Promoting Lifelong Learning	1. Education Key Stage 3 – raise achievement levels by 2% above target in the Development Plan by 2006					English 65% Maths 68% Science 69% ICT 72%	This is an annual performance indicator. Exam results for 2004 will be available from quarter 2. Education Performance is now a Priority Improvement Area, and an action plan will be developed following meetings due to start in September.
	2. Education Number of adults participating in and obtaining skills to raise achievement of 7 & 11 year olds by 2% in schools of significant disadvantage by providing family literacy support & improving adults basic skills	No.s = 148 Gaining skills = 83				No.s = 148 Gaining skills = 83	This is an annual performance indicator. Figures will be updated in the second quarterly report. Education Performance is now a Priority Improvement Area, and an action plan will be developed following meetings due to start in September
	6. Improve the education & employment outcomes of care leavers aged 19yrs	A4 – 53% QP8 – 0% (A4 – 58%) (QP8 – 52%)	(A4 – 58%) (QP8 – 52%)	(A4 – 58%) (QP8 – 52%)	(A4 – 58%) (QP8 – 52%)	A4 – 58% QP8 – 52%	Both indicators are below the targets that have been set. QP8 has returned a nil return because it is based on GCSE results and these are due out next quarter
		↓					

**2.3 PORTFOLIO :
CORPORATE OBJECTIVE :**

**ECONOMIC DEVELOPMENT, UK & EU REGIONAL ISSUES
Encourage job creation & economic prosperity**

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
Draft Area Investment Framework Performance Plan has been submitted to SEEDA, the Local Strategic Partnership & the IWC
IWEP & the IWC hosted a visit of the Chief Executive of SEEDA on the 7-8 June 2004
IWEP is successfully delivering the PSA Target 3 (Job Creation) and is well on track to achieve the March 2006 target
IWEP has contracted with the Chamber of Commerce to deliver business support in rural areas
Market Towns Initiative – the Isle of Wight is eligible for a further £260,000 over the next seven years

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
PSA Target 11 (Over 50's into employment) see section 2.3 page - 18	Negotiations are yet to be concluded between the IW Council the Isle of Wight Economic Partnership and the Office of the Deputy Prime Minister to determine the future deliverability of this target	Score = 4

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				Risk Assessment
Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Score = Impact x Likelihood
None outstanding				

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators.

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- Jun (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004/05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Ensuring all residents are able to share in improving prosperity	1a. The total number of claimants (Job Seekers Allowance) this quarter (Local Indicator)	5020 this ¼ (5163)	(5163)	(5163)	(5163)	5163 per ¼	Average = 1673 per month 819 less compared with Q1 2003/4
		↗				1953 average per month	
	1b. The total number of youth claimants (Job Seekers Allowance) aged 18-24 years this quarter (Local Indicator)	1313 this ¼ (1296)	(1296)	(1296)	(1296)	1296 per ¼	Average 438 per month 61 less compared with Q1 2003/4
		→				490 average per month	
	1c. The total number of long-term claimants (Job Seekers Allowance) this quarter (Local Indicator)	282 this ¼ (227)	(227)	(227)	(227)	227 per ¼	17.0% of all claimants now long term unemployed, there has been an increase in the numbers of long-term unemployed
		↘				285 average per month	

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators.

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June	Q2 - 2004 July-Sept	Q3 - 2004 Oct-Dec	Q4 - 2005 Jan-Mar	Target 2004-05	Comments
		(profile)	(profile)	(profile)	(profile)	Actual 2003-04	
Encouraging Job Creation & Economic Prosperity	3a - Employment Create 75 new jobs (via IW Economic Partnership activities)	13 (33.3)	(33.3)	(33.3)	(33.3)	133.3	The quarterly target has not been achieved; however performance to date means that the Isle of Wight Economic Partnership has achieved 85% of this PSA Target. Jobs are now being created within the Cowes Waterfront project as companies begin to take advantage of property opportunities and resources made available to support local economic growth.
		↘				326 actual total (189)	
	3b - Establish 7 new businesses via the activities of the IW Economic Partnership per year	2 (1)	(2)	(2)	(2)	7	The Isle of Wight Economic Partnership has achieved the quarterly target and has now achieved over 50% of the PSA lifetime target.
		↗				9	
	11 Unemployment Increase the employment rates in the over 50's age group. Help 120 long-term workless people to obtain employment (via IW Economic Partnership)	(10)	(15)	(10)	(15)	50	This target is currently under review due to a discrepancy in measurement criteria. Negotiations are under way between IWEP, IWC and ODPM to resolve the issue. Therefore no figures have been given for this report
						14	

2.4 PORTFOLIO: FIRE, EMERGENCY PLANNING & CONSUMER PROTECTION
CORPORATE OBJECTIVES: Creating Safe & Crime-Free Communities

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
FAIRMaP approved by Executive Fire Service Emergency Cover (FSEC) funding approved
Successful achievement of satellite NVQ status following external evaluation and verification from Hampshire Fire & Rescue Service.
Gained Investors in People (IIP) accreditation for the Consumer Protection Service
Provision of competent health and safety advice brought "in house"
New Safer Communities Team has successfully been established

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
Fire Service Pay and Conditions Agreement. Local verification report phase 2.	Action plan currently being consulted on. Fire and Rescue Service now priority improvement area.	Risk Score = 12
Industrial action resulting from national negotiations on pay and conditions.	Existing contingency plans under review	Risk Score = 12
Difficulties recruiting competent staff for food law enforcement; possible criticism Food Standards Agency.	Agency staff may have to be engaged in short term. Two trainees to be appointed to fill officer posts.	Risk Score = 6
Need to work with coroner to manage expenditure in relation to sudden deaths.	Options for new approach to be discussed with coroner.	Risk Score = 4

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				
Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment
Q4 2003-04	Retention of Fire Control Staff during transitional period.	National project is underway to look at this issue.	The brigade is working with Corporate Human Resources to address this issue and is using national guidance where available	Risk Score = 16
Q4 2003-04	The delivery of FAIRMaP within available/required resources (Fire & Rescue)	Review by Best Value Team.	The best value teams review is continuing with a report due in October on the requirements of Integrated Personnel Development System – IPDS	Risk Score = 12

Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment
Q4 2003-04	Downturn in burial numbers has continued, with resultant deficit in Bereavement Services income	Close monitoring to continue. Budget shortfall in 2003/4 is covered by surplus elsewhere in Consumer Protection. Income forecast for 2004/5 to be re-assessed.	Downturn in burial numbers has continued. Affect on income being monitored. Need for remedial measures to be assessed (including an adjustment to the service budget or costs for the service)	Risk Score = 6

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile ↗→↘				Actual 2003-04	
Cutting crime, disorder, and fear of crime	1. Domestic burglaries this quarter per 1000 households (BVPI 126)	0.97 (1.91)	(1.91)	(1.91)	(1.91)	7.64	House Burglaries have been specifically targeted along with drug suppliers/users as they are a source of funding the habit. Current data indicates a great improvement and should hold us in good stead for the rest of the year. The annual figure for 2003-04 was based upon 02-03 household figures (Council Tax figures)
		↗				Total = 7.4	
Supporting a locally controlled fire service	2. % of incidents where the number of appliances met standards of fire cover. (BVPI 145a)	100% (99%)				99%	Quarterly target has been achieved
		↗				99.2%	
	3. % of incidents where the number of riders met standards of fire cover. (BVPI 145b)	99.3% (99%)				99%	Quarterly target has been achieved
		↗				98.6%	
4. % of incidents where attendance times met the standards of fire cover (BVPI 145c)		90.4% (90%)	(90%)	(90%)	(90%)	90%	New technology introduced April 2004 timing to seconds, not next minute as previously. Targets set in light of new information.
		↗				94.3%	

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Safeguarding public welfare through our consumer protection services	5a. Score against a checklist of enforcement best practice for: a) Environmental Health (BVPI 166a)	50% (80%)	(80%)	(80%)	(80%)	80%	The licensing function has now been included in the Q1 calculation (part of environmental health) for this indicator and this has reduced the score for Environmental Health. Short term action is being implemented to address this by the end of 2004-05
		↘				83%	
	5b. Score against a checklist of enforcement best practice for: b) Trading Standards (BVPI 166b)	76.3% (77%)	(77%)	(77%)	(77%)	77%	The quarterly outturn result has just failed to meet the target. The 2002-03 outturn = 66.3% and 2003-04 outturn = 71.3%
		→				71.3%	
	6. The number of Trading Standards Inspections this quarter (Local Indicator)	65 (100)	(125)	(125)	(125)	475	There are 2103 Island businesses with a trading standards risk, 143 high risk. A new Trading Standards Officer has been appointed (1 st June) the vacancy has remained unfilled for a considerable period of time and the number of inspections has fallen. Improved performance will be expected in quarter 2.
		↘				458	
	7. The number of Food Hygiene Inspections this quarter (Local Indicator)	283 (285)	(285)	(285)	(295)	1150	There are 2266 food premises on the Island. Inspections are risk based, 300 premises fall into the 3 high risk categories and require annual inspection.
		→				1136	

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June	Q2 - 2004 July-Sept	Q3 - 2004 Oct-Dec	Q4 - 2005 Jan-Mar	Target 2004-05	Comments	
		(profile)	(profile)	(profile)	(profile)	Actual 2003-04		
Creating Safe & Crime Free Communities	8. Crime Reduction Reduce the number of Domestic burglaries	67 (112.5)	(112.5)	(112.5)	(112.5)	450	The quarterly target has been achieved. House Burglaries have been specifically targeted along with drug suppliers/users as they are a source of funding the habit. Current There were 28 fewer domestic burglaries this quarter compared with the same time last year.	
		↗				468		
	9. Fire Safety Reduce the number of accidental fires & casualties from them	Calls – 26 Deaths -0 Injuries - 1 (Calls 29.3) (Deaths 0) (Injuries 2.7)	(Calls 29.3) (Deaths 0) (Injuries 2.7)	(Calls 29.3) (Deaths 0) (Injuries 2.7)	(Calls 29.3) (Deaths 0) (Injuries 2.7)	(Calls 29.3) (Deaths 0) (Injuries 2.7)	Calls -117.2 Deaths -0 Injuries -10.8	100% of all of three sections to this PSA Target have been achieved
		↗				Calls – 112 Deaths – 0 Injuries - 7		

2.5 PORTFOLIO: TRANSPORT
CORPORATE OBJECTIVE: Improving public transport & the highways infrastructure

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
Completion of Local Transport Plan Annual Progress Report 2004.
Accommodation review finalised and move to Enterprise House agreed.

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
Insufficient Highway Maintenance budget.	Private Finance Initiative is being progressed.	Risk Score = 16
Local Transport Plan target for bus patronage.	Implement Quality Bus Partnership and utilise car parking income to support bus services.	Risk Score = 9

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				
Quarter Reported	Area to Watch	Action to be taken from the last quarter	This quarters update	Risk Assessment
Q2/Q3/Q4 2003-04	Insufficient highway maintenance revenue budget. Particular concerns regarding repairs due to summer clay shrinkage	An increase in budget	Private Finance Initiative is being progressed.	Risk Score = 16
Q3/Q4 2003-04	Under achievements on highway inspections.	Additional inspection staff required to meet the agreed inspection regime	An advertisement has been placed for an additional member of staff to undertake highway inspections. And other inspection staff will be utilised to target performance improvements in this area.	Risk Score = 9
Q1/Q2/Q3/Q4 2003-04	Meeting of Local Transport Plan Targets for bus patronage.	At present continue to monitor head counts.	Implement Quality Bus Partnership and utilise car parking income to support bus services.	Risk Score = 9

Quarter Reported	Area to Watch	Action to be taken from the last quarter	This quarters update	Risk Assessment
Q1/Q2/Q3/Q4 2003-04	Completion of bridge inspections within the prescribed time scale.	Consideration should be given to a revenue budget increase so additional resources can be employed.	No increase in revenue budget – capitalisation from highway maintenance only way of addressing problem in this financial year.	Risk Score = 8

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗↘↙	
Maintaining the highways infrastructure	1. Percentage of incidents of reported dangerous damage to roads & pavements this quarter made safe within 24 hours (Local Indicator)	100% (100%)	(100%)	(100%)	(100%)	100%	The target has continued to be met and achieved
		↗				100%	
	2. Number of casualties resulting from road traffic accidents on Island roads (one quarter in arrears). (BVPI 99 – CPA)	138 (136)	(155)	(186)	(168)	645	Although slightly above the target, this only equates to 2 casualties. Slight quarterly fluctuations may occur due to small data size.
		→				689	
	3. Safety and the condition of the highway network. Measured by the reduction in insurance claims against the authority. 2% reduction of claims received compared with the same quarters in 2003-04 (Local Indicator)	2.5% (2.0%)	(2.0%)	(2.0%)	(2.0%)	2%	Target has been met
		↗				NA	
Promoting public transport	4. Passenger journeys on Local bus services (data 1 quarter in arrears) (BVPI 102)	1.2 m (1.2 m)	(1.4 m)	(1.8 m)	(1.3 m)	5.7 million	The indicator has achieved the quarterly target and remains on target for the year end result.
		↗				5.605 million	

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June	Q2 - 2004 July-Sept	Q3 - 2004 Oct-Dec	Q4 - 2005 Jan-Mar	Target 2004-05	Comments
		(profile)	(profile)	(profile)	(profile)	Actual 2003-04	
Transport	10. Transport Increase the number of cycling trips	60,587				182,699	The Cycling Promotion Officer is actively working with our target schools and employers and Islandwide in terms of cycle promotion and development. She has helped introduce the "Go Ride" scheme, increased our cycle training programmes, and promotion with employers. We are pleased to report that the number of cycling trips as monitored on our cycle routes has increased again this quarter.
		(58,806)	(60,438)	(25,924)	(37,531)	189,192	
		↗					

2.6 PORTFOLIO : SUSTAINABLE DEVELOPMENT, ENVIRONMENT & PLANNING POLICY
Corporate Objective : Protecting the Island's physical environment

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
Completion of first draft of Statement of Community Involvement for Local Development Framework. Appointment of Consultants to prepare Project Brief for Core Strategy of LDF.
Preparation of and consultation exercise in relation to general supplementary planning guidance notes, and Pan Masterplan.
The waste contractor has exceeded the target for missed domestic waste collections for the quarter (see performance indicator 6)
The Isle of Wight Council's Integrated Waste Contract with Island Waste Services has received national recognition. It was named the best long running operational Private Finance Initiative (PFI). In addition the service was runner up in the best operational local government project and shortlisted for the best operational partnership.
The Seaview Coast Protection Scheme was awarded the Jo Mitchell Isle of Wight Conservation Award

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
An increasing mismatch between the number of planning applications being received and staff levels.	Consultants are being sought to offer some degree of short-term relief to this situation. Staff elsewhere in the Service are already being used more flexibly to assist the situation.	Risk Score = 9
Low yield of affordable housing on qualified sites (KPI6).	The revised guidance on affordable housing issues, and the adoption of Supplementary Planning Guidance on Section106 issues should assist improved delivery.	Risk Score = 6

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				
Quarter Reported	Area to Watch	Action to be taken this quarter	This quarters update	Risk Assessment
Q3/Q4 2003-04	An increasing mismatch between the number of planning applications being received and staff levels.	Q3 saw a significant increase in the submission of applications over and above the numbers normally submitted in previous years (in Q3). This has had a significant impact on the Service's ability to register these applications within 3 days of their receipt.	Consultants are being sought to offer some degree of short-term relief to this situation. Staff elsewhere in the Service are already being used more flexibly to assist the situation.	Risk Score = 9
Q1/Q2/Q3/Q4 2003-04	Low yield of affordable housing on qualified sites (KPI6).	Detailed meeting with Head of Housing Services. Section 106 training organised for 14 July 2003. Masterplan consultants now appointed for Pan.	The revised guidance on affordable housing issues, and the adoption of Supplementary Planning Guidance on Section106 issues should assist improved delivery.	Risk Score = 6

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Promoting sustainable service delivery	1. Number of businesses enrolled on Island Green Awards Scheme (Local Indicator)	5 (5)	(0)	(5)	(15)	25	The project has achieved the quarterly target. Currently there are 57 businesses enrolled onto the programme
		↗				36	
Protecting the natural, built, & historic environment	2. % of new houses built on previously developed land ((BVPI 106)	100% (80%)	(80%)	(80%)	(80%)	80%	The Building Control completion system is a robust & auditable system, however there is sometimes a time lag between units being finished & a receipt of the completion notice. This quarters results refer to 17 units, and revised figures may be produced on a quarterly basis to allow for this delay. Once Greenfield housing allocations in the UDP come on-line this indicator will fall
		↗				95.8%	
	3a. Planning - % of major planning applications determined within national standards (13 Weeks) (BVPI 109a/CPA)	20% (60%)	(60%)	(60%)	(60%)	60%	These figures represent 3 applications out of a total of 15 determined in the period. Other, long-established applications are still being cleared out of the system and it is these applications that is causing the fall in performance. When these applications have been completed performance will improve.
		↘				59.7%	
	3b. Planning - % of minor planning applications determined within national standards (8 Weeks) (BVPI 109b/CPA)	61.1% (65%)	(65%)	(65%)	(65%)	65%	Steady performance is being made.
		→				49.5%	
3c. Planning - % of other planning applications determined within national standards (8 Weeks) (BVPI 109c/CPA)	82.3% (80%)	(80%)	(80%)	(80%)	80%	Performance in this area continues to improve, since the formation of a householder team to deal specifically with these types of applications.	
	↗				68%		
Improving the	4a. Affordable Housing – the	19%				20%	20% is a minimum figure and a higher proportion

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
availability of affordable housing	number of affordable housing units negotiated on qualifying sites identified in the UDP (Policy H14) this quarter (Local Indicator)	(20%)	(20%)	(20%)	(20%)		could be achieved. Of the two applications to which on-site provision via Policy H14 was applicable, the Council successfully negotiated units.
		➔				0%	
	4b. Affordable Housing – the amount of commuted payments negotiated through Section 106 agreements this quarter (Local Indicator)	£350,000				NA	It is not possible to profile this KPI, as provision on site is preferable in all cases (see KPI above). Commuted sums are only an alternative where provision on-site is not possible. It is not possible to target this in advance of sites coming forward.
						-	
4c. Affordable Housing Units approved where Housing Association is the developer this quarter (Local Indicator)	0				NA	It is not possible to profile this indicator because whether or not a Housing Association submits an application is outside the control of the authority. It is purely another way by which affordable units can become available.	
					NA		
Making best use of natural resources & cutting waste generation	5. Percentage of household waste recovered & not sent to landfill (includes recycled waste, waste composted & waste used for energy recovery) (BVPI 82/CPA)	54.04% (54.0%)	(54.0%)	(50.0%)	(50.0%)	52%	Quarterly target has been achieved
		↗				50.1%	
	6. Number of missed waste collections from domestic customers. Target is 72 missed collections per week averaged out over each quarter (Local Indicator)	35 (72)	(72)	(72)	(72)	72	Target on track. Excellent performance by contractor.
		↗				NA	
7. Standard of cleanliness in public toilets. No more than 12 defaults issued to the contractor per quarter (Local Indicator)	23 (12)	(12)	(12)	(12)	12	Poor performance this quarter by contractor. Senior management of company have been called in and an improvement plan has been requested.	
	↘				NA		

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE TARGETS

Not applicable for this Portfolio

2.7 PORTFOLIO: TOURISM & LEISURE
CORPORATE OBJECTIVE: Improving Health & the Quality of Life For All
Encouraging Job Creation & Economic Prosperity

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
The Isle of Wight Walking Festival and Music Festivals have both been successfully delivered in the quarter. The former attracted over 10,000 participants to 160 walks. The Music Festival had a total audience of 133,000 people, 105,000 of whom attended the 3 day Nokia Rocks the Isle of Wight event at Seaclose.
Achieved Press Coverage on the Walking Festival to the value of £93,000 compared to £18,000 in 2003. (Quantifying the cost of received press coverage for the event)
Increased enquiries and bookings dealt with via the Tourist Information Centres and Call Centre

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
Progress on full implementation of the Destination Management System and reliance on VISIT Hampshire and sub contractors to deliver	Increase progress chasing and meetings with VISIT Hampshire and better integration with IWC IT	Risk Score = 6
The impact on income and usage of leisure centres following the introduction of car parking charges at adjacent car parks.	Some evidence of One Card cancellations to date.	Risk Score = 4
Reduction in Tourism advertising revenue from publication sales	Review engagement with industry and improve sales activity	Risk Score = 2

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				
Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment
Q4 2003-04	Number of visits to IWC funded and / or managed Sports & Leisure Facilities	The year end figure shows a 5% reduction in the target which could be attributed to greater competition for the services or increase in dissatisfaction with the services offered. Further work to be undertaken to investigate.	First quarter figures seem to indicate that the performance remains at 5% below expectations. Although the picture is distorted by the closure of some facilities to enable improvements to be carried out. Continue to monitor.	Risk Score = 4

Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment
Q3/Q4 2003-04	Community Development Budget Issues – Dinosaur Isle & Shanklin Theatre	Close management and monitoring of the budgets	Dinosaur Isle's running costs have been monitored closely and due to good visitor numbers, enhanced displays and an entrepreneurial approach to income generation, income levels have improved. However, the museum continues to struggle to maintain a secure income stream and to tackle its budget deficit, so further monitoring is required.	Risk Score = 4
Q4 2003-04	Impact of the changes to the membership arrangements of IOW Tourism on the revenue generated from and sale of advertising.	Exceptional monitoring of budget and performance for Q1 and Q2 of 2004/05	Launch of rate card for main IOW Guide and increased contact with existing and potential new advertisers	Risk Score = 2

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Supporting tourism development	1. Number of Tourism Call Centre enquiries dealt with (Local Indicator)	44,838 (42,000)	(35,000)	(16,000)	(72,000)	165,000	Increase due to online marketing campaign and high profile events resulting in increased enquiries ie IW Rock Festival & World Motocross
		↗				NA	
	2. Number of Tourist Information Centre enquiries dealt with (Local Indicator)	148,970 (143,000)	(197,000)	(50,000)	(40,000)	430,000	4% increase on 'profile' due to (i) successful attendance figures at the World Motocross Championships (May) and IW Rock Festival (June) and (ii) the installation of electronic 'people counters' at each Tourist Information Centre.
		↗				425,087	
	3. Number of registered providers on the DMS (Destination Management System) – this system collates all data on the Islands Tourism providers. The information is used by the TIC's and is also found on the "islandbreaks" web-site (Local Indicator)	21 (20)	(25)	(25)	(30)	880	Initial transfer from a Membership organisation to non-Membership in April 2004 and subsequent 'free' registration has seen encouraging results.
		↗				780	
4. Number of visitors to the www.islandbreaks web site (Local Indicator)	186,000 (150,000)	(180,000)	(50,000)	(140,000)	520,000	The quarterly target has been exceeded and the indicator is well placed to meet the end of year target.	
	↗				493,000		
5. Number of businesses advised/assisted with regard to their grading or helped with complaints (Local Indicator)	15 (10)	(20)	(30)	(25)		This is a new activity for IW Tourism and therefore at this stage difficult to assess. As the role develops and projects come to fruition it will become more proactive.	
	↗						
6. The value of tourist expenditure (Local Indicator)						Nil return has been recorded for this new Indicator. The data is currently not available but will be presented from quarter 2.	
Promoting	7. Number of Visits this quarter to	310,575				1,358,140	This indicator includes data from Wight Leisure

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗↘↙	
healthy living	IWC funded and / or managed Sports & Leisure Facilities (Local Indicator)	(325,278)					and the Sports Unit. The figures for the Sports Unit funded/and or supported facilities are slightly down this quarter (compared with same quarter last year) due to facility improvements at Fairway limiting use. Also, a number of Sports Development programmes have finished this quarter and will not be taking place until the next quarter
		↘				1,362,389	
	8. Percentage of GP Referrals transferring to One Card Membership this quarter (Local Indicator)	31.3% (28%)	(23.6%)	(22.5%)	(31.7%)	25%	A high number of transfers in June has boosted the Q1 figure. This should flatten out over the next quarter.
		↗				NA	
9. Total number of One Cards in issue this quarter (Local indicator)	2,854 (2,740)	(3,507)	(3,025)	(2,935)	3,000 per Q	The imposition of car parking charges adjacent to the principle leisure facilities may lead to reductions in use.	
	↗				NA		
Promoting healthy living	10. Average number of leisure centre visits per One Card holder this quarter (Local Indicator)	13.8 (13.6)	(11.5)	(11.0)	(15.5)	15	The imposition of car parking charges adjacent to the principle leisure facilities may lead to reductions in use.
		↗				NA	

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Not applicable for this Portfolio

2.8 PORTFOLIO: RESOURCES
CORPORATE OBJECTIVES: Making it Happen

KEY ACHIEVEMENTS QUARTER 1 – 2004-05
Annual Action Statement for 2004-05 developed and approved
Best Value Performance Plan completed on schedule
Positive Report from General Register Office into preparations for legislative change in the Register Officer Functions
Implement case management software - A 2 year procurement exercise applying Prince 2 principles led to a trouble free implementation of a new case management system for all legal fee earners. The new system is a significant contributor to the ability to freeze the increase in legal hourly rates.
Corporate Call Centre established and operational
Social Services ICT transferred to Corporate ICT Department
Housing Benefits performance on new claims and change of circumstance are within the upper quartile of performance for June.
Closure of accounts completed ahead of new tighter Government deadline, and including new Statement on Internal Control requirements
Identified use of Enterprise House for accommodation by I.W.C in line with the corporate accommodation review
Housing Benefits have secured a reduction in days lost through sickness per month of 60% over quarter 1 compared with the same quarter last year 2003-04
I.W Conservation award for Barton Primary early years excellence centre as part of Property Services

AREAS TO WATCH QUARTER 1 – 2004-05		
Area to Watch	Action to be taken	Risk Assessment
Demand on ICT Department currently exceeds capacity in the areas of – Database Management, Risk Management, Staff Training, Information Management and Project Support	Directors/Executive to be aware and to take into account during decision making processes. Strategic partnering being investigated as a possible way of increasing capacity. Outline Business Case due September.	Risk Score = 9
Organisational capacity to realise benefits from business process re-engineering.	Ensure appropriate resources for this area are made available.	Risk Score = 9
Business continuity	Corporate & Service led assessment & risk analysis are required	Risk Score = 9
Staff capacity constraints within the Corporate Policy Team is limiting the units ability to tackle the key corporate issues	Further reorganisation proposals are to be developed to enhance staff capacity. The Best Value Team has been commissioned by the Executive to undertake a number of corporate tasks. Available capacity remains a concern.	Risk Score = 6
Consultation Strategy – delay in completion	Priority Task for completion in Quarter 2	Risk Score = 6
Liquor Licensing – inability to deliver in a timely fashion new statutory processes once commenced by Central Government	Project group established, resourced and undertaking preparatory programme. The timeframe for this has changed.	Risk Score = 6

Area to Watch	Action to be taken	Risk Assessment
Information/Knowledge Management – inability to deliver new compliance regime	Continuing tight timetable will require additional human resources	Risk Score = 9
Effectiveness of Select Committee	Following recent training with South East Employers a number of new operational & procedural changes have been introduced to make Select Committees more effective. These changes will be monitored by the Co-ordinating Committee.	Risk Score = 4
Housing Benefits – high levels of sickness and absence	The Service is working with the Corporate Human Resources team to monitor, address the problem and apply Sickness Management policies.	Risk Score = 4

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04				
Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment
Q3/Q4 2003-04	Demand on the ICT Department currently exceeds capacity in the areas of - Database Management, Risk Management, Staff Training, Information Management and Project Support	Directors / Executive to be aware and to take into account during decision making processes	Strategic partnering being investigated as a possible way of increasing capacity. Outline Business Case due September.	Risk Score = 9
Q4 2003-04	ICT business continuity / disaster recovery	Directors / Executive to be aware and to take into account during decision making processes	Server farm project started options being investigated, project board being set-up.	Risk Score = 9
Q4 2003-04	Business process re-engineering	Directors / Executive to continue support for GAGS and the business process re-engineering work that is currently underway	Results of DRP work in Planning due to be delivered by mid-August. Next phase of work will involve Highways.	Risk Score = 9
Q3/Q4 2003-04	Major power supply issues to the County Hall site identified.	An urgent capital bid (c£300-£350k) will be submitted as soon as the full scope of the problem and solution is known.	Work in progress. Estimated completion date end of August 2004.	Risk Score = 8
Quarter Reported	Area to Watch	Action to be taken from last quarter	This quarters update	Risk Assessment

Q4 2003-04	Implementation of Total Land Charges ("TLC+") - new local land charges software	Applying Prince 2 methodology variation/exceptions agreed; allocation of resources by supplier and in house team agreed; new go live date of 4 May agreed	Project in exception, proposals put to supplier to rectify software failure but not yet agreed. Additional cash resource identified, if required.	Risk Score = 8
Q2/Q3/Q4 2003-04	Delays in funding the Land and Property Gazetteer and the CRM project will mean that these projects miss their planned implementation dates.	The first phase of the CRM system has now been implemented and is working well. The underlying hardware will need to be upgraded in due course to meet the originally specified business continuity requirements. The Gazetteer project is still on hold but is now being reviewed pending clarification of the funding position.	Resource issue – way forward to be determined by the end of July 2004	Risk Score = 6
Q3/Q4 2003-04	Staff capacity constraints within the Corporate Policy Team is limiting the units ability to tackle the key corporate issues	Further reorganisation proposals are to be developed to enhance staff capacity	The Best Value Team has been commissioned by the Executive to undertake a number of corporate tasks. Available capacity remains a concern.	Risk Score = 6
Q4 2003-04	Relocation of the Registrars Office to Northwood House	New project group initiated; stop/go decision due in May/June subject to identifying revenue funding/borrowing; approval of trustees required	Project group meeting and delivering work programme; strategic accommodation review decisions taken.	Risk Score = 6
Q1/Q2/Q3/Q4 2003-04	Crime & Disorder – in relation to vandalism to council buildings	Crime & Disorder task group co-ordinating a multi agency approach to crime & disorder	Continuing to monitor trends & liaise with task groups & Police	Risk Score = 6
Q4 2003-04	Concern had been expressed previously about the lack of progress on implementing the Procurement Strategy	There does now appear to be some gathering momentum in implementing the strategy marked by: the near completion of the Best Value Review, the development of a 'Gateway review process' for strategic procurements and further progress on the e-procurement project.	There has been only slow progress with implementing the Action Plan arising from the BVR of Procurement. The Gateway Review Process still needs developing and approval, new Contract Standing Orders are still only in draft, and the Procurement Liaison Group has yet to be established. The Procurement Register /database is now nearly complete, and the development of procurement training is well advanced. A 'Selling to the IW guide' is also about to be published on the Council's web-site.	Risk Score = 6

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
	Performance Assessment Actual Against Profile			↗↘↙	Actual 2003-04	
1. Number of working days/shifts per employee (full time equivalent) lost due to sickness absence this quarter (BVPI 12/CPA)	2.09 (2.3)	(1.9)	(2.7)	(2.8)	9.1	The profile is based on a best guess after looking at the last two years quarterly figures. Although it is clear that the 2 nd quarter is always lower how much it will go up or down is totally out of our control.
	↗				9.3	
2. The number of staff undertaking one or more training activities this quarter (via IWC training Services) as a % of the total workforce – (Local Indicator)	788 (789)	(530)	(778)	(659)	47%	The profile is the target % of the maximum number of delegates attending training each quarter (The figure is derived from the planned/anticipated training activity each quarter within 2004/2005)
	↗				1,523 staff 66.6%	
3. The number of members undertaking one or more training activities this quarter (out of all 48 members). (Local Indicator)	16 (34)	(38)	(38)	(38)	80%	The profile is the target % of the maximum number of members undertaking training activity each quarter (the Learning Centre rely on feedback from other departments to inform them of Elected Member training activity as we do not run our own, and therefore cannot anticipate any activity). The quarterly outturn figure relates to those training activities arranged by the Learning Centre additional Member training programmes undertaken in quarter 1 will be updated in the second quarterly report
	↘				42 Members 87.5%	
4. The percentage of women in the top 4 tiers of management. (Local Indicator)	35% (50%)	(50%)	(50%)	(50%)	50%	The 2004/5 target is the one set by the Women Into Management Group in June 2004. The profile is based on the fact that we have no advanced information regarding any likely changes at this time.
	↘					
5. Number of Complaints across the Authority (48 or less per quarter) (Local Indicator)	45 (50)	(60)	(60)	(50)	220	2004-05 Target represents a projected increase of 5% in line with the national trend in complaints. The quarter returns targets reflect the “seasonal” variation of 2003-04. Total number of complaints across all directorates has remained low this quarter. No discernable pattern with only Fire and Safety showing a consistent and low return. Corp Services = 7 Education = 12 Environment = 8 Fire & Rescue = 1 Social Services = 17
	↗				209	
6. The number of types of interactions that are enabled for electronic delivery	23.46% (60%)	(60%)	(60%)	(60%)	60%	Please note that it is a government target for the council to achieve 100% by December 2005. The GAGS

KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
	Performance Assessment Actual Against Profile			↗↘↙	Actual 2003-04	
as a percentage of the types of interactions that are legally permissible for electronic delivery. (BVPI 157/CPA)	↘				23.46%	programme board has tasked the Head of Organisational Development with reviewing all of the ODPM targets by the end of September. Actions on the services identified will feed through in future QPMR's
7. The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority. (BVPI 8/CPA)	91% (95%)	(95%)	(95%)	(95%)	95%	Based on an agreed sample. April to June 622 invoices counted – 563 paid within terms, 59 paid outside terms. National Government Target = 100%. The time taken for invoices to pass through the Payments system is being examined and any undue delays will be tackled.
	↘				93%	
8. The percentage of standard searches carried out in 10 working days (BVPI 179/CPA)	100% (100%)	(100%)	(100%)	(100%)	100%	We do everything within our control to ensure that the 10 working day target is not exceeded and will continue to do so.
	↗				100%	
9. Total operating cost (TOC) of IWC property per employee (Local Indicator)	£311.50 (275.00)	(275.00)	(275.00)	(275.00)	£275.00	This indicator will continue to fluctuate –due to seasonal influences & estimated fuel consumption costs. Inflation on running costs will also impact on this indicator
	↘					
10. % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people. (BVPI 156/CPA)	17% (18%)	(18%)	(18%)	(18%)	18%	This is a complex indicator that needs more information for this council to make real decisions that prioritise resources. The indicator is likely to impact on the councils CPA score
	→				17%	
11. Benefits – average calendar days this quarter to process a new housing benefits claim (BVPI 78a)	38.31 (36)	(36)	(36)	(36)	36	The indicator has made significant progress in improving performance, although the target of 36 days has still not quite been achieved. The average number of days has fallen from an average of 59.5 days in quarter 4 (2003-04). Further analysis is underway to identify & correct the causes of this small reduction in performance
	↘				75.8	
12. Benefits - average calendar days this quarter to process changes in circumstances (BVPI 78b)	8.41 (9)	(9)	(9)	(9)		Improvement in performance for this indicator and quarterly target achieved.
	↗				16.2	

KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
	Performance Assessment Actual Against Profile				↗↘	
13. Benefits - % of new housing benefit claims this quarter determined within 14 days of receipt of all necessary information (BVPI 78c)	73% (70%)	(70%)	(70%)	(70%)	70%	Improvement in performance and the target for the quarter has been achieved.
	↗				60%	

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
Making It Happen	12. Cost Effectiveness To improve the cost-effectiveness Council-wide. 7.5% cost efficiency savings by 2006	-3% (7.5% by March 2006)	(7.5% by March 2006)	(7.5% by March 2006)	(7.5% by March 2006)		The Cost Effectiveness measure is both compulsory, and based on a method of calculation prescribed by Government which removes any possibility of success. It measures the extent to which the performance of a basket of 31 indicators – negotiated with the ODPM – outstrips the net expenditure of the Council. In setting up the target considerable effort was taken to try to predict those indicators which would show greatest improvement, and there has been some success in this with the overall performance of the basket rising by 11% over the first two years. Unfortunately, in measuring cost increases we have to include additional investment in schools, fire and social services, financing of the capital programme, and other cost pressures (for example teachers pensions). This means that costs increase by 14% in the same period, representing (on the flawed basis of this target) a reduction in efficiency of 3%.
		↘					

SECTION 3 : FINANCE REPORT

3.1 : Revenue Budget Monitor by Portfolio – to the end of June 2004

(Please note that the Portfolio structure has not been updated to reflect the new staff structure)

SOCIAL SERVICES & HOUSING	
Social Services	Currently projecting an underspend at year end of approximately £97,000. This is presently being used to offset a projected overspend within the housing service of the Directorate (see below).
Housing	Potential overspend of approximately £79,000 mainly within the Homelessness budget – this is as a result of increased expenditure on leasing properties. This is currently being offset by an underspend within other areas of the Directorate (see above).
Housing Benefits	Housing Benefit expenditure is currently in line with budget expectations for the year. Income in the form of a Government subsidy is received monthly on account, and is based on previous year's figures until the external audit is complete. From April 2004 the way in which the Government supports the net expenditure has changed from being included in the Formula Spending Share (FSS) to a higher specific grant. These adjustments are reflected in the budget.
EDUCATION & COMMUNITY DEVELOPMENT	
Education	Net expenditure is in line with forecast.
Community Development	Budget on target to date.
ECONOMIC DEVELOPMENT, UK AND EU, REGIONAL ISSUES	
Economic Development	Following organisational restructuring in May 2004, the Economic Development budget has yet to be separated out from that of the Corporate Policy Team where it previously sat.
FIRE, EMERGENCY PLANNING AND CONSUMER PROTECTION	
Fire & Rescue	Budget on target to date. Modernisation issues (FSEC, IPDS etc.) likely to result in budget pressures as they come to fruition.
Emergency Planning	Lack of Emergency Planning Manager throughout the early part of the year has resulted in lower staff costs which may in turn be offset by a reduction in the amount of grant that can be claimed at end of year.
Crime and Disorder	Income from GOSE re Building Safer Communities spend is received quarterly in arrears. Costs of redundancy to be met from savings from the merger with the Drug Action Team in Social Services.
Consumer Protection	Budgets for consumer protection, environmental health, trading standards, health and safety and Coroner on target to date.

Bereavement Services	Income is down on expectations and currently seems likely to fall short of budget requirements by year end.
TRANSPORT	
Highways	Highway and pavement maintenance pressures of £250,000, bridge and retaining wall inspections pressures £32,000. Strategy in place to alleviate pressure on revenue budget by charging structural maintenance to capital.
Walking/Cycling	Budget on target at present.
Public Transport	Overspend of £154,000 currently predicted in relation to concessionary fares budget. Other budget pressures of £20,000 identified at this stage. Likely to be offset by increased car parking income (see Car Parking below).
Cowes Floating Bridge	Budgets on target to date.
Transport Fleet	Budgets on target to date.
Car Parking	Budgets on target to date, including increase to accommodate extra public transport expenditure. Last year's income was in excess of budget and was utilised to fund increased expenditure on public transport budgets (see Public Transport above).
SUSTAINABLE DEVELOPMENT, ENVIRONMENT AND PLANNING POLICY	
Environmental Initiatives including Local Agenda 21	Government Grant allocated for a Renewable Energy Feasibility Study of £40,750 yet to be spent. Green Island expenditure to be offset by Leader Plus grant awarded quarterly in arrears.
Planning Policy, Countryside & Planning Management	On target, Planning Delivery Grant of £605,231 received this year to aid service improvement, to be shared between Planning Policy & Development Control
Development Control	On target, Planning Delivery Grant of £605,231 received this year to aid service improvement, to be shared between Planning Policy & Development Control
Building Control	Budget on target to date.
Coastal Management	"Weather related cliff stabilisation" and Ventnor Haven current budget pressure areas which require resolution. Coastal Manager seeking methods of managing each within existing budgets.
Harbours and Seafronts	Budgets on target at this point in the year.
Engineering Contracts	Main engineering contracts for street cleansing and public convenience cleansing on target at present.
Waste Management	Budgets on target at present.
TOURISM AND LEISURE	
Tourism	Budget on target to date.
Leisure - Parks and Beaches and Leisure Facilities	Budget on target to date.

Leisure – Wight Leisure Operations	Budget on target to date.
RESOURCES	
Corporate Services Directorate	Budget currently on target.
Legal and Democratic Services	Land charges income ahead of target and up on the previous year equivalent. Other budgets on target.
Financial & Business Services	Budget currently on target.
Information Communications Technology	A number of ICT projects, particularly those related to delivery of E-government, are funded partly from reserves and Government grants. There are ongoing funding implications of those projects, and it is essential to ensure that base budgets are in place to allow the continuing development of the approved projects; in addition, there are a number of proposed developments for which funding streams will also have to be identified if further progress is to be made.
Human Resources & Training	The budget for the Health and Safety training programme for managers is currently 80% paid and committed – there is the probability that it will be fully spent this year. Other budgets on target.
Policy & Communications	Currently on target – however, budget pressures are still partly being funded from one-off resources carried forward from previous years – the continuation of such measures is unlikely to be available in future years.
Best Value & Select Committee Support	Currently on target. Budget to be restructured to ensure continuity, thereby freeing up reserve previously set aside to support expenditure peaks in early years.
Property Services	Budget generally on target. Markets income being kept under review by Property Services Manager.
Building Maintenance	Budget on target to date.

3.2 : Revenue Expenditure Budget Monitor by Portfolio – to the end of June 2004

		Original Budget	Spend To Date	Left
8A	Education and Community Development	£78,132,887	£11,995,353	£66,415,503
8B	Social Services and Housing	£40,259,119	£6,984,507	£33,598,581
8C	Fire, Emergency Planning & Consumer Protection	£9,971,502	£2,010,811	£8,135,338
8D	Tourism and Leisure	£4,931,021	£660,789	£4,550,145
8E	Economic Development	£223,594	£22,219	£206,095
8F	Transport	£8,052,677	£579,281	£7,568,390
8I	Sustainable Development, Environment, Planning	£11,936,487	£496,290	£11,532,538
8Z	Resources	£6,271,079	£3,317,895	£3,448,100
Totals		£159,778,366	£26,067,146	£135,454,689

Capital Expenditure Budget Monitor by Portfolio – to the end of June 2004

		Revised Budget	Spend To Date	Left
8A	Education and Community Development	£7,932,838	£1,429,030	£6,503,808
8B	Social Services and Housing	£5,028,637	£546,875	£4,481,762
8C	Fire, Emergency Planning & Consumer Protection	£290,702	£46,901	£243,801
8D	Tourism and Leisure	£243,333	£0	£243,333
8F	Transport	£7,898,173	£719,627	£7,178,546
8I	Sustainable Development, Environment, Planning	£3,267,998	£756,521	£2,511,477
8Z	Resources	£736,366	£289,608	£446,758
Totals		£25,398,047	£3,788,562	£21,609,485

(Please note that the Portfolio structure has not been updated to reflect the new structure)

BVPI - USER SATISFACTION SURVEY (NOVEMBER 2003)

Current Survey Results:

1 Of those Islanders surveyed, the following five factors were seen as making the Island a good place to live: -

- Health service provision (64%)
- Low level of crime (62%)
- Affordable decent housing (39%)
- Clean streets (30%)
- Public transport (29%)

The following five factors were seen as being those in most need of improvement: -

- Road and pavement repairs (53%)
- Wage levels and cost of living (43%)
- Health services (34%)
- Public transport (34%)
- Affordable decent housing (32%)

2 Areas of improvement and decline

The following tables, listed by portfolio, provide a summary of results highlighting areas of improvement with an upward trend (>10% increase), based on respondents being fairly or very satisfied, and those areas seen as declining (>10% decrease), where respondents are fairly or very dissatisfied. It can be seen that the majority of results show improvement. However, it should be noted that, where there is decline, it is at a significant level and corrective action is called for.

The tables also report on the number of respondents who have made a complaint to the Council. In total 17% of respondents had made a complaint and of those 36% were satisfied with the way in which their complaint had been handled. However, and of concern, an equal 36% were dissatisfied.

ENVIRONMENT SERVICES

Areas of significant improvement with an upward trend

Subject	2000	2003
Refuse/Recycling		
Level of satisfaction with IWC keeping the land clear of litter and refuse	67%	79%
Satisfaction with the service for the collection of items for recycling overall	57%	83%
Satisfaction with the local tip overall	86%	

Bus Service		
Satisfaction with the number of bus stops	67%	82%
Satisfaction with the frequency of buses	50%	62%
Satisfaction with whether buses arrived on time	49%	64%
Satisfaction with the local bus service overall	46%	56%
Planning		
Overall satisfaction with Planning Services	27%	37%
Complaints To Directorate		
Number of respondents who made a complaint to Environment Services	50	30
Number of respondents who made a complaint to Planning Services	32	14

Areas of significant decline with a downward trend

Subject	2000	2003
Overall satisfaction with Environmental Services	72%	63%
Complaints To Directorate		
Number of respondents who made a complaint to Transport Services	40	73

EDUCATION & COMMUNITY DEVELOPMENT

Areas of significant improvement with an upward trend

Subject	2000	2003
Cultural and Recreational Activities		
Satisfaction with parks and open spaces	67%	85%
Satisfaction with sports/leisure facilities and events	59%	65%
Respondents using the parks and open spaces daily or weekly	22%	49%
Complaints to Directorate		
Number of respondents who made a complaint to Education Services	11	4

Areas of significant decline with a downward trend

Subject	2000	2003
Nil		

CORPORATE SERVICES

Areas of significant improvement with an upward trend

Subject	2000	2003
Nil		

Areas of significant decline with a downward trend

Subject	2000	2003
Nil		

SOCIAL SERVICES AND HOUSING

Areas of significant improvement with an upward trend

Subject	2000	2003
Complaints to Directorate		
Number of respondents who made a complaint to Housing Services	16	1
Number of respondents who made a complaint to Social Services	8	3

Areas of significant decline with a downward trend

Subject	2000	2003
Nil		

FIRE AND RESCUE SERVICE

Areas of significant improvement with an upward trend

Subject	2000	2003
Nil		

Areas of significant decline with a downward trend

Subject	2000/2001	2003/2004
Overall satisfaction with the Fire Services	82%	67%

Note:

The groupings in this report reflect the Directorate service arrangements at the end of 2003

APPENDIX 2a

SUMMARY OF RESULTS

This summary compares the results of the 2003 Isle of Wight Survey, the 2000 Isle of Wight Survey and the 2003 National Survey headline results (produced by the ODPM)

	ODPM National Results 2003/4 (Very or Fairly Satisfied)	IWC 2000/1 Results	IWC 2003/4 Results	Up or down on last Survey	Up or Down on National Average 2003/4
Overall service provided by the Local Authority	55% (Decline of 10%)	60%	52%	↓	↓
Handling of Complaints	33% (Decline of 7%)	37%	36%	↓	↑
Cleanliness standard in their area	60% (Decline of 3%)	64%	79%	↑	↑
Household waste collection	84% (Decline of 2%)	87%	90%	↑	↑
Waste recycling (local facilities)	68% (Improvement of 2%)	73%	78%	↑	↑
Waste disposal (local tips)	75% (Improvement of 4%)	86%	95%	↑	↑
Local transport information	50% (Improvement of 3%)	53%	55%	↑	↑
Local bus services	54% (Improvement of 4%)	46%	56%	↑	↑
Sports and leisure facilities	54% (Improvement of 1%)	59%	65%	↑	↑
Libraries	67% (Decline of 3%)	73%	77%	↑	↑
Museums and galleries	42% (Decline of 7%)	45%	49%	↑	↑
Theatres and concert halls	47% (Decline of 5%)	56%	56%	no change	↑
Parks and open spaces	75% (Improvement of 8%)	67%	85%	↑	↑

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