



APPENDIX 1

Quarterly Performance Management Report 2004-05 Select Committee Report – Adult & Community Services + Housing Benefits Quarter 2 Report: July - September 2004

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Section 1 : Summary – Quarterly Performance Management Report 2004-05 Quarter 2 (July-September)

1.1 Performance Summary :- Performance Indicators

Performance Indicators by Portfolio – QUARTERLY ACHIEVEMENT OF TARGETS

PORTFOLIO	NO. OF INDICATORS	TARGET ACHIEVED	WITHIN 5% TARGET	TARGET NOT ACHIEVED	NO INFO
ADULT & COMMUNITY SERVICES	11	3 = (27%)	1 = (9%)	7 = (64%)	0
Housing Benefits RESOURCES	3	3 = (100%)	0	0	0

PSA Targets by Portfolio – QUARTERLY ACHIEVEMENT OF TARGETS

PORTFOLIO	PSA TARGETS	TARGET ACHIEVED	WITHIN 5% TARGET	TARGET NOT ACHIEVED	NO INFO
ADULT & COMMUNITY SERVICES	3	3 = (100%)	0	0	0

SECTION 2 : PERFORMANCE MANAGEMENT & ASSESSMENT – BY PORTFOLIO

2.1 PORTFOLIO:

ADULT & COMMUNITY SERVICES

CORPORATE OBJECTIVE

Improving health, housing & the quality of life

KEY ACHIEVEMENTS QUARTER 2 – 2004-05
Successful roll-out of the new meals on wheels service. The new service has overcome initial difficulties and is now beginning to deliver some of the flexibilities and benefits planned at inception.
The island has one of the lowest rates of delay to hospital discharge in the region, sustaining a zero rate for many weeks in the quarter. This low level is sustainable and due to investment and partnership across the social care and health economy.
Introduction of new low interest loans scheme to assist owners maintain their homes.
Ventnor Botanic Garden has attracted £142,000 in external funding to develop a new herb garden and also a Southern hemisphere garden.
The junior sports challenge and children's activity programme at Medina Leisure Centre, held over the Summer holidays, had their best ever levels of attendance, engaging over 2,600 young people in physical activities.

AREAS TO WATCH –2004-05			
Quarter Reported	Area to Watch	Action to be taken	Risk Assessment
Q3/Q4 2003-04 Q1/Q2 2004-05	The Council's licence to hold public records is due for renewal, having previously been renewed on a temporary basis	Members of the Task Group have completed a visioning exercise for the development of a new storage facility and independent advice received as to how to take forward the development planning process.	Risk Score = 12 Impact 4 Likelihood 3
Q1/Q2 2004-05	Homelessness - Failure to reach target to reduce homeless presentations by 25% in 2004/5.	Homelessness acceptances have reduced and stabilised over the last quarter. This suggests that the prevention measures currently put in place are starting to work	Risk Score = 9 Impact 3 Likelihood 3
Q4 2003-04 Q1/Q2 2004-05	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	Negotiations are taking place with the Primary Care Trust and the Hospital Trust. Target date for signing s31 by the end of the calendar year.	Risk Score = 6 Impact 2 Likelihood 3
NEW Q2 2004-05	The Adult Protection Co-ordinator post has remained unfilled despite a national recruitment exercise. The rapidly growing rates of referral involving adult protection are creating pressures on the staff and services that respond to adult protection needs.	Following analysis by the directorate and HR of the reasons why those expressing an interest did not apply, the post has been changed and will now be advertised at Service Manager level.	Risk Score = 6 Impact 3 Likelihood 2

Quarter Reported	Area to Watch	Action to be taken	Risk Assessment
NEW Q2 2004-05	The take-up of Direct Payments is a key indicator in the annual assessment of the functioning of Adult Services. The take-up has been affected by a 'drop-out' rate which is higher than expected. This could undermine the reaching of the councils target for take-up.	The directorate is investigating why service users have dropped out of Direct payments with a view to taking action to limit future drop-out. A partnership with the Riverside Centre will improve the support of applicants and those on direct payments.	Risk Score = 6 Impact 2 Likelihood 3
Q3/Q4 2003-04 Q1/Q2 2004-05	Community Development Budget Issues – Dinosaur Isle & Ryde/Shanklin Theatres	<ul style="list-style-type: none"> Dinosaur Isle income for the period has not reached expectations and management plans are being developed to reduce expenditure to compensate. Income at Ryde Theatre is currently below expectation as the programme was reduced temporarily on account of a number of noise complaints. These matters are being addressed & it is hoped that a full winter programme will recover the current income deficit. 	Risk Score = 6 Impact 3 Likelihood 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				↗→↘	
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)	74 (67)	(76)	(86)	300	Homeless Households - The effects of piloting a new procedure on only accepting court orders as proof of homelessness have yet to fully take effect. This is due to the legal processes of the Courts.
		↘	→			391	
	2. The number of Social Housing properties let this quarter (Local Indicator)	105 (112)	87 (113)	(112)	(113)	450	Social Housing - This figure is reliant on Housing Association properties being relet and does not take into consideration transfers between properties which have a neutral effect.
		↘	↘			NA	
3. Affordable Housing – the number of affordable housing units built this quarter (Local Indicator)	3. Affordable Housing – the number of affordable housing units built this quarter (Local Indicator)	11 (11)	11 (31)	(2)	(18)	150 (62 actual)	Development handover of 20 units will take place one month later than expected and will be accounted for in the next quarter results.
		↗	↘			81	
Improving health, housing & the	4. The actual number of people on the IOW who are using the Direct Payments Scheme to	45 (44)	52 (75)	(120)	(175)	175	The directorate is investigating why service users have dropped out of Direct payments with a view to taking action to limit future drop-out. A

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				↗→↘	
quality of life for all	choose and arrange their own social care services (Local Indicator)	↗	↘			47	partnership with the Riverside Centre will improve the support of applicants and those on direct payments.
Promoting community learning	5. Number of physical visits per 1,000 population to public library premises (BVPI 117)	1,923 (1,750)	2,134 (1,950)	(1,450)	(1,850)	7,000	Visits have exceeded the target figure, and are currently on track to rise by over 10% over the year. People's Network has contributed to the rise in visitors
		↗	↗			7,040	
	6. Number of internet & telephone renewals & reservations this quarter (Local Indicator)	15,557 (15,500)	15,575 (15,500)	(15,500)	(15,500)	62,000	Figures for Q1 have been identified retrospectively because ICT system failures prevented statistics being delivered on time. Q1-25% of all such services are electronic Q2-26.3% of all services are electronic Target is based on Q1 figures, which were the first to be compiled.
		↗	↗			-	
	7. Number of users of the Mobile Library Service (including housebound service) this quarter (Local Indicator)	3,281 (4,125)	3,705 (4,125)	(4,125)	(4,125)	16,500	Visitor numbers are down on last year's figures, primarily because of unplanned closures. Because of driver shortage, 25 days service were missed over the first quarter, and 12 in the second quarter
↘		↘			NA		
8a. The number of visits to, usages of museums per 1,000 population compared with the same quarter a year ago (BVPI 170a)	213 (225)	315 (345)	(112)	(68)	750	The actual number of visits/usages in the 2 nd quarter was 41,864, against an anticipated target of 45,850. .	
	→	↘			744		
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)	285 (313)	(81)	(44)	625	The actual number of visits in the 2 nd quarter was 37,906, against an anticipated target of 41,598.
		↗	↘			611	
	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)	2,639 (3,680)	(1,760)	(2,560)	16,000	Non-island schools appear to have been the area of most significant loss. It is difficult to determine the reasons, given that current marketing strategies have been successful over a long period. Existing users will be consulted, to investigate the falling numbers
↗		↘			15,969		

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				↗↘↙	
	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)	560 (495)	(990)	NIL	1,980	Target has been exceeded this quarter. This is partly due to the success of a pilot project 'Neighbourhood Learning in Ventnor' (funded via Learning & Skills Council). The figure includes participants studying at: Workers Educational Association – IW Council Arts Unit – Platform one – Family Learning – IW College Learning Opportunities & Adult Education – Quality Improvement Programme
		↗	↗			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	Comments	
						Actual 2003-04		
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)	13 (20)	(17)	(13)	13	The target quarterly has been achieved. The Service does expect fluctuations in the number of families in B&B accommodation and this is reflected in the outturn figures	
		↗	↗			21		
	5. Social Services Rehabilitation care for older people & a reduction in delay of discharges from hospital	Nil return (D41 – 6) (C28 – 10) (C26 – 88)	D41 – 3.9 C28 – 9.1 C26 - 109 (D41 – 6) (C28 – 10) (C26 – 88)	(D41 – 6) (C28 – 10) (C26 – 88)	(D41 – 6) (C28 – 10) (C26 – 88)	(D41 – 6) (C28 – 10) (C26 – 88)	D41 – 6 C28 – 10 C26 - 88 D41 – 0 C28 – 7.36 C26 - 96	Quarter 2 – contains a peak demand for residential and nursing care (July). D41 = Delayed transfers of care from hospital, there were approximately 4 delayed. C28 = Intensive Home Care Treatment, the quarterly target has been achieved. C26 = Admission of supported residents aged 65yrs or over to residential or nursing care the actual number has exceeded the target.
			↗					
7. Increase the number of young people who are getting treatment for drug or alcohol dependency (Drug Action Team)		24 (852)	54 (852)	(852)	(852)	852 by 31 March 2006	The project has continued to meet the targets set for the project and has now achieved 78 young people receiving treatment for the year. 767 over the past two years of the project since the 1 st April 2003 (90% of the PSA target)	
		↗	↗			689 total		

2.8 PORTFOLIO: RESOURCES
CORPORATE OBJECTIVES: Making it Happen

KEY ACHIEVEMENTS QUARTER 2 – 2004-05
Housing Benefit performance now well in to upper quartile performance in second quarter

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	
11. Benefits – average calendar days this quarter to process a new housing benefits claim (BVPI 78a)	38.31 (36)	24.08 (36)	(36)	(36)	36	Upper quartile performance. Will be more difficult to achieve in the busier Autumn quarter.
	↘	↗			75.8	
12. Benefits - average calendar days this quarter to process changes in circumstances (BVPI 78b)	8.41 (9)	8.51 (9)	(9)	(9)		Within Government target.
	↗	↗			16.2	
13. Benefits - % of new housing benefit claims this quarter determined within 14 days of receipt of all necessary information (BVPI 78c)	73% (70%)	96.19% (70%)	(70%)	(70%)	70%	Upper quartile performance
	↗	↗			60%	

SECTION 3 : FINANCE REPORT

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

Adult and Community Services	
Adult Services	Overspend of £35,626 predicted. Community Care remains an area under pressure and will continue to be monitored very closely.
Housing	Currently projecting an overspend of £42,613. Considerable pressure around homelessness, due to increased expenditure on leasing properties, although to date largely covered by savings elsewhere within Housing budget, but expectation is that overspend will become more apparent in next quarter.

Housing Benefits	Housing Benefit expenditure has increased significantly compared to the previous year due to raised claimant awareness and additional pension credit claims. However expenditure is 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 funds this expenditure has changed to be funded 100% from specific grants instead of 95% as previously. These adjustments are reflected in the budget.
Community Development	Potential overspend of approximately £70,000 mainly due to reduction in income at Dinosaur Isle, Libraries and Ryde Theatre.

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

		Original Budget	Spend To Date	Left
8A	Education and Community Development	£78,526,826	£29,784,648	£48,742,178
8B	Social Services and Housing	£40,859,472	£22,385,110	£18,474,362
8C	Fire, Emergency Planning & Consumer Protection	£10,259,836	£4,240,263	£6,019,573
8D	Tourism and Leisure	£5,246,231	£1,275,633	£3,970,598
8E	Economic Development	£296,044	£200,838	£95,206
8F	Transport	£8,151,100	£1,113,487	£7,037,613
8I	Sustainable Development, Environment, Planning	£12,013,300	£2,484,902	£9,528,398
8Z	Resources	£6,705,959	£5,325,143	£1,380,816
		£162,058,768	£66,810,025	£95,248,743

Notes

- 1) Financial Information System currently being updated to take account of recent restructuring
- 2) Budgets revised from original to take account of carry forwards from previous year, additional grants etc
- 3) Spend to date represents 41.2% of approved budget and includes expenditure incurred to 30 September 2004, but excludes commitments
- 4) Spend to date excludes capital financing charges, support service charges and other adjustments and recharges
- 5) Spend to date on the Resources Portfolio service areas includes gross expenditure on support services prior to recharges being made
- 6) Total figures may not add up exactly due to rounding

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

		Revised Budget	Spend To Date	Left
8A	Education and Community Development	£11,126,213	£3,961,728	£7,164,485
8B	Social Services and Housing	£5,028,637	£1,224,363	£3,804,274
8C	Fire, Emergency Planning & Consumer Protection	£290,702	£49,841	£240,861
8D	Tourism and Leisure	£25,426	£0	£25,426
8F	Transport	£8,116,080	£1,960,332	£6,155,748
8I	Sustainable Development, Environment, Planning	£3,360,943	£2,162,729	£1,198,214
8Z	Resources	£1,118,222	£520,423	£597,799
		£29,066,223	£9,879,417	£19,186,806

Notes

- 1) Financial Information System currently being updated to take account of recent restructuring
- 2) Spend to date represents 34.0% of approved budget and includes expenditure incurred to 30 September 2004, but excludes commitments
- 3) Total figures may not add up exactly due to rounding