

Committee Overview and Scrutiny	Date 29 July 2008	Classification Unrestricted	Report No.	Agenda Item No.
Report of: Assistant Chief Executive Originating Officer(s): Alan Steward, Service Head, Strategy and Performance		Title: Tower Hamlets Index - Monitoring Report Apr 2008 – May 2008 Ward(s) affected: All		

1 Summary

- 1.1 This report introduces the first monitoring report for the new Tower Hamlets Index. The set of indicators that constitutes the new Tower Hamlets Index reflects the Strategic Plan 2008/09 and the new Local Area Agreement. This report covers the period April-May 2008.

2 Recommendations

- 2.1 That the Committee notes and comments on the performance as identified in paragraph 4 of this report.

Local Government Act, 2000 (Section 97)

List of "Background Papers" used in the Preparation of this Report

Brief description of background papers: Tower Hamlets Index Monitoring Reports Strategic Plan 2008/09	Name and telephone number of holder and address where open to inspection: Michael Keating, 020 7364 3183 Mulberry Place, 6 th Floor
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3 Background

3.1 With the introduction of the new national indicator set alongside the negotiation of our Local Area Agreement, we have revised our framework for performance indicators into three tiers:

1. Strategic Indicators - consisting of the national indicators in our LAA and some measures of corporate health (such as sickness absence) and customer satisfaction (annual residents survey). These form the Tower Hamlets Index and will be monitored corporately every two months through CMT, LAB and Overview and Scrutiny. These are set out in Appendix 1.
2. Priority Indicators – these are the rest of the national indicator set with a small number of (usually ex-BVPI) indicators that provide important measures of our services. We will monitor these every six months, alongside the monitoring of the Strategic Plan, through CMT, LAB and Overview and Scrutiny. These are set out in Appendix 2
3. Service Indicators – these are the measures used by directorates to monitor and manage their services in detail. These will be monitored at directorate level with Lead Member involvement.

3.2 The targets for all indicators are set to assist the Council in reaching its ambition of being one of the top performers in Inner London, and in the top 25% in Greater London by 2010. These targets are integrated into the service planning, team planning and performance management arrangements within each directorate.

3.3 The introduction of the new national indicator set with new indicators, significant changes to definitions and the lack of baseline and benchmarking information means that the setting of targets is being phased in. This mirrors the Government's approach, where a number of the indicators are being introduced in 2009/10. In addition, the LAA allows for a review of targets at the end of year 1 once baseline and benchmarking information is available, to make sure that the targets are stretching. As data for these indicators becomes available, services will establish targets that meet the Council's target setting guidelines:

- higher than last year's outturn
- aim for year on year improvement
- aim for top quartile in London in three years

This primarily affects the Priority Indicators, as the Strategic Indicator targets have been set through the LAA.

4 Tower Hamlets Index

4.1 We will report on 68 of the 72 Strategic Indicators this year. Of these, 39 (57%) can only be reported annually, as they relate to annual surveys or exam results (see Appendix 1).

4.2 The remaining 29 are available at different frequencies, mostly either monthly or quarterly. See table below for breakdown by Directorate and by Community Plan theme.

Table 1: Availability of Strategic Indicators by Directorate

	Total	Annual	Monthly	Quarterly	Termly	Thirds
Adults Health & Well-Being	1	0	0	1	0	0
Chief Executive's	3	3	0	0	0	0
Children's Services	19	17	1	0	1	0
Communities Localities & Culture	25	12	5	4	0	4
Development & Renewal	7	4	0	3	0	0
PCT	3	2	0	1	0	0
Resources	10	1	9	0	0	0
	68	39	15	9	1	4

Table 2: Availability of Strategic Indicators by Community Plan Theme

	Total	Annual	Monthly	Quarterly	Termly	Thirds
Theme 1: One Tower Hamlets	11	2	9	0	0	0
Theme 2: A Great Place to Live	19	14	1	0	0	4
Theme 3: A Prosperous Community	18	11	3	3	1	0
Theme 4: A Safe and Supportive Community	11	4	2	5	0	0
Theme 5: A Healthy Community	9	8	0	1	0	0
	68	39	15	9	1	4

5 How Are We Doing?

- 5.1 For April – May 2008, data is available for 15 indicators. These are set out in Appendix 3.
- 5.2 Currently 5 of the performance indicators are on track to achieve their end of May target (GREEN).
- 5.3 A total of 9 indicators are not meeting their end of May target, of which Managers indicate that 7 will return to target by year end (AMBER), while 2 may not (RED). Indicators that are significantly below their target are:
- SP506 Invoices paid on time
 - SP505 Sickness absence
 - RES058 Waiting time to hot lines
- 5.4 It is not possible to report traffic lights for 2 indicators for this period, these are:
- Number of most serious violent crimes per 1,000 population (targets will be set once baseline established)
 - Secondary school persistent absence rate (spring term data not yet available).
- 5.5 21 indicators can be reported for the next period: the 1st Quarter (period ending June 2008).
- 5.6 In this first monitoring round of 2008/09 there are 35.71% GREEN, 50.00% AMBER and 14.29% RED indicators by comparison to the same time last year when there were 42.50% GREEN, 50.00% AMBER and 57.50% RED.

	GREEN	AMBER	RED
2007/08	17 (42.50%)	20 (50.00%)	3 (7.50%)
2008/09	4 (35.71%)	7 (50.00%)	2 (14.29%)

5.7 In comparing the two years however, it must be stressed that we are using a new set of indicators. There are still 10 months to the year end and comments reflect the steps being taken to ensure targets are met.

6 Finance

6.1 It is important that performance monitoring takes account of financial performance so that it can be shown to have been achieved within existing resources and therefore to be broadly sustainable.

6.2 The latest corporate financial monitoring information available relates to the year-end position for 2007/08 (i.e. as at 31st March 2008). For the General Fund, this indicates a net underspend for the year against Directorate budgets of £6.2m. The biggest single factor contributing to the underspend relates to Council borrowing and investment.

6.3 Although it is not possible to be specific about individual performance indicators, this tends to indicate that, in general, current levels of performance are being achieved within the resources allocated in the budget.

6.4 In addition, the Performance Review Group focuses on performance and where it could be useful can look at allocating resources to support performance improvement.

7 Equalities Implications

7.1 The Council's ambitious targets for service delivery are focused on meeting the needs of the diverse communities living in Tower Hamlets. The Tower Hamlets Index reflects the priority the Council gives to equality and diversity issues, and includes specific equality indicators.

8 Comments from the Chief Finance Officer

8.1 There are no direct financial implications arising from the recommendations of this report. Any specific financial implications relating to the performance indicators have been incorporated in the officer comments attached to this report. The financial implications of performance improvement are set out in relevant reports by officers throughout the year as part of the ongoing planning processes of the authority.

9 Concurrent Report of the Assistant Chief Executive (Legal)

9.1 The Local Government Act 1999 places a duty on the Council to secure continuous improvement in the way its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Performance monitoring using the Index combined with implementation of the Strategic Plan will assist in discharging that obligation.

10 Sustainable Action for a Greener Environment

10.1 A number of the Indicators contribute directly towards a greener environment, including addressing abandoned cars, and improving the cleanliness of streets. The Council will ensure that in monitoring and reporting on the Tower Hamlets Index, the environmental impact locally will be kept to a minimum.

11 Anti Poverty Comments

11.1 A number of the indicators in the Index specifically address unemployment and homelessness families, targeting some of the most vulnerable communities in Tower Hamlets. A number of the other indicators address service improvements that have a greater impact on those communities in most need of Council services.

12 Risk Management Implications

- 12.1 In line with the Council's risk management strategy, the implementation of the Tower Hamlets Index will assist the Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Where any difficulties or slippage arise, the process will create an opportunity for Members and Corporate Directors to discuss remedial action and keep progress under regular review.