

Meeting:	Performance and Finance
Date:	20 July 2009
Subject:	Chairman's Report
Key Decision: (Executive-side only)	No
Responsible Officer:	Ofordi Nabokei, Partnership Development and Performance  Alex Dewsnap Divisional Director Partnership Development and Performance
Exempt:	No
Enclosures:	None

## SECTION 1 – SUMMARY AND RECOMMENDATIONS

This report sets out issues considered by the Chairman since the last meeting of the Performance and Finance Committee.

### **RECOMMENDATIONS:**

The Committee is requested to:

- 1) Note and endorse the content of the report
- 2) Identify any potential issues for Performance and Finance to investigate in the future.
- 3) Nominate the Chairman to submit a summary of Harrow-wide performance issues, as identified through the Chairman's Meetings and at this meeting, to the next convenient meeting of Overview and Scrutiny.

## **SECTION 2 - REPORT**

### **Background**

Under the protocols established for the agenda planning process of the Performance and Finance Committee, the Chairman receives detailed performance information from a wide variety of sources – both internal and external – on a monthly basis.

At the monthly meeting, assisted by officers, the chairman considers the scorecards on a “by exception” basis, identifying those where questions exist about current performance.

Individual performance indicators are then selected, and cross-cutting trends are identified. The background to the performance is considered in more detail. The agenda is then built around these issues.

### **Current situation**

Members are being asked to note and endorse the agenda items for this meeting as outlined below.

The table indicates the origin of items for this meeting’s agenda; members are being asked to endorse these decisions, which were made by the Chairman and Vice-Chairman following a briefing provided by the scrutiny officer.

They are also being asked to identify any additional items which can be considered by the Chairman and Vice-Chairman in the course of planning for the next meeting.

Additionally, members are requested to nominate the Chairman to provide a summary of Harrow-wide performance issues, as a component of the scrutiny leads’ report, to the next meeting of Overview and Scrutiny.

### **Why a change is needed**

Not applicable.

### **Main options**

It is recommended that members endorse the proposals, which are reflected in the rest of the committee papers and which were circulated to members immediately after the chairman’s meeting to which they refer. They are also recommended to task the Chairman with submitting a summary of performance issues to the next meeting of Overview and Scrutiny.

### **Other options considered**

No other options are being presented.

**Recommendation:** - To note and endorse the contents of the report, and to identify any potential issues for P&F to investigate in the future.

## **CONSIDERATIONS**

### **Resources, Costs and Risks:**

Failure to endorse the Chairman’s decision will not prevent the meeting from continuing and the agenda provided being considered. However, it will damage the principle of collegiate decision-making in terms of the agenda planning process.

**Staffing/workforce:**

None

**Equalities impact:**

None specific

**Legal comments:**

None

**Community safety:**

None

**Financial Implications**

None specific.

**Performance Issues**

The below issues were considered:

<b>Issue</b>	<b>Source</b>	<b>Proposal</b>	<b>Time scale</b>
Right to Manage update	Scrutiny Review		To come to P&F on 20 <sup>th</sup> July 2009
Obesity update	Scrutiny Review		To come to P&F on 20 <sup>th</sup> July 2009
Kier	Proposed Review / Work Programme	For a report and an officer to answer questions on the Council's Housing Repairs Service	To come to P&F on 20 <sup>th</sup> July 2009
HRA	Proposed Review / Work Programme	Issue is of national importance. The government will have given guidance as to the possible options available therefore this should be discussed at P&F Sub-committee prior to further scrutiny review	To come to P&F on 20 <sup>th</sup> July 2009 / Ongoing
% change in proportion of non-decent council homes	Improvement Board (IB) CES Balanced Scorecard & Housing Scorecard	This comes to the P&F sub-committee for an update and fuller discussion	This to come to P&F on 20 <sup>th</sup> July 2009
Average time to complete non-urgent repairs to council housing This indicator has a RAG status of red as work was suspended	IB CES Balanced Scorecard	This continues to be monitored as non-urgent repair works have been deferred until 2009/10	Ongoing
Improved street and environmental cleanliness - Litter,	IB CES Balanced Scorecard	The performance is considered adequate at the end of Q4. However	When 2009-10 Q1 scorecard is available.

<p><b>debris and graffiti</b> All these indicators have been amber for 2 quarters.</p>		<p>this issue meets the by exception criteria as it has now been amber for 2 quarters, therefore this item continues to be monitored at the Chairman's briefings.</p>	
<p><b>% urgent repairs to council housing completed within government time limits</b> Direction of travel for this indicator has remained the same. It has been at amber status for Q1-Q4 and therefore meets the 'by exception criteria'.</p>	IB Housing Scorecard	<p>This item continues to be monitored at Chairman's meetings.</p>	Ongoing
<p><b>Average time in B&amp;B (weeks)</b> - This has been red for Q1-4 and for Q3-4 it has gone from 'red' to 'red - needs prompt action'.</p>	IB Housing Scorecard	<p>This issue continues to be monitored at Chairman's briefings. To mark whether there is a change or not in status. In Q3 it was announced that the data was historical and that there were no families were in B&amp;B in Q4 the direction for travel is deterioration. If there is no improvement in the Q1 scorecard clarification of what is being done will be sought.</p>	When 2009-10 Q1 scorecard is available.
<p><b>Tenants with more than 7 weeks rent arrears (as a % of total no of tenants)</b> - The target is now 'red needing action' for 2 quarters. The direction for travel is deterioration.</p>	IB Housing Scorecard	<p>This issue continues to be monitored and taken up by the Chair, Vice Chair and Committee if deemed appropriate.</p>	Ongoing / when 2009-10 Q1 scorecard is available
<p><b>Proportion of Gas Servicing Certificates outstanding</b> - This has been 'red' for Q1-2 and 'red needing prompt action' for Q3-</p>	IB Housing Scorecard	<p>This issue continues to be monitored at Chairman's briefings and could be incorporated in a further look at efficiencies as part of the proposed Kier Review</p>	Look at when 2009-10 Q1 scorecard is available.
<p><b>Reviews for clients 18+ as % of total service users</b> The target is 80% the end of year performance is amber. It has been amber</p>	Adults Improvement Board Paper	<p>This issue continues to be monitored and taken up by the Chair, Vice Chair and will go to Committee if deemed appropriate.</p>	Ongoing / When 2009-10 Q1 scorecard is available

from Q2-4.			
<b>% in residential accommodation</b> This is currently amber but continues to exceed the target.	Children's Improvement Board Paper	This issue continues to be monitored and taken up by the Chair, Vice Chair and will go to Committee if deemed appropriate.	Ongoing/ When 2009-10 Q1 scorecard is available
<b>Numbers of permanent exclusions and fixed term exclusions.</b> The target for fixed term exclusions was 1085. In Q1 it exceeded target it also exceeded target in Q4. For permanent exclusions, the rating is 'red'	Children's Improvement Board Paper	This issue continues to be monitored and taken up by the Chair, Vice Chair and go to Committee if deemed appropriate.	Ongoing
<b>Children Looked After Absent from School</b> Already 12% of CLA have The 2009/10 target is already missed	Children's Improvement Board Paper	The Chair and Vice Chair are currently looking into this matter to ascertain whether or not it needs to be brought to committee.	Ongoing
<b>Core assessments for children's social care that were carried out within 35 working days of their commencement DCSF DSO</b> Q3 and 4 are below the target.	SAP Balanced Scorecard	This issues is within tolerance, the rating is amber and therefore continues to be monitored and taken up by the Chair & Vice Chair.	Ongoing
<b>CLA 12+ months eligible for GCSE's achieving at least 1 A*-G</b> It has been red at 66% for Q2-4	SAP Balanced Scorecard	This issue continues to be monitored and taken up by the Chair & Vice Chair.	Ongoing
<b>CLA Achievement</b> The attainment target is below the target that has been set. Care Matters are in place to address this but the impact will not be see until 2011.	Children's Improvement Board. Summary Report	This issue continues to be monitored and taken up by the Chair & Vice Chair.	Ongoing
<b>Improve System Backups</b> This has been red for 2 quarters (Q3 & 4).	Corporate Finance Quarterly Scorecard	The Chair and Vice Chair have sought further clarification on this item from the measure owner On receipt of this information it was decided this did not need to come to committee.	

**These issues arise from a number of PIs which, on the basis of an analysis, have been distilled down into these items, some of which are cross-cutting.**

### **Legal and Financial Implications**

There are no legal or financial implications to this report.

### **SECTION 3 - STATUTORY OFFICER CLEARANCE**

This is no longer required

### **SECTION 4 - CONTACT DETAILS AND BACKGROUND PAPERS**

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### **Background Papers:**

None.