

**Performance Report – April to December 2008 (Progress in Implementing the Local Area Agreement and New National Indicator Set)**

**Report of the Chief Executive, Director of Community and Cultural Services and Director of Development and Regeneration**

**1. Why has the report gone to committee?**

- 1.1 To provide members with a position statement in relation to the first nine months of the Local Area Agreement (LAA), implementation of the new National Indicator set during 2008/09 and also the councils plans to address findings from the annual MORI survey and provisional results of the biennial Place Survey.

**2. Background**

- 2.1 Members will recall that a new national performance framework is being implemented during 2008/2009. This includes 198 new National Indicators, which replaces the Best Value Performance Indicators. As a consequence 2008/09 is a transition year as we develop baselines for the new indicators and ensure any corrective action will be effective in the new framework.
- 2.2 As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement. Targets have been agreed for these indicators through a process of negotiation with partners and government.
- 2.3 This is the third quarter corporate performance report relating to 2008/2009 performance information. The report follows a standard format and is risk based with its key focus on both potential and current performance issues in relation to the delivery of the Local Area Agreement (LAA). It also provides an overview of the position for other national indicators and local performance indicators that have been retained to supplement areas in the performance framework that are not well covered by the new national indicator set.
- 2.4 In addition to performance indicators, information in relation to resident's perceptions is also available during this reporting period. Since 1995 Sunderland City Council has commissioned an annual survey to monitor residents' satisfaction with, and perceptions of, the council and the services it provides. The latest survey was conducted in Autumn 2008 and comprised 1260 interviews with residents across the city in addition to a 'booster' sample of residents from black and minority ethnic (BME) groups. Cabinet received a copy of the findings from the 2008 survey on 11 March 2009.

- 2.5 In addition to the annual MORI survey during 2008 the council has also undertaken the Place Survey. This is a statutory survey which takes place every two years. The results from the Place Survey are used as the basis to calculate a number of new national indicators some of which are included in the LAA. This report contains provisional results for those performance indicators and also planned improvement activity to address any areas of varying perspectives from the MORI survey. (Improvement activity will also be identified in relation to the Place Survey when provisional results are finalised and supporting datasets become available).

### **3. Current Position**

- 3.1 In relation to the LAA **appendix 1** provides an overview of each of the specified outcomes and a traffic light assessment for each performance indicator and target. The traffic light assessment has three elements and includes:
- Trend analysis – detailing whether the indicator is improving or declining year on year a performance update for the data available at this point of 2008/09
  - Target analysis – detailing whether the indicator is on schedule to meet the targets that have been set
  - Control over the indicator – extent to which improvement activity will influence the performance that the indicator measures e.g., indicators from the Place survey will be high risk as improvement activity may not always impact and we can't always control improvements in performance

### **4. Positive Performance and Current Risks**

- 4.1 Performance against the priorities identified in the LAA and associated improvement targets will be a key consideration in the Comprehensive Area Assessment (CAA) in terms of the extent to which the partnership is improving outcomes for local people. In addition the number of targets that are met during the course of the LAA will influence the amount of Performance Reward Grant paid to the partnership at the end of the three year agreement. Government Office has stated that the authority has made good progress with developing and bedding down delivery arrangements across the majority of designated targets. There are no key risks at this stage of the year in relation to environmental and planning services.

- 4.2 There are a number of areas of positive performance at the 3<sup>rd</sup> quarter stage (April to December 08) of the year. These are as follows:

#### **4.2.1 Creating sustainable and environmentally friendly housing developments that open up and connect neighbourhoods with each other and to town centres and create common spaces shared by all communities**

**NI 157a Percentage of major planning applications processed within 13 weeks**

**NI 157b Percentage of minor planning applications processed within 8 weeks**

**NI 157c Percentage of other planning applications processed within 8 weeks**

Performance against NI 157a % of major planning applications determined within 13 weeks is currently 95.6% (December 2008) against a target of 95.5%. While the percentage of minor planning applications determined within 8 weeks is currently 97.1% against a target of 93.5%. Based on this current performance it is expected that these indicators will achieve the targets set. Performance against other planning applications determined within 8 weeks is currently 98.03%.

**4.2.2 Continue to improve service delivery so that the city has a public realm that is well maintained, accessible, sustainable and functional**

**NI 192 Household waste recycled and composted**

Although performance has improved from 26.86% at the end of 2007/08 to 27.2% at the end of December 2008 we are not on schedule to achieve the target of 28% for 2008/09. In addition to the general economic conditions reasons for the reduction are likely to include the following:

- The total quantity of waste handled has reduced - the forecasted outturn is expected to be 5,000-7,000 tonnes below that for 2007/2008 (155,667 tonnes).
- Reduced circulation, particularly of the local evening newspaper, and pagination of all newspaper titles
- The number of bulky collection requests has also continued to fall - an outturn of approximately 64,000 is now expected compared to 69,639 in 2007/2008.
- The quality of material collected through the bulky collection scheme has reduced i.e. what is being thrown-out really is rubbish; and consequently contractors are less able to recover and recycle materials from this waste stream. In 2007/2008 recovery rates were 40-50%. Currently it is below 30%.
- There does appear to have been greater use made of bottle-banks in recent months (rather than Kerb-it) - which may be as a consequence of government health policy and warnings. Figures for bottle and paper banks take longer to collate and we will need to see if there is a compensating effect on the recycling figures.

Measures taken in recent weeks to encourage residents to recycle have included:

- calendars of collection schedules for 2009/2010 have been delivered
- stickers have been applied to all household bins to indicate what should be recycled
- "Green" garden waste collections recommenced late February 2009
- a "Love Food Hate Waste" campaign, under the South Tyne and Wear Waste Management Partnership banner, commenced with an outside

broadcast by Sun FM and in- store demonstrations at Sainsbury's, Silksworth Lane.

A detailed overview of LAA performance is attached as **appendix 1**.

- 4.3 In relation to the complete national indicator set **appendix 2** provides an overview of our current position in relation to each indicator and also the local performance indicators that are either being retained or introduced in 2008/09 to supplement the new national framework. This will ensure we have a complete picture of service delivery and related improvements. We have mechanisms in place to measure all the national indicators required for reporting purposes during 2008/09. To ensure we can measure our progress towards delivering the strategic outcomes the partnership has committed to (in the Sunderland Strategy and the council's Corporate Improvement Objectives) the indicators have been categorised in this order.
- 4.4 During the first year of the implementation of the new national performance framework we are only required by government to set targets for those performance indicators we have chosen to form part of the Local Area Agreement. However to ensure we maintain a robust commitment to service improvement across the partnership in Sunderland both directorates and partners have, where possible, set targets for the other national and local performance indicators for 2008/09. This cannot be done for all indicators as this is the first year of collection for a number of the new national indicator set and 2008/09 needs to be used as a base lining year against which we can target future improvement. It is also important to note that in relation to many of the new National Indicator set data is available at different points of the year and will not always readily follow the quarterly monitoring cycle.
- 4.5 The LAA has been subject to an annual review to identify and address any issues around delivery and to assess and benchmark progress over the three years of the agreement. In addition, the government describe the review as an opportunity to revise particular targets to reflect changes in local circumstances.
- 4.6 The absence of targets in previous reports was due largely to the unavailability of data from which baselines could be calculated during the first implementation year of the national indicator set and national changes to the definitions for the indicators from 2009/10. Cabinet approved delegated authority to the Chief Executive to finalise any amendments to the agreement in February 2009. All national indicators which have been included now have targets allocated for the three year period of the agreement. The refreshed agreement was signed off with government in March 2009. These timescales reflect the necessity to have national data available as baselines on which we can set realistic targets e.g. Place Survey results.
- 4.7 In relation to residents perceptions there are a number of performance indicators that are derived from the Place Survey. The provisional results for Sunderland in relation to environment and planning services can be found in

the table below in addition to the comparative Tyne and Wear average. Final confirmed results and additional benchmarks will be available in April 2009. Further analysis will be undertaken at this point.

Table 1 Provisional Place Survey Results

Ref	Description of indicator	LAA	S/land 2008	Tyne / Wear average	S/Land BVPI Survey 2006
NI5	Overall general satisfaction with local area		<b>77.3</b>	78.3	66.2

- 4.8 It is increasingly important that the council understands the needs and requirements of its communities, and in particular the most marginalised and vulnerable groups to ensure that policies and services are designed to meet them. The Annual Residents' Survey is an important starting point in developing this understanding since it enables the council to measure satisfaction with the council, council services and local area and monitor trends over time. It also provides the opportunity to conduct more detailed analysis of how perspectives vary amongst different groups of the population, for example by geographical area, age, gender, disability and ethnicity.
- 4.9 It is crucial that the council actively uses this information to help inform this understanding and in future engagement, service planning and improvement. It was therefore agreed that the key issues arising from the 2008 survey should be identified and for the council to consider how to respond to them. It should however be recognised that there is still a need for directorates to consider the wider results in more detail and across subgroups, looking at not only areas where improvement is needed but also where progress has been made and in relation to interventions in the previous year.
- 4.10 The 2008 survey presents a largely positive set of results although there are some issues to consider in order to improve performance further. **Appendix 3** outlines the key issues and the existing and planned interventions that are designed to respond to them. The sections are organised by key themes although some actions may cut across more than one theme. Similarly to the approach taken with the MORI survey when the finalised Place Survey results are available interventions will be identified to respond to any emerging issues across both the council and partnership.

## Background Papers

Local Area Agreement  
Sunderland Strategy  
Ipsos MORI survey report 2008