

**MANAGEMENT SCRUTINY COMMITTEE
THURSDAY 19TH APRIL 2012**

PERFORMANCE REPORT QUARTER 3 (OCTOBER TO DECEMBER 2011)

REPORT OF THE CHIEF EXECUTIVE

1.0 Purpose of the report

- 1.1 The purpose of this report is to provide Management Scrutiny Committee with a performance update relating to the period October to December 2011. This quarter the report includes a summary of:
- Key Performance issues for the period October to December 2011 reported to each scrutiny committee
 - Progress in relation to a range of 'Corporate Health' indicators relevant to Management Scrutiny.

2.0 Background

- 2.1 Performance reports provided to Scrutiny Committee prior to March 2011 were based on performance indicators from the previous government's national indicator list, with a particular focus on those prioritised within the Local Area Agreement. In October 2010 the Coalition Government announced the deletion of the National Indicator set and also announced that from April 2011 there would no longer be a requirement for council's to produce an LAA. Both announcements signalled a move towards self regulation and improvement with more flexibility to report against local priorities using a set of locally determined measures.
- 2.2 For 2011/12 and beyond the Council's aim is that performance reporting should be focused on the key priorities for the people, place and economy of Sunderland. This new approach will be reflected in the performance reports and evolve and develop over 2011/12. Performance reports will include former national performance indicators reported to scrutiny committee adopted into the local performance framework for 2011 – 2012 (and those that continue to provide performance reporting relevant to the key issues and priorities for Sunderland will continue be part of the reporting framework for 2012 – 2013). In addition as part of the Council's annual planning arrangements, consideration is also being given to identifying new localised performance measures which will also be needed to support a robust performance framework tailored to local needs. These will be reported to the relevant scrutiny committee as appropriate and some of these new measures will be reported in 2011/12, where information is available and adds value to the review of performance. Members should also be aware there are also some former national indicators that are no longer available and have therefore been removed from the performance framework.
- 2.3 Attached at Appendix 1 is an extract of the basket of indicators that the Council has identified within the performance framework for 2011-2012 that demonstrate progress against priorities that fall within the remit of this committee.

At the end of 2010/2011 Management Scrutiny Committee received a performance report summarising performance for the year. With the demise of the LAA it was proposed, that future quarterly performance reports for Management Scrutiny should draw together the key themes and issues reported to each of the other scrutiny committees.

- 2.4 In addition to an overview of performance reported to each scrutiny committee, this report includes an update against the basket of 'Corporate Health' indicators traditionally reported to Management Scrutiny Committee. These include (former) national and local performance indicators that reflect the corporate responsibilities of the Local Authority. For 2011/12 these have been updated and reviewed to ensure that these are still relevant and attached at Appendix 1 is an extract of progress against these indicators (produced by *Performance Plus*, the council's corporate performance management software system).

3.0 Overview of 2011/12 Quarter 3 Performance reported to Scrutiny Committees

3.1 Community and Safer City

- 3.1.1 The report gave an overview against the themes of anti-social behaviour, overall crime, reducing offending and re-offending and perceptions of safety.
- 3.1.2 Anti-Social Behaviour - There were 4514 anti-social behaviour incidents during quarter 3 of 2011/12. This is an improvement on the previous quarter, down from 4929 and a reduction of 415 incidents. There has been a significant fall in anti-social behaviour for year to date (April-December), down from 20356 to 14515, a reduction of 29%.
- 3.1.3 Overall Crime - Total crime for the quarter October– December 11 stood at 4471, down 1% on the previous quarter. There has been a 5% reduction for the year to date (April-December 11); down from 14226 to 13534, this is against a target of 2%. Sunderland currently has the 3rd lowest crime rate (out of 15 partnerships) within its peer group of similar community safety partnerships (iQuanta). Violent crime, criminal damage and Assault with less serious injury have all reduced in the latest quarter, however, serious acquisitive crime and most violent crime increased. Members were asked to note that seasonal variations can occur thus longer term trends were provided in the appendix of the report.
- 3.1.4 Reducing Offending and Re-offending - The reductions in the numbers of children and young people aged 10-17 offending for the first time (first time entrants) has been maintained in quarter 3 following significant reductions in previous years. Members were advised that a new national measure for re-offending is being introduced for both young and adult re-offending with data available from April 2012.
- 3.1.5 Perceptions of Crime (Feelings of Safety) - 95% of respondents of the Safer Communities Survey felt very or fairly safe living in their local area of Sunderland. This is comparable to the Northumbria Force average of 96%. Results were lower when respondents were asked how safe they felt their council area as a whole.

77% of respondents thought Sunderland was very or fairly safe, this was lower than the force average of 86%. Members were advised that further information regarding the latter statistic was circulated to members following the last scrutiny report.

3.2 Health and Wellbeing

- 3.2.1 The report gave an overview against the themes of adult social care, adults health and wellbeing and children and young people's health and wellbeing.
- 3.2.2 Adult Social Care - There has been a significant increase in the percentage of new and existing customers receiving self-directed support from 31.81% in 2010/11 to 61.65% for the period 1 January 2011 to 31 December 2011. The number of people aged 18 to 64 admitted to permanent residential and nursing care has increased to 28.02 per 100,000 population aged 18 to 64 for the period 1 January 2011 to 31 December 2011, a substantial increase from 10.09 per 100,000. The number of people aged 65 and over admitted to permanent residential and nursing care has increased to 872.10 per 100,000 population for the period 1 January 2011 to 31 December 2011, a substantial increase from 762.01 per 100,000 population. The number of delayed transfers of care has increased from 11.3 per 100,000 adult population in 2010/11 to 13.2 per 100,000 adult population for the period 1 April 2011 to 31 December 2011.
- 3.2.3 Adults Health and Wellbeing – An overall measure of health and wellbeing can be considered in terms of overall mortality rates. The latest figures for mortality show there is a continued higher rate of mortality amongst males than females in Sunderland; 567,000 per 100,000 of the population for females compared to 795,000 per 100,000 of the population for males. Key to improving the health and wellbeing of residents within the city is reducing the incidence of life style choices that have a clear link with poor health such as smoking and excessive consumption of alcohol. Latest performance data for the stop smoking services shows a marked improvement over the last three months, with numbers increasing from 825 quits in Quarter 1 to 1675 quits at the end of Quarter 2. This is up on performance at the same point last year (1445 quits) and is above target for Quarter 2. The latest available figures for alcohol admissions relate to June 2011 and show a slight increase on the same time previous year; from 729 per 100,000 June 2010 to 739 per 100,000 June 2011, an increase of 2.2%. This compares favourably with the North East trend (a 4% increase) and is close to the 2% increase experienced nationally.
- 3.2.4 Children and Young People's Health and Wellbeing - Quarterly prevalence of breastfeeding has improved quarter 2 (July to September 2011) to quarter 3 (October – December 2011), from 20.7% to 27% and is above the performance for the same period last year (October to December 2011) when performance was at 21.5%. Obesity for children in year 6 has slightly increased, however, Obesity for children in reception year has slightly declined. Annual data which relates to the year ending December 2010 shows that the under 18 conception rate has reduced from 52.8 per 1,000 pop in 2009 to 50.1 in 2010, representing a real reduction from 288 to 264 conceptions. At the end of quarter 3, 7,986 Chlamydia screens have taken place, representing 20% of target population screened which is in line with

the national average at 20.3%. The percentage testing positive is 9.3%, which is higher than national average at 7.3%.

3.3 Children, Young People and Learning

3.3.1 The report gave an overview of performance in relation to the themes of being healthy, staying safe and enjoying and achieving.

3.3.2 Being Healthy – Data on children and young people’s health reported to Health and Wellbeing Scrutiny was also reported to Children, Young People and Learning Scrutiny (see above).

3.3.3 Staying Safe - The number of initial assessments that were carried out within timescale have decreased from 80.91% in the same period last year to 72.9% for the period October to December 2011. The number of core assessments that were carried out within timescale have improved, however, from 73.67% in the previous year to 81.44% at the end of December 2011. Between 1 April 2011 to 31 December 2011, 371 children have become subject to a Child Protection plan, with 64 (17.25%) of them doing so for a second or subsequent time. As at 31 March 2011, 95 of the 131 (72.5%) children aged under-16 who had been looked after for at least 2.5 years had the stability of living in the same placement for at least 2 of those years. Performance has deteriorated slightly in recent months, with 87 of the 124 (70.16%) being in stable placements as at 31 December 2011, below the 2011/12 target of 75%. Of the 398 children looked after as at the 31 December 2011, 37 of them have had three or more placement moves in the previous 12-months, equating to 9.30% of the looked after population. This is an improvement on the 2010/2011 outturn of 10.20%.

3.3.4 Enjoying and Achieving - At the September committee Members received a detailed report on the annual attainment performance of Sunderland schools. There is therefore no further update for this performance report. The percentage NEET is 9.1% for the November 2011 to January 2012 average statutory reporting period, which is 0.6% points higher than the same period the previous year (8.5% using new 11/12 methodology), but in line with Tyne and Wear NEET at 9.0%.

3.4 Environment and Attractive

3.4.1 The report gave an overview across a number of priority areas including recycling, cleanliness standards, planning, transport, road safety, highways and accessibility. Issues highlighted in the report included:-

3.4.2 Street and Environmental Cleanliness – Across the four aspects of litter, detritus, graffiti and dog fouling the only aspect where there was an increase in unacceptable levels was in relation to litter. This was a very marginal increase of 0.04%. The figures were based on the inclusion of a survey of the centre between Christmas and New Year for the first time as well as the inclusion of back lanes in the city centre for the first time also.

- 3.4.3 Recycling - The amount of municipal waste sent to landfill has also continued to be reduced to 61% in October to December 2011 from 67.5% in October to December 2010. This is in line with improvements in recycling performance.
- 3.4.4 Planning - The percentage of major applications processed within 13 weeks has remained stable from last quarter at 84%. The percentage of minor applications processed within 8 weeks fell marginally from 91.2% in quarter 2 to 90.6% in quarter 3. The percentage of other applications processed within 8 weeks also fell marginally from 96.2% to 95.7%.
- 3.4.5 Road Safety - The basket of road safety indicators shows continuous improvement compared to last year including the number of people and the number of children killed or seriously injured or slightly injured on our roads remains low with fewer casualties in the first 9 months of 2011/12 when compared with the first 9 months of 2010/11.
- 3.4.6 Highways and Accessibility – There was no significant update relating to these themes.

3.5 Sustainable Communities

- 3.5.1 The report covered the themes of equalities, housing, culture, sport and leisure and sustainability. Issues highlighted in the report included:-
- 3.5.2 Housing - The number of net additional dwellings built in England has been reducing on an annual basis since 2008/9, on average 16% fewer additional dwellings built per year. In contrast, Sunderland has seen an increase in the number of net additional dwellings in the same time period. Between 2008/9 and 2010/11 there was an average annual increase of 28.4%, from 190 net additional dwellings in 2008/9 to 380 in 2010/11. The scrutiny report for quarter 2 (July to September 2011) highlighted to scrutiny members a change in this trend and identified two factors, namely an increase in demolitions and a reduction in the number of new dwellings being built. At the end of December 2011, 550 households were prevented from becoming homeless. 89 more households have been prevented from becoming homeless in 2011/12 compared to the same period last year. At the end of December 2011, 79 fewer households have been accepted as homeless in 2011/12 compared to the same period last year.
- 3.5.3 Culture - The number of visits to/usages of the city's museums (at 1,221 per 1,000 population) is slightly above performance seen this time last year (at 1,201 per 1,000 population), however, the number of visits made in person (at 989 per 1,000 population) is slightly below performance for this time last year (at 1,041).
- 3.5.4 Sport and Leisure - The percentage of the adult population in Sunderland participating in at least 30 minutes of sport and active recreation of at least moderate intensity on at least 3 days a week, has decreased from 22.50% in 2010 to 21.30% in 2011. Sport volunteering in the city also declined. The latest results for 2011 show that participation in Sunderland (at 3.7%) fell below the national average of 7.3%. Attendance at the city's leisure complexes shows a decline in performance for both wet and dry visits compared to the same period in 2010/11.

The report highlighted that the free swimming initiative inflated performance in 2010/11. This programme has now ended and together with the economic downturn, this is having an impact on the figures seen so far in 2011/12.

3.6 Prosperity and Economic Development

- 3.6.1 The last performance report presented to Prosperity scrutiny committee highlighted to members that in developing a localised performance framework for Sunderland, the Economic Masterplan provides the key local target outcomes and that future performance reports would be structured around the Economic Masterplan outcomes. The latest data for the outcomes is given below.
- 3.6.2 More wealth creation - Data published in December 2011, relating to 2009 shows Sunderland's overall GVA in 2009 was £4,639m. GVA growth is a headline measure which reflects overall progress on economic development. Clearly these figures are several years behind and consequently do not reflect where the city is currently. The figure is complex and is affected by a number of factors, so it is difficult to predict what changes will have occurred since the onset of recession, but it can be assumed that in line with the UK economy, Sunderland's GVA will have declined somewhat following the trend of increasing unemployment, reduced Government spending, and reduced retail sales.
- 3.6.3 More businesses making more money - Figures for the number of active businesses in Sunderland declined by 5% over the two years 2008 to 2010, whilst the national figure only declined by 1%. Businesses starting up (births) in Sunderland also declined more steeply – by 23% compared to the national 12%. However, businesses closing down (deaths) did not increase as much in Sunderland, at 22%, as nationally at 34%. The decline in business births in Sunderland is a more significant factor than business deaths, in relation to the overall fall in the number of active businesses.
- 3.6.4 Higher employment - The percentage of working age people in employment in Sunderland for the quarter ended June 2011 was 63.2%. This has fallen since June 2009 when it had been 68.7%. In Sunderland the fall in employment over the two years to June 2011 was 5.5%. This was higher than the fall in the North East, of 1.7%; and higher than the national fall of 1.2%.
- 3.6.5 More jobs in the city centre - In 2008 there were 21,164 people employed in the city centre (including the self employed). The most recent figures, for 2010, show that figure falling back somewhat to 19,212. Despite that reduction, the city centre's share of all Sunderland employment rose from 16.9% in 2008 to 17.1% in 2010.
- 3.6.6 More people with higher level qualifications - The latest available data relates to the period Jan to Dec 2010. This shows 23.0% of the population are educated to NVQ level 4 which is an improvement of 2.1% against the previous year's 20.9%.
- 3.6.7 Higher earnings of residents - The earnings of Sunderland residents shows an increase of £6.30 in the average weekly pay in Sunderland in 2011 when compared to 2010 figures, taking the average wage to £422.70. This is lower than the North East region at £448.50 and lower than the national average at 498.30. The £6.30

increase in Sunderland, however, was higher than the regional increase of £5.10 and the UK figure of £0.20.

- 3.6.8 Citywide, the percentage of people receiving key out of work benefits increased from 17.2% in quarter 2 (July to September 2011) to 17.4% in quarter 3 (October to December 2011), this however, was a decline on the figures for the same period last year (October to December 2010) when figures were at 17.7%.

4.0 National and Local Corporate Health Indicators (Management Scrutiny Performance Indicators)

- 4.1 The basket of 'Corporate Health' indicators reported to Management Scrutiny Committee for the period of April to September 2011 includes 17 performance indicators. Of those 6 are improving in comparison to the same period last year, 7 are declining, and for the remaining 5 performance is either stable or it is not possible / appropriate to undertake comparative analysis e.g. previous data is not available for comparative performance.
- 4.2 The basket of 'corporate health' indicators covers the councils corporate responsibilities in respect of managing human resources, being an inclusive council, efficiency, effectiveness and value for money. The latter themes have been a significant area of focus for the Council as it has transformed to new ways of working. As the Sunderland Way of Working advances further, it is anticipated that this basket of indicators will adapt and change with a significantly revised indicator profile in place for 2012/13. Key performance updates are outlined below:

5.0 Human Resources and Being an Inclusive Council

- 5.1 The average number of days lost due to sickness was 6.94 in quarter 3, a reduction from 7.5 days for the same period last year. The Council is committed to improving the overall health of local communities and the wellbeing of employees. As many of employees live in Sunderland, ensuring a healthy workforce will not only improve attendance at work but will also contribute to a healthy city.
- 5.2 The Council's new Equality Scheme was agreed by Cabinet on 14th March 2012. This scheme replaces the previous Corporate Equality Scheme and the separate race, gender and disability equality schemes. This new version sets out how we will achieve our aspirations and meet our legal responsibilities relating to the Equality Act 2010 and the associated Public Sector Equality Duty. The scheme makes it clear to the people of Sunderland how we intend to meet their needs and how we have taken on their views. It includes a number of high level equality objectives that are aligned to the Council's emerging Corporate Outcomes Framework and other key areas of development. In order to meet our obligations under the Equality Act 2010 Specific Duties, an action plan will be published by the 6th April to show how we intend to make progress against the Equality Objectives.
- 5.3 By the end of Quarter 3, 1.4% of employees were from a minority ethnic community representing a marginal decrease from the 1.41% reported at the end of Quarter 2, but an increase on the 1.24% reported at the end of Quarter 3 2010/11. There remains some under-representation of Black and Minority Ethnic (BME) staff across

the Council compared to the BME population in Sunderland of 2.1% (2001 Census). The number of black and minority ethnic staff is unlikely to increase in the near future as the Council is not recruiting externally (except in schools).

- 5.4 By the end of Quarter 3, 1.97% of employees had declared themselves as having a disability, compared to 1.90% in Quarter 2 and 1.99% for the same period the previous year. This indicator relies upon employees declaring themselves as having a disability. As part of the next Employee Survey, staff will be encouraged to declare any disability they may have that they are currently not declaring.
- 5.5 The latest data for the top 5% of earners in respect of gender, ethnicity and disability is shown in the appendix of this report.
- 5.6 Employee composition in relation to gender and ethnicity is unlikely to change significantly in the near future due to the Sunderland Way of Working, which includes a commitment to filling vacancies internally, via the Internal Jobs Market, rather than recruiting externally.

6.0 Effectiveness, Efficiency & Value for Money

- 6.1 This includes for example: ensuring invoices are paid within timescale, all new claims and change events in Housing Benefit and Council Tax benefit are processed efficiently, and ensuring accurate billing and collection of Council Tax and of Business Rates. An overview of performance against these indicators is given in Appendix 1.
- 6.2 As part of the drive for efficiency and effectiveness, the council is committed to maintaining and achieving 97.40% against the former government target for 'the percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoice being received by the authority'. This also impacts on the reputation of the council. During Quarter 2 performance outturn dipped marginally to 96.05% against the target. This was primarily due to large scale restructures following the new Way of Working, with many staff in a period of transition throughout the council, particularly those in the retained directorates. Within Transactional Finance a number of measures were put in place to quickly improve performance, including support for the retained directorates, which led to a performance outturn of 97.25% by the end of Quarter 3. This performance is 0.04 percentage points higher than the same period 2010/11, and is on course to achieve the annual target.
- 6.3 By the end of Quarter 3, the council had processed all new claims and change events in Housing Benefit and Council Tax benefit within an average of 7.24 calendar days (former National Indicator 181). Although a slight deterioration on the previous Quarter, it does represent another improvement on the 7.73 days taken during Quarter 1 and it does remain within the targeted 8 days. During the first three Quarters of the previous year (2010/11), claims were processed quicker within 6.88days – however, caseload has increased since that time and significant additional workload has been created by the Department of Work and Pensions ATLAS (Automated Transfer to Local Authority Systems). ATLAS is a mandatory tool used by DWP to feed information on Tax Credit case changes as part of the

preparation for the introduction of Universal Credit. Unfortunately, the majority of the information received to date has been incorrect and has resulted a significant amount of additional work. To achieve best performance, the service is working with DWP to resolve these issues and prioritising the work of new claims and change events, streamlining processing functions with new technology, and improving efficiencies through closer working with partners to maximise the use of e-enabled claims

- 6.4 Further, in relation to Housing Benefit, it is important to note that all National Indicators measure end to end performance, from the first point of submitting a claim, to the point of payment. This includes the time taken by the customers to supply missing information, correct information supplied, or to provide evidence such as payslips, which are all outside the control of the service. Therefore a Local Indicator is measured for the processing of new claims when all information is received. The stretching target for this indicator is 2.5 days. Quarter 1 performance was 2.53 days, quarter 2 was 2.48 days and quarter 3 was 2.50 days.
- 6.5 As well as processing claims, the council is also responsible for both the billing and collection of both council tax and business rates (NNDR) from tax payers in the area; the **collection of Council Tax (BV009)** came marginally under the Quarter 3 82.93% target at 82.57%, whilst **collection of business rates (BV010)** also came marginally under the 86.32% target at 85.94%. Collection of Council Tax has improved by 1.1 percentage points on Quarter 3 2010/11 and with more paying over 12 months (as opposed to 10 months in previous year) it is anticipated that the target collection rate of 97.5% will be achieved.
- 6.6 Collection of Council Tax continues to perform strongly, following historical trends of higher than average collection rates i.e. in 2010/11 Sunderland collected 97.5% compared to the metropolitan council average of 96.1%, despite having high levels of deprivation. Sunderland had the 4th highest collection for all Metropolitan Councils and highest in Tyne and Wear. The three metropolitan councils with higher collection rates are all in the south midlands and have very low levels of deprivation.
- 6.7 At the end of December 2011 the number of payers paying over 12-months by direct debit has increased on the previous year, with over three quarters of payers paying through this means - efficiency savings through less reminder letters and cashing costs have been achieved. The council has won five national awards in recent years from BACS recognising our achievement in council tax collection.
- 6.8 The collection of arrears remains important for the Councils finances and whilst there is no official indicator, benchmarking shows that the percentage of arrears collected is the highest in Tyne & Wear. At the end of the 3rd quarter £3m had been collected and it is anticipated that for the 2nd year running, overall arrears will reduce at year end. It is also worth noting that the amounts written off are much lower than Gateshead and Newcastle councils.
- 6.9 Historically, Business Rates has always had collection rates of over 99%. Collection rates have reduced over the last two years to 98.3% (2009/10) and 98.8% (2010/11) but remained high and well above the national average. However

the recession has had an effect on businesses in Sunderland which have seen an increase in the amounts written off (1%) due to companies ceasing to trade.

- 6.10 Performance of business rate collection has also been affected by a change in legislation that has increased the amount payable on empty properties which has also led to none or delayed payment by owners, and avoidance tactics. There are a number of court cases pending to deal with these issues.

7.0 Recommendation

- 7.1 That the committee considers the continued good progress made by the council and the Sunderland Partnership and those areas requiring further development to ensure that performance is actively managed.

Contact Officer: Kelly Davison-Pullan
Title: Lead Officer for Corporate Performance
Telephone: 0191 566 3048 / 07795 238 059