

CORPORATE IMPROVEMENT BOARD

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 17 November 2008

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Minutes of the previous meeting held on 8th September, 2008 (herewith) (Pages 1 - 4)
4. Matters Arising.
5. National Indicator Set (report herewith) (Pages 5 - 19)
6. IDeA Comprehensive Area Assessment Self Evaluation (Matt Gladstone to report)
7. LAA Refresh (Matt Gladstone to report)
8. Corporate Improvement Plan Update (Lorna Kelly to report)

CORPORATE IMPROVEMENT BOARD
8th September, 2008

Present:- Councillor Sharman (in the Chair); Councillors Austen and Wyatt.

Apologies for absence were received from Councillors Sangster, Whelbourn and S. Wright.

12. MINUTES OF THE PREVIOUS MEETING HELD ON 7TH JULY, 2008

Resolved:- That the minutes of the meeting held on 7th July, 2008 be approved as a correct record.

13. NATIONAL INDICATOR SET

Matt Gladstone, Assistant Chief Executive, presented the submitted report outlining the new national indicator set containing 198 indicators introduced in April, 2008.

At this stage it was not possible to report on the vast majority of the new measures. The submitted paperwork identified the ownership of each measure, who would report on each measure, and where possible whether or not mechanisms were in place to facilitate such report, when the data and mechanisms would be available and whether the measure was included in the Corporate Plan and under what theme. Work was ongoing to provide the missing information, particularly with regard to when the performance data would be available.

Discussion and a question and answer session ensued and the following issues were covered:-

- monitoring/reporting arrangements
- need for baseline information
- assessment of new indicators later in the year
- identification of indicators by directorate, cabinet member and scrutiny panel
- aligning of the indicators to the Medium Term Financial Strategy and service planning

Resolved:- (1) That the information be noted.

(2) That the indicators be broken down and highlighted in respect of the responsible directorate, cabinet member and scrutiny panel.

14. CONSULTATION PAPER - JOINT CONSULTATION COMPREHENSIVE

AREA ASSESSMENT

Matt Gladstone, Assistant Chief Executive, presented the submitted report indicating that, following on from earlier consultation on the general principles and approach to Comprehensive Area Assessment (CAA), inspectorates had now published their second joint consultation paper setting out more detailed proposals for CAA. CAA would be introduced with effect from April, 2009 with the first public reports published in November, 2009.

The report summarised the key elements of the consultation on CAA, including proposals on what the assessments would look like, how evidence would be gathered and how the CAA would be delivered. It also highlighted the questions the Audit Commission was requesting responses to from local authorities. The deadline for consultation responses was 20th October, 2008.

The report covered:-

- changes made in response to feedback on previous consultation
- how CAA would be undertaken
- the Area Assessment
- the Organisational Assessment
- reporting CAA
- inspections and improvement planning
- CAA timescales
- next steps
- responding to the consultation
- initial views on issues arising from the consultation

Discussion and a question and answer session ensued and the following issues were covered:-

- CAA would evolve and would not be finalised when going live in 2009
- CAA would be less inspection and more self-assessment based
- focus would be on LAA, new 198 national indicator set, Corporate Plan, resources and delivery

- CAA would be more forward than backward looking

Resolved:- (1) That the information be noted.

(2) That the summarised proposals contained within the CAA consultation document and the timescales for responding were noted.

(3) That a progress report be submitted to the next meeting identifying corporate areas to be considered, including use of resources.

15. CPA DIRECTION OF TRAVEL (DOT) STATEMENT 2008

Lorna Kelly, Corporate Improvement Manager, presented the submitted report relating to the above. The DOT Assessment was part of the Comprehensive Performance Assessment (CPA) framework. DOT provided assurances each year about whether arrangements were being made to secure continuous improvement.

In particular, DOT :

- assessed the track record of achievement of outcomes during the previous year and the robustness and delivery of improvement plans
- helped keep momentum and focus in delivering improvement priorities
- signalled further support and improvement work
- informed audit and assessment programmes to ensure they targeted the right areas
- provided learning about good and poor practice to inform improvement planning

The deadline for submitting the Council's self assessment was 1st October, 2008.

The report covered:

- process
- information requests from directorates
- timetable of key dates

Also submitted were :-

- DOT questions and key lines of enquiry

- DOT draft outline self assessment

Discussion and a question and answer session ensued and the following issues were covered:-

- reporting timescales
- inclusion of elected Members in the process
- potential all Member seminar

Resolved:- (1) That the draft outline self assessment and timetable and process for producing the DOT assessment be noted.

(2) That an all Member seminar on performance be arranged for the new year.

16. DATA QUALITY ARRANGEMENTS

Lorna Kelly, Corporate Improvement Manager, submitted for information a briefing note relating to the above.

The information covered:

- how data quality was assessed
- current position
- what happens next

Resolved:- That the information be noted.

17. NEXT MEETING

Resolved:- That the next meeting be held on Monday, 17th November, 2008 at 10.00 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
--

1.	Meeting:	Corporate Improvement Board
2.	Date:	17th November 2008
3.	Title:	National Indicator Set
4.	Directorate:	Chief Executive's Department

5. Summary

In October 2007 as part of the Comprehensive Spending Review (CSR) Government published a consultation document outlining a new single set of 198 national indicators for English local authorities and local authority partners. The measures came into effect from 1st April 2008 and will be used as part of Government's new performance assessment framework, Comprehensive Area Assessment.

This report sets out the progress that has been made to date with introducing the national indicators and highlights any issues and problems identified in relation to collection and reporting of the measures.

6. Recommendations

Corporate Improvement Board note the issues and problems identified in relation to the national indicator set.

7. Proposals and Details

a) Introduction

The new national set of 198 indicators has been designed to give a single set of information to be used to judge the performance of all partner organisations within a locality. The national indicators came into effect on 1st April 2008. Performance against each measure will be published annually by the Audit Commission as part of the Comprehensive Area Assessment (CAA).

b) Progress to date

Definitions – The handbook of definitions as published by CLG in May 2008 which provided the final detailed definitions for 185 of the National Indicators. A consultation document on the remaining 13 indicators to be introduced in 2009/10 has subsequently been published.

CLG has already deleted 3 indicators from the set:

- NI 24 – Satisfaction with the way the police and local council dealt with anti-social behaviour
- NI 25 – Satisfaction of different groups with the way police and local council dealt with anti-social behaviour
- NI 31 – Re-offending by registered sex offenders

And have added one new indicator:

- NI 199 – Children and young people's satisfaction with parks and play areas

Implementation – A report submitted to CMT on 7th July 2008 reported the progress made in reporting mechanisms for the new national indicator set. At this point in time it was identified that there were a large proportion of indicators that were either not reportable or had no manager assigned to them.

Corporate Management Team and Cabinet requested a stronger focus on the national indicators and requested more detailed information analysing and highlighting any issues or risk with any of the measures.

Officers from the Chief Executive's Policy and Performance team and directorates have established a central database holding information on each of the national indicators and have been working closely with each directorate to discuss each national indicator in detail to identify:

- Which Directorate will report on each of the NI's
- The NI Manager
- Whether the measure is included in the Corporate Plan or Local Area Agreement
- Whether the NI measure is currently reportable or not (if not, by when)
- Whether the definition of the measure is final
- Which partner organisation has the lead for the measure
- Whether we have baseline data and targets for the measure
- Whether the measure is survey based

On obtaining this information it has been possible to identify areas or potential risk. The findings from each Directorate are to be reported to and discussed at individual Directorate Management Teams.

c) Findings

Of the National Indicators we have identified that:

There are only 3 National Indicators that currently have no PI Manager assigned. This is due to requiring clarity on ownership of the measure (Appendix A)

There are 37 National Indicators that we can not currently report on due to definition or data collection issues:

- 16 of the measures are still awaiting for the definition to be finalised or have been deferred for introduction in 2009/10 (Appendix B1)
- There are 21 National Indicators where we are experiencing problems collating the data (Appendix B2)

There are 38 National Indicators that we can not currently report on but we are confident they are reportable by the 2008/09 year end.

- There are 24 survey based indicators which can not currently be reported (Appendix C1)
- There are 14 National Indicators where we have reporting and collection mechanisms in place and have an anticipated date for reporting (Appendix C2)

Based on the information obtained through our analysis it is anticipated that the profile of reporting against the national indicator set will be as follows:

Qtr 2	Qtr 3	Qtr 4	In 2009/10	Unknown
75	119	167	182	14

d) Next Steps

Directorates – All directorates are to provide an update to Chief Executive’s Policy and Performance team on the issues identified as part of the work conducted with Directorates and information reported to Directorate Management Teams.

Identification of Key Indicators – It is important that the council does not only report on national indicators as part of its quarterly reporting regime. The feedback from directorates is that they need to collate and report on other performance indicators which are of key operational and local importance (e.g. ex BVPIs, PAF, corporate health indicators).

Directorates are therefore requested to inform CEX Performance and Quality Team which indicators they intend to continue reporting on, and which of them should be included in the corporate quarterly performance reports.

Working with other authorities – As part of the South Yorkshire Improvement Group (Performance strand), one of the original milestone was around ‘peer review/peer assist’. It has been decided by the group that this will take the form of arranging NI Networking Groups within South Yorkshire. These groups will bring together NI owners within the sub-region, and other relevant people, to look at particular NI’s or performance theme areas to share best practice, highlight concerns, benchmarking activity, consultation etc.

8. Finance

No financial implications have been identified in relation to the National Indicator set however; additional costs may also be incurred by the council and partners in relation to the performance management arrangements relating to CAA and the underlying national indicator set and benchmarking arrangements.

The specific indicator for value for money is NI 179. Directorate leads will need to work with corporate finance to ensure that this is monitored and collated on a quarterly basis.

9. Risks and Uncertainties

No firm arrangements have yet been published in relation to CAA. However it is very clear that although we already have a strong LSP and partnership management arrangements in place. Additionally the council are currently working with the Improvement and Development Association (IDeA) in piloting the CAA Self Evaluation tool to obtain an overall assessment on the existing arrangements, capacity and to assess the outcomes the Rotherham LSP has delivered. However, improved joint working is required to ensure coherence of specific working practices to meet the requirements of CAA.

Additionally the national indicators are a vital part of the CAA judgement in 2009 and the 2008/09 outturn data for these will contribute to both the Area Assessment. Therefore, it is essential that we are confident that we can report accurately on as many of the national indicators as possible.

There is a risk that the incorporation of the new national indicators into the council’s and partners performance reporting arrangements may not give sufficient coverage in terms of the operational performance management. Therefore, the approach should be to build a balanced set of key indicators that that focuses on the outcomes achieved against the local priorities for Rotherham.

10. Policy and Performance Agenda Implications

CAA will provide the first holistic independent assessment of the prospects for local areas and the quality of life for people living there. The proposals for CAA will have an impact upon the council’s policy and performance agenda.

The focus on outcomes requires CAA to look across all organisations responsible for local public services which are expected to work in partnership to tackle the challenges facing communities. CAA will specifically recognise the importance of effective local partnership working and the enhanced role of the Sustainable Community Strategies and Local Area Agreements.

Joint working across partners to ensure robust arrangements for performance managing the proposed national indicator set is required. The performance management arrangements of the SRP and reporting to the Safe theme board are seen as best practice locally and should be used as the model for further improve the reporting of performance via theme boards.

In order to progress this a training event has been set up by the Rotherham Partnership to cover commissioning, improvement planning and performance reporting. Directorates have also requested that a workshop be held for Service Directors focussing on how to approach the CAA.

The introduction of the national indicator set was part of the aim by central government to reduce the burden of performance reporting. In practice this hasn't really impacted on the level of external reporting of performance (the feeling from the council directorates and partners is this has actually increased). Individual inspectorates are still requiring information on the previous indicators and are using them to inform their judgements.

This is being compounded locally by the amount of internal performance reporting and assessments that are covering very similar operational areas. Rotherham has made dramatic improvements in performance management, but further work needs to be done to ensure that these reports and assessments inform each other without revisiting the same ground. An example being the base budget review; which has become an onerous process that takes place when directorates are under pressure to deliver against internal and external performance assessments and judgements.

11. Background Papers and Consultation

National Indicator Set, CLG (May 2008)

National Indicators for Local Authorities and Local Authority Partnerships:
Consultation on the deferred indicators, CLG (September 2008)

Contact Name :

Tim Littlewood, Performance and Quality Team Manager, ext 2766
Lorna Kelly, Corporate Improvement Manager, ext 2764

Appendix A – Indicators with ownership to be assigned

National Indicator	Comments
NI 2 - % of people who believe people from different backgrounds get on well together in their local area	Although this is a place survey measure and is not reportable until February 2009 actual ownership of this measure needs to be confirmed – proposed this is assigned the NAS
NI 5 – Overall / general satisfaction with the local area	Although this is a place survey measure actual ownership of this measure needs to be confirmed – proposed this is assigned the NAS
NI 23 – Perceptions that people in the area treat one another with respect and consideration	Although this is a place survey measure actual ownership of this measure needs to be confirmed – proposed this is assigned the NAS

Appendix B – National Indicators that we can not currently report on due to definition or data collection issues:

B1 – Indicators still awaiting definition to be confirmed or deferred until 2009/10

Directorate	National Indicator	Comments
EDS	57 – Children and Young People’s participation in high quality PE and sport	The final definition for this indicator has not yet been published and is currently subject to consultation.
	199 – Children and Young People’s satisfaction with parks and play areas	To be introduced in 2009/10. Definition currently subject to consultation.
CYP	54 - Services for disabled children	To be introduced in 2009/10. Definition currently subject to consultation.
	71 - Children who have run away from home/care	To be introduced in 2009/10. Definition currently subject to consultation.
NAS	12 - Refused and deferred Houses in Multiple Occupation (HMO) licence applications leading to immigration enforcement activity	Indicator to be introduced in 2009/10
	26 - Specialist support to victims of a serious sexual offence	Possible issues with data - Deferred until next year. The Home Office will be meeting Government Offices to discuss development over the first few months of 2008/09
	32 - Repeat incidents of domestic violence	Indicator subject to consultation. To be introduced in 2009/10
	38 - Drug-related (Class A) offending rate	Indicator subject to consultation - To be introduced in 2009/10
	127 - Self reported experience of social care users	Indicator subject to consultation - To be introduced in 2009/10
	128 - User reported measure of respect and dignity in their treatment	Indicator subject to consultation - To be introduced in 2009/10

Directorate	National Indicator	Comments
	130 - Social Care clients receiving Self Directed Support per 100,000 population (Direct Payments and Individual Budgets)	Revised indicator subject to consultation - Could change from April 2009
	190 - Achievement in meeting standards for the control system for animal health	Deferred indicator subject to consultation To be introduced in 09/10
CEX	123 - 16+ current smoking rate prevalence	Definition currently under consultation therefore may change from April 2009.
	137 - Healthy life expectancy at age 65	Definition currently under consultation therefore may change from April 2009.
	35 - Building Resilience to Violent Extremism	To be trialled and evaluated 2008/09
	36 - Protection from terrorist attack	To be trialled and evaluated 2008/09 ownership being discussed between CEX and EDS

B2 – Indicators with problems collecting data

Directorate	NI No. / Definition	Rationale for non reporting	Anticipated reporting date
EDS	171 – New business registration rate	New Indicator – First publication of the new series which will contain preliminary estimates of the number of business registrations occurring in 2007 required to calculate measure	November 2008
	172 - % of small businesses in an area showing employment growth	New Indicator - Awaiting access to the inter-departmental business register to be supplied by central government to calculate this measure.	Unknown
	173 – Flows onto incapacity benefits from employment	New Indicator - Awaiting DWP to release most up to date information in relation to incapacity benefits to enable calculation of this measure.	Unknown
	175 – Access to services and facilities by public transport, walking and cycling	There is an issue amongst many authorities in the region in relation to the interpretation and the collation of this indicator. Rotherham is involved in liaison with the South Yorkshire Transport Plan groups to discuss this measure further and also whether to report this measure at Local Transport Plan or council level.	Unknown
	176 – Working age people with access to employment by public transport and other specific modes	Information needs to be provided by the Passenger Transport Executive (PTE). PTE have indicated to CEX Office that this information is readily available.	Quarter 4
	178 – Bus services running on time	Information needs to be provided by the Passenger Transport Executive (PTE). PTE have indicated to CEX Office that this information is readily available.	Quarter 4
	194 - Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations	There are a combination of people who have been identified to report various components of this new measure from variety of directorates but there is currently no system in place to co-ordinate all the responses.	Unknown

Directorate	NI No. / Definition	Rationale for non reporting	Anticipated reporting date
CYP	19 - Rate of proven re-offending by young offenders	Still in the process of accessing data from South Yorkshire Police database	Qtr 3
	50 - Emotional health of children	The Tellus survey has been undertaken, but there are issues around the clarity of the definition	Unknown
	69 – Children who have experienced bullying	The Tellus survey has been undertaken, but there are issues around the clarity of the definition	Unknown
	81 – Inequality gap in the achievement of a Level 3 qualification by the age of 19	Discussions taking place with LSC to see if / how this can be measured	Qtr 3
	82 – Inequality gap in the achievement of a Level 2 qualification by the age of 19	Discussions taking place with LSC to see if / how this can be measured	Qtr 3
	91 - Participation of 17 year-olds in education or training	New indicator, data provided by DCSF and they are unable to provide at the moment	Qtr 3
	115 – Substance misuse by young people	The Tellus survey has been undertaken, but there are issues around the clarity of the definition	Unknown
NAS	30 - Re-offending rate of prolific and other priority offenders	SY Police do not have the capacity to begin to measure it. Probation would also struggle to provide the figures	Unknown
	143 - Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	Not currently reported on SRP suite. To recommend to SRP Board for inclusion in suite.	Qtr 3
	149 - Adults receiving secondary mental health services in settled accommodation	Under discussion with RDASH	Unknown

Directorate	NI No. / Definition	Rationale for non reporting	Anticipated reporting date
	150 - Adults receiving secondary mental health services in employment	Under discussion with RDASH	Unknown
	183 - Impact of local authority regulatory services on the fair trading environment	Method of collection of figures(e.g. use of Consumer Direct Database to assess companies not yet set up for individual authorities) Awaiting outcome of meeting between TS authorities in Yorkshire and Humber (September 08)	Unknown
Finance	14 - Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	Definition and internal collection arrangements being established in relation to recording contacts currently not captured by the CRM system	Will be reported March 2009
CEX	126 - Early access for women to maternity services	Steve Turnbull to discuss this measure with PCT who have indicated they are currently unable to report this measure and there is no baseline data or targets available.	Unknown

Appendix C – not currently reported but will be reportable by the 2008/09 year end.

C1 – Indicators which will be collected by surveys

Directorate	NI No. / Definition	Survey	First Reporting Date
EDS	8 - Adult participation in sport and active recreation	To be collected through Active People's Survey	December 2008
	9 – Use of public libraries	To be collected through Active People's Survey	April 2009
	10 – Visits to museums or galleries	To be collected through Active People's Survey	April 2009
	11 – Engagement in the arts	To be collected through Active People's Survey	April 2009
	37 – Awareness of civil protection arrangements in the local area	To be collected through Place Survey	February 2009
CYP	22 - Perceptions of parents taking responsibility for the behaviour of their children in the area	To be collected through Place Survey	February 2009
NAS	2 - % of people who feel that they belong to a neighbourhood	To be collected through Place Survey	February 2009
	3 - Civic participation in the local area	To be collected through Place Survey	February 2009
	17 - Perceptions of anti-social behaviour	To be collected through Place Survey	February 2009
	21 - Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	To be collected through Place Survey	February 2009
	41 - Perceptions of drunk or rowdy behaviour as a problem	To be collected through Place Survey	February 2009
	42 - Perceptions of drug use or drug dealing as a problem	To be collected through Place Survey	February 2009

Directorate	NI No. / Definition	Survey	First Reporting Date
	138 - Satisfaction of people over 65 with both home and neighbourhood	To be collected through Place Survey	February 2009
	139 - The extent to which older people receive the support they need to live independently at home	To be collected through Place Survey	February 2009
	160 - Local authority tenants' satisfaction with landlord services	Status Survey	November 2008
	182 - Satisfaction of businesses with local authority regulation services	Survey information from SNAP system to inform figure.	Results should be available at the end of 2nd quarter
CEX	1 - % of people who believe people from different backgrounds get on well together in their local area	To be collected through Place Survey	February 2009
	4 - % of people who feel they can influence decisions in their locality	To be collected through Place Survey	February 2009
	5 - Overall/general satisfaction with local area	To be collected through Place Survey	February 2009
	6 - Participation in regular volunteering	To be collected through Place Survey	February 2009
	7 - Environment for a thriving third sector	Third Sector Survey	February 2009
	23 - Perceptions that people in the area treat one another with respect and consideration	To be collected through Place Survey	February 2009
	119 - Self-reported measure of people's overall health and wellbeing	To be collected through Place Survey	February 2009
	140 - Fair treatment by local services	To be collected through Place Survey	February 2009

C2 - Collectable and anticipated to be reported

Directorate	NI No. / Definition	Commentary	Anticipated Reporting Date
CEX / Finance	179 – Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Information being compiled currently for half year report	2 nd Quarter
EDS	189 – Flood and coastal erosion risk management	New Indicator – This indicator measures the progress being made in delivering agreed actions in their Catchment Flood Management Plan (CFMP) and Shoreline Management Plan. The authority is currently in liaison with the Environment Agency to develop CFMP.	January 2009
	195a, b, d – Improved street cleanliness (levels of litter, detritus, graffiti and fly posting)	This indicator was previously collected as BVPI 199 in 07/08 and has remained unchanged. So far as reporting this indicator (NI) is concerned it is linked to the collection intervals as defined in the definition. We need to carry out circa 900 inspections per year and they are graded. The surveys are carried out over three four month periods April - July; August - November; December - March. Hence the comment in the Q1 report, inspections to take place in Q's 2,3 and 4.	Qtr 2, 3 and 4
	197 – Improved local biodiversity (proportion of local sites where positive conservation management has been or is being implemented)	New indicator - Work is currently ongoing to define the local sites to be included in this indicator in accordance with the DEFRA Local Sites Guidance. Report to be submitted to EDS Management Team and Cabinet Member to approve the identified Local Sites.	November 2008
	198 – Children travelling to school – mode of transport usually used	Information for this indicator is provided by schools census data	Qtr 4
CYP	116 - Ownership of this measure is currently with CYP however there is some uncertainty about the in	This NI is to be developed with the benefits service, query on C&YPS' involvement – Annual Measure	Qtr 4

Directorate	NI No. / Definition	Commentary	Anticipated Reporting Date
Finance / RBT / NAS	187 – Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating	Data being compiled and supplemented by a SAP survey.	This will be reported at the 2008/9 year end.
NAS	18 - Adult re-offending rates for those under probation supervision	6 month time delay in provision of info,	1st Quarter data available October 2008
	40 - Number of drug users recorded as being in effective treatment	Information available after 2nd quarter, dependent on national NDTMS	After 2nd quarter,
	124 - People with a long-term condition supported to be independent and in control of their condition	October 2008 - 2nd Quarter	October 2008 - 2nd Quarter
	125 - Achieving independence for older people through rehabilitation/intermediate care	November 08 - 2nd Quarter (baseline data may be available earlier during October)	October 2008 - 2nd Quarter
	136 - People supported to live independently through social services (all adults)	4th Quarter (annually collected measure)	4th Quarter
	145 - Adults with learning disabilities in settled accommodation	October 2008 - 2nd Quarter	2nd Quarter
	146 - Adults with learning disabilities in employment	October 2008 - 2nd Quarter	2nd Quarter