

Leicester  
City Council

WARDS AFFECTED  
ALL WARDS (CORPORATE ISSUE)

Forward Timetable of Consultation and Meetings  
Cabinet

23<sup>rd</sup> July 2007

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**Corporate Performance – Quarterly Corporate Performance Report  
(2006/07)**

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**Report of the Director of Partnership, Performance, & Policy**

**1. Purpose of Report**

- 1.1 To provide an overview of the Council's and the partnership's performance in delivering services to citizens over the last quarter (effectively the outturn for 2006/07). Also shown is the projected star rating for 2007 of our Comprehensive Performance Assessment (CPA) and the build up to that rating by service block.

**2. Summary**

- 2.1 The overall performance picture for the 4<sup>th</sup> quarter of 2006/07 is one of continued improvement in performance, especially within the Benefits service. As our CPA score is based on performance across the year it is likely that we will maintain our current three star rating for CPA 2007. If we are able to get the Benefits score based on the last quarter's data we could attain a Four Star rating.
- 2.2 CPA ratings are based on the Audit Commission's 'Harder Test' framework, a test designed to represent an increasingly greater challenge to local authorities in order to drive up performance. The framework proposals for 2007 have formed the basis for this report.
- 2.3 Included in the report for the first time are regional comparisons of performance indicators where possible (based on 2005/06 BVPI data), and monitoring of the Local Area Agreement (LAA) indicators. The tables contained in Appendices of previous quarterly reports are not included, in order to concentrate on exceptional performance issues.
- 2.4 The CPA scores for each service block are set out below:

<b>Service Block</b>	<b>Star rating for 2005</b>	<b>Star rating for 2006</b>	<b>Forecast using Quarter 1 data 2007</b>	<b>Forecast using Quarter 2 data<sup>1</sup> 2007</b>	<b>Forecast using Quarter 3 data<sup>1</sup> 2007</b>	<b>Forecast using Quarter 4 data<sup>1</sup> 2007</b>
Corporate Assessment	3	3	3	3	3	3
Use of Resources	3	3	3	3	3	3
Children & Young People	3	3	3	3	3	3 <sup>2</sup>
Social Care (Adults)	3	3	2/3	3	3 <sup>3</sup>	3
Housing	3	3	2	3	3	3
Environment	3	3	3	4	4	3
Culture	3	3	3	3	3	3
Benefits	3	2	2	2	2	2
<b>Overall CPA Scoring</b>	<b>4 stars</b>	<b>3 stars</b>	<b>Not Forecast</b>	<b>3 stars</b>	<b>3 stars</b>	<b>3 stars</b>

2.5 For more detailed information on 4<sup>th</sup> quarter data, see Supporting Information.

2.6 The performance of departmental key indicators shows that:

- 52% are hitting/exceeding target
- 31% are near target
- 17% are below target, and not improving

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<sup>1</sup> The Audit Commission consultation guidance for the CPA Service Assessment (April 2007) has been used to analyse current performance and to predict scores for the housing, environment, culture and benefits service scores.

<sup>2</sup> To be confirmed by the Corporate Director Of Children & Young People

<sup>3</sup> Social Care (Adults) Risks:

- The department has an inspection of services for people with learning disabilities currently taking place.
- There will be significant changes to the self-assessment process in order to work within a framework built around the 9 outcomes in the Local Government White Paper.
- The Commission for Social Care Inspection's judgments on councils for the first time will be weighted by client group.
- Proposals for 2006/07 to move from the present zero to three stars rating to a zero to four stars rating.

2.7 The performance of the Corporate Plan (2006-2008) indicators shows that:

- 2% are exceeding target
- 49% are near target
- 13% are below target
- 9% are missing data, and 16% have no targets set

The position on the remaining indicators is being established.

2.8 The performance of the Local Area Agreement (2006/07-2008/09) indicators shows that:

- 18% are exceeding target
- 22% are near target
- 17% are below target
- 43% have missing data

The position regarding missing data should be resolved with the 'signing off' of the revised LAA by the Govt Office for the East Midlands.

2.9 The Audit Commission have confirmed that 2007/08 (current financial year) will be the last year that Best Value Performance Indicators are collected. The Dept for Communities and Local Government are proposing that the number of national indicators will be radically reduced from between 600 - 1,200 to a single set of around 200 against which all areas will report. They will be designed to measure progress against national priority outcomes. The government is currently working on the development of the new national indicator set as part of the Comprehensive Spending Review process, results of which will be announced in the Autumn.

2.10 Despite the above commitment to reduce the burden of national indicators, it is possible that authorities and partnerships will also be required to monitor local indicators as part of their LAAs.

### **3. Recommendations**

3.1 Members are recommended to:

- Note those areas demonstrating continuous improvement in performance (*see Section 1 in supporting information*).
- Review the fourth quarter performance results and consider the need for any special action on areas of concern.

### **4. Headline Legal Implications**

4.1 There are no legal implications arising from this report.

(Peter Nicholls, Head of Litigation, Resources).

**5.     **Headline Financial Implications****

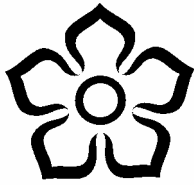
5.1    There are no direct financial implications arising from this report. It should be noted, however, that in areas where performance needs to be improved there may be a requirement for some additional funding, or to realign budgets to reflect priorities. Any new proposals for funding not already included within each Department’s base budget for 2007/08 will be subject to the virement constraints encompassed within the Council’s budget framework and Finance Procedure Rules.

(Andy Morley, Chief Accountant, Resources.)

**6.     **Report Author****

Kurt Coulter, Partnership Executive Team, Ext 29 6487

Key Decision	No
Reason	N/A
Appeared in Forward Plan	N/A
Executive or Council Decision	Executive (Cabinet)



Leicester  
City Council

**WARDS AFFECTED  
ALL WARDS (CORPORATE ISSUE)**

**Forward Timetable of Consultation and Meetings**

Cabinet

2007

**Corporate Performance – Fourth Quarter 2006/07 & Monthly exceptions  
for end April 2007**

**Report of the Director of Partnership, Performance, & Policy**

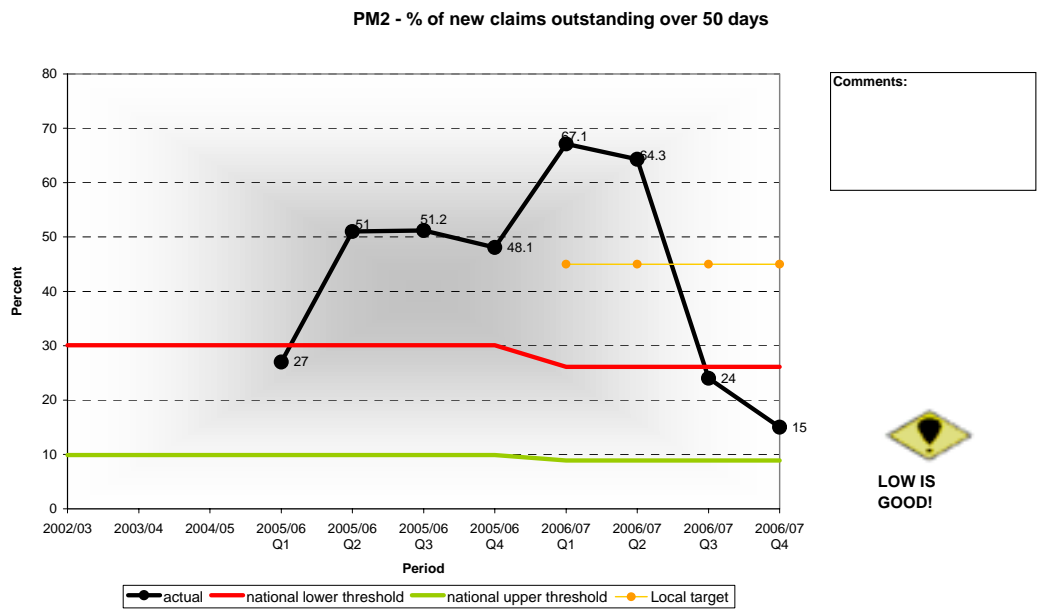
Supporting Information

**1. Areas of improved performance**

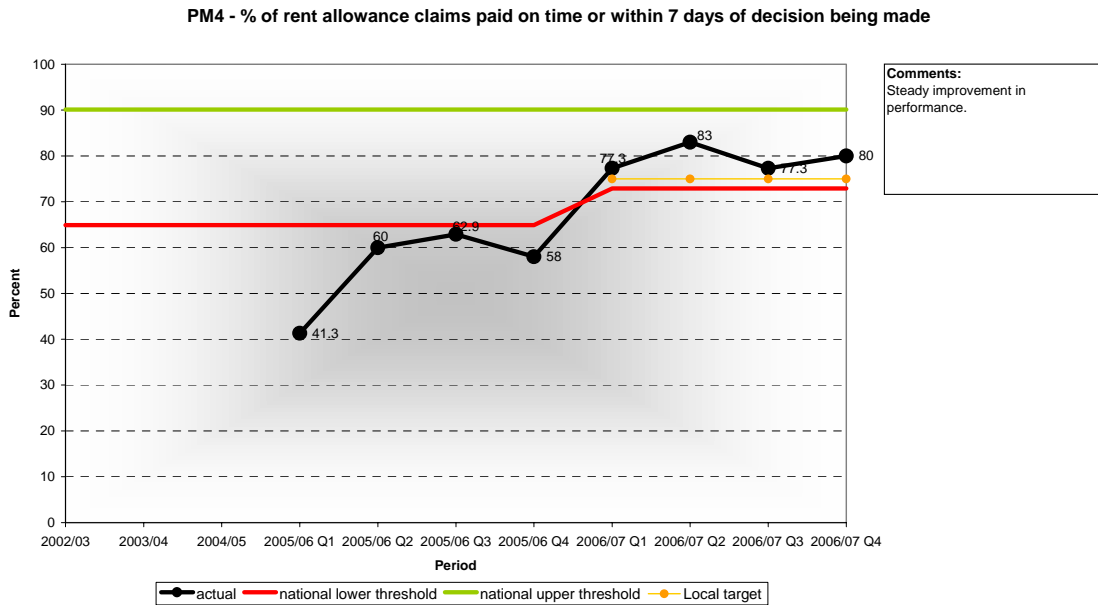
The following areas have demonstrated a continuous improvement in performance through the fourth quarter:

**CPA Indicators:**

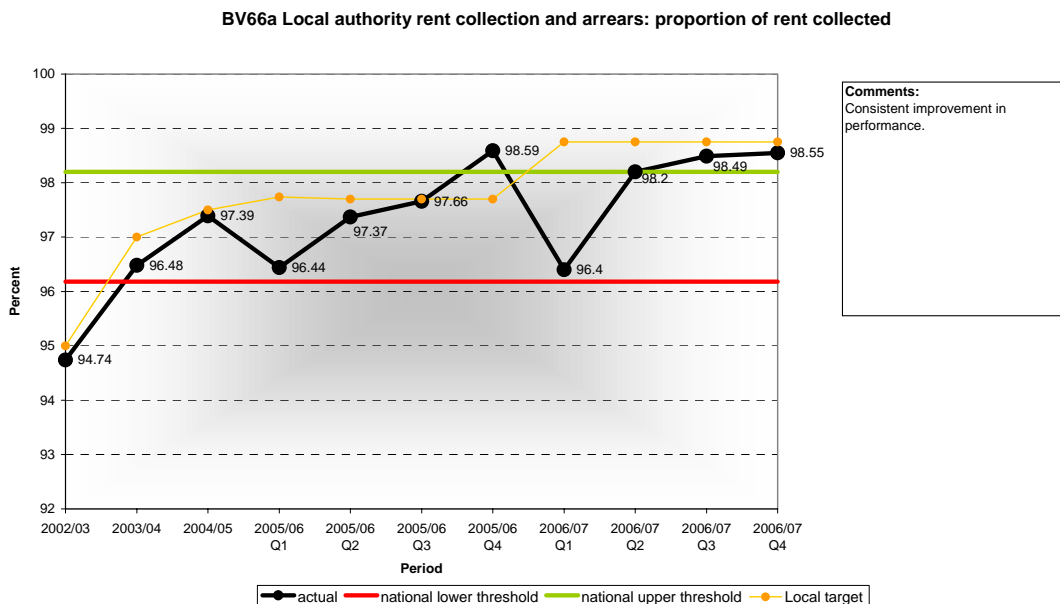
**1.1 Benefits PM2 - % of new claims outstanding over 50 days**



1.2 **Benefits PM4 - % of rent allowance claims paid on time or within 7 days of decision being made**



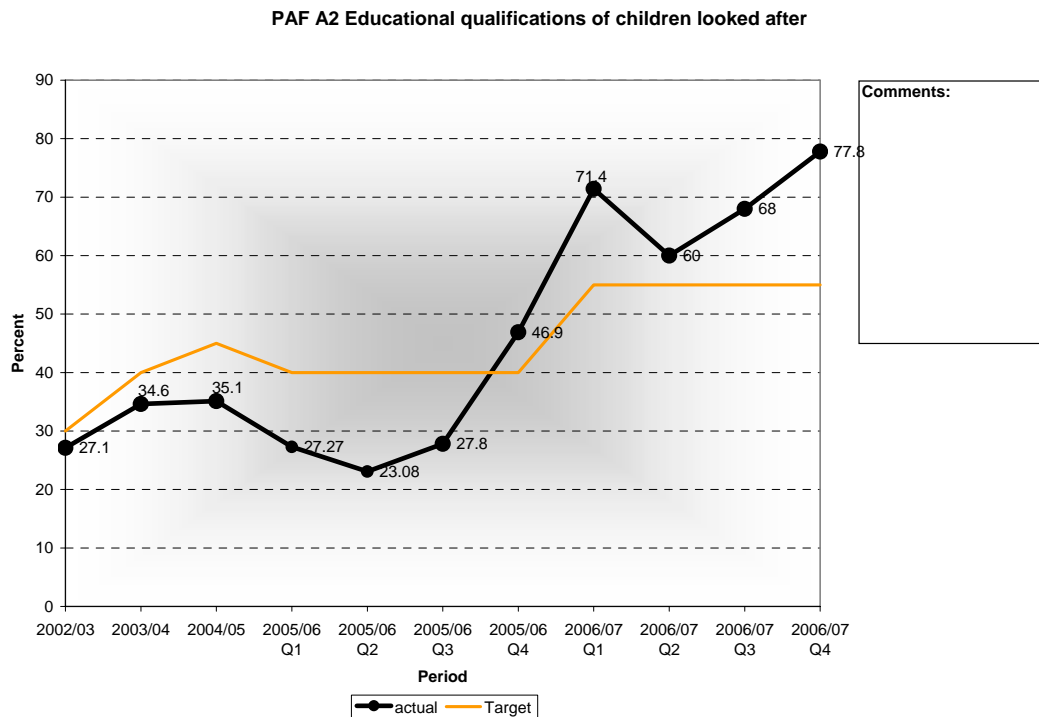
1.3 **Housing BV66a Local authority rent collection and arrears: proportion of rent collected**



1.4 Despite just failing to meet our own annual target this indicator still remains in the top CPA threshold. During 2006/07 there was a substantial restructuring of the Income Management Team as an investment to further improved performance. Despite this disruption the collection rates remained constantly high throughout the year.

## Key Departmental Indicators:

### 1.5 Children & Young People PAF A2 Educational qualifications of children looked after



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## Managing CPA performance - 2007

### 2. Performance issues

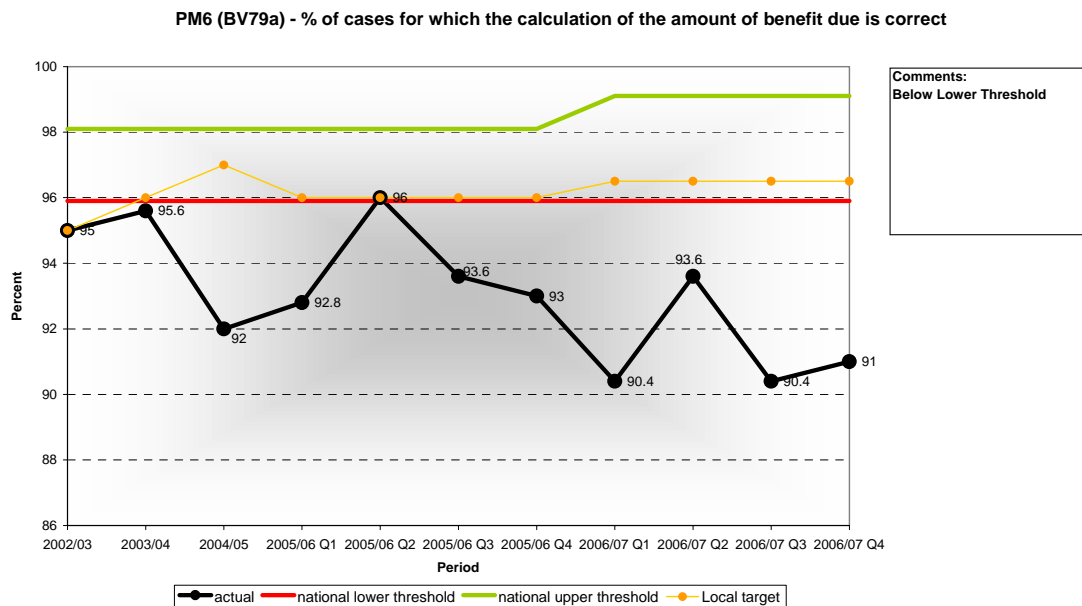
2.1 The 'threshold management' approach agreed in previous reports has been applied to highlight performance indicators (PI's) for attention as follows:

- Any PI's where the performance is on or around the thresholds.
- Any PI's where the performance trend is set to go across the threshold in a relatively short time. This could include PI's doing well to maintain momentum or those PI's in trouble and declining fast.
- We are also listing PI's for attention where data is missing.

Applying the above criteria establishes that the following CPA performance indicators require attention:

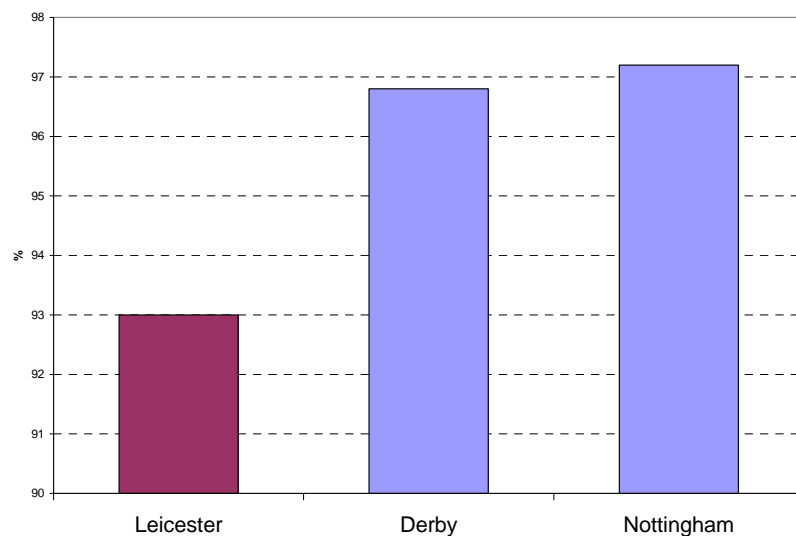
### 2.2 Benefits:

## PM6 (BV79a) - % of cases for which the calculation of the amount of benefit due is correct



2.3 This indicator requires the testing of 125 cases to determine the accuracy performance measure. To achieve a maximum rating 124 of these items tested need to be correct. The level of quality check performed during the final quarter has been limited because of the work required to carry out the Subsidy Audit. We have recently asked the Performance Development Team (Dept for Work & Pensions) to assist us in looking at our working practices to improve this indicator.

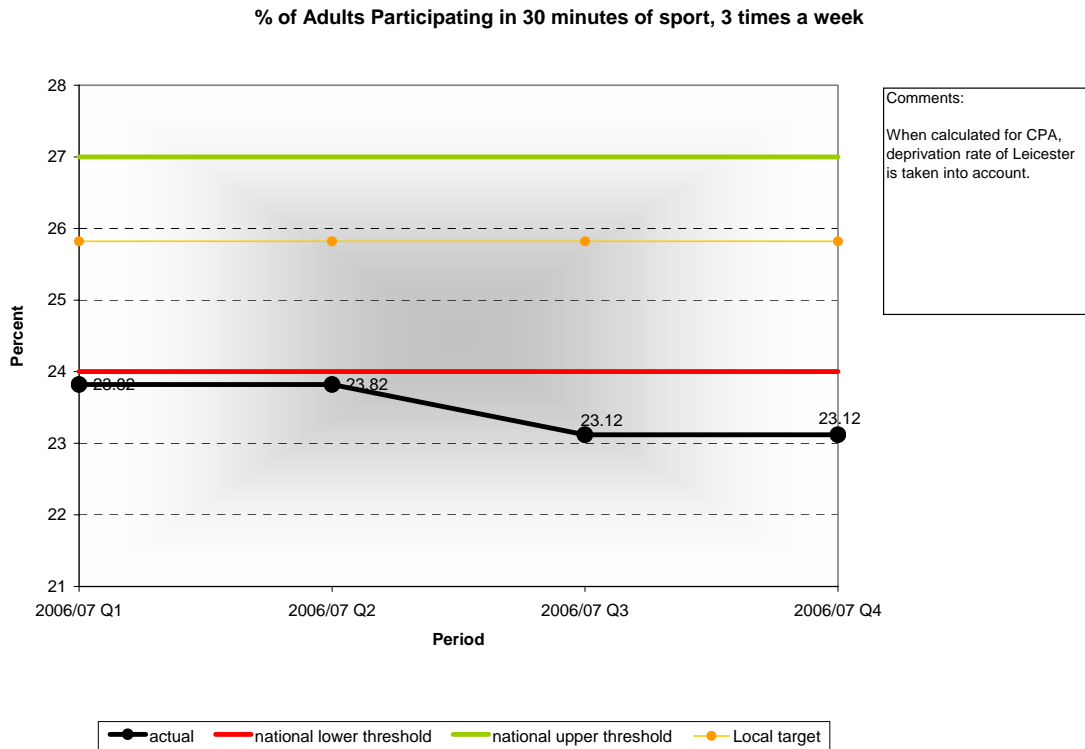
2.4 Regional Comparison (2005/06):



2.5 Culture:

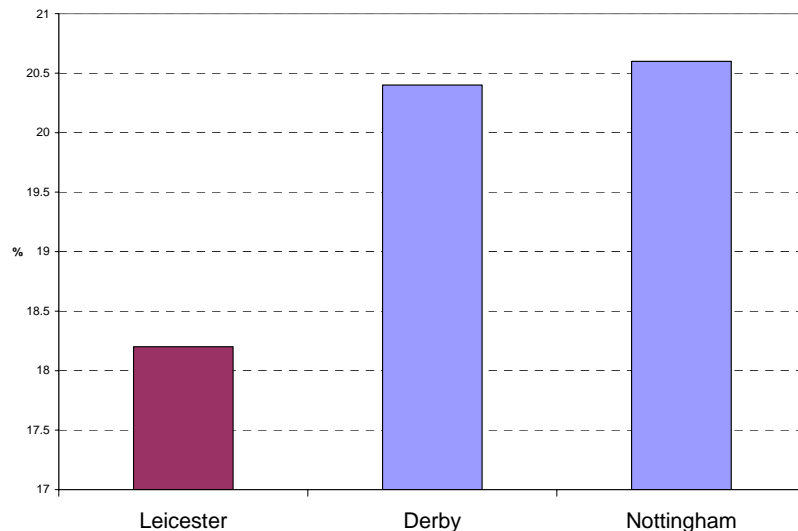


## Participation in 30 minutes of sport, 3 times a week

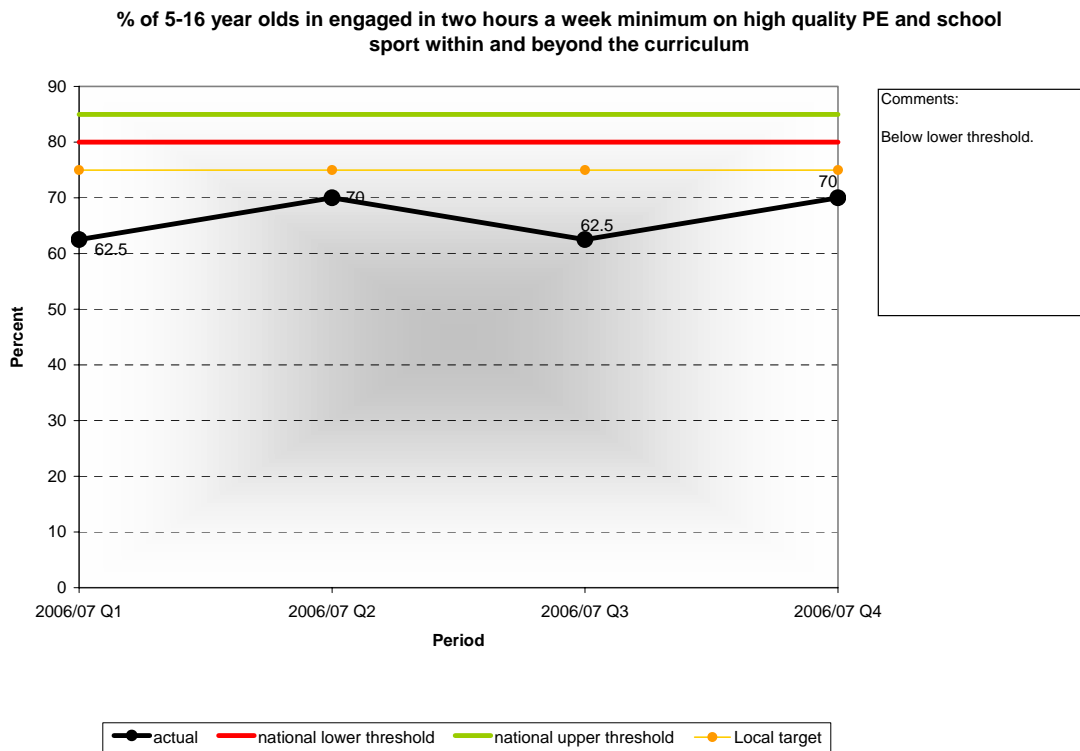


2.6 Participation in sport is established through a citywide survey, which makes it difficult to predict. 2006/07 was the first year the survey was undertaken and the figures therefore represent the baseline. The Regeneration & Culture dept is aiming for a 1.3% increase year on year for this indicator. An action plan is being implemented and involves joint working with a range of stakeholders including the PCTs, Voluntary Action Leicester and the Local Sports Alliance. A report detailing the work being undertaken is going to CDB.

### 2.7 Regional Comparison (not adjusted for deprivation):



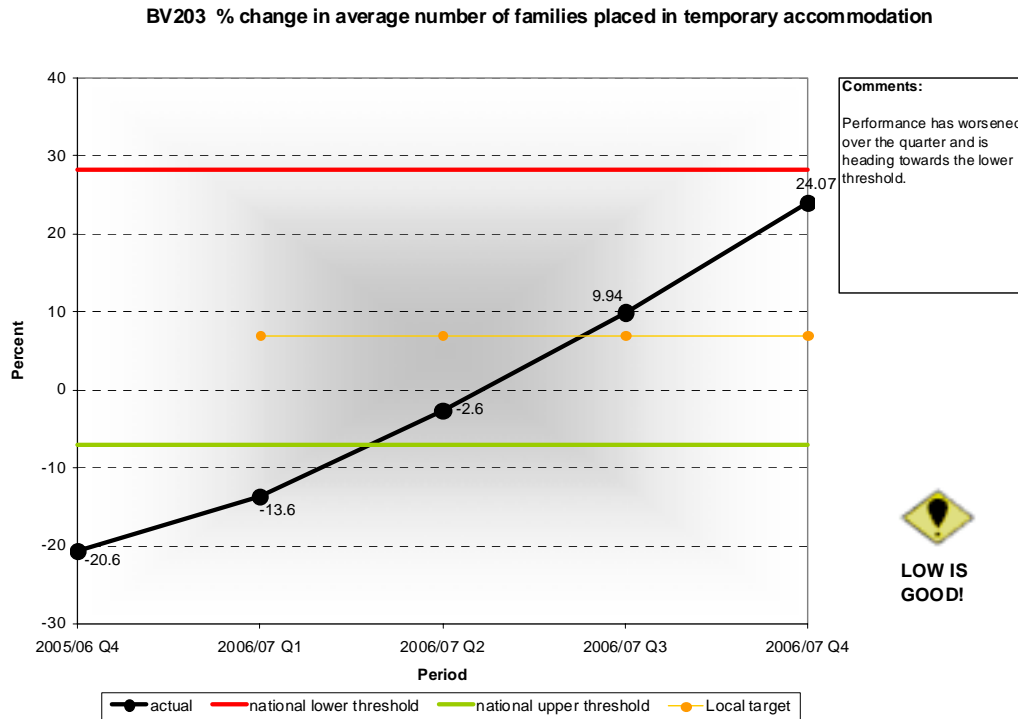
## % of 5-16 year olds in engaged in two hours a week minimum on high quality PE and school sport



2.8 The percentage of 5-16 year olds engaged in 2 hours a week minimum PE remains below the lower threshold (PI is managed by Children and Young People's department).

## 2.9 Housing:

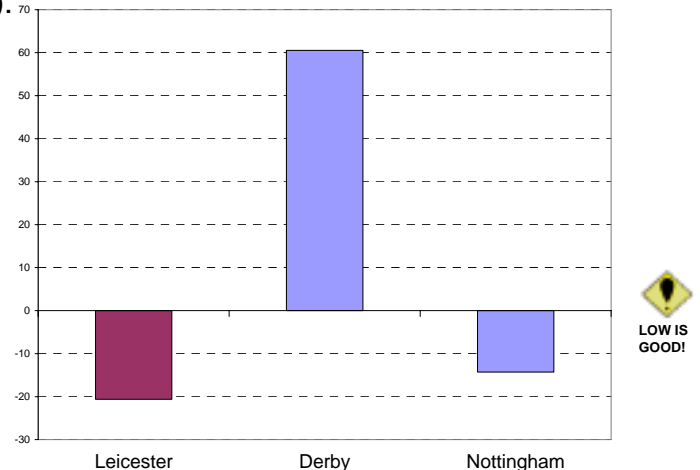
### BV203 % change in average number of families placed in temporary accommodation



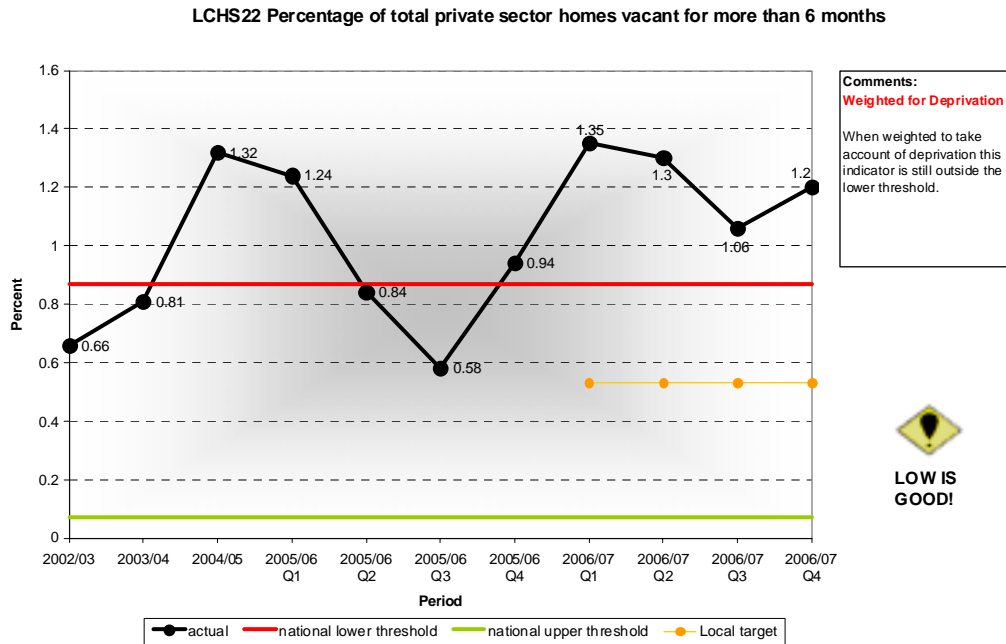
2.10 The 2006/07 year-end performance placed this indicator close to the bottom threshold. To be on the cautious side it has been included as a poor performing indicator for 2007/08 monitoring as improvements shown in April is statistically unreliable until data from more months is available. However, problems are not envisaged with this indicator and an above average performance has been forecast by the year-end.

2.11 This indicator has been dropped from the suite of Housing BVPI's so there is a possibility that it will no longer be used in the CPA. Further guidance is awaited, but for the time being we will continue to monitor and report it in the normal way.

2.12 Regional Comparison (2005/06):



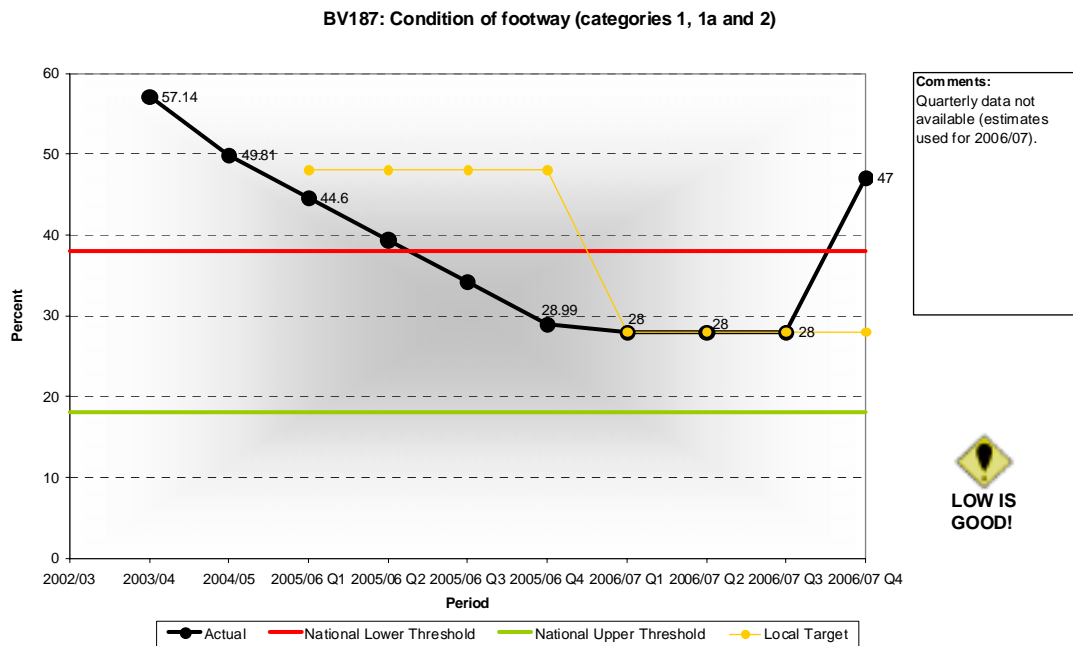
## LCHS22 Percentage of total private sector homes vacant for more than 6 months



2.13 Performance for the year only shows a slight improvement. However, 164 properties were brought back into use in 2006/07 compared with 135 in 2005/06. The 06/07 results are 21% higher than in 05/06 and the highest number ever brought back into use in 1 year. Despite this performance, there is little impact as the overall number of 'empties' increases at a similar rate. Nationwide representations are being made to the Government by the Empty Homes Agency (EHA) and the National Association of Empty Property Practitioners (NAEPP) to reconsider this indicator as a tool to assess performance. This is because many of the factors involved are beyond the control of Local Authorities, in particular some new-builds, which are remaining empty rather than being let or sold.

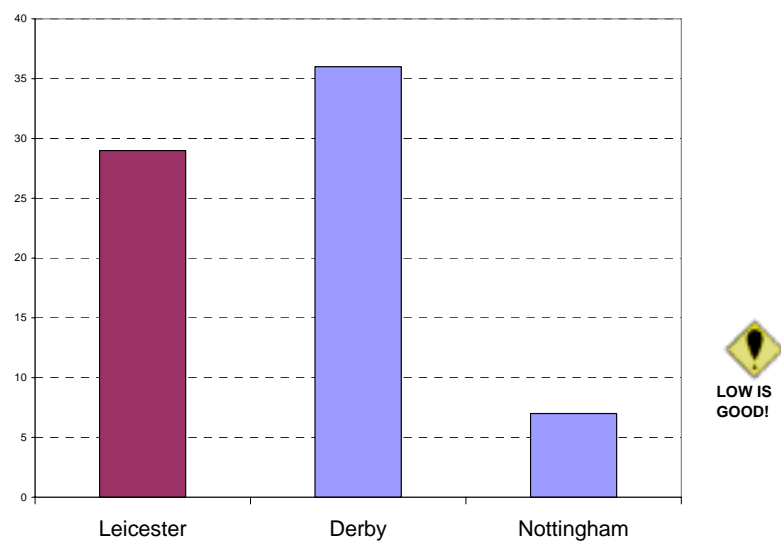
## 2.14 Environment

### BV187: Condition of footway (categories 1, 1a and 2)

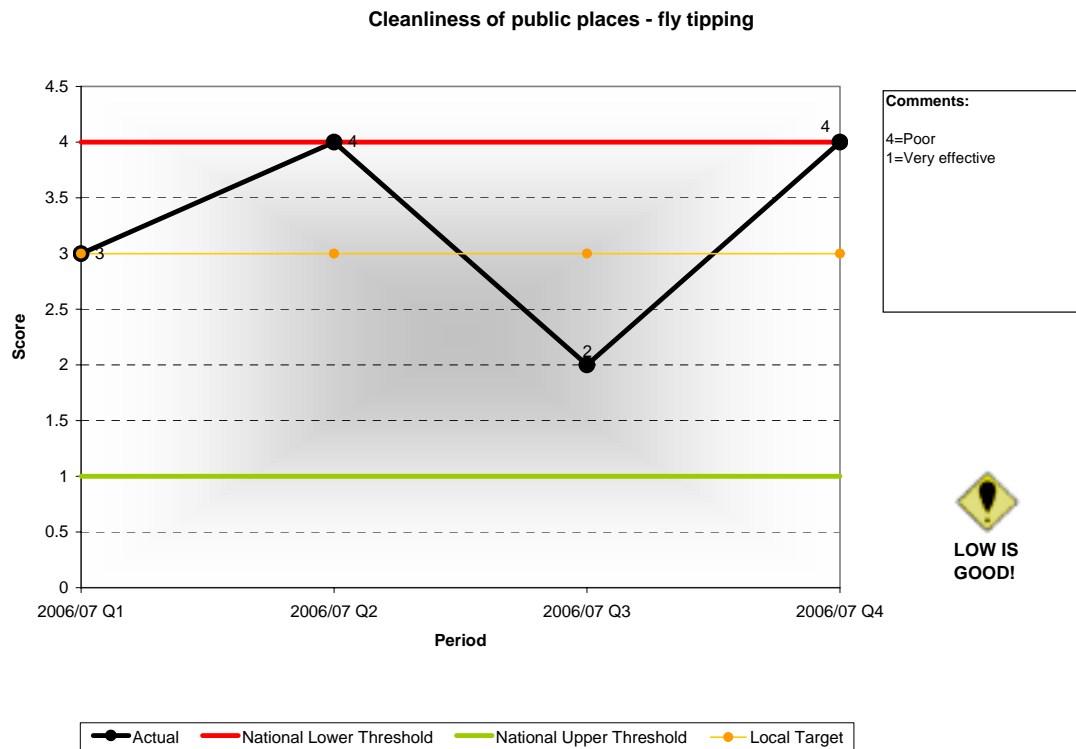


2.15 The 2006/7 results show a significant deterioration over the 2005/6 survey results, which measured 50% of the network (the other 50% was measured last year). This has brought down the two-year average. Action plans are in place for this indicator and performance will continue to be monitored.

2.16 Regional Comparison (2005/06):



## BV199d Cleanliness of public places - fly tipping



- 2.17 The increase in fly-tipping incidents has been influenced by the following factors:
- Increased land-fill charges
  - Impact of the reclassification of hazardous waste under the Hazardous Waste Regulations
  - Impact of the permit system introduced at civic amenity sites
  - Wheelie bins on streets and side waste left on pavements
  - Continued “building boom” in the City generating waste
- 2.18 This year the R&C department has tackled big, prolific fly-tippers, requiring a lot of surveillance activity to build up evidence for prosecutions. This has resulted in a number of successful prosecutions but limited resources have restricted the number of enforcement actions taken. To address this, the dept has used pump priming and NRF funding to appoint additional temporary staff to carry out more enforcement activity at known ‘hot spots’ and to mount targeted education campaigns. Staff were not in post until the second half of last year so the impact on the number of fly-tipping incidents will be evident in 2007/8.
- 2.19 A further problem is also the large number of black bags left out by people either on the wrong collection day or left over because they put out too much waste. These are picked up by our cleansing staff and counted as a fly-tipping instance. This accounts for around 28% of fly-tipping incidents. Education campaigns were started in late 2006 aimed

at households in wards where this is a problem. This and other initiatives to target persistent offenders will continue throughout 2006/7.

- 2.20 Funds for temporary staff finish part way through 2007/8. The targets set are very challenging and without further significant additional resources it will be difficult to achieve year on year improvements.

### 3. CPA Service block 2007 projections:

- 3.1 To calculate the projected 2006/07 service block CPA scores we used the following criteria:
- Based the Corporate Assessment score on the last assessment, which was in 2002 (next one is January 2008).
  - Given the complex scoring mechanism with regard to the Use of Resources, Children & Young People and Social Care (Adults) service blocks, department colleagues were requested to project a likely score position.
  - The Benefits service block was scored using the Benefit Fraud Inspectorate's Benefit Performance Standards.
  - PI performance for the Housing, Environment and Culture service blocks was analysed using the latest Audit Commission Service Assessment Framework (consultation guidance April 2007).
- 3.2 The detailed position for the CPA service blocks are shown below:

#### Level One Service Blocks

##### 3.3 Use of Resources

	2005	2006	2007 (forecast)
<b>Use of Resources CPA Score</b>	<b>3</b>	<b>3</b>	<b>3</b>
Financial Reporting	3	3	3
Financial management	3	3	3
Financial Standing	3	3	3
Internal Control	2	3	2/3
Value for Money	2	2	2/3

- 3.4 The resources assessment is based on results for 2006/07, with the Resources department predicting an overall score of 3 for 2007.

##### 3.5 Social Care (Adults)

	2002	2003	2004	2005	2006	2007 (forecast)
<b>Overall Score</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>
Serving adults well	Some	Most	Most	Most	Most	
Capacity to improve	Promising	Promising	Excellent	Excellent	Promising	

- 3.6 To allow a comparison with 2006, The Commission for Social Care Inspection (CSCI) have adjusted previous year's star ratings so that they only refer to adult services (previous assessments included children's services).
- 3.7 The score is based on Delivering Improvement Statement assessment and other reviews that contribute towards the star rating awarded by CSCI.

**3.8 Children & Young People**

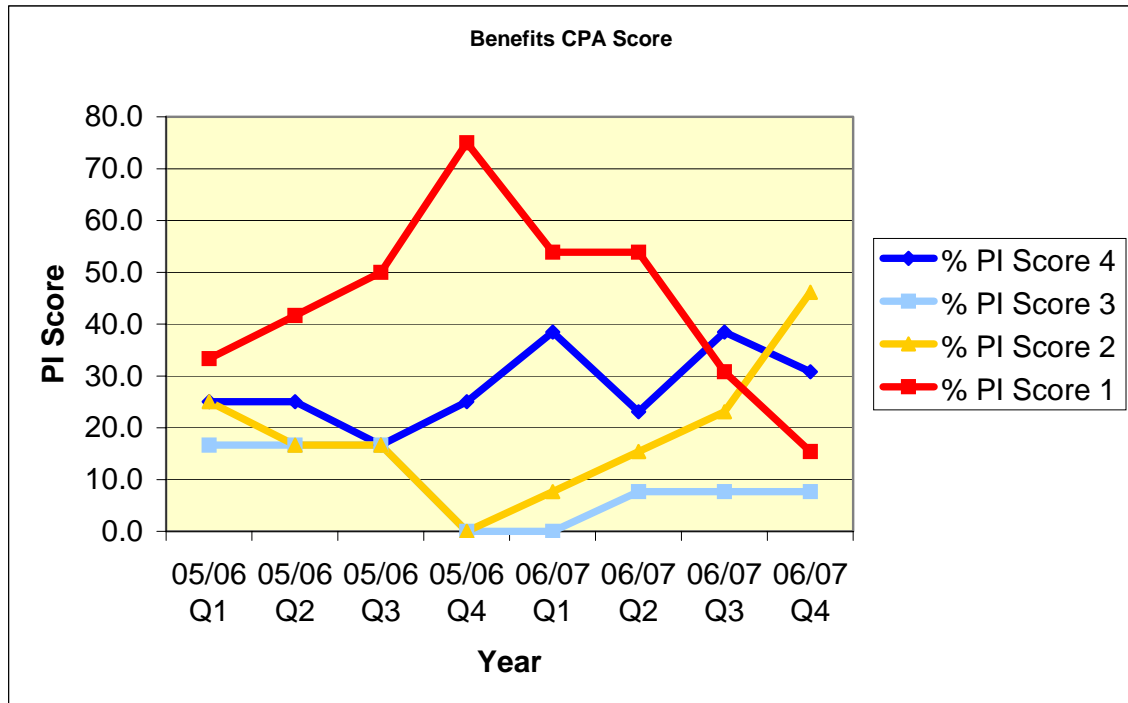
	<b>2005</b>	<b>2006</b>	<b>2007 (forecast)</b>
<b>The contribution of the local authority's children's services</b>	<b>3</b>	<b>3</b>	<b>3</b>
The council's overall capacity to improve	3	3	
The contribution of the local authority's social care services	3	3	
The contribution of local authority's education services	3	n/a	

- 3.9 A more detailed 2007 forecast of the children & young people scores will be provided in a future report, based on the new OFSTED framework.



## Level Two Service Blocks

### 3.10 Benefits

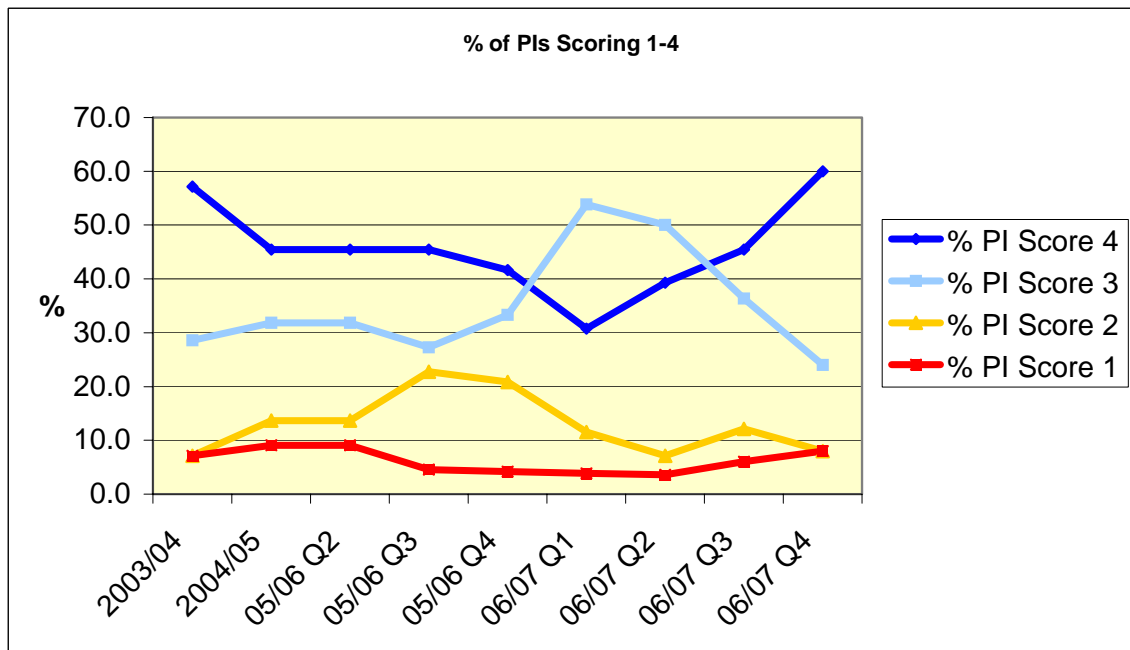


	05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2	06/07 Q3	06/07 Q4
% PI Score 4	25.0	25.0	16.7	25.0	38.5	23.1	38.5	30.8
% PI Score 3	16.7	16.7	16.7	0.0	0.0	7.7	7.7	7.7
% PI Score 2	25.0	16.7	16.7	0.0	7.7	15.4	23.1	46.2
% PI Score 1	33.3	41.7	50.0	75.0	53.8	53.8	30.8	15.4

CPA Score		Qtr 1	Qtr 2	Qtr 3	Qtr 4	2006/07
(a)	Claims Administration	0.55	0.60	0.62	0.89	0.67
(b)	Security	1.08	1.08	1.08	1.08	1.08
(c)	Sanctions	0.16	0.16	0.32	0.32	0.24
(d)	User Focus	0.27	0.22	0.38	0.30	0.29
<b>FINAL SCORE</b>		<b>2.06</b>	<b>2.06</b>	<b>2.40</b>	<b>2.59</b>	<b>2.28</b>
<b>CPA SCORE</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>

3.11 Despite the improvement in the fourth quarter score (score of **three** achieved), the improvement is not sufficient to lift the annual score from a two to a three (as the CPA score is based on performance across the year) unless we are able to get the Benefits score based on the last quarter's data.

### 3.12 Culture



	2003/04	2004/05	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2	06/07 Q3	06/07 Q4
% PI Score 4	57.1	45.5	45.5	45.5	41.7	30.8	39.3	45.5	60.0
% PI Score 3	28.6	31.8	31.8	27.3	33.3	53.8	50.0	36.4	24.0
% PI Score 2	7.1	13.6	13.6	22.7	20.8	11.5	7.1	12.1	8.0
% PI Score 1	7.1	9.1	9.1	4.5	4.2	3.8	3.6	6.1	8.0

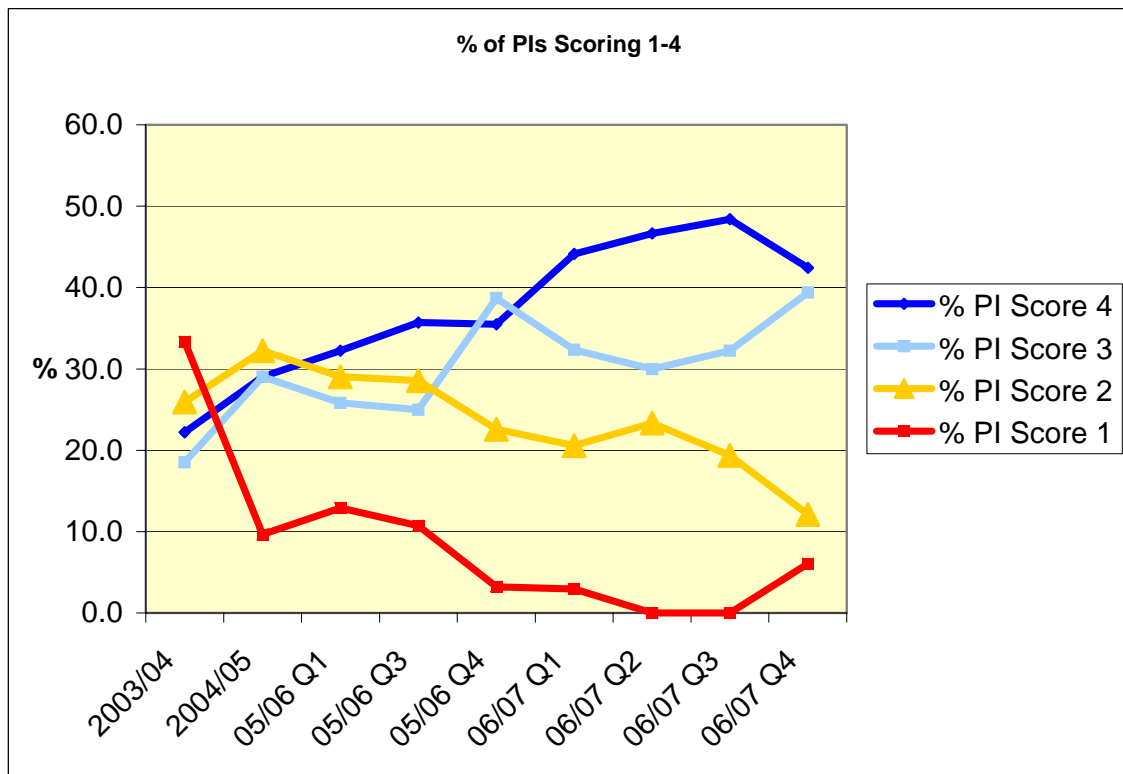
Scoring Analysis 2006/07 Q4	(Maximum Score)	
Average Inspection score <sup>1</sup>	n/a	n/a
PI Score	3	4
<b>Culture CPA Score</b>	<b>3</b>	<b>4</b>

#### Comments:

Data not available for first quarter of 2005/06.

<sup>1</sup>Only inspections published in January 2004 or later contribute to the overall service score. Therefore Leicester's score will be based entirely on Performance Indicators.

### 3.13 Environment



	2003/04	2004/05	05/06 Q1	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2	06/07 Q3	06/07 Q4
% PI Score 4	22.2	29.0	32.3	35.7	35.5	44.1	46.7	48.4	42.4
% PI Score 3	18.5	29.0	25.8	25.0	38.7	32.4	30.0	32.3	39.4
% PI Score 2	25.9	32.3	29.0	28.6	22.6	20.6	23.3	19.4	12.1
% PI Score 1	33.3	9.7	12.9	10.7	3.2	2.9	0.0	0.0	6.1

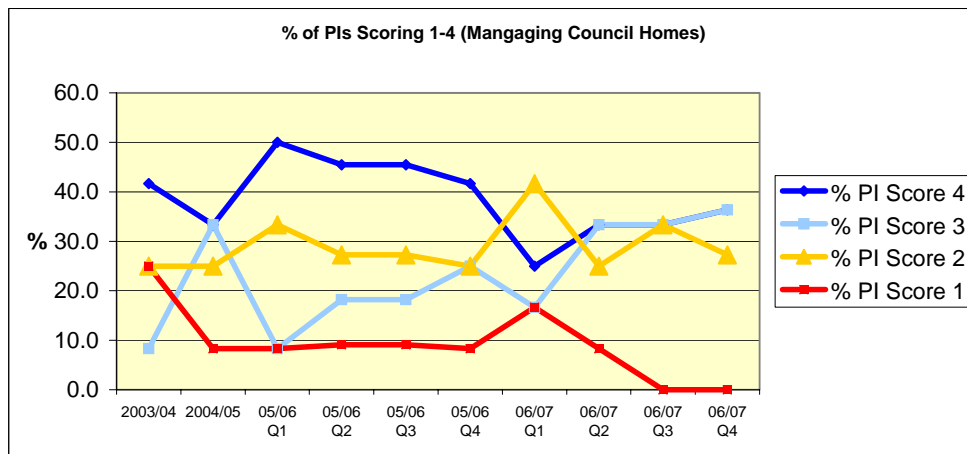
CPA Scoring Analysis 2006/07 Q4		(Maximum Score)
Environmental Services Inspection	2	4
Weighted Inspection Score <sup>1</sup>	0.21	0.42
Weighted PI Score	2.685	3.58
<b>Total Score</b>	<b>2.895</b>	4
<b>Environment CPA Score</b>	<b>3</b>	4

#### Comments:

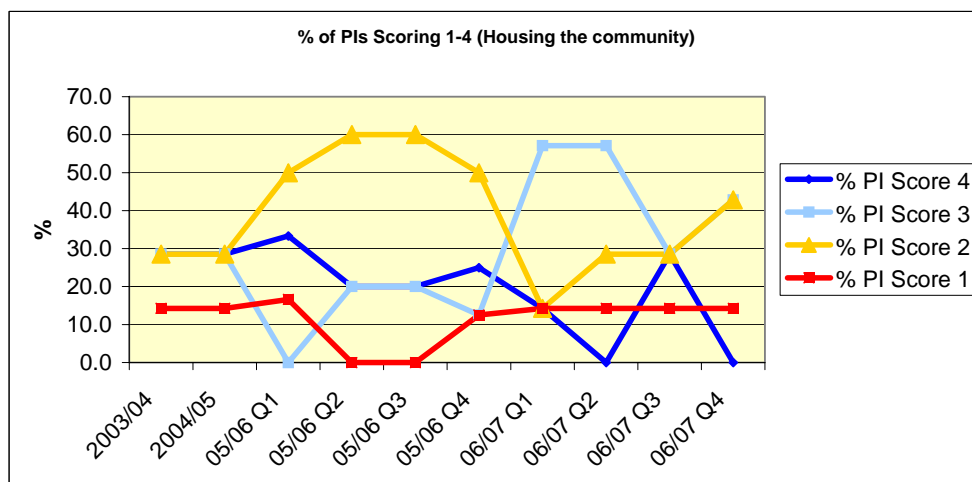
Data not available for first quarter of 2005/06.

<sup>1</sup>Only inspections published in January 2004 or later contribute to the overall service score. Therefore, Leicester's waste inspection will contribute to the overall score.

### 3.14 Housing



	2003/04	2004/05	05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2	06/07 Q3	06/07 Q4
% PI Score 4	41.7	33.3	50.0	45.5	45.5	41.7	25.0	33.3	33.3	36.4
% PI Score 3	8.3	33.3	8.3	18.2	18.2	25.0	16.7	33.3	33.3	36.4
% PI Score 2	25.0	25.0	33.3	27.3	27.3	25.0	41.7	25.0	33.3	27.3
% PI Score 1	25.0	8.3	8.3	9.1	9.1	8.3	16.7	8.3	0.0	0.0



	2003/04	2004/05	05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2	06/07 Q3	06/07 Q4
% PI Score 4	28.6	28.6	33.3	20.0	20.0	25.0	14.3	0.0	28.6	0.0
% PI Score 3	28.6	28.6	0.0	20.0	20.0	12.5	57.1	57.1	28.6	42.9
% PI Score 2	28.6	28.6	50.0	60.0	60.0	50.0	14.3	28.6	28.6	42.9
% PI Score 1	14.3	14.3	16.7	0.0	0.0	12.5	14.3	14.3	14.3	14.3

**Comments:**

The housing service assessment framework is split into two sections - 'managing council housing' and 'housing the community'. There is scope for wide fluctuations in the Housing the Community score due to the small number of PIs involved.

**Scoring Analysis 2006/07 Q4 (Maximum score)**

Supporting People inspection	3	4
<b>Housing the community inspection score</b>	<b>0.45</b>	<b>0.60</b>
Housing management inspection	3	4
<b>Managing Council housing inspection</b>	<b>0.45</b>	<b>0.6</b>
<b>Weighted Inspection Score</b>	<b>0.90</b>	<b>1.20</b>
Housing the community PI score	0.70	1.4
Managing council housing PI score	1.40	1.4
<b>Weighted PI Score</b>	<b>2.10</b>	<b>2.80</b>
<b>Housing CPA Score</b>	<b>3</b>	<b>4</b>

3.15 There is currently a Supporting People inspection underway, and it is anticipated that Leicester City Council will score well. However, the results of this score will not by itself alter the overall housing service block score, due to the importance attached to PIs in the scoring methodology.

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3.16 Within the April 2007 consultation guidance for CPA 2007, the Audit Commission is proposing to drop the following PIs:

**Housing**

- LCHS37 % of planned to responsive repairs funded from revenue expenditure
- EX-BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority

**Environment**

- BV179 The percentage of standard planning searches carried out in 10 working days

**Culture**

- Stock turn - issues per 1,000 pop/books per 1,000 population
- Stock level per 1,000 population

3.17 All of the above PIs (except BV179) have mid-threshold scores and so their deletion will have minimum impact upon Leicester's overall service block scores. BV179 has been consistently scoring in the upper threshold, but its deletion will not result in a change of score for the environment block.

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#### 4. Departmental Key Indicators Performance

4.1 Performance of departmental key indicators for the fourth quarter:

	Number of PIs	% Hit or Exceeding target	% Below target - Improving	% Below target - not improving	% No target set/Data missing
C&YP	16	62.5	31.3	6.3	0.0
Resources	6	33.3	50.0	16.7	0.0
Adults	22	50.0	31.8	18.2	0.0
Housing	5	20.0	60.0	20.0	0.0
R&C	9	66.7	0.0	33.3	0.0
<b>Total</b>	<b>58</b>	<b>51.7</b>	<b>31.0</b>	<b>17.2</b>	<b>0.0</b>

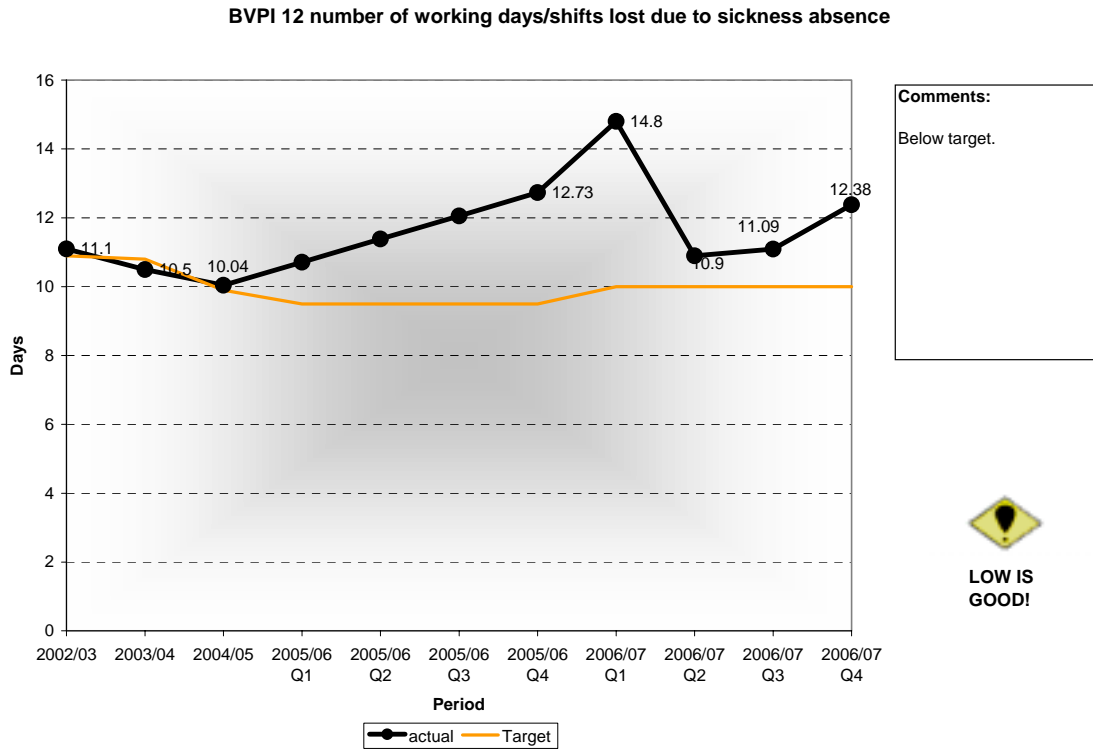
4.2 This shows a broadly similar picture to the last quarter, although there are now less PIs below target and not improving, around 17%

compared to nearly 26% for the 3<sup>rd</sup> quarter, and more PIs improving 31%, compared to the previous figure of 19%.

- 4.3 The following key departmental PIs have been identified as indicators of concern, being below target and not improving:

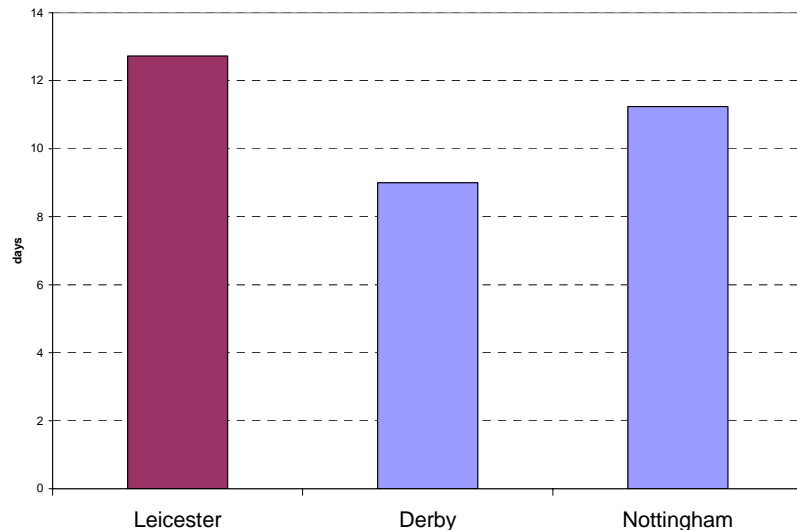
**Resources**

**4.4 BVPI 12 number of working days/shifts lost due to sickness absence**



- 4.5 A paper is to be submitted to SRG at the end of June, seeking to improve sickness levels.

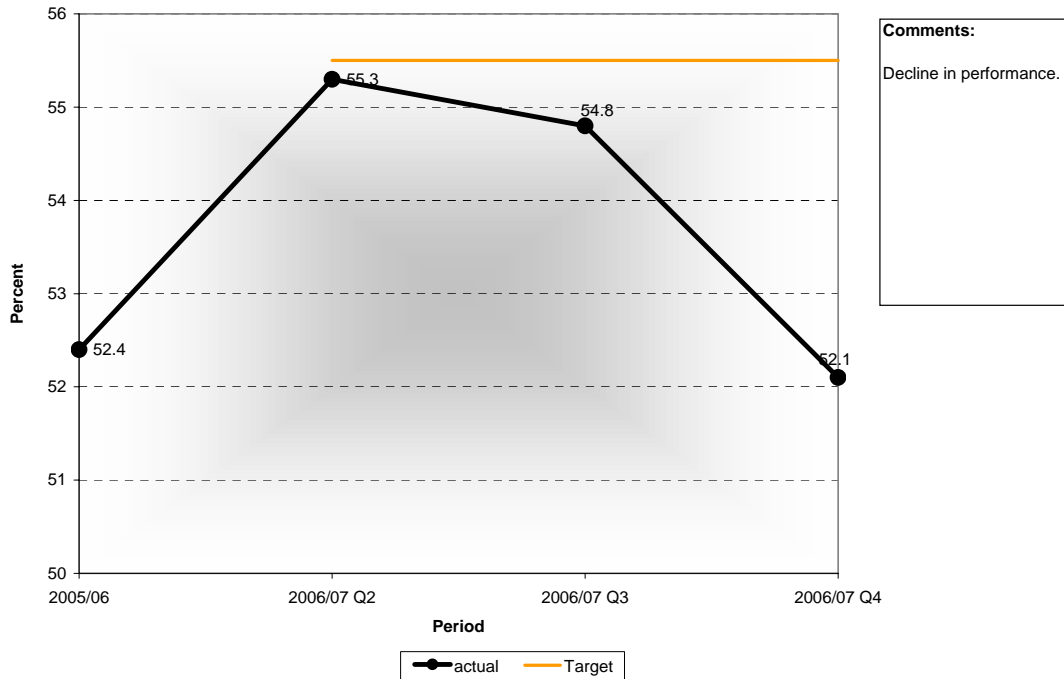
4.6 Regional Comparison (2005/06):



## Adults

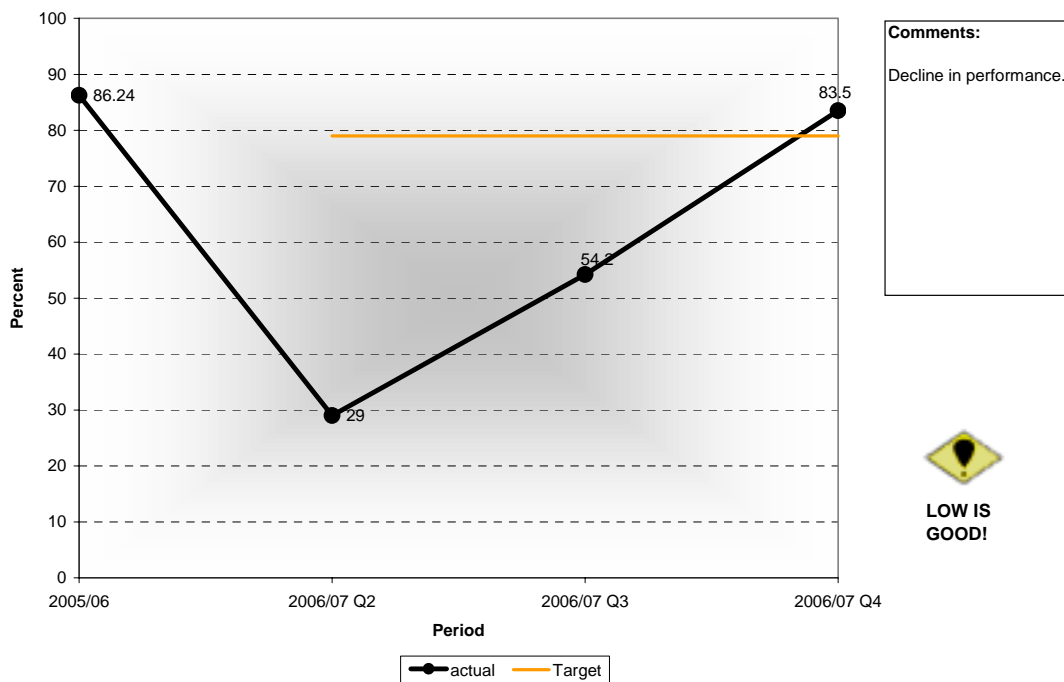
### 4.7 DIS 2110: Percentage of assessments of older people completed within 2 weeks

DIS 2110: Percentage of assessments of older people completed within 2 weeks



### 4.8 PAF C72 / DIS 2128: Older people aged 65 or over admitted on a permanent basis in year to residential/nursing care per 1000 pop

PAF C72 / DIS 2128: Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care per 1000 population



- 4.9 The rate of admissions has shown slight acceleration quarter-by-quarter (hence downwards performance) and has fallen short of target, although performance still shows a slight improvement on last year.

## 5. Corporate Plan Indicators

- 5.1 The table below shows the performance of the PIs within the current plan:

Above target	Near/on Target	Below Target	No target set/missing data
4.5	31.8	36.4	27.3

- 5.2 Indicators requiring targets to be set:
- % Adults who meet & talk with different ethnic origins & social class
  - % of residents who feel Leicester is a safe city
  - SSC.5.1a % residents dissatisfied with street cleanliness (LAA PI)
  - SSC.11.2 Sense of Belonging (LAA PI)
  - % of older people who feel safe
  - % of residents who think LCC provides good value for money
- 5.3 Indicators missing data:  
New buildings achieving 'Better Buildings' standard
- SSC.7.1a NO2 Emissions (LAA PI)
  - LCC efficiency savings
  - % of visitors to LCC customer service centre satisfied with handling of query
  - Staff Survey % satisfied with working for LCC (funding currently not available to undertake survey)
- 5.4 A new Corporate Plan reflecting the council's corporate priorities will soon replace the current document, the Interim 2006-08 Corporate Plan.

## 6. Local Area Agreement Indicators

- 6.1 The table below provides a breakdown of the performance of the measures contained within each block of the LAA:

	Above target	Within Target	Below Target	Position to be established
C & YP	19%	39%	23%	19%
EDE	30%	50%	10%	10%



HCOP	0%	8%	0%	92%
SSC Safer	21%	17%	22%	40%
<b>All</b>	<b>18%</b>	<b>22%</b>	<b>17%</b>	<b>43%</b>

- 6.2 The position regarding missing data should be resolved with the 'signing off' of the revised LAA by the Govt Office for the East Midlands.

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## **7. The Transition from CPA to Comprehensive Area Assessments (CAA)**

- 7.1 The Audit Commission has confirmed that 2007/08 (the current financial year) will be the last year that BVPIs are collected. The Department for Communities and Local Government are proposing that the number of national indicators will be radically reduced from between 600 - 1,200 to a single set of around 200 against which all areas will report and will be designed to measure progress against national priority outcomes.
- 7.2 The transition represents a process which seeks to move away from the current CPA to a more area-based, partnership approach to measuring outcomes (Comprehensive Area Assessment) with a new framework to be in place from April 2009.
- 7.3 "CAA represents a fundamentally different approach to assessment that is area based, risk focused and more forward looking than current assessment activity. The new framework will need to take account of how services are delivered across areas and focus clearly on outcomes."<sup>4</sup>
- 7.4 "The performance frameworks for health and for police and criminal justice are also under review and government's objective is to bring all this work into much greater alignment."<sup>4</sup>
- 7.5 "From April 2008 the Commission will be responsible for the assessment of benefits services."<sup>4</sup>
- 7.6 In preparation for a new CAA framework, performance reports will start to cover performance monitoring across current corporate priorities and also partnership outcomes, as contained in the LAA.

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## **8. Conclusion**

<sup>4</sup> Extracts from the Audit Commission consultation document "The Transition from CPA to CAA", April 2007.

- 8.1 In the fourth quarter, there has been continued good overall progress in performance of CPA indicators and key departmental indicators.
- 8.2 The Benefits service block is showing very encouraging signs of improvement, scoring a three for the last quarter of 2006/07. However, unless we can persuade the BFI to score us on the last quarter rather than across the year, then we will maintain our current overall score of three stars.
- 8.3 Within the Culture block, the proportion of PIs scoring at the upper threshold increased from 45% to 60%. However, there are only two PIs preventing a score of '4' for the service:
- Adult participation in 30 minutes of sport, 3 times a week (see *section 2.6*)
  - % of 5-16 year olds in engaged in two hours a week minimum on high quality PE and school sport (see *section 2.8*)
- 8.4 The Environment block has dropped from a score of '4' in the 3rd quarter to a '3' for the final quarter. There are only two PIs preventing a score of '4' for this service;
- BV187 Condition of footway (see *section 2.15*)
  - BV199d Fly tipping (see *section 2.17*)
- 8.5 Within the housing service block, none of the PIs within the 'Housing the Community' block are in the upper threshold, thus preventing a score of '4'. There is only one PI within 'Housing the Community' which is at the lower threshold;
- LCHS22 %of total private sector homes vacant for more than 6 months (see *section 2.13*)

## 9. Legal Implications

See headline report para 4.1. (Peter Nicholls, Head of Litigation, Resources).

## 10. Financial Implications

See headline report, para 5.1. (Andy Morley, Chief Accountant, Resources.)

## 11. Other Implications

The report seeks to improve the monitoring of performance in the following areas:

Other Implications	Yes/No	Paragraph References with Supporting Information
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Equal Opportunities	Yes	No specific reference
Policy	No	No specific reference
Sustainable and Environmental	Yes	No specific reference
Crime and Disorder	Yes	No specific reference
Human Rights Act	No	No specific reference
Elderly People on Low Income	Yes	No specific reference

**12. Background Papers – Local Government Act 1972**

Audit Commission National Data ([www.audit-commission.gov.uk/cpa](http://www.audit-commission.gov.uk/cpa))

Data from Leicester's Performance Management System

**13. Consultations**

Performance Management Group

**14. Report Author**

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