
COMBINED SERVICE AND FINANCIAL PERFORMANCE REPORT
QUARTER 4 2009/10

Responsible Cabinet Member – Councillor John Williams, Leader and all Cabinet

Responsible Directors – Ada Burns, Chief Executive and all Directors

SUMMARY REPORT

Purpose of Report

1. To report the Council's service and financial performance at year end (fourth quarter) 2009/10.

Summary

2. This report provides a combined quarterly overview of the position on service and financial performance and shows progress against the Sustainable Community Strategy (SCS) One Darlington: Perfectly Placed, the Local Area Agreement (LAA) and the Council's corporate plan. It also provides the provisional revenue outturn for 2009/10.
3. Performance and delivery achievement headlines since the last report include:
 - (a) Comprehensive Area Assessment has been abolished, and work on this has ceased.
 - (b) The Adult Social Care team have been asked to be a national demonstrator site for the Department of Health Person Centred Planning Guidance.
 - (c) Thanks to proactive sickness management sickness absence across the Council was reduced from 9.46 days per FTE in 2009 to 8.46 days in 2010.
 - (d) Performance on NI14 avoidable contact (minimising the proportion of customer contact that is of low or no value to the customer) was reduced from 15% in 2008/9 to 12% in 2009/10.
 - (e) Funding and consultancy support was secured from the Personal Finance Education Group (PFEG) in March to help facilitate the promotion of financial capability in primary and secondary schools. The resources will be used to help deliver the Darlington Healthy School conference in June and projects in the national 'My Money' week in July.
4. Many of the national indicators are outcome-based and only reported on an annual basis. The Place Survey indicators are collected every two years and will not be available again until late 2010. For some national indicators there is a time lag which can be many months and in some cases more than a year. It should also be noted that there may be a mismatch between the quarter that the data is reported in and the quarter to which the performance refers.

5. The following table provides an overview of service performance progress against target for the SCS, LAA and corporate plan where data is available. The pie charts, using the latest data available for all indicators, show the number of indicators and then the percentage of the total, e.g. for the number of national indicators by alert symbol for the LAA there are 46 (one indicator has two parts). In this instance there are seven indicators (15%) above target and eleven indicators (24%) below target. The status shows the position as at year-end (4th quarter) using only those indicators where data is available for that quarter whereas the pie charts show the latest data for each indicator.

Plan	Status	Chart															
One Darlington : Perfectly Placed – Sustainable Community Strategy	●	<p>Number of NIs by alert symbol for the SCS</p> <table border="1"> <thead> <tr> <th>Alert Symbol</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Below target</td> <td>4</td> <td>25%</td> </tr> <tr> <td>Above target</td> <td>4</td> <td>25%</td> </tr> <tr> <td>On target</td> <td>8</td> <td>50%</td> </tr> </tbody> </table>	Alert Symbol	Count	Percentage	Below target	4	25%	Above target	4	25%	On target	8	50%			
Alert Symbol	Count	Percentage															
Below target	4	25%															
Above target	4	25%															
On target	8	50%															
Local Area Agreement (overall) <ul style="list-style-type: none"> Local Area Agreement – Negotiated targets only; Local Area Agreement – Statutory children's services and early years targets 	● ● ●	<p>Number of NIs by alert symbol for LAA45 (reward and statutory)</p> <table border="1"> <thead> <tr> <th>Alert Symbol</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Below target</td> <td>11</td> <td>24%</td> </tr> <tr> <td>Above target</td> <td>7</td> <td>15%</td> </tr> <tr> <td>On target</td> <td>28</td> <td>61%</td> </tr> </tbody> </table>	Alert Symbol	Count	Percentage	Below target	11	24%	Above target	7	15%	On target	28	61%			
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Corporate Plan (overall) <ul style="list-style-type: none"> Corporate Plan – Delivery of Community Priorities; Corporate Plan – Delivery of Organisational Improvements 	● ● ●	<p>Number of PIs by alert symbol for the Corporate Plan</p> <table border="1"> <thead> <tr> <th>Alert Symbol</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Data unavailable</td> <td>2</td> <td>2%</td> </tr> <tr> <td>Below target</td> <td>19</td> <td>22%</td> </tr> <tr> <td>Above target</td> <td>20</td> <td>23%</td> </tr> <tr> <td>On target</td> <td>45</td> <td>53%</td> </tr> </tbody> </table>	Alert Symbol	Count	Percentage	Data unavailable	2	2%	Below target	19	22%	Above target	20	23%	On target	45	53%
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On target	45	53%															
Medium Term Financial Plan 2009-2013	★																

High level views of performance as at 31st March 2010

Conclusions

6. Overall performance is generally on target. Of 35 Local Area Agreement indicators 27 have data at year-end. Eight indicators are showing below target performance including the number of additional homes provided, the number of affordable homes delivered, change in the under 18 conception rate and children and young people participating in high quality PE and sport.
7. Subject to audit, the draft financial outturn for the Council's 2009/10 revenue budget is an improvement in available balances of £5,021,000 compared with the 2009-13 Medium Term Financial Plan (MTFP) approved by Cabinet in February 2009.

Recommendations

8. It is recommended that Cabinet note:
 - (a) the areas where targets have not been met and ensure action planning is taken to address these key areas of under performance;
 - (b) the on target performance against the Sustainable Community Strategy, Corporate Plan and the Local Area Agreement;
 - (c) the provisional financial outturn for 2009/10 compared with the approved 2009-13 Medium Term Financial plan.

Reason

9. The recommendations are supported to maintain appropriate management arrangements for the Council's finances to make effective use of the Council's resources and to continue to effectively manage services and improve value for money.

Paul Wildsmith
Director of Corporate Services

Chris Sivers
Assistant Chief Executive

Background Papers

Financial reports

Performance management reports

David Hall – Financial performance sections, Ext: 2303

David Goodchild – Service performance sections, Ext: 2015

S17 Crime and Disorder	Indicators reported here include those concerned with reducing crime and disorder and are showing generally on-target performance
Health and Well Being	Indicators reported here include those concerned with improving health and wellbeing and are showing generally on target performance
Sustainability	Indicators reported here include those concerned with sustainability and are showing generally on target performance
Diversity	There is no specific diversity impact other than that measured by the indicators.
Wards Affected	All wards are affected equally, although specific indicators measure the impact on 'One Darlington'.
Groups Affected	All groups are affected equally, although specific indicators measure the impact on 'One Darlington'.
Budget and Policy Framework	This report does not recommend a change to the Council's budget or policy framework.
Key Decision	This is not classed as a key decision.
Efficiency	The corporate plan and service plans are integral to delivering services efficiently (and effectively) although this report does not identify specific efficiency savings.
Urgent Decision	For the purpose of the 'call-in' procedure this does not represent an urgent matter.
One Darlington: Perfectly Placed	Data is reported here to assess progress against meeting the objectives in the SCS.

MAIN REPORT

Information and Analysis

10. The content of this report covers the following:

- (a) Background information;
- (b) Performance information and analysis:
 - (i) One Darlington : Perfectly Placed, the Sustainable Community Strategy (SCS);
 - (ii) Local Area Agreement (LAA);
 - (iii) Corporate Plan – both improvement actions and performance information.
- (c) Update on the performance monitoring of the One Darlington and Perfectly Placed priorities;
- (d) Comprehensive Area Assessment summary;
- (e) Financial information;
- (f) Overview of services' position on budgets and performance indicators;
- (g) Overview of complaints.

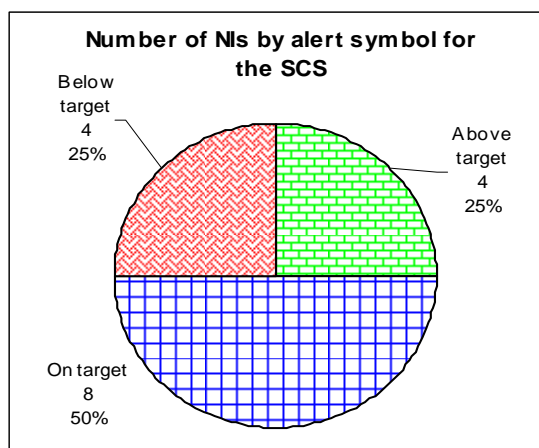
Background Information

11. This report covers the period April 2009 to March 2010. High-level summary financial information is included in this report. Detailed financial information is shown in the 2009/10 Revenue Outturn report, included with today's agenda. This report provides both a financial and service performance assessment against service plan areas.
12. This report aims to give a high level view of performance, and report by exception any areas of contra performance. All service performance information is available for viewing via *PerformancePlus*, with more detailed information available from the Council's Corporate Policy Unit.

Performance Information and Analysis

(i)	One Darlington : Perfectly Placed – Sustainable Community Strategy	●
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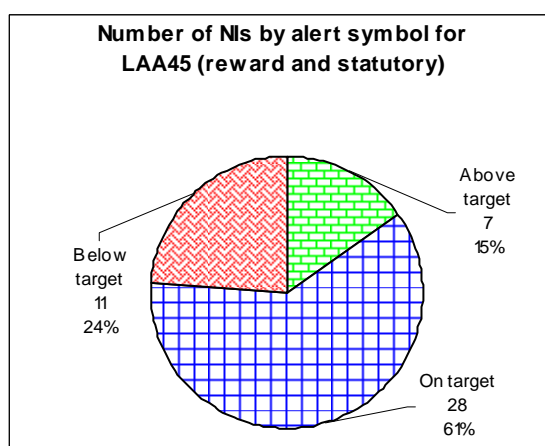
13. The SCS itself incorporates 15 performance indicators (three for each of the five delivery themes) and one of these indicators has two parts (hence 16 in the pie chart below). These indicators focus on long-term outcomes that are unlikely to shift significantly within the short-term but over the 13 year lifespan of the SCS they will provide a high level overview of progress in delivering the vision.



14. The overall status of the SCS is currently showing on target performance, although this is based on 12 indicators, including one which one has two parts. Within this NI075 Achievement of 5 or more GCSEs including English and mathematics reported below target, performance significantly improved from the previous year.

(ii)	One Darlington : Perfectly Placed – Local Area Agreement	●
)	- Local Area Agreement – Negotiated Targets	●
	- Local Area Agreement – Statutory Education Targets	●

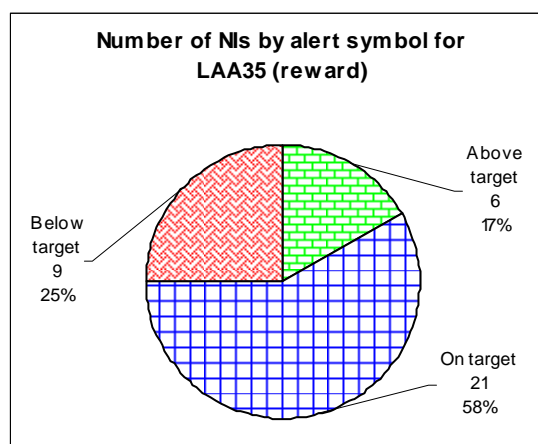
15. The LAA consists of a set of 35 (36 in the pie chart since one has two parts) performance indicators (selected from the national indicator (NIS) set) and associated targets, negotiated and agreed with government as the delivery plan for in the short term progressing One Darlington : Perfectly Placed over the period 2008-2011. The LAA also includes ten statutory indicators/targets.
16. The symbols above show that overall the LAA is currently 'on target'. This overall position is calculated from the available data on both the negotiated and statutory indicators. The 'negotiated' reward part of the LAA is on target with data available for ten of the 36 indicators (one indicator has two parts). For the Children's Services (education) part of the LAA data is available for all ten indicators.



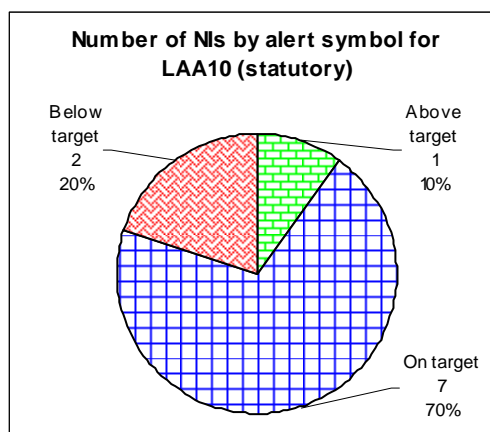
17. Of the 27 negotiated indicators for which data is available at year end, 16 show performance to be on target. Eight indicators are showing below target performance as detailed in the table below.

Indicator	Target	Actual
NI050 – Emotional health of children	63.3	56.4
Reasons – Large variance due to changes made to weightings when calculating LA level estimate from the survey sample. More pupils, this year, answered "not true" (rather than "Neither true nor not true") to the question "When I'm worried about something I can talk to an adult other than my mum or dad".		
NI057 – Children and young people participating in high quality PE and sport	90	75
Reasons – Outturn Figure relates to 2008-09 academic year, and is the latest figure available at 31st March 2010. All National Curriculum Year (NCY) groups meet their targets apart from NCY 10 and 11, where only 32% of students are participating in 2 hours. Of the seven secondary schools, two schools miss the 2 hour participation by 30 minutes and another two schools by 60 minutes. This is due to curriculum pressure with pupils having their PE time reduced to give more time to other subjects. The 2008/09 Sports Survey recorded the percentage of pupils who participate in 3 hours of high quality PE giving Darlington a baseline of 48% for NCY 1-11. The results for 2009/10 will be available in September 2010.		
NI112 – Change in under 18 conception rate	-46.2	-20.1
Reasons – Target is a national one, which only three local authorities are close to achieving. Darlington's under 18 conception rate has decreased by over 7% in 2008; the National rate only decreased by 1%, and the North East region by 4%. Darlington's change in rate is over 6% better than national and regional performances.		
NI 130 – Direct Payments/Individual Budgets	10.0	8.4
Reasons – During 2009/10 the infrastructure required for the implementation of Personal Budgets within Darlington was developed, including a Supported Self Assessment Questionnaire, a Resource Allocation System and a model for Support Planning. The model was tested with a small group of disabled people who also assisted in its development. The planned implementation of personal budgets was not scheduled to commence until April 2010, so the numbers within this indicator are made up of Direct Payments only. The increase in direct payments are due to the re-commissioning of domiciliary and day care, resulting in a significant number of older people and people with a learning disability choosing to have a direct payment, instead of a commissioned service. From 1 April 2010 there will be a significant and regular improvement in performance for this indicator as the phased roll out is offered to new clients contacting Adult Social Care, starting with people over 65 and then and then being extended to include those of working age by October 2010.		
NI 154 – Net additional homes provided	275	231
Reasons – 16% below target due to very weak housing market with longer than anticipated low levels of house building activity. Caused by lack of mortgage finance availability to prospective house buyers and continuing employment uncertainty over the medium to long term.		

NI155 – Number of affordable homes delivered	55	49
Reasons – Over the year completions have varied above and below target. Completions exceeded target in second and third quarters due to completion ahead of schedule at Haughton Road in quarter 2 and completion of Dinsdale Court en bloc in quarter 3 instead of on a phased basis. The shortfall in quarter 4 is due to deferred progress at Snipe House Farm Phase 3 on 6 dwellings due to ground conditions.		
NI186 – Per capita reductions in CO2 emissions	-7.20	-5.28
Reasons – Data reported by Department for Environment, Food and Rural Affairs (DEFRA) on an annual basis. The 2009 to 2012 Local Area Agreement (LAA) target is cumulative and at the end of 2009 is set at a 7.2% decrease from the 2005 baseline figure of 7.96 tonnes. The 2007 figure is 7.54 tonnes which gives a 5.28% decrease from the baseline, therefore 1.92% below target. The decrease from 2005 to 2006 was 0.15 tonnes and between 2006 and 2007 it was 0.27 tonnes. Data for the calendar year 2008 is unavailable.		
NI188 – Planning to adapt to climate change	2	1
Reasons – Although progress has been made towards achieving the process criteria which make up Level 2, some remain outstanding and have been highlighted as priorities for development over the coming year.		



18. The ten statutory education indicators are all reporting at year-end and show an amalgamated position of on target performance. This data is the same as reported at quarter 3.
19. Of the ten indicators:
 - (a) seven indicators are within target tolerance;
 - (b) one is above target, and;
 - (c) two are below target tolerance:
 - (i) NI 075 – Achievement of 5 or more A*-C grades at GCSE (including English and maths), and;
 - (ii) NI 092 – Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest.

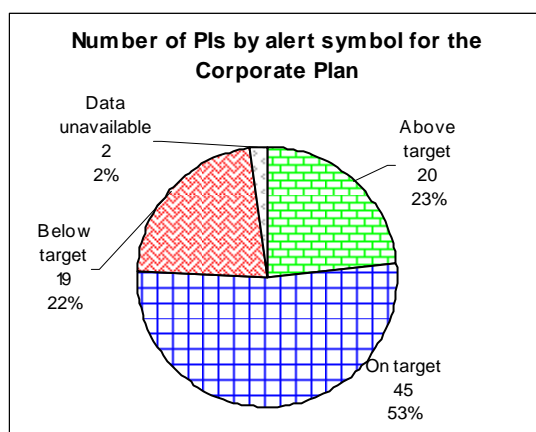


- (d) The two indicators 'below target' were previously reported at quarter 3 and the data and commentary remain the same.

Indicator	Target	Actual
NI 075 – Achievement of 5 or more A*-C grades at GCSE including English and maths	58.7	51.8
Reasons – An actual increase of 4% on previous year's performance and is 2% higher than national averages in this benchmark. One school had a large drop in this area of 14.9% contributing to the authority missing the 58.7% target. This target also assumed that the rate of improvement of the National Challenge School would raise standards from 19% to at or above national averages. This was unlikely. Progress made by the National Challenge School was still very good. Rising from 19% to 42% in this benchmark, again contributing to Darlington averages being above national in this area. ACTION: Targeted work with the school that dropped in outcomes the most from 2008. Support planned for the mathematics department where the development is most needed.		
NI 092 – Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage (EYFS) Profile and the rest	34.3	38.1
Reasons – Many of the interventions have been targeted towards younger EYFS children and will impact in future years. Flying Start 2 nursery and reception data was delayed - with the result that the evidence base for targeted intervention was not available. ACTION: Flying Start 2 nursery and reception data to provide the evidence base for targeted intervention in individual schools/settings. The targeted programme is impacting on the score of the lowest 20% - this will increase as 10 more schools/settings have commenced the Every Child a Talker programme. 10 schools/settings have commenced the programme with a focus towards impact on the Linking Sounds and Letters strand of programme which will impact on the gap.		

(iii)	Corporate Plan 2009-13	●
	- Corporate Plan - Part A: Delivery of Community Priorities	●
	- Corporate Plan – Part B: Delivery of Organisational Improvements	●

20. The SCS and LAA do not cover everything that is important to the effective running of the council, and so additionally both actions and performance in the Council's Corporate Plan are also presented. The Corporate Plan contains a prioritised basket of indicators and actions which are reported against SCS themes and also corporate objectives.
21. The Corporate Plan is on target overall at the end of the second quarter. A total of 86 performance indicators are now attached to the improvement proposals set out in the plan to measure progress against delivery. Of these 86, including both national and local indicators, at year-end data is available for 67 with 18 of these showing below target performance. As for previous charts that below shows the latest position for the indicators.




22. Improvement proposals are set out in the plan in two sections or parts – part A contains proposals for delivering outcomes that will contribute to the vision for Darlington; part B sets out proposals for the council's organisational development. Of the indicators measuring progress against SCS themes, 52 have year-end data available and show performance to be on target overall. Of the indicators measuring progress against the council's corporate objectives, 15 have data available and show performance on target overall.
23. The 'Part A: Delivery of Community Priorities' basket includes 17 indicators that are currently performing below target. Some of the indicators are repeated in the LAA and are described earlier.

Indicator	Target	Actual
NI050 – Emotional health of children	63.3	56.4
Reasons – See LAA		
NI057 – Percentage of children and young people participating in high quality PE and sport	90	75
Reasons – See LAA		
NI 060 – Percentage of core assessments for children's social care carried out in less than 35 days	88.0	70.9
Reasons – Combination of increasing number of cases and difficulty recruiting staff. ACTION: Review roles to enhance retention of staff including social work taskforce recommendations. Also review of team processes and thresholds.		
NI 062 – Stability of placements of looked after children	11.0	16.1

Reasons – This outcome is linked to the number of referrals and admissions of looked after children and the current shortage of internal fostering provision. Recruitment of foster carers continues to be a priority for the Family Placement Service. ACTION: Demand has increased for emergency placements in line with an increase in referrals for looked after children. This sometimes entails a change of placement after emergency admission to a more appropriate placement, owing to capacity issues. A report requesting an increase in payments to foster carers is to go to Cabinet on 13 July 2010. If agreed, this should help with recruitment of more foster carers, leading to greater choice of placement and contributing to improved stability.		
NI 065 – Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time.	9.0	10.1
Reasons – Large variance due to one family with several members receiving a second Child Protection Plan.		
NI 066 – Percentage of looked after children cases reviewed within timescale	100	87
Reasons – Below target by 17 cases, with 9 of these cases missed by 1 day. ACTION: Raised awareness that cases must be monitored by days rather than in months to match NI 066 guidance.		
NI 075 – Achievement of 5 or more A*-C grades at GCSE including English and maths	58.7	51.6
Reasons – See LAA		
NI 089a – Number of schools requiring special measures	0	1
Reasons – In March 2009, following an Ofsted inspection, Mount Pleasant Primary School was deemed to require special measures as it was failing to give pupils an acceptable standard of education. ACTION: Following the publication of SAT results in July 2008, which revealed a rapid decline in an already downward trend, the school was placed in the LA's 'intensive support' category. The school received weekly visits from its Lead Officer (LO) and a teaching and learning adviser was placed 'in residence' on a full time basis. It was predicted in September 2008 that when inspected the school would fall into an Ofsted category, particularly because of the very low performance at KS2. The school was inspected in March 2009 and went into the Ofsted category Special Measures. The LA continues to work with the headteacher (HT), staff and governors in formulating and delivering an improvement plan. The LO continues to visit weekly and will closely monitor progress against the plan. A consultant HT is supporting the process. In addition two very experienced serving governors have been appointed to the Governing Body by the LA to provide greater rigour and establish a greater degree of accountability. The results for 2008/09 show improved performance in all subjects but still fall short of statutory targets. The school was re-inspected by Ofsted in September 2009 and although some progress was acknowledged further measures have been taken.		
NI 089b – Time taken for schools to come out of special measures	0	25
Reasons - Indicator relates to schools coming out of the special measures category during the 2008-09 academic year. Following an inspection by Ofsted in late November 2008 the Phoenix Centre, after spending 25 months in the special measures category, moved to the category of notice to improve.		
NI 092 – Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	34.3	38.1

Reasons – See LAA		
NI112 – Percentage change in the under 18 conception rate	-46.2	-20.1
Reasons – See LAA		
NI 117 – 16 to 18 year olds who are Not in Education, Employment or Training (NEET)	6.3	7.1
<p>Reasons – Given the current economic climate the 2009/10 target was particularly challenging. The 0.8% difference equates to 62 young people. It should also be noted that the 'not known' figure did reduce year on year to 2.4%, and 'in learning' has increased from 81.3% to 83.4%. There are a number of reasons for the variance: lack of appropriate provision, entrenched needs of young people requiring bespoke responses, greater numbers of local young people not in education/employment/training. The planned Get Connected Event (scheduled for 05/01/10) was cancelled due to bad weather - previous year 35 young people had received and started with Training Providers from this event, and Skills 4 Me contract was not renewed with a provider working with YOS young people which had a significant impact on EET progression for this client group. ACTION: Range of actions in place including earlier identification of potentially NEET young people in Year 11 in collaboration with schools, detailed September Guarantee plan in place and operational, case specific discussion at NEET Reduction Partnership, NEET improvement plan (which details roles and responsibilities of all key agencies), input to developing Integrated Economic Strategy, and range of Government initiatives including resources to local Authorities to increase flexible learning through e2e.</p>		
NI130 – Direct Payments/Individual Budgets	10.0	8.4
Reasons – See LAA.		
NI178i – Percentage of non-frequent bus services running on time	77.50	57.81
<p>Reasons – Inspection of the data shows that more buses are leaving early than arriving late which suggests poor time keeping by the bus drivers. Discussions are taking place with Arriva about possible reasons.</p>		
NI178ii – Excess waiting time for frequent bus services (minutes)	1.25	2.22
<p>Reasons – The average excess waiting time is too high. There are a number of possible reasons for this. Firstly frequent services may be 'bunching', so that buses arrive close together with then a long gap, possibly due to temporary events such as major roadworks (however, there were no significant roadworks in the survey period). Secondly, the removal of buses from service, so that for example instead of 6 per hour there are only 5, would increase waiting time. Discussions are taking place with Arriva about possible reasons.</p>		
NI 186 – Per capita reductions in CO2 emissions	-7.2	-5.28
Reasons – See LAA		
NI 188 – Planning to adapt to climate change	2	1
Reasons – See LAA		
NI191 – Residual household waste per household (kg)	590.00	652.95
<p>Reasons – The target of 590 kg was set on the basis that the new mechanical biological treatment plant was to be operational from April 2010. However due to delays in planning approval the plant did not go operational until 7 September 2010 and this has affected the performance for the year.</p>		

24. The Corporate Plan identifies 92 improvement actions:

Number of corporate plan improvement actions	92
Percentage of corporate plan improvement actions on or above target	96% (4)
Status of corporate plan delivery	

25. Four corporate plan actions out of 92 (4%) is showing red triangle status, indicating that implementation is currently not achieving approved timescales or targets. The actions not achieved are for progress in implementing civil parking enforcement with final clarification issues being discussed with the Department for Transport; and in 'community safety' due to staff absences. These include promotion of the responsible drinking code, a refresh of the domestic abuse strategy and action plan so although actions are being implemented these are taking longer than envisaged and developing local responses to the 'Neighbourhood to National' Green Paper particularly with respect to confident communities.

Update on performance monitoring of One Darlington and Perfectly Placed Priorities

26. The framework for measuring achievement of the Sustainable Community Strategy 'One Darlington' priority has been previously reported to Cabinet and work is ongoing to collect and report the data. A further basket of indicators has been developed to measure progress against the 'Perfectly Placed' priority which will be supplemented with data on projects which enhance the Place. The provisional indicators are presented by theme and are listed in the table below. They are subject to further review and agreement by Darlington Partnership.

NI008 Adult participation in sport	NI197 Improved local biodiversity – proportion of local sites with positive conservation management
NI011 Engagement in the arts	LI0700 Total recorded crime per 1,000 population
NI151 Overall working age employment rate	LI0709 Number of anti-social behaviour incidents
NI153 Working people claiming out-of-work benefits in worst performing neighbourhoods	NI017 Perceptions of anti-social behaviour
NI154 Number of net additional homes provided	NI017 Dealing with local concerns about anti-social behaviour and crime
NI155 Number of affordable homes delivered	NI047 Percentage change in the number of people killed/seriously injured in road accidents
NI159 Supply of ready to develop housing sites	NI048 Percentage change in the number of children killed/seriously injured in road accidents
NI166 Median earnings of employees in the area	NI049 Number of primary fires/fatalities and non-fatal casualties per 100,000 population
NI167 Congestion – average journey time per mile during the peak	NI001 People from different backgrounds getting on well together
NI171 New business registration rate	NI002 People who feel they belong to their

	neighbourhood
NI172 Percentage of small businesses showing employment rate	NI003 Civic participation in the local area
NI198 Overall proportion of children travelling to school by car	NI075 Achievement of 5 or more A*-C at GCSE including English and maths
NI005 Overall/general satisfaction with local area	NI080 Achievement of Level 3 qualification by age 19
NI177 Local bus/light rail passenger journeys	NI088 Percentage of schools providing access to extended services
NI184 Food establishments in the area compliant with food hygiene law	NI112 Under 18 conception rate
NI186 Per capita reductions in CO2 emissions	NI114 Rate of permanent exclusions from school
NI190 Achievement in meeting standards for control systems for animal health	NI120 All-age all cause mortality rate
NI191 Residual household waste per household	NI137 healthy life expectancy at age 65
NI195 Improved street and environmental cleanliness - litter/detritus/graffiti/fly-posting	NI140 Fair treatment by local services
NI196 Improved street and environmental cleanliness – fly-tipping	

Comprehensive Area Assessment

27. Until the end of May 2010 work was continuing on responding to the requirements of the Comprehensive Area Assessment 2010. As Cabinet will be aware the CAA has been abolished by Government and the Audit Commission has ceased all work on it. This means that there will be no 2010 scores for the overall Organisational Assessment including the use of resources and managing performance components. Currently the National Indicator (NI) set remains and data is being collected and input into the national Data Interchange Hub as required. Further announcements are awaited.

Financial information

28. This report is predominantly ‘backward looking’. It reports performance compared with plans made at the start of 2009/10 and compares the financial results primarily with the original budget for the year, which was approved by Cabinet in February 2009. The only amendments made to the budget are for inter-departmental resource movements (reflecting movements in responsibilities between departments).
29. The provisional financial outturn for 2009/10, subject to audit, compared with the approved 2009-13 MTFP is an improvement of £5,021,000

Projected General Fund Reserves at 31 March 2010	
	£000
Planned closing balance 31/03/2010	7,088
Increase in opening balance from 2008/09 results	268
Collection Fund 2009/10 Projected Deficit	(210)
Projected corporate underspends / (overspends)	
Joint Bodies & Levies	(77)
Financing Costs	1,091
Leading Edge efficiencies	(340)
Pay Award	642
Local Authority Business Growth Incentive	(56)
Area Based Grants	55
HMRC VAT rebate	3,286
Departmental Year-End underspends / (overspends)	
Children's Services	(1,139)
Community Services	1,839
Chief Executive's	146
Corporate Services	(186)
Carry forward request	(298)
Total	12,109
Overall improvement	5,021

30. The separate 2009/10 outturn report on today's agenda, considering the financial results for the year and decisions relating to the allocation of resources, takes the MTFP for 2010-14 approved by Council in February 2010 as its starting point. The prime purpose of that report is 'forward looking', being mainly concerned with the implications for 2010-14. The purpose of the two reports is different but complementary hence the different financial comparisons used. The MTFP for 2010-14 approved by Council in February 2010 includes planned balances of £11.560M at 31st March 2010. The outturn is £549,000 better than the revised MTFP.
31. Significant improvements in the Council's financial results were achieved through the recovery of £3.3M VAT refund and £1.1M reduction in financing costs through proactive management of the Council's borrowing and investments, which also reduced risk.

Overview of service position on budgets and performance indicators

32. The table below shows the position regarding delivery of service plans. For financial information the analysis is a projection as to whether the budget is likely to be achieved by the end of the year, within a tolerance dependent on the size of the budget. For services progress is assessed at the year-end (4th quarter).

Department/Service Plan (▲ below target , ● on target ★ above target)

	Finance	Service
Chief Executive's		
Communications	▲	●
Connecting with Communities	★	●
Health Improvement	●	●
Regeneration	●	●
Safer Communities	●	★
Policy, Planning & Performance	★	★
Children's Services		
Children and Families	▲	●
Partnerships	●	★
Planning and Resources	●	●
School Improvement & Development	●	●
Community Services		
Adult Social Care	●	●
Building Services	●	▲
Cultural Services	★	●
Environmental Services	●	●
Highways	●	★
Housing Benefits	★	★
Housing Services	●	●
Supporting People	★	★
Finance & Performance	●	Not reported
Technical Services	★	Not reported
Corporate Services		
Corporate Assurance	●	●
Finance	●	●
Human Resource Management (HRM)	▲	▲
Legal and Democratic	★	●
Public Protection	▲	●
Darlington & Stockton Partnership	●	Not reported
Resources	▲	●

Finance indicators: ▲ below target – net expenditure is greater than budget.
★ above target – net expenditure is less than budget.

33. There are two service plans showing below target service performance at year-end and six showing above target performance. For three service plans service performance is not reported here. In particular, the Darlington & Stockton Partnership is subject to separate reporting procedures.
34. The Building Services plan is reporting under target service performance due to targets not being achieved for adaptations, repairs before lettings and non-urgent repairs. This is

principally due to jobs being held over from the previous year and the budget being inadequate to complete.

35. The Human Resources Management service plan is reporting under target performance due to the number of accidents, days lost to accidents, the percentage of the top 5% of employees with a disability and the percentage of ethnic minorities. For some of these indicators the number of occurrences is small and a thus a small numeric change can result in a large percentage variance.
36. Significant variances between budget and projected outturn are:

Chief Executive's

- (a) Policy, Planning and Performance – an underspend of £118,000 from savings in staff turnover and vacancies and expected savings on supplies and services budgets.
- (b) Connecting with Communities – an underspend of £151,000 from posts held vacant pending service reviews and savings on supplies and services budgets.
- (c) Communications Unit – an overspend of £28,000 due to a shortfall in income.

Children's Services

- (d) Children & Families – an overspend of £1,113,000 due to increased external child placement costs, increased direct payments and increased agency staff costs.

Community Services

- (e) Housing Benefits – an underspend of £169,000 due to changes in exempt accommodation rules and receipt of a one-off additional grant.
- (f) Supporting People – an underspend of £528,000 is projected due to the release of a former ring-fenced grant.
- (g) Cultural Services – an underspend of £544,000 primarily due to additional income generation and savings on supplies, services and staffing budgets.
- (h) Technical Services – an underspend of £36,000 due to receipt of additional income generation

Corporate Services

- (i) Public Protection – an overspend of £231,000 primarily due to lower than expected car parking income, offset by savings on supplies, services and staffing budgets.
- (j) Resources – an overspend of £239,000 due to a shortfall on valuers fee income and pressures on the property portfolio.
- (k) Human Resource Management – an overspend of £76,000 is projected due to a shortfall on expected income from Darlington PCT.
- (l) Legal and Democratic – an underspend of £261,000 due to savings on the postage contract and savings on the supplies, services and staffing budgets.

Overview of complaints

37. The following table shows the number of complaints for April 2009 to March 2010 proceeding through the 2 stages of the corporate complaints system broken down by department.

Department	Compliments	Comments	Complaints	Stage 1	Stage 2
Chief Executive's	14	6	89	89	11
Children's Services	17	8	19	19	0
Community Services	351	121	368	367	31
Corporate Services	102	13	56	55	7
Darlington BC	484	148	532	530	49

38. The Council's complaints management system has now been configured to ensure that all complaints received can be recorded and monitored. This enables the production of accurate complaints information that allows the Council to demonstrate how it uses complaints information to learn as an organisation. Previously it was unable to do this effectively resulting in critical comments from inspectors.
39. Some examples of organisational learning resulting from complaints are provided below:
- (a) Following a complaint about the dropped kerbs outside a supermarket in Cockerton being incorrectly positioned, a Disability Equality Impact Assessment was carried out and the dropped kerbs were relocated.
 - (b) Following a complaint about the manner in which a planning application was publicised, planning officers were asked to ensure planning applications for major developments are publicised in line with not only the regulations but the requirements set out in Darlington Borough Council's Statement of Community Involvement.
 - (c) In response to a complaint regarding having to attend the Town Hall to complete a concessionary fares application form application forms and supporting documents can now be obtained from Customer Services or on-line and returned by post.
 - (d) Following a stage two complaint, the procedure for allocating allotments was reviewed. It was decided that due to the huge increase in the numbers of people on the waiting list variations in the way allotments were allocated according to locally specific circumstances was no longer tenable.

Consultation

40. Officers within the Council and partners have been consulted over the contents of this report and are supportive of the approach taken to reporting performance.