

ABERDEEN CITY COUNCIL

COMMITTEE Finance & Resources DATE 12 November 2009

CORPORATE DIRECTOR - Stewart Carruth, Director of Corporate Governance

TITLE OF REPORT – **Corporate Governance – Performance Report**

1. PURPOSE OF REPORT

The purpose of this report is to present to committee key performance and management information for the Corporate Governance Service. The report content and style will be developed and this report should be viewed as a work in progress.

The September Finance & Resources Committee agreed the report “Performance Management – Reporting and Target Setting 2009/10” – a number of which are annual and therefore not included in this report. Details are provided in section 6 of this report.

The Director of Corporate Governance will review the indicators as a matter of course to ensure robust and meaningful data is reported to provide confirmation / assurance of an effective management team within Corporate Governance.

2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the operational performance along with the key performance management indicators contained in the report.

3. FINANCIAL IMPLICATIONS

No direct implications arising out of this report, although a number of comments are made on the use of resources.

4. SERVICE & COMMUNITY IMPACT

Performance in planning and delivering all services requires measuring and reporting. Specifically the functions covered in this report relate to the use of financial, human, physical and technological resources, which support the achievement of a wide range of key objectives contained in service and community related plans/documents.

All of Corporate Governance indicators contribute to National Outcome 15: “Our public services are consistently high quality, continually improving, efficient and responsive to local people’s needs”.

The Scorecard has been amended to show the expected outcomes of each performance indicator within the above National Outcome and against the challenge of an “Efficient Council & Fair Funding” within the ethos of a Vibrant, Dynamic and Forward Looking Council.

5. OTHER IMPLICATIONS

There are no other direct implications arising out of this report; although a number of comments are made on the use of resources and the report refers to various health and safety measures.

6. REPORT

The Performance Report consists of:

Section 1) Corporate Director’s overview of progress since the last Committee. This focuses on the key operational and performance issues in each section within the Corporate Governance Service.

Section 2) Performance Indicator Balanced Scorecard. There is a traffic light mechanism to indicate the status relating to each indicator, which in turn is supported by Appendices with ‘drill down’ information for each indicator in the Scorecard.

A number of the indicators from the Performance Management – Reporting and Target Setting 2009/10 report tabled at the September 2009 committee are not included in this report for the following reasons:

Annual Indicators

- Cost of the overall accountancy function and corporate accountancy functions per £1,000 of net expenditure
- HR unit cost as reported through Cipfa benchmarking club
- The gross administration cost per benefits case
- Cost of collection Council tax per dwelling
- Cost of Internal Audit per £1m of Council expenditure
- Average debt owed by tenants leaving in arrears, as % of the average weekly rent
- % of arrears owed by former tenants that was either written off or collected during the year
- % tenants giving up tenancy in the year that were in rent arrears
- % current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250
- % of the highest paid 2% and 5% of earners among council employees that are women

Full data not yet available for Corporate Governance

- % of Public Performance Reports schedule published
- Reports not included in the first circulation
- % of identified senior staff who have undergone training in priority areas

Resource Development & Delivery (transferred to Enterprise, Planning & Infrastructure)

- The proportion of operational accommodation in a satisfactory condition
- The required maintenance cost of operational assets per square metre

The recent creation of the directorate of Corporate Governance means that there is not always history of data specific to Corporate Governance; a number of indicators are from September 2009 only.

Section 3) Detailed progress on each item is included in section 2) above.

The supporting sheets to the Scorecard identify actions which are ongoing (Section 3), but not withstanding the full report I would highlight some of the key issues as follows:

Sickness absence - 11.3 average days sickness

Comment:

The realignment of the staffing structures to the new organisational structures is not yet 100% complete within the payroll/HR system (Pse), e.g. Resources Development & Design is still assigned to Corporate Governance, although now the responsibility of Environment, Planning & Infrastructure. Provisional allocations have been assigned to staff records, and the latest indication is the exercise will be fully completed during November 09.

From the data currently available the average days sick per employee for September 09 is 11.3 days; this is greater than the Corporate target of 10 average day's sickness. The Corporate Governance target is 11.3 average days.

Line Managers are instructed to strictly apply the absence policies; with specific areas of high sickness levels having been targeted recently with positive effect. As the indicator is based upon a 12 month period, the impact will not yet be fully evident on the outcome.

1.1 - % Revenue spend against budget – 59%

Comment:

The financial planning system “Collaborative Planning” is being rolled out across the Council at the moment, with budget holders being reminded of the need for transparent allocations of costs and also greater accuracy in the revision of forecasts. At this half way stage in the financial year, and assuming spend is evenly spread through out the year, 50% would be the ‘target’. Although slightly higher this is due to a number of income lines not chargeable until year end.

1.4 - % Capital spend against budget – 5.6%

Comment:

Traditionally capital spend does take place towards the end of the financial year and it is anticipated that this will be the case in this financial year.

1.7 Health & Safety Matrix – 90%

Comment:

This is lower than the Service's target of 100%, however significant effort is being undertaken to bring outstanding assessments up to date.

4.1 % of Staff appraised in year – 61%

Comment:

Appraisal performance is reported on a 12 month rolling period. The percentage has dropped due to appraisals within Procurement and City Solicitor becoming due but not completed in the month of September. Action plans are in place to ensure appraisals are completed.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS - Not applicable.