

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**

Date of Committee **14th February 2007**

Report Title **Performance Reporting**

Summary This report provides commentary on a number of key performance indicators within the arrangements for reporting performance for the Adult and Community Service Directorate.

For further information please contact: Philip Lumley-Holmes
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Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillor F McCarney, Councillor M Stanley, Councillor Mrs J Compton, Councillor R Dodd, Councillor R Randev
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Jane Pollard, Alison Hallworth, Ian Marriott
- Finance
- Other Chief Officers Graeme Betts, Strategic Director of Adult, Health and Community Services

- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Adult and Community Services Overview and Scrutiny Committee – 14th February 2007

Performance Reporting

Report of the Strategic Director of Adult, Health & Community Services

Recommendation

That Members discuss and comment on the content of the report to ensure performance is being monitored on a regular basis.

1. Introduction

- 1.1. I last reported to Committee at the 13 December 2006 meeting in relation to the Directorate's performance outside the corporate framework.
- 1.2. I continue to hold regular meetings with my Heads of Service and I report on the latest issues.

2. Key Facts

2.1. Adult Services

- Older People and Physical Disability
 - Work continues via the 'improvement board' to address key PAF indicators C29 and C32 (helped to live at home) currently showing the wrong direction. C29 is of particular concern being in the 'ask questions band'.
 - The underspend on Older People has increased again but is not sustainable in the longer term if performance is to improve more rapidly.
 - There has been some reduction in longer term staff sickness which continues to be an area for concern.
 - There have been a number of complaints in relation to external service provision. The majority of the complaints related to one provider. Management action was taken to address this, resulting in the contract being transferred to another provider for a particular area of the County.
- Learning Disability and Mental Health
 - The overspend on these budgets continues to reduce but the ongoing base problem of over £2million needs to be addressed as

part of the budget process for 2007/08.

- Other Services
 - Performance for PAF indicator C51, Direct Payments at 85.61, continues to improve steadily towards the comparator authority average of 85 but it is unlikely that we will achieve our target of 121 by the end of the year. However it is a key factor to improving overall and will need to feature in our plans for 2007/08.
 - We are saving on the budget in the areas of specialist services and development to help reduce the Directorate's overall deficit but it is important that we try to develop services where possible in order to improve performance in the future, and therefore are releasing some additional spend to help kick start the process, particularly in the area of the Occupational Therapy Services.

- Home Care
 - Currently we are underspending the budget which gives scope for developing the service which should, at marginal costs, save against external provision. A key issue for this service is to reduce sickness levels which not only cost more but also disrupts service provision. There has been an increase, particularly in longer term sickness.
 - There has been a welcome increase in compliments for our service.

- Homes for Elderly People
 - Sickness levels have increased and like home care must be addressed to help bring down our costs.

- Day Care Services
 - Sickness also needs to be monitored for day services. Longer term sickness has reduced slightly but the overall level is still a concern.

- Commissioning and Contracting
 - There are ongoing discussions with the respective provider in relation to equipment delivery datasets.

2.2. Libraries, Learning and Culture

- Libraries and Culture
 - Performance currently is monitored quarterly and, therefore, there are no changes in the performance activity data this period.
 - However in this report I have attached a monthly headline report on the actions being undertaken in the Department which will give Members a feel for the processes in place to track progress.

3. Summary

- 3.1. We continue to make real progress on performance reporting but some of the key performance data sets are unlikely to be fully developed until into the New Year.

- 3.2 The financial situation facing the Department this year is giving a difficult backdrop to improving performance and it will be key next year to ensure improving performance is part of the agenda when considering the budget for 2007/08.
- 3.3 Members are asked to comment on the latest performance data and I will continue to develop this process and bring further reports on a regular basis.

GRAEME BETTS
Strategic Director of Adult, Health &
Community Services

Shire Hall
Warwick

January 2007

Explanation of Acronyms

FTE	Full Time Equivalent
CSCI	Commission for Social Care Inspection
HRMS	Human Resources Management System
LDAF	Learning Disability Assessment Framework
WiID	Warwickshire Interactive Library Database
LSC	Learning Skills Council
CRO	County Records Office
BVPI	Best Value Performance Indicator

Locality Commissioning

Older People & Physical Disability

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
C29 PD Helped to live at home	2.97	4.3	3.1	2.8	2.9	2.7	2.7	2.7	2.7	
C32 OP Helped to live at home	58.2	77	74	56.6	56.5	56.6	56.3	56.8	57.5	
D55 Waiting times for assessments	82.1%	80.4%	87%	88%	87%	87%	87%	86%	85%	
D56 Waiting times for care packages	86.2%	84%	88%	90.3%	91.7%	91.1%	87.1%	89.0%	88.0%	

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	164.00	140.20	162.00	138.40	160.00	136.50	160.00	135.90		
Sickness: Days/FTE *				15.00		15.90		15.50		
% FTE				6.60%		7.00%		6.90%		
% Short Term				48.90%		50.40%		54.50%		
% Long Term				51.10%		49.60%		45.50%		

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative total
Stage 1	6	6	9	12	4	10	5	6		58
(Ext Providers, Homecare)	2	3	3	1	3	16	5	12		45
(Ext Providers, Residential)	3	1	0	0	2	0	0	1		7
Stage 2	2	0	0	0	0	0	0	0		2
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	20	27	28	29	10	4	2	0		120

* See Appendix A

Finance Information

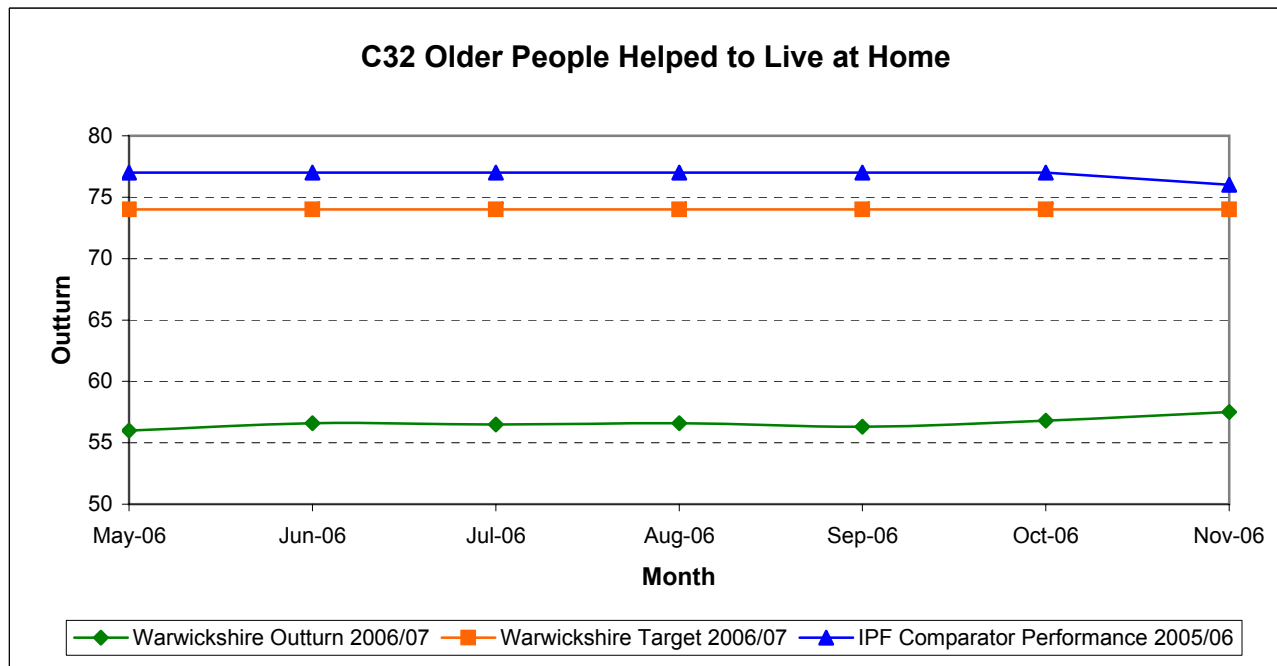
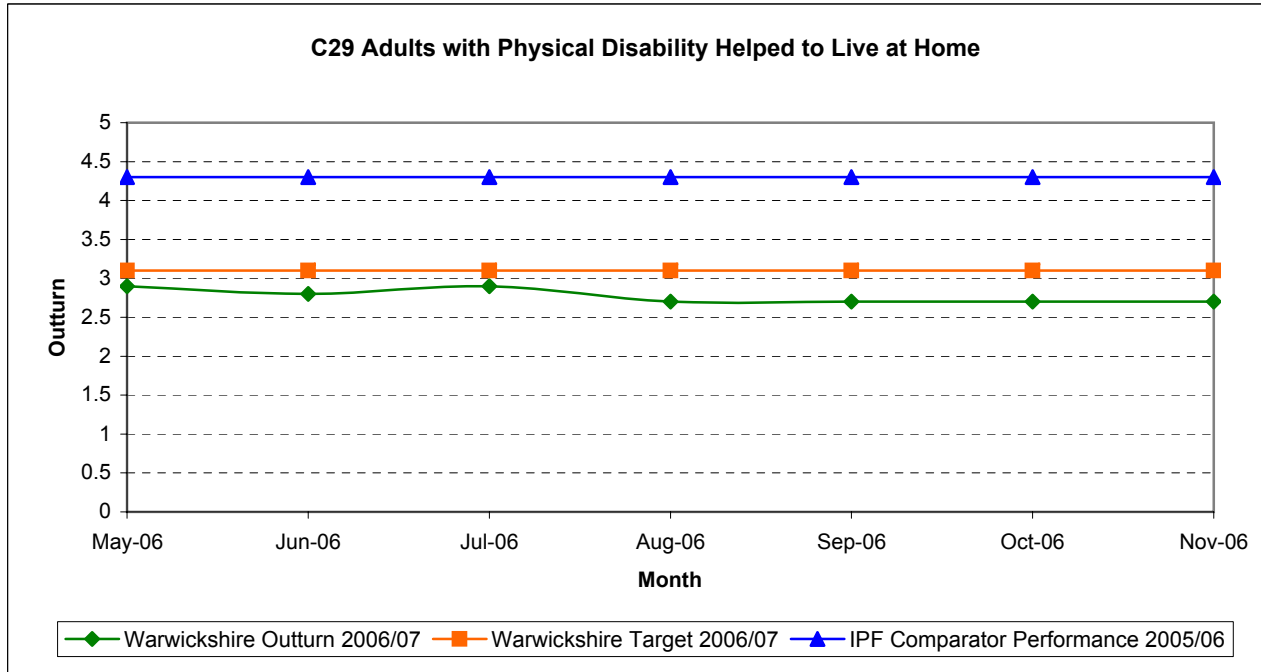
		OLDER PEOPLE							
Status		Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Care Management Services	0	5,403,498	5,403,598	5,341,258	5,348,381	5,348,376	6,165,507	
		0	20,277,768	20,239,428	19,772,269	19,989,244	19,989,249	19,170,912	
	Total Budget	0	25,681,266	25,643,026	25,113,527	25,337,625	25,337,625	25,336,419	0
	Care Management Services	0	4,165,645	5,066,413	5,378,507	5,292,916	5,248,453	5,233,540	
		0	21,052,246	19,960,879	19,038,806	19,332,751	19,419,793	18,883,445	
	Total Forecast	0	25,217,891	25,027,292	24,417,313	24,625,667	24,668,246	24,116,986	0
	Care Management Services	0	(1,237,853)	(337,185)	37,249	(55,465)	(99,923)	(931,967)	0
		0	774,478	(278,549)	(733,463)	(656,493)	(569,456)	(287,467)	0
	Total Variance	0	(463,375)	(615,734)	(696,214)	(711,958)	(669,379)	(1,219,433)	0

Agency Staff Spend (forecast)	0	61,088	102,468	102,468	102,468	98,355	92,855	
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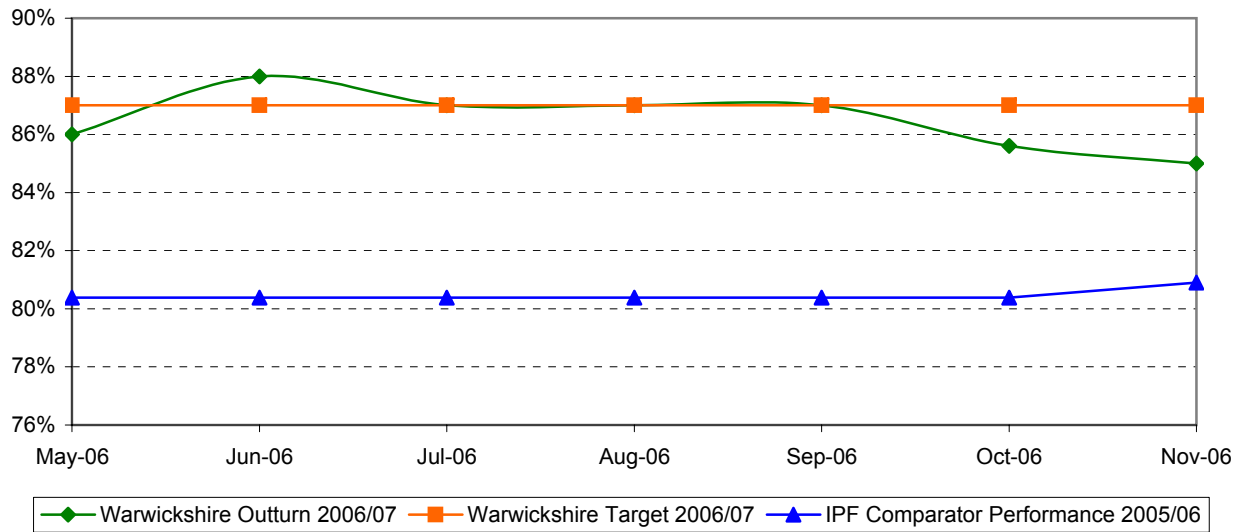
		PHYSICAL DISABILITY							
Status		Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Care Management Services	0	0	0	0	0	0	0	
		0	5,363,461	5,363,461	5,373,477	5,163,634	5,675,707	5,675,707	
	Total Budget	0	5,363,461	5,363,461	5,373,477	5,163,634	5,675,707	5,675,707	0
	Care Management Services	0	0	0	0	0	0	0	
		0	7,003,494	6,919,431	6,937,866	6,539,760	6,498,301	6,489,795	
	Total Forecast	0	7,003,494	6,919,431	6,937,866	6,539,760	6,498,301	6,489,795	0
	Care Management Services	0	0	0	0	0	0	0	0
		0	1,640,033	1,555,970	1,564,389	1,376,126	822,594	814,088	0
	Total Variance	0	1,640,033	1,555,970	1,564,389	1,376,126	822,594	814,088	0

Agency Staff Spend (forecast)	0	0	0	0	0	0	0	0
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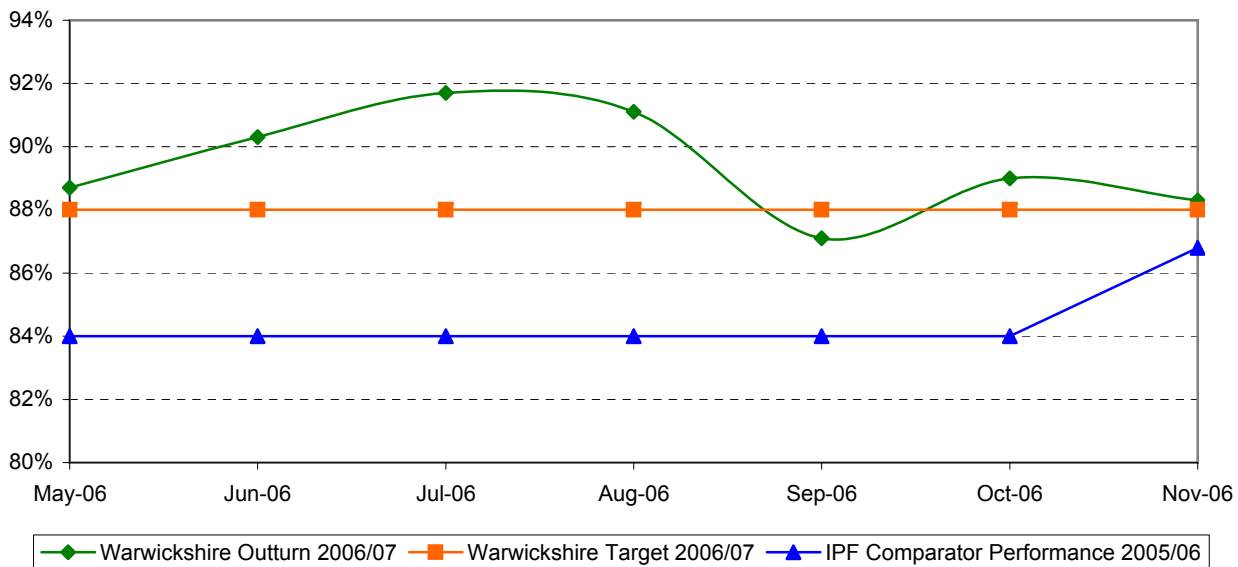
* See Appendix A



D55 Waiting Times for Assessments



D56 Waiting Times for Care Packages



Locality Commissioning

Learning Disability & Mental Health

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
C30 LD Helped to live at home	2.1	2.8	2.34	2	2	2	2	2	2	
C31 MH Helped to live at home	5.7	3.8	5.7	4.4						

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	145.00	128.40	144.00	128.10	142.00	126.80	142.00	124.70		
Sickness: Days/FTE *				10.50		11.50		11.50		
% FTE				4.60%		5.10%		5.10%		
% Short Term				59.90%		61.90%		62.80%		
% Long Term				40.10%		38.10%		37.20%		

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1	0	0	0	0	2	1	3	0		6
(Ext Providers, Homecare)	0	0	1	0	0	0	0	0		1
Stage 2	0	0	0	0	0	0	1	0		1
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	0	0	0	0	0	0	0	0		0

* See Appendix A

** Data provided quarterly by PCT's

Finance Information

		LEARNING DISABILITY							
Status		Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Care Management Services	0	5,468,001	5,468,001	5,311,892	5,248,583	2,975,402	2,974,891	
		0	11,848,461	12,401,835	13,080,322	13,096,538	15,111,815	14,857,646	
	Total Budget	0	17,316,462	17,869,836	18,392,214	18,345,121	18,087,217	17,832,537	0
	Care Management Services	0	3,037,893	2,952,691	2,841,328	2,748,871	2,776,530	2,621,750	
		0	16,238,677	16,861,346	17,464,350	17,473,322	17,775,709	17,402,948	
	Total Forecast	0	19,276,570	19,814,037	20,305,678	20,222,193	20,552,239	20,024,697	0
	Care Management Services	0	(2,430,108)	(2,515,310)	(2,470,564)	(2,499,712)	(198,872)	(353,142)	0
		0	4,390,216	4,459,511	4,384,028	4,376,784	2,663,894	2,545,302	0
	Total Variance	0	1,960,108	1,944,201	1,913,464	1,877,072	2,465,022	2,192,160	0

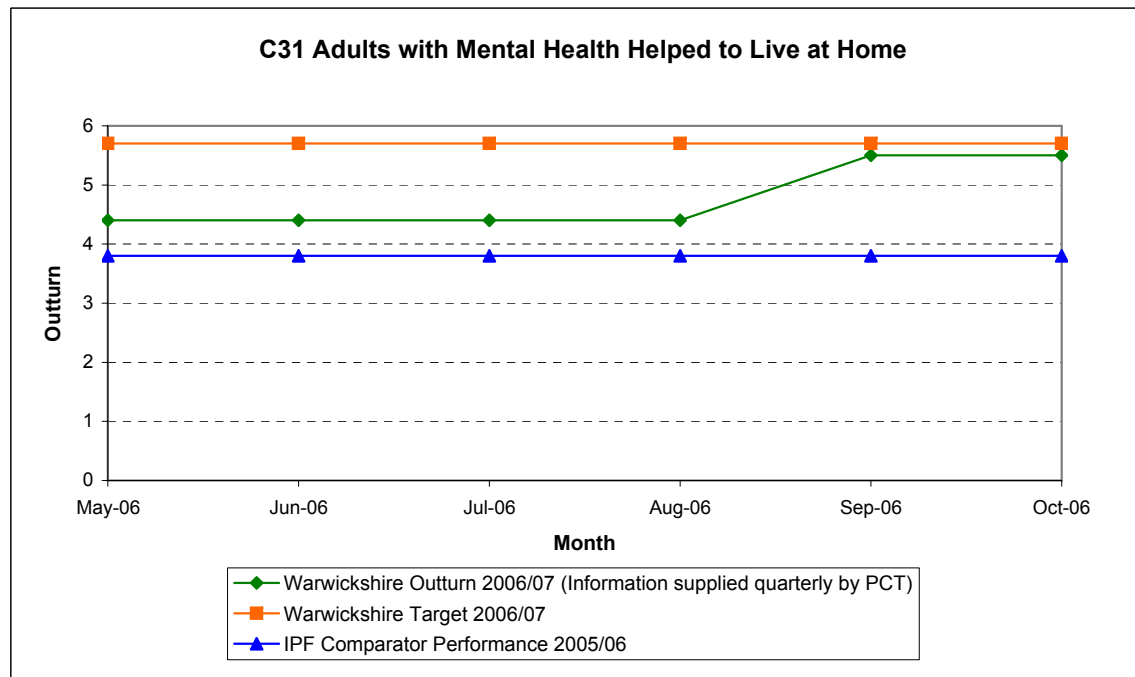
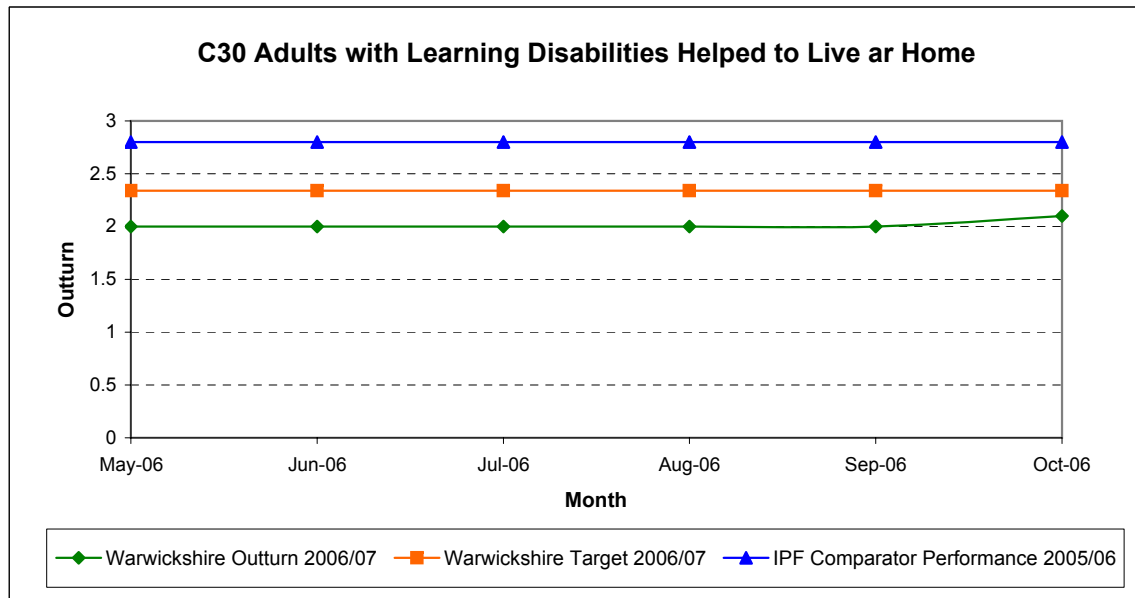
Agency Staff Spend	0	24,228	27,644	31,570	31,570	31,570	31,570	31,570
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		MENTAL HEALTH							
Status		Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Care Management Services	0	1,143,615	1,143,615	1,129,855	1,129,855	1,129,855	1,128,795	
		0	3,216,205	3,216,205	3,229,965	3,232,705	3,232,702	3,233,762	
	Total Budget	0	4,359,820	4,359,820	4,359,820	4,362,560	4,362,557	4,362,557	0
	Care Management Services	0	1,173,491	1,169,134	1,101,652	1,075,330	1,040,258	1,058,061	
		0	3,195,916	3,240,270	3,696,736	3,649,420	3,648,960	3,608,118	
	Total Forecast	0	4,369,407	4,409,404	4,798,388	4,724,750	4,689,218	4,666,179	0
	Care Management Services	0	29,876	25,519	(28,203)	(54,525)	(89,597)	(70,734)	0
		0	(20,289)	24,065	466,771	416,715	416,258	374,356	0
	Total Variance	0	9,587	49,584	438,568	362,190	326,661	303,622	0

Agency Staff Spend	0	17,882	17,882	17,882	28,553	28,553	28,553	
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* See Appendix A

** Data provided quarterly by PCT's



Locality Commissioning

Other Services

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
C28 Intensive Homecare	8.1	10.3	9.5	9.69	9.52	9.69	9.70	9.62	9.62	
C51 Direct Payments (per pop)	61.57	85	121	61.62	68.15	76.36	79.91	82.05	85.61	
C51 Direct Payments (numbers)								346	361	
C62 Services to Carers	7.02%	10%	10%	3.6%	4.2%	5%	7%	6.1%	6.7%	

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	71.00	60.10	71.00	60.10	77.00	65.80	77.00	64.60		
Sickness: Days/FTE *				13.70		14.60		14.70		
% FTE				6.00%		7.00%		6.50%		
% Short Term				38.80%		50.40%		43.90%		
% Long Term				61.20%		49.60%		56.10%		

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative totals
Stage 1	0	0	0	0	0	1	3	0		4
Stage 2	0	0	0	0	0	0	0	0		0
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	0	0	0	0	0	0	0	0		0

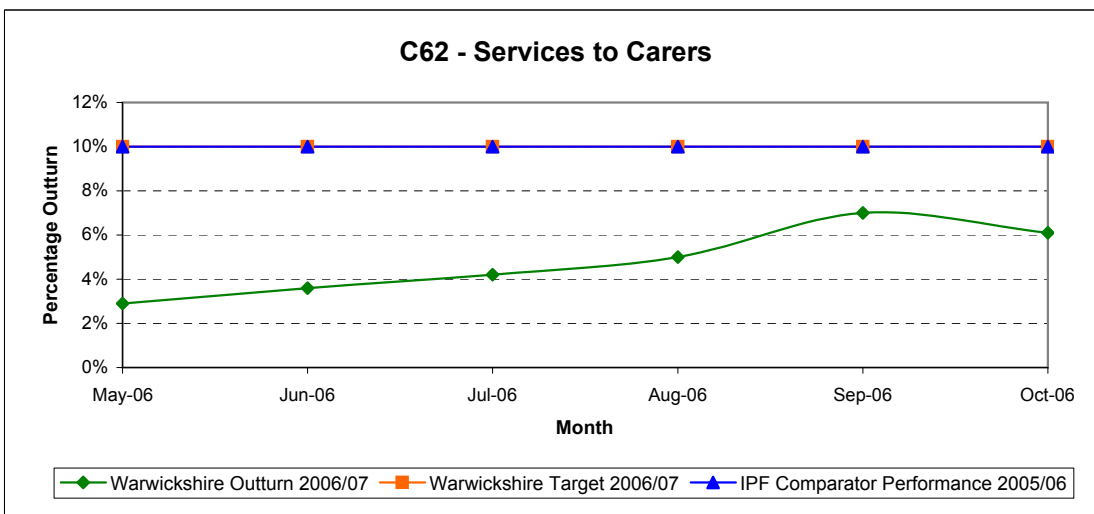
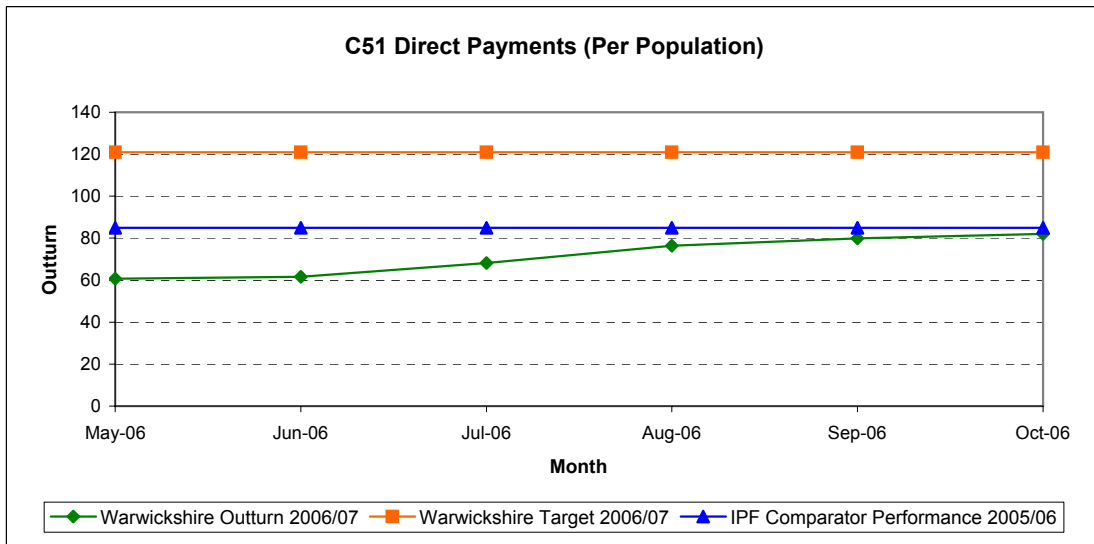
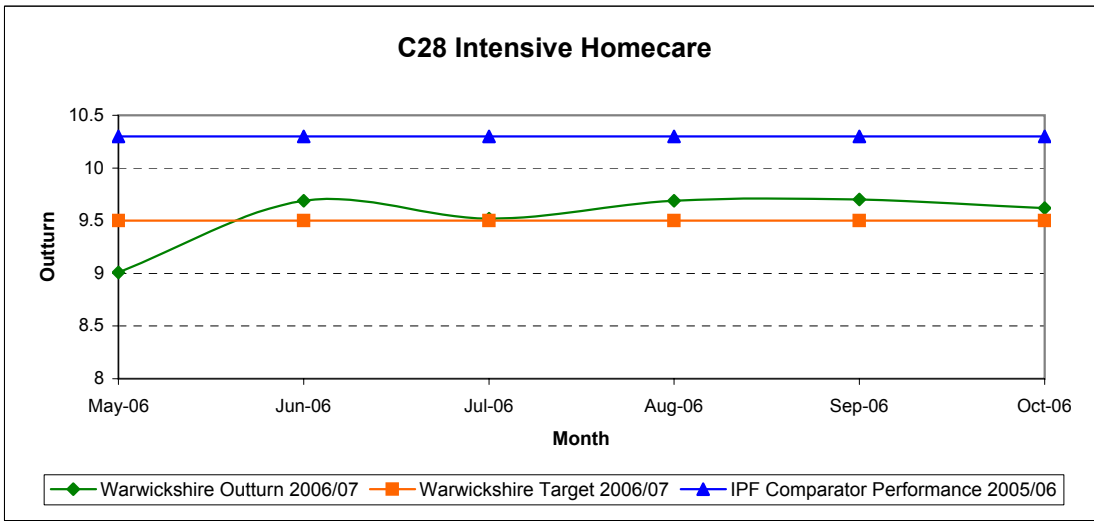
* See Appendix A

Finance Information

Status	Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Specialist Services	0	2,767,748	2,805,988	2,481,988	2,796,002	2,796,002	2,796,002	2,796,002
Development	0	782,304	782,304	780,111	778,111	780,111	780,111	
Total Budget	0	3,550,052	3,588,292	3,262,099	3,574,113	3,576,113	3,576,113	
Specialist Services	0	2,675,273	2,701,124	2,390,137	2,559,229	2,358,314	2,358,314	
Development	0	692,953	680,284	687,213	682,802	678,178	678,178	
Total Forecast	0	3,368,226	3,381,408	3,077,350	3,242,031	3,036,492	3,036,492	
Specialist Services	0	(92,475)	(104,864)	(91,851)	(236,773)	(437,688)	(437,688)	
Development	0	(89,351)	(102,020)	(92,898)	(95,309)	(101,933)	(101,933)	
Total Variance	0	(181,826)	(206,884)	(184,749)	(332,082)	(539,621)	(539,621)	

Agency Staff Spend	0	64,630	73,849	90,972	104,920	104,812	123,803	
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* See Appendix A



Provider Services

Homecare

Performance Activity

Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Total Homecare Hours Recorded (sample week)	8042	8411	8088	8105	8120	8135	8190	
External Hours Recorded on Care First	31575	32793	32873	34456	35091	34590	33650	
Internal Hours Recorded on Care First	8042	8411	8088	8105	8120	8135	8190	
Productive								
Non-productive								
Unit Cost								
CSCI * Inspection Scores								

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	598.00	479.90	593.00	474.90	591.00	276.00	593.00	433.80		
Sickness: Days/FTE *				18.40		20.00		22.80		
% FTE				8.10%		8.80%		10.00%		
% Short Term				32.60%		33.30%		34.10%		
% Long Term				67.40%		66.70%		65.90%		

Homecare NVQ	As at the end of October			As at the end of November			As at the end of December		
	% Achieved	% working towards	% combined	% Achieved	% working towards	% combined	% Achieved	% working towards	% combined
Staff Holding Level 2 NVQ - Carer Level	35%	9%	43%	34%	10%	45%			
Staff Holding Level 3 NVQ - Supervisor Level	32%	12%	44%	32%	20%	53%			

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Customer Information

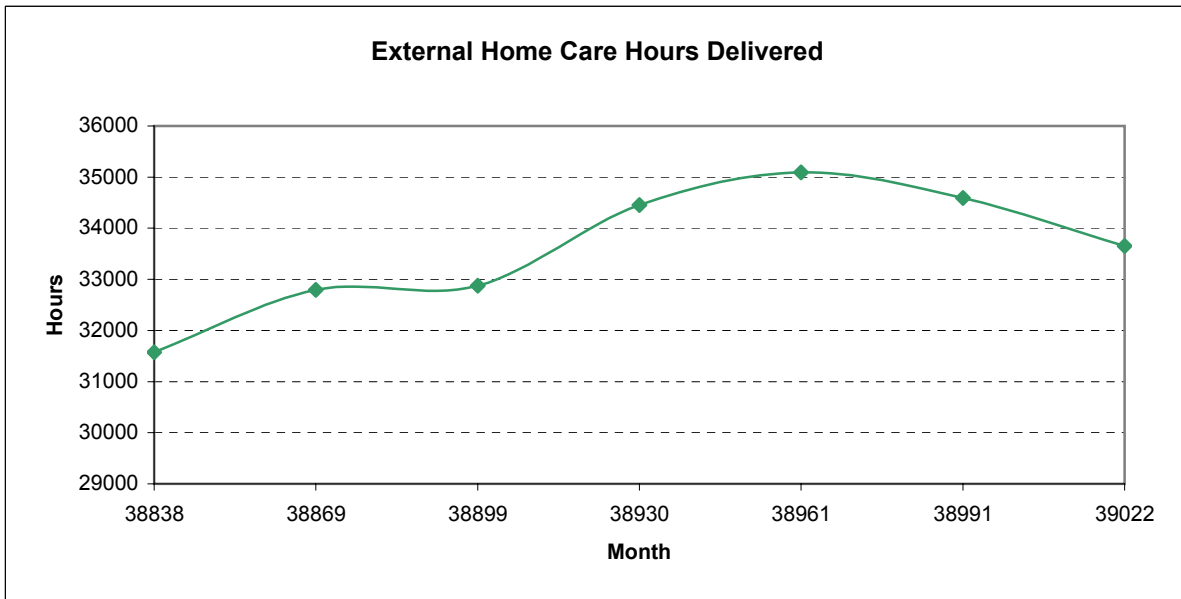
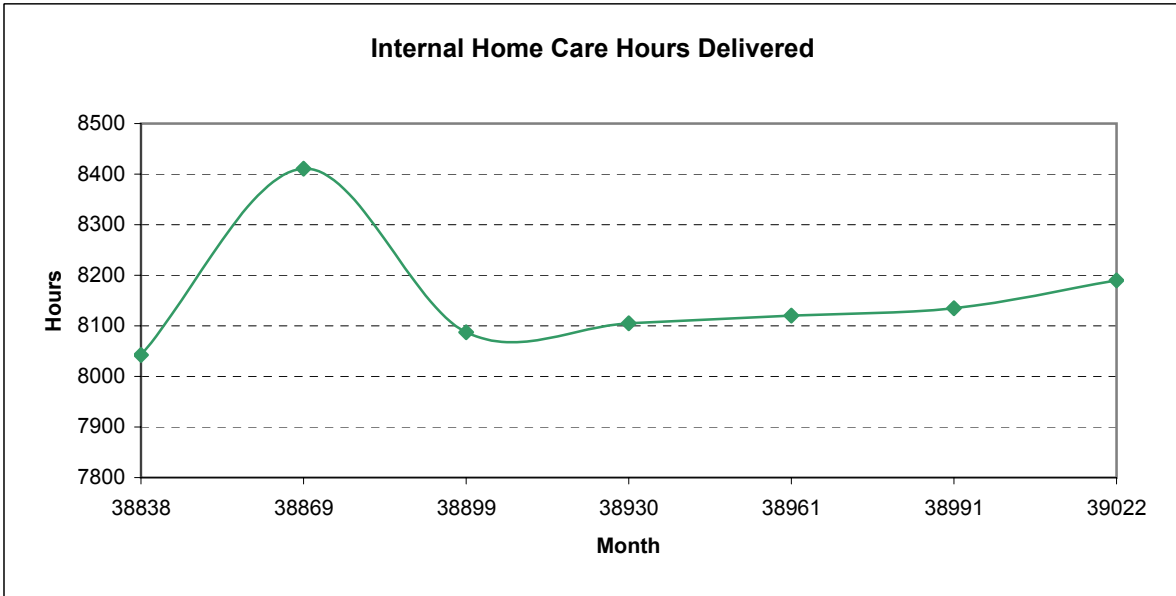
Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1	1	1	0	1	4	0	1	8		16
Stage 2	0	0	0	1	0	0	0	0		1
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	4	8	4	3	2	3	4	12		40

Finance Information

Status	Homecare	Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Budget	0	0	9,992,707	9,992,707	9,992,707	9,992,708	9,992,709	10,008,035	
	Forecast	0	0	9,496,372	9,440,542	9,439,299	9,399,308	9,457,033	9,474,152	
	Variance	0	0	(496,335)	(552,165)	(553,408)	(593,400)	(535,676)	(533,883)	0
	Agency Staff Spend	0	0	0	0	0	0	0	0	0

* See Appendix A

	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Internal	8042	8411	8088	8105	8120	8135	8190	
External	31575	32793	32873	34456	35091	34590	33650	



Jan-07

Feb-07

Provider Services

Residential

Performance Activity

Status	BEDS	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Available Beds									
HEP Residential Occupancy									
Actual Occupancy end of month									
Actual Residential Weeks									
Unit Costs									
CSCI Inspection Scores									

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	473.00	363.00	476.00	367.30	481.00	372.40	486.00	315.30		
Sickness: Days/FTE *				13.40		14.40		17.00		
% /FTE				5.90%		6.30%		7.50%		
% Short Term				37.60%		39.20%		41.50%		
% Long Term				62.40%		60.80%		58.50%		

Residential NVQ	As at the end of October			As at the end of November			As at the end of December		
	% Achieved	% working towards	% combined	% Achieved	% working towards	% combined	% Achieved	% working towards	% combined
Staff Holding Level 2 NVQ - Carer Level	30%	7%	38%	30%	12%	42%			
Staff Holding Level 3 NVQ - Supervisor Level	55%	9%	64%	55%	9%	64%			

Commentary/Action
 Establishment, appraisals and Accident information not available at present. Starters and Leavers HRMS * report is not working, Carl Morgan has been informed and the problem has been sent back to Oracle. Absence data using hours inputted which is believed to be the most accurate method of reporting is unavailable as the data is only available from March 2006, so a full years absence cannot be reported on until March 2007.

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1	0	2	3	0	1	1	3	0		10
Stage 2	0	0	0	0	0	0	0	0		0
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	11	18	5	2	5	5	0	0		46

Finance Information

Status	Residential	Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Budget			7,343,634	7,343,634	7,343,634	7,343,634	7,363,401	7,358,957	
	Forecast			7,955,388	7,737,833	7,670,764	7,740,351	7,788,257	7,826,480	
	Variance		0	611,754	394,199	327,130	396,717	424,856	467,523	0
	Relief Staff Spend			88,585	122,870	162,922	201,336	239,208	278,833	

* See Appendix A

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*** See Appendix A**

Provider Services

Day-care

Performance Activity

Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Numbers Allocated Places								
Number of Person Centre Plans								
Number of Volunteers								
Unit Costs								

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	294.00	242.70	294.00	243.40	292.00	240.80	292.00	228.40		
Sickness: Days/FTE *				18.70		20.30		21.40		
% FTE				8.20%		8.95%		9.40%		
% Short Term				42.30%		43.10%		45.70%		
% Long Term				57.70%		56.90%		54.30%		

Residential NVQ	As at end of June			As at end of September			As at end of December		
	% Achieved	% working towards	% combined	% Achieved	% working towards	% combined	% Achieved	% working towards	% combined
Staff Holding LDAF *	20%	2%	22%						

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1	0	0	0	0	0	0	1	0		1
Stage 2	0	0	0	0	0	0	0	0		0
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	0	0	0	0	0	0	0	2		2

Finance Information

Status	Residential	Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Budget			4,418,862	4,379,246	4,437,301	4,437,301	4,437,301	4,452,623	
	Forecast			4,392,288	4,344,256	4,411,248	4,422,599	4,377,523	4,378,838	
	Variance		0	(26,574)	(34,990)	(26,053)	(14,702)	(59,778)	(73,785)	

Agency Staff Spend

0	0	8,660	8,660	8,660	9,160	13,004	9,160	
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* See Appendix A

Strategic Commissioning

Commissioning & Contracting

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
D37 Availability of Single Rooms for Single People	95%	95%	98%	93%	93%	92%	92%	92%	92%	
D54 7 Day Equipment Delivery	85%	85.8%	87%	90.9%	90.7%	89.5%	89.3%	89.7%	Not available	

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	23.00	21.30	20.00	18.30	21.00	19.30	20.00	19.00		
Sickness: Days/FTE *				6.60		6.70		5.70		
% FTE				2.90%		3.00%		2.50%		
% Short Term				84.60%		100.00%		100.00%		
% Long Term				15.40%		0.00%		0.00%		

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1										
Stage 2										
Stage 3										
Compliments										

* See Appendix A

Adult, Health and Community Services Performance Monitoring

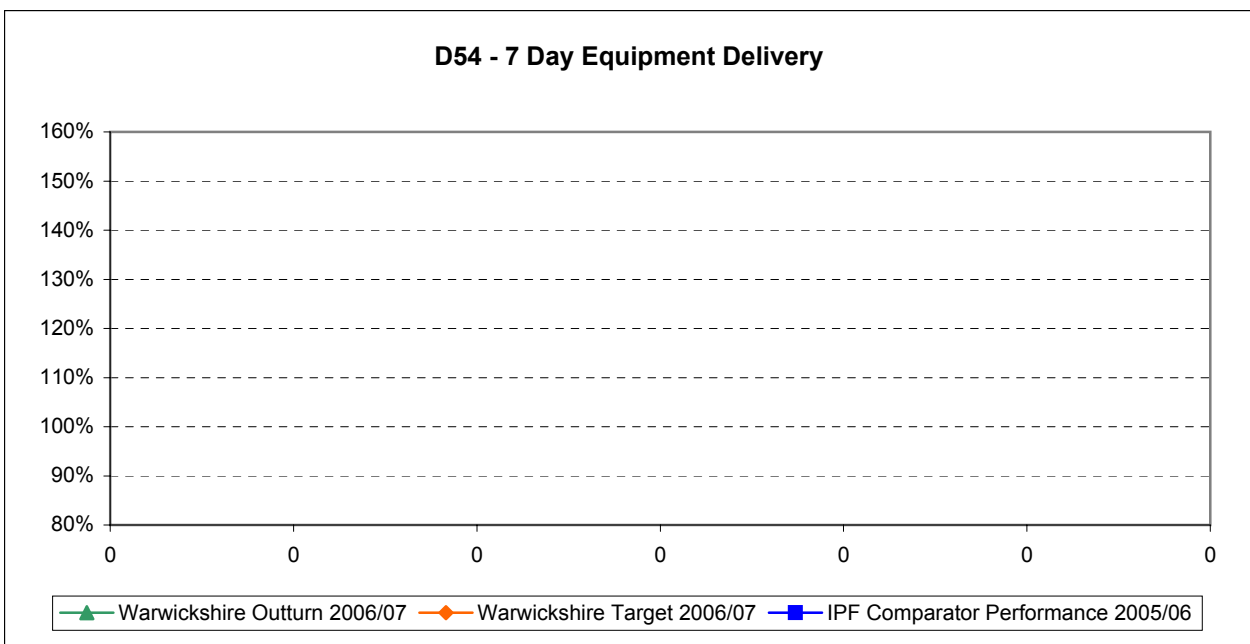
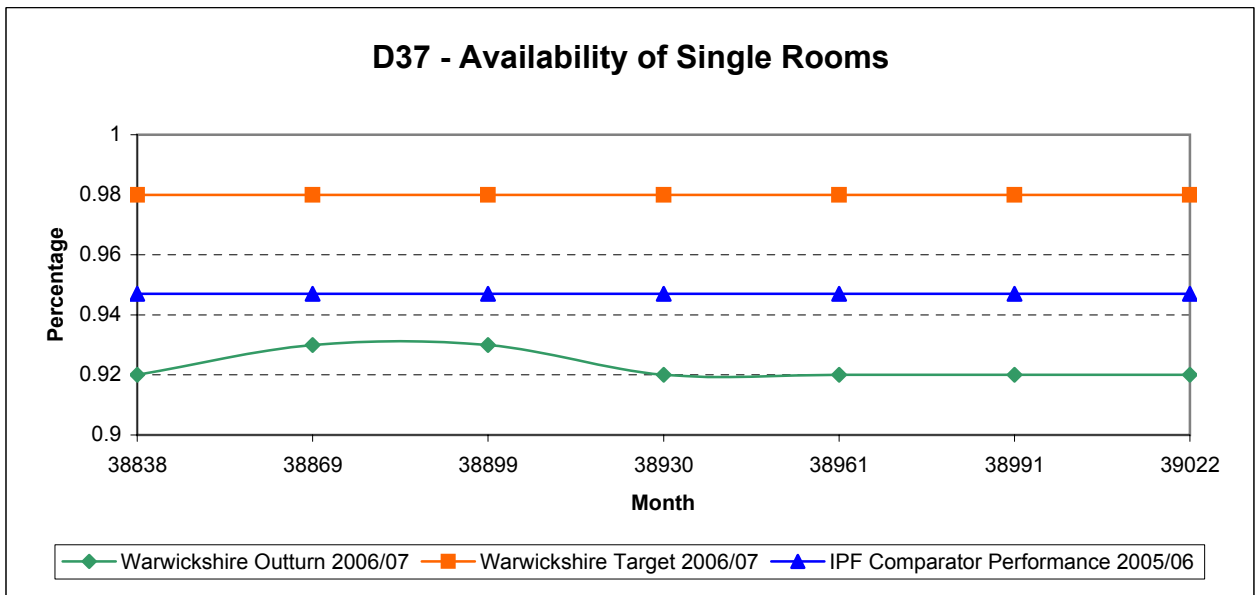
As at end of October 2006

Finance Information

Status	Commissioning & Contracting	Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Expenditure	0	0	0	0	0	0	1,375,036	
	Income	0	0	0	0	0	0	(1,658,736)	
	Net Budget	0	(283,700)	(283,700)	(283,700)	(283,700)	(283,700)	(283,700)	0
	Expenditure	0	0	0	0	0	0	1,284,304	
	Income	0	0	0	0	0	0	(1,647,000)	
	Net Forecast	0	(420,160)	(408,105)	(359,650)	(364,534)	(364,267)	(362,696)	0
	Variance	0	(136,460)	(124,405)	(75,950)	(80,834)	(80,567)	(78,996)	0
	Agency Staff Spend	0	4,000	4,820	4,820	4,820	6,821		

* See Appendix A

		May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
D37 - Availability of Single Rooms	Warwickshire Outturn 2006/07	92%	93%	93%	92%	92%	92%	92%
	Warwickshire Target 2006/07	98%	98%	98%	98%	98%	98%	98%
	IPF Comparator Performance 2005/06	95%	95%	95%	95%	95%	95%	95%
D54 - 7 Day Equipment Delivery	Warwickshire Outturn 2006/07	89.3%	90.9%	90.7%	89.5%	89.3%		
	Warwickshire Target 2006/07	87%	87%	87%	87%	87%	87%	87%
	IPF Comparator Performance 2005/06	85.7%	85.7%	85.7%	85.7%	85.7%	85.7%	85.7%



Strategic Commissioning

Countywide

Performance Activity

Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	13.00	10.20	12.00	10.10	13.00	11.10	14.00	11.20		
Sickness: Days/FTE *				3.70		3.60		3.10		
% FTE				1.60%		1.60%		1.40%		
% Short Term				100.00%		100.00%		100.00%		

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1										
Stage 2										
Stage 3										
Compliments										

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Finance Information

Status	Countywide	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Policy on Older People	0	0	0	0	71,827	71,827	
	Customer First/User Participation	0	0	0	0	137,512	147,512	
	Partnership Board	0	0	0	0	0	0	
	Countywide Grants/Income	0	0	0	0	(2,622,368)	(2,632,368)	
	Total Budget	(2,499,421)	(2,499,421)	(2,413,029)	(2,413,029)	(2,413,029)	(2,413,029)	0
	Policy on Older People	0	0	0	0	71,827	71,827	
	Customer First/User Participation	0	0	0	0	139,096	142,496	
	Partnership Board	0	0	0	0	0	0	
	Countywide Grants/Income	0	0	0	0	(2,423,554)	(2,332,862)	
	Total Forecast	(2,308,111)	(2,243,967)	(2,159,624)	(2,159,367)	(2,212,631)	(2,118,539)	0
	Variance	191,310	255,454	253,405	253,662	200,398	294,490	0
	Agency Staff Spend	0	0	0	0	0	0	0

* See Appendix A

Strategic Commissioning

Supporting People

Performance Activity

Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Contracts Reviewed								
Savings Made								

People Information

Budgeted Posts	End August 2006		End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	13.00	12.50	12.00	11.90	11.00	10.90	12.00	11.90	12.00	11.90
Sickness: Days/FTE *				12.50		13.20		12.30		12.30
% FTE				5.50%		5.80%		5.40%		5.40%
% Short Term				100.00%		100.00%		100.00%		100.00%

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1										
Stage 2										
Stage 3										
Compliments										

* See Appendix A

Finance Information

Status		Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Admin Grant									
	Budget	0	0	339,616	339,616	339,616	339,616	339,616	339,616	
	Forecast	0	0	490,793	479,145	493,134	493,134	501,490	501,490	
	Variance	0	0	151,177	139,529	153,518	153,518	161,874	161,874	
	Programme									
	Budget	0	0	10,656,539	10,656,539	10,656,539	10,656,539	10,626,539	10,656,539	
	Forecast	0	0	10,691,314	10,691,314	10,773,430	10,773,430	10,609,835	10,609,835	
	Variance	0	0	34,775	34,775	116,891	116,891	(16,704)	(46,704)	
	Agency Staff Spend	0	0	0	0	5,000	5,000	5,000		

* See Appendix A

Libraries, Learning & Culture

Libraries

Performance Activity

Status	Previous Year	Target	April-Jun 2006	Jul-Sept 2006	Oct-Dec 2006	Jan-Mar 2007	Total
Web pages viewed	622,611	540,408	197,148	205,460			402,608
Issues	3,000,765	3,054,834	734,233	793,195			1,527,428
Enquiries	610,598	624,612	148,940	162,333			311,273
Visitors	2,962,879	3,066,397	734,161	818,227			1,552,388

Commentary/Action

Web page excludes hits to be WiLD * (Catalogue) (350,245), CID (Community Information Database) (198,676), Online Booking (11,406), Online Membership (322) & Mobile Calendar (2,431). If these figures were included in 05/06 overall figure would be 1,185,691. Quarterly 06/07 figures would be: 1st qtr 377,812, 2nd qtr 384,056... made up from WiLD 112,465 & 115,392, CID 53,078 & 55,576, PC 13,982 & 6,415, Membership 63 & 105, Mobile Calendar 1,076 & 1,108. If we want to accurately reflect the growth in the virtual service we should consider reporting this data as it mitigates the decrease in use of the 'traditional' library service.

People Information

Budgeted Posts	End September 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	389.00	289.00	395.00	292.00	394.00	257.30		
Sickness: % FTE				2.70%		3.00%		
% Short Term				65.00%		64.90%		
% Long Term				35.00%		35.10%		

Customer Information

	Previous Year 2005/06	Target 2006/07	April-Jun 2006	Jul-Sept 2006	Oct-Dec 2006	Jan-Mar 2007	Total
Complaints			82	69			
Compliments			422	548			
Telephone responses	N/A	100%	91%	91%			
Letter Responses	N/A	100%	96%	92%			
Email Responses	N/A	100%	99%	96%			

Commentary/Action

The customer service figures above include library service and cultural services.

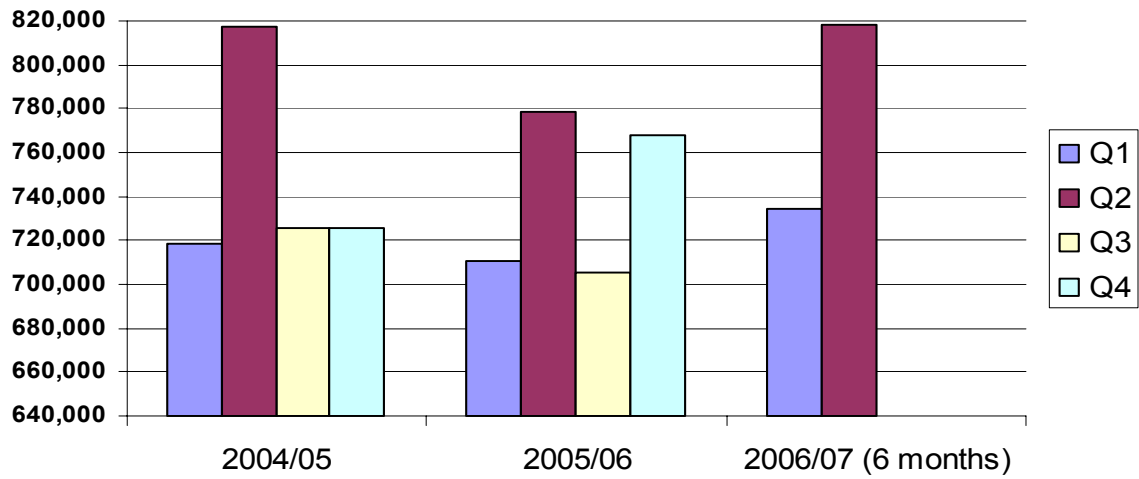
Finance Information

Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Budget	£10,288.3k	£10,288.3k	£10,321.2k	£10,375.3k	£10,375.4k	£10,414.9k	£10,414.9k	£10,395.0k
Forecast	£10,973.3k	£10,973.3k	£10,925.2k	£10,968.3k	£10,884.7k	£10,927.8k	£11,111.0k	£11,049.3k
Variance	£685.0k	£685.0k	£604.0k	£593.0k	£509.3k	£512.9k	£696.1k	£654.3k
Relief Staff Spend		£6,410	£6,349	£5,626	£3,852	£7,392	£4,183	£3,565

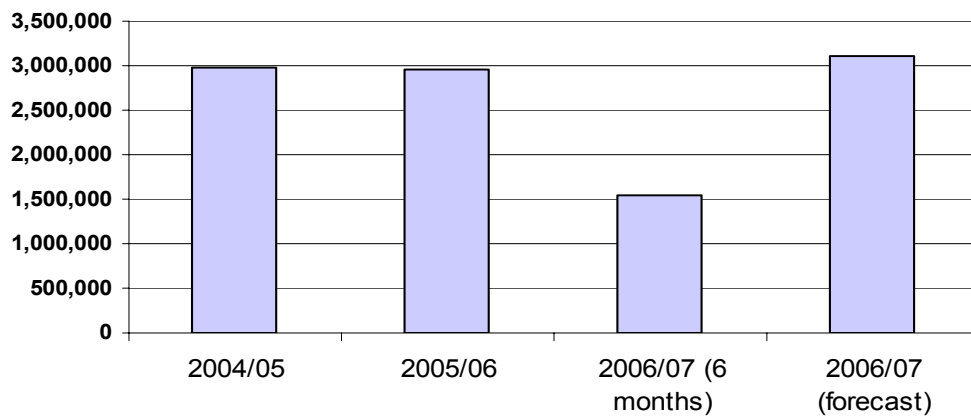
Quarterly Performance Graphs for the Library & Information Service

Visitors

Number of Visitors to Libraries

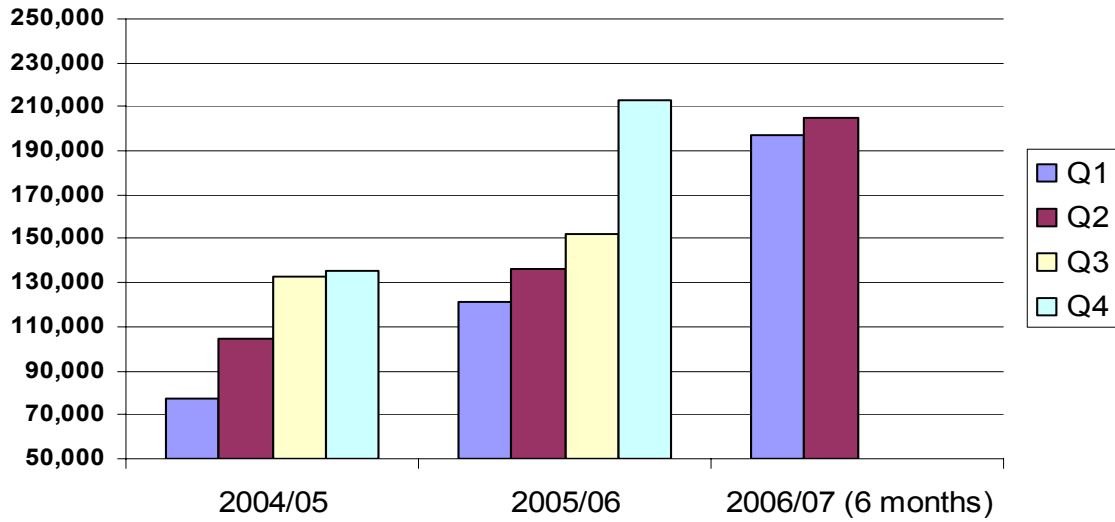


Number of Visitors to Libraries

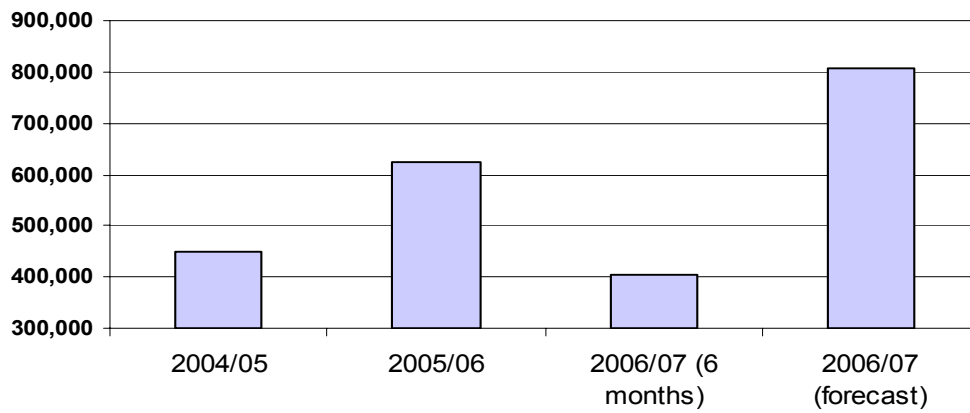


Web Page Views – not including on-line services

Web Page Views for Library & Information Service

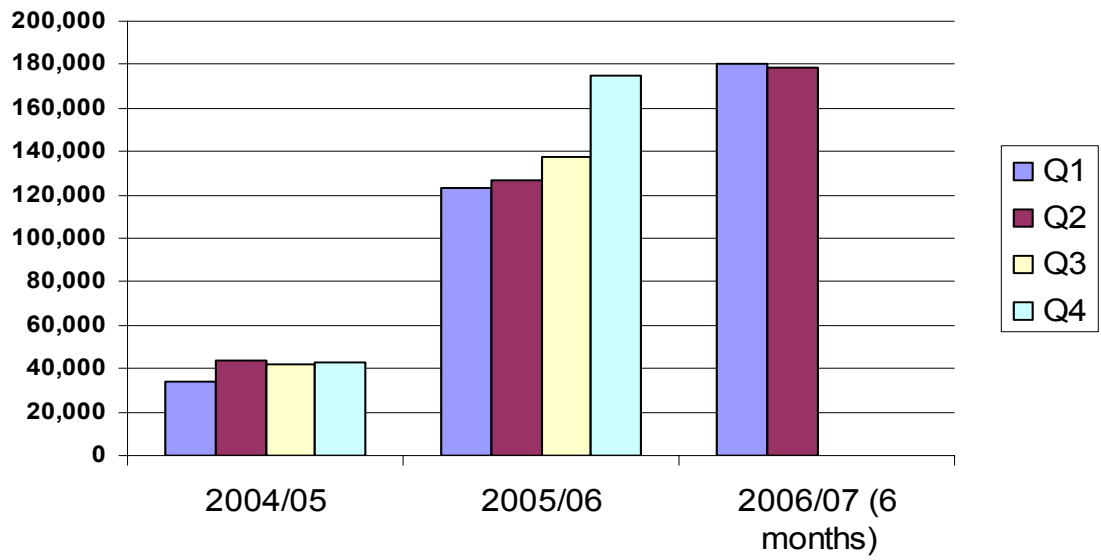


Web Page Views Library & Information Service

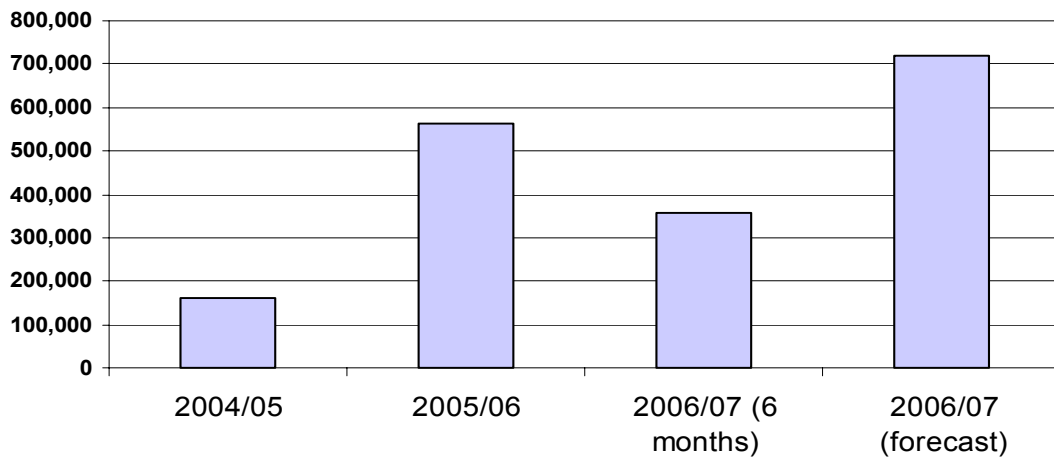


On-line Services

Growth in On-line Library Services



On-line Services



Libraries, Learning & Culture

Culture

Performance Activity

Status		Previous Year	Target	April-Jun 2006	Jul-Sept 2006	Oct-Dec 2006	Jan-Mar 2007	Total
blue	Total enquiries received by CRO *	6522	6000	1722	1555			3277
blue	Reader visits CRO	8509	8000	2030	2159			4189
	General enquiries Arts							
blue	Visits to and use of museums by school groups BVPI 170c	16242	10000	4106	1712			5818
green	Ave BVPI * usage per qtr	787.7	799.5	842.8	856.2			
green	Ave BVPI in person per qtr	150.9	151.5	148.1	165.9			

People Information

Budgeted Posts	End Sept 2006		End October 2006		End November 2006		End December 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	98.00	87.50	100.00	89.10	102.00	88.40		
Sickness: % FTE				1.20%		1.30%		
% Short Term				69.00%		70.40%		
% Long Term				31.00%		29.60%		

Customer Information

Complaints:	April	May	June	July	August	September	October
Stage 1							
Stage 2							
Stage 3							
Compliments							

Commentary/Action

Customer service for Culture is included within the library service results.

Finance Information

County Archive and Heritage Education Services

Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Budget	£1,014.3k	£1,014.3k	£1,049.0k	£1,049.0k	£1,048.5k	£1,048.6k	£1,048.6k	£1,048.6k
Forecast	£1,014.3k	£1,014.3k	£1,049.0k	£1,050.0k	£1,050.5k	£1,051.6k	£1,050.9k	£1,051.5k
Variance	0	0	0	£1.0k	£2.0k	£3.0k	£2.3k	£2.9k

County Museum and Arts Service





Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Budget	£1,727.0k	£1,727.0k	£1,811.0k	£1,775.0k	£1,775.4k	£1,735.8k	£1,735.8k	£1,720.2k
Forecast	£1,727.0k	£1,727.0k	£1,811.0k	£1,779.0k	£1,778.8k	£1,738.8k	£1,738.8k	£1,722.7k
Variance	0	0	0	£4.0k	£3.4k	£3.0k	£3.0k	£2.5k

Relief Staff Spend

£1,065	£1,207	£490	£0	£0	£0	£0	£0
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Libraries, Learning and Culture – Monthly Headline Report DECEMBER 2006

This report details the service imperatives for Culture Services within the Division with updates on the current position and an assessment of the status regarding completion within the milestone.

Will we meet the Milestone?	
	Not achieved or delayed by more than 2 months from the target date
	Met or delayed by less than 2 months from the target date
	Met ahead of the target
	Deferred or superseded

Summary of position:

Heritage:

- The CRO pilot self-assessment results have been published and we have been awarded 2 stars out of a possible 3. This means that we scored at least 40% on all areas of the questionnaire.
- The only action that is red status is relating to the TIC and reliant on funding from AWM – the decision on the funding is late – a factor outside the control of LLC








Libraries:











- The review of the 3 week loan period pilot has highlighted improvements in the performance statistics over the 9 month period since the introduction of the change; request supply time are all above the PLSS standard, a 9% increase in requests, a 1% increase in issues and increase in visitor numbers. We have received a total of 68 complaints regarding the change that equates to 0.03% of the active membership.
- The result of the PLUS survey regarding the satisfaction of 16 and over users of the library service was 93.3% - the PLSS target is 94.0% however we are still in the upper threshold within the Culture CPA.










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Service Area	Action	Milestone	Update	Status
Heritage Education	To sustain the high level of use of HE services by ensuring that we have the resources to deliver our work.	Mar-07	Rebecca Williams new Community Education worker started early December	
	To maintain and develop offsite learning activities and exhibitions for all ages and abilities	Mar-07	The Spring edition of 'What's On' Activities programme developed Slavery exhibition in process of being completed The development	
	To maintain and develop learning activities and exhibitions for all ages and abilities at Warwickshire County Council heritage sites.	Jan-07	Development starting on Tudor outreach programme, trail to take place with previous non user school in January	
CBP 2006/07	Implement the national Museums, Libraries and Archive Councils 'Inspiring Learning for All' framework in L LC through embedding the understanding and use of Generic Learning Outcomes.	Mar-07	GLO's in use for all evaluation and integrated into all new projects	
CBP 2006/07	Contribute to an LLC programme of participative outreach and creative activities for older people	Mar-07	Group Leader commissioned to visit care homes and work on reminiscence offer Series of events ongoing	
	To be involved in the implementation of the Museum Strategic Forward Plan	Mar-07	HE currently involved in planning for St John's Hall	
	To offer advice to other institutions and undertake commissions of work where appropriate and To work in partnership with other museums and heritage organisations	Mar-07	Commission for Leamington Art Gallery and Museum on Toys and Games weblet underway. Partnership working with English Heritage National Trust and Shakespeare Birthplace Trust on Elizabeth's Progress underway. Working with FACE (Farming and Countryside Education) on development of potential environmental project	

Museums	To research and respond to proposals for Tourist Information provision in Warwick Market Hall:	Mar-07	Preliminary works progressing well; outcome of AWM bid now expected Jan, feedback encouraging – but delay now causing serious concern re achieving quality outcome in timescale.	
	To develop and implement the electronic Collections Management Plan:	Mar-07	Preferred system selected; contract negotiations completed; Documentation Assistant in post, data cleansing progressing	
	To expand and extend Warwickshire, Coventry and Solihull Museum and Heritage Network	Mar-07	Ongoing support; training sessions in full swing	
	To progress renewal of the 'Visitor Welcome' at St John's Museum:	Mar-07	Designers (Objectives) appointed, meeting with English Heritage and Warwick DC re Listed Buildings issues held, research under way.	
	To implement 2006/2007 phase access improvements in response to DDA:	Mar-07	Ongoing	
	To deliver Extracting Warwickshire's Past – Neighbourhood Outreach Archaeology Strategy to plan:	Mar-07	Successful events held, conference attended	
	To contribute to delivery and monitoring of Strategic Partnership Plan Biodiversity Targets:	Mar-07	Ongoing	
	To provide specialist input to Local Plan Reviews and Strategic Planning Documents:	Mar-07	All deadlines to date met.	
	To prepare submission for Museums Accreditation for Market Hall, St Johns and Roman Alcester:	Dec-07	Registration return for 2006 submitted, preparation for 2007 Accreditation ongoing; training attended.	
	To retain Registered Archaeological Organisation status for Field Archaeology:	Mar-07	Submission now not required until next year.	

CRO	Develop a project plan for the acquisition of and enhancement of access to the Waller of Woodcote collection:	Mar-07	Bid preparation is virtually complete, and will be sent off on 5th January.	
	Develop a project plan for the acquisition of and public access to the Philip Banham collection:	Mar-07	Negotiating with Phil Parker over web-enabling an extract from the magic lantern show.	
	Implement the CALM reporting tool:	Mar-07	Training for all archivists to take place in January,	
	RMS recruitment plan:	Mar-07	John MacKenzie's start date has been held up due to delays with medical clearance	
	Maintain and develop Activity programme:	Mar-07	On track	
	FOI, DPA and EIR compliance:	Mar-07	Service is compliant, but workload arising from the legislation continues to be a major drain on resources	
	Approved repository status:	Mar-07	No assessment this year	
Arts	Development of an action plan following the completion of the County Arts Service Evaluation	Mar-07	Completed July 06	
	Implementation of Community Arts Action Plan	Mar-07	Appointment of Assistant Arts Officer completed Implementation of Action Plan started	

Other High Level Headlines

Pay problems with HRMS occurred (underpayment) (Museums)

The Records Management Service has run out of shelf space, as predicted earlier this year. It is no longer able to accept transfers from client directorates. EC and CS are pursuing solutions to the capacity problems with Steve Smith from Resources: Property.