

AGENDA MANAGEMENT SHEET

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

Date of Committee **14th March 2007**

Report Title **Performance Reporting**

Summary This report provides further 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 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
- 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 March 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 14 February 2007 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. I remind Members that I use these meetings to identify issues as early as possible and keep track of a number of key performance targets.

2. Key Facts

2.1. Adult Services

- Older People and Physical Disability
 - C29 and C32 (helped to live at home) continue to be relatively flat despite work continuing on these. It is now clear that we are unlikely to improve significantly before the end of the year.
 - We continue to hold our spending down on Older People to try to contain the Departments overspend but is not sustainable in the longer term if performance is to improve more rapidly.
 - The number of complaints in relation to external service provision has reduced following Management action.
- Learning Disability and Mental Health
 - There has been an increase in sickness levels that I shall be monitoring.
- Other Services
 - There has been a slight dip in Performance for PAF indicator C51, Direct Payments at 84.18 and I am looking closely at the effect of the

new charging policy to mitigate any disincentives

- Home Care/Homes for Elderly People
 - Sickness levels continue to cause concern. A separate report will be taken to Adult and Community Services Overview and Scrutiny Committee on 18 April 2007 to outline actions we are taking to respond to this. Compliments for our service have increased again.
- Day Care Services
 - Longer term sickness has reduced again helping to reduce the overall level.
- Commissioning and Contracting
 - We are confident that we should get nearer our target on single rooms by the end of the year.
 - There are ongoing discussions with the provider in relation to equipment delivery datasets.
- Supporting People
 - We have now agreed some initial activity data in relation to value of new services commissioned and contract savings. We can now start to monitor how well we are doing in these areas.
 - Our expenditure has increased in relation to the Administration grant because of consultancy work for Accommodation Planning.

2.2. **Libraries, Learning and Culture**

- Libraries and Culture
 - We have introduced a new format and some additional activities that are important in showing how services are developing.

3. **Summary**

- 3.1. We continue our progress on performance reporting with further development of key performance data sets for the New Year.
- 3.2. 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

February 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	2.6
C32 OP Helped to live at home	58.2	77	74	56.6	56.5	56.6	56.3	56.8	57.5	56.9
D55 Waiting times for assessments	82.1%	80.4%	87%	88%	87%	87%	87%	86%	85%	85%
D56 Waiting times for care packages	86.2%	84%	88%	90.3%	91.7%	91.1%	87.1%	89.0%	88.0%	88.3%

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	159.00	135.10
Sickness: Days/FTE *				15.00		15.90		15.50	27.00	15.36
% FTE				6.60%		7.00%		6.90%		6.77%
% Short Term				48.90%		50.40%		54.50%		54.60%
% Long Term				51.10%		49.60%		45.50%		45.40%

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative total
Stage 1	6	6	9	12	4	10	5	6	5	63
(Ext Providers, Homecare)	2	3	3	1	3	16	5	12	0	45
(Ext Providers, Residential)	3	1	0	0	2	0	0	1	0	7
Stage 2	2	0	0	0	0	0	0	0	0	2
Stage 3	0	0	0	0	0	0	0	0	0	0
Compliments	20	27	28	29	10	4	2	0	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	6,165,489
	0	20,277,768	20,239,428	19,772,269	19,989,244	19,989,249	19,170,912	19,168,106
Total Budget	0	25,681,266	25,643,026	25,113,527	25,337,625	25,337,625	25,336,419	25,333,595
Care Management Services	0	4,165,645	5,066,413	5,378,507	5,292,916	5,248,453	5,233,540	5,191,818
	0	21,052,246	19,960,879	19,038,806	19,332,751	19,419,793	18,883,445	18,514,900
Total Forecast	0	25,217,891	25,027,292	24,417,313	24,625,667	24,668,246	24,116,986	23,706,718
Care Management Services	0	(1,237,853)	(337,185)	37,249	(55,465)	(99,923)	(931,967)	(973,671)
	0	774,478	(278,549)	(733,463)	(656,493)	(569,456)	(287,467)	(653,206)
Total Variance	0	(463,375)	(615,734)	(696,214)	(711,958)	(669,379)	(1,219,433)	(1,626,877)

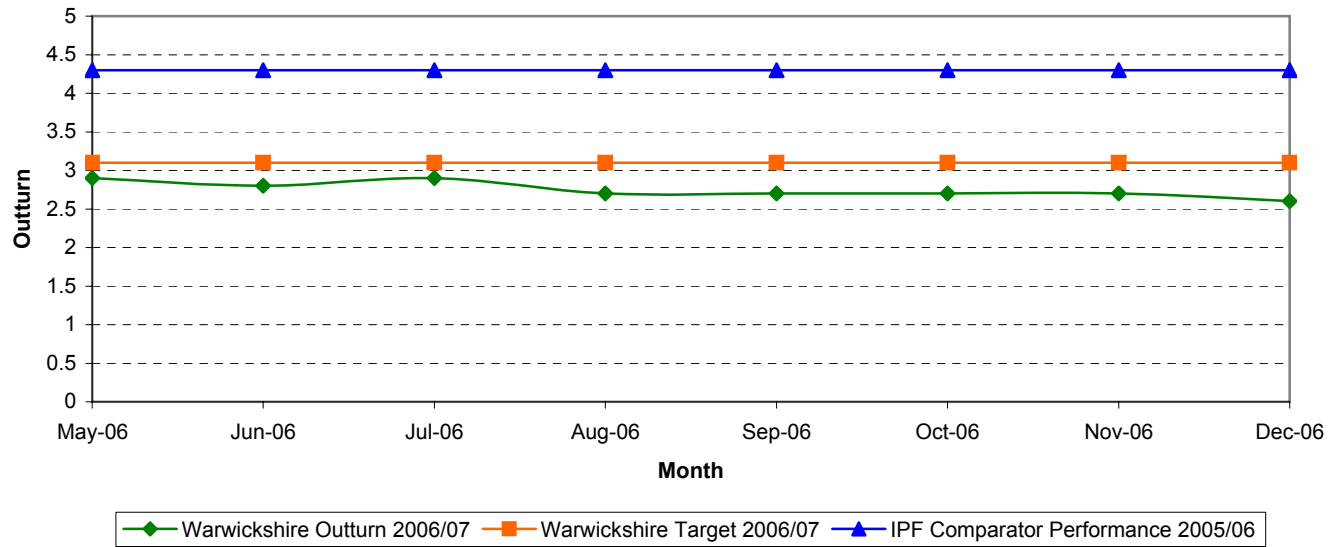
Agency Staff Spend (forecast)	0	61,088	102,468	102,468	102,468	98,355	92,855	74,355
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		PHYSICAL DISABILITY						
Status	Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Care Management Services	0	0	0	0	0	0	0	0
	0	5,363,461	5,363,461	5,373,477	5,163,634	5,675,707	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	5,675,707
Care Management Services	0	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	6,532,550
Total Forecast	0	7,003,494	6,919,431	6,937,866	6,539,760	6,498,301	6,489,795	6,532,550
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	856,843
Total Variance	0	1,640,033	1,555,970	1,564,389	1,376,126	822,594	814,088	856,843

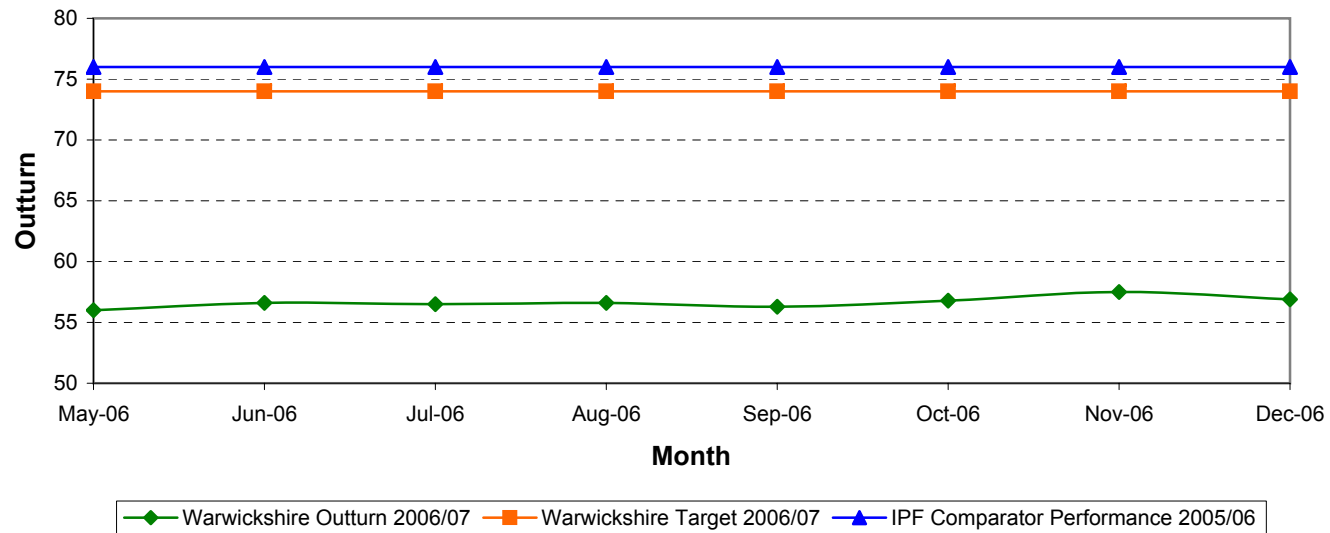
Agency Staff Spend (forecast)	0	0	0	0	0	0	0	0
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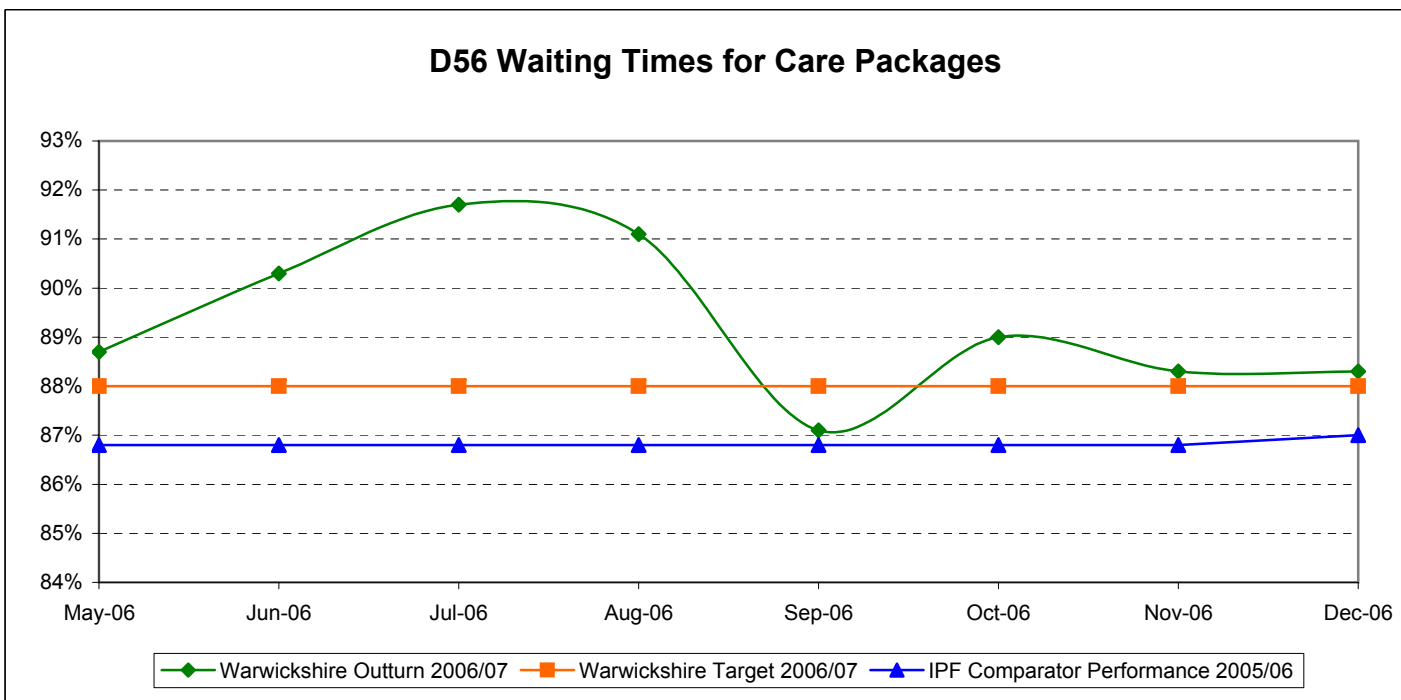
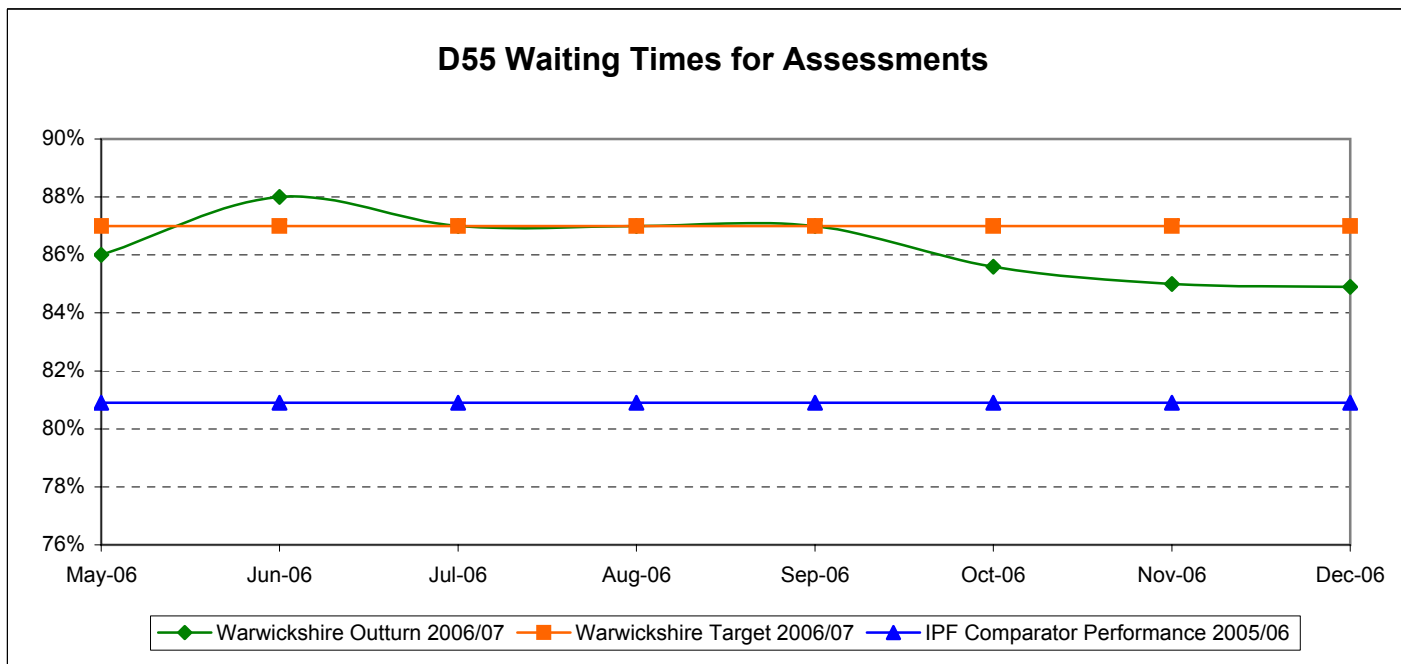
* See Appendix A

C29 Adults with Physical Disability Helped to Live at Home



C32 Older People Helped to Live at Home





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	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	143.00	125.60
Sickness: Days/FTE *				10.50		11.50		11.50	22.00	12.46
% FTE				4.60%		5.10%		5.10%		5.49%
% Short Term				59.90%		61.90%		62.80%		59.60%
% Long Term				40.10%		38.10%		37.20%		40.40%

Customer Information

Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1	0	0	0	0	2	1	3	0	0	6
(Ext Providers, Homecare)	0	0	1	0	0	0	0	0	0	1
Stage 2	0	0	0	0	0	0	1	0	0	1
Stage 3	0	0	0	0	0	0	0	0	0	0
Compliments	0	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	2,974,891
		0	11,848,461	12,401,835	13,080,322	13,096,538	15,111,815	14,857,646	14,857,646
	Total Budget	0	17,316,462	17,869,836	18,392,214	18,345,121	18,087,217	17,832,537	17,832,537
	Care Management Services	0	3,037,893	2,952,691	2,841,328	2,748,871	2,776,530	2,621,750	2,618,881
		0	16,238,677	16,861,346	17,464,350	17,473,322	17,775,709	17,402,948	17,352,049
	Total Forecast	0	19,276,570	19,814,037	20,305,678	20,222,193	20,552,239	20,024,697	19,970,930
	Care Management Services	0	(2,430,108)	(2,515,310)	(2,470,564)	(2,499,712)	(198,872)	(353,142)	(356,010)
		0	4,390,216	4,459,511	4,384,028	4,376,784	2,663,894	2,545,302	2,494,403
	Total Variance	0	1,960,108	1,944,201	1,913,464	1,877,072	2,465,022	2,192,160	2,138,393

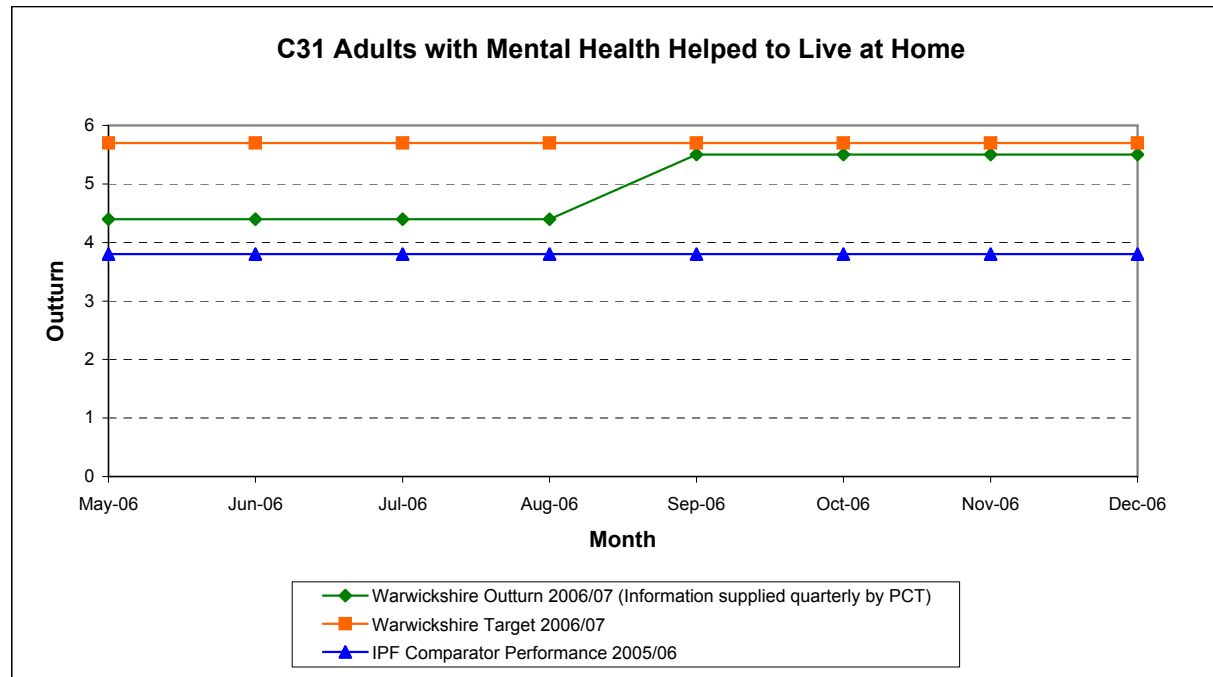
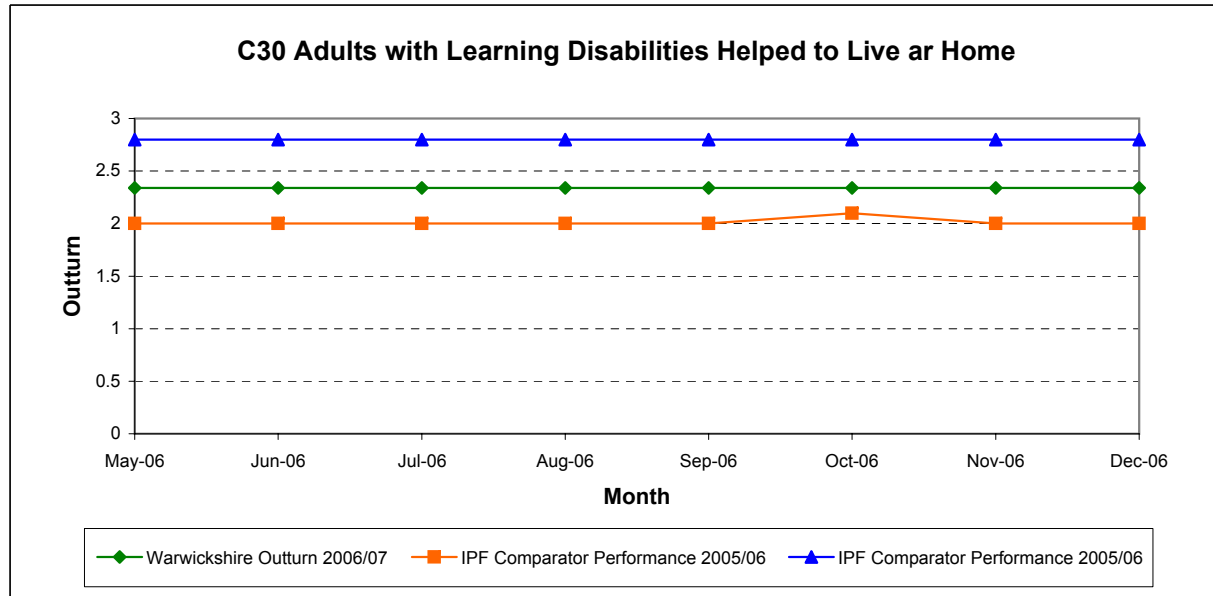
Agency Staff Spend	0	24,228	27,644	31,570	31,570	31,570	31,570	31,570
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		MENTAL HEALTH							
Status		Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Care Management Services	0	1,143,615	1,143,615	1,129,855	1,129,855	1,129,855	1,128,795	1,128,795
		0	3,216,205	3,216,205	3,229,965	3,232,705	3,232,702	3,233,762	3,233,762
	Total Budget	0	4,359,820	4,359,820	4,359,820	4,362,560	4,362,557	4,362,557	4,362,557
	Care Management Services	0	1,173,491	1,169,134	1,101,652	1,075,330	1,040,258	1,058,061	1,054,599
		0	3,195,916	3,240,270	3,696,736	3,649,420	3,648,960	3,608,118	3,604,981
	Total Forecast	0	4,369,407	4,409,404	4,798,388	4,724,750	4,689,218	4,666,179	4,659,580
	Care Management Services	0	29,876	25,519	(28,203)	(54,525)	(89,597)	(70,734)	(74,196)
		0	(20,289)	24,065	466,771	416,715	416,258	374,356	371,219
	Total Variance	0	9,587	49,584	438,568	362,190	326,661	303,622	297,023

Agency Staff Spend	0	17,882	17,882	17,882	28,553	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	9.70
C51 Direct Payments (per pop)	61.57	85	121	61.62	68.15	76.36	79.91	82.05	85.61	84.18
C51 Direct Payments (numbers)								346	361	355
C62 Services to Carers	7.02%	10%	10%	3.6%	4.2%	5%	7%	6.1%	6.7%	7.2%

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	80.00	67.60
Sickness: Days/FTE *				13.70		14.60		14.70	14.00	15.01
% FTE				6.00%		7.00%		6.50%		6.61%
% Short Term				38.80%		50.40%		43.90%		61.40%
% Long Term				61.20%		49.60%		56.10%		38.60%

Customer Information

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

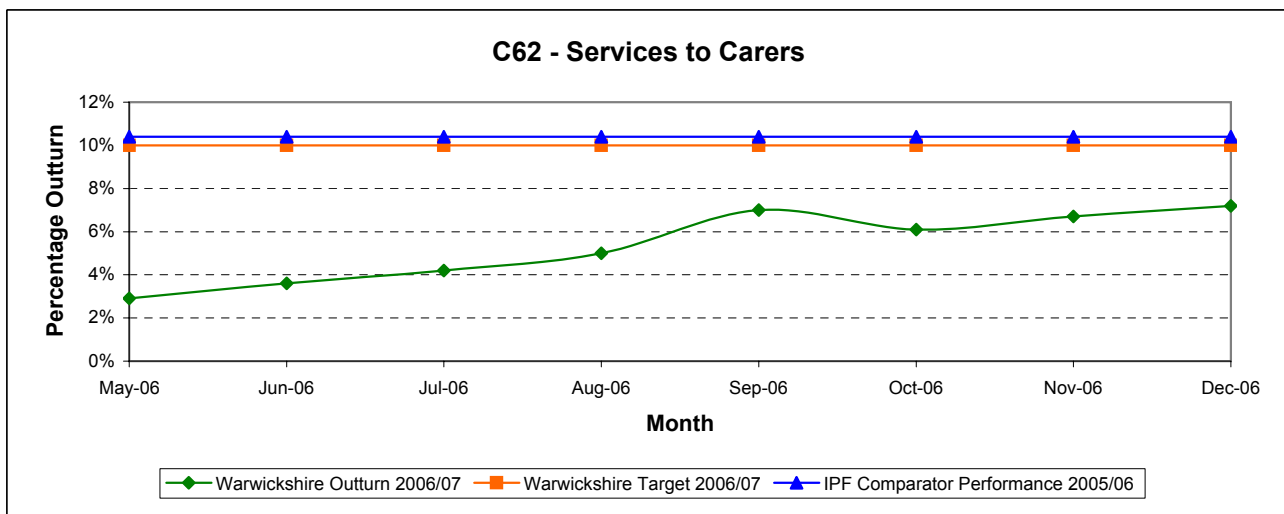
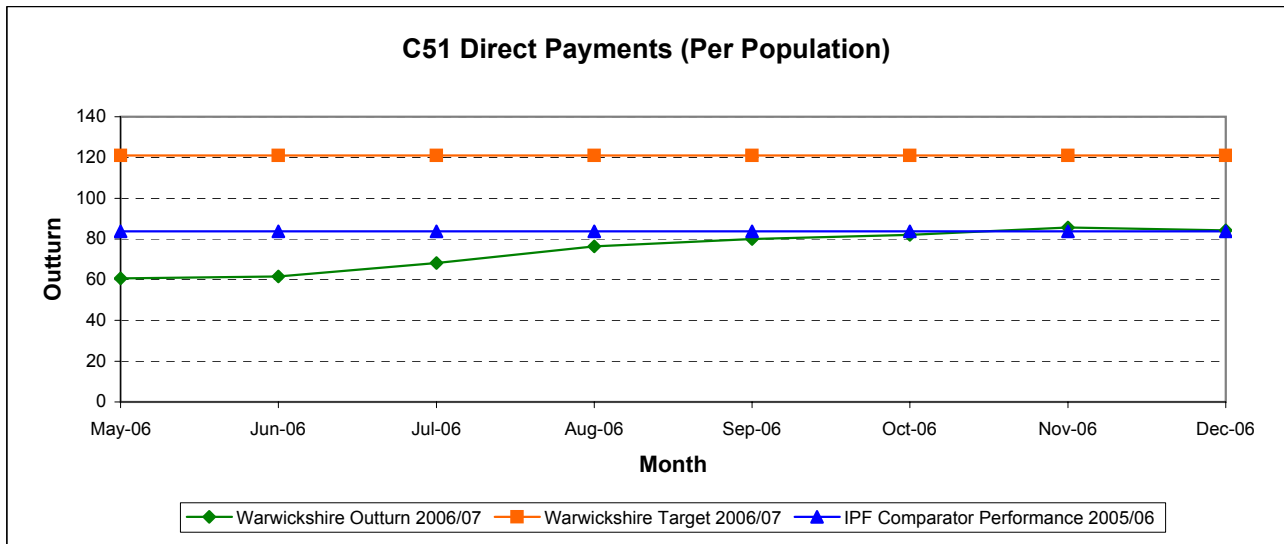
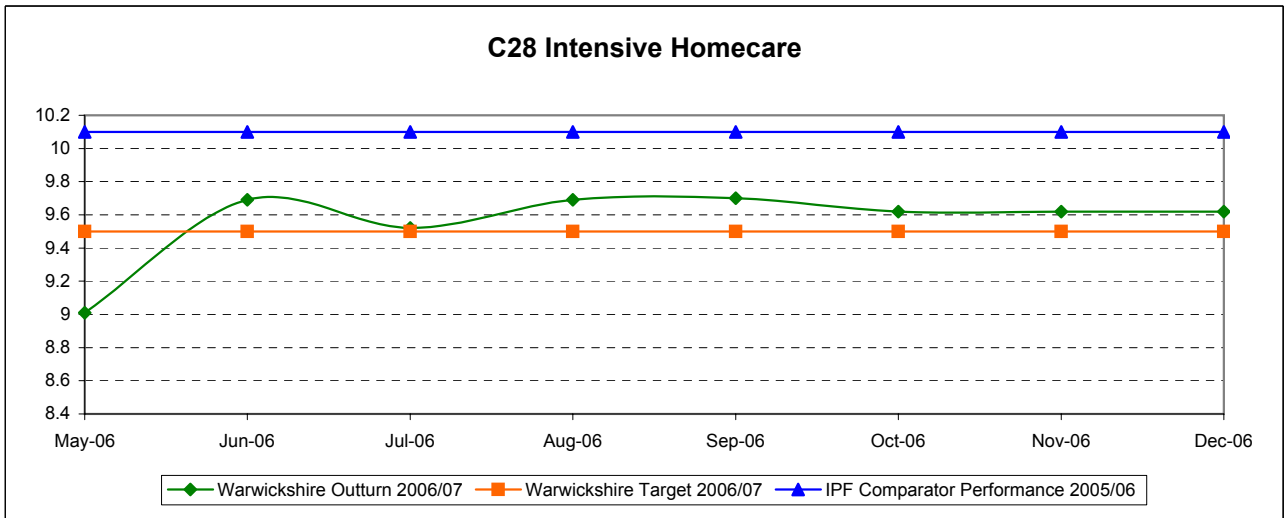
* See Appendix A

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	780,111
Total Budget	0	3,550,052	3,588,292	3,262,099	3,574,113	3,576,113	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	2,407,743
Development	0	692,953	680,284	687,213	682,802	678,178	678,178	668,998
Total Forecast	0	3,368,226	3,381,408	3,077,350	3,242,031	3,036,492	3,036,492	3,076,742
Specialist Services	0	(92,475)	(104,864)	(91,851)	(236,773)	(437,688)	(437,688)	(388,259)
Development	0	(89,351)	(102,020)	(92,898)	(95,309)	(101,933)	(101,933)	(111,113)
Total Variance	0	(181,826)	(206,884)	(184,749)	(332,082)	(539,621)	(539,621)	(499,371)

Agency Staff Spend	0	64,630	73,849	90,972	104,920	104,812	123,803	121,803
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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	8210
External Hours Recorded on Care First	31575	32793	32873	34456	35091	34590	33650	33738
Internal Hours Recorded on Care First	8042	8411	8088	8105	8120	8135	8190	8210
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	591.00	433.50
Sickness: Days/FTE *				18.40		20.00		22.80	117.00	23.05
% FTE				8.10%		8.80%		10.00%		10.15%
% Short Term				32.60%		33.30%		34.10%		34.40%
% Long Term				67.40%		66.70%		65.90%		65.60%

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%	43%	8%	51%
Staff Holding Level 3 NVQ - Supervisor Level	32%	12%	44%	32%	20%	53%	37%	19%	56%

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of December 2006

Customer Information

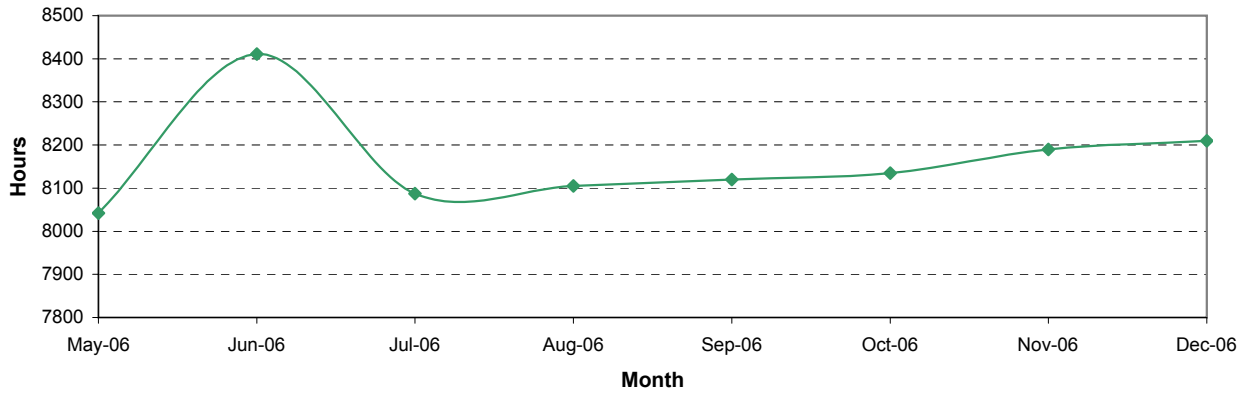
Complaints:	April	May	June	July	August	September	October	November	December	Cumulative Totals
Stage 1	1	1	0	1	4	0	1	8		16
Stage 2	0	0	0	1	0	0	0	0		1
Stage 3	0	0	0	0	0	0	0	0		0
Compliments	4	8	4	3	2	3	4	12		40

Finance Information

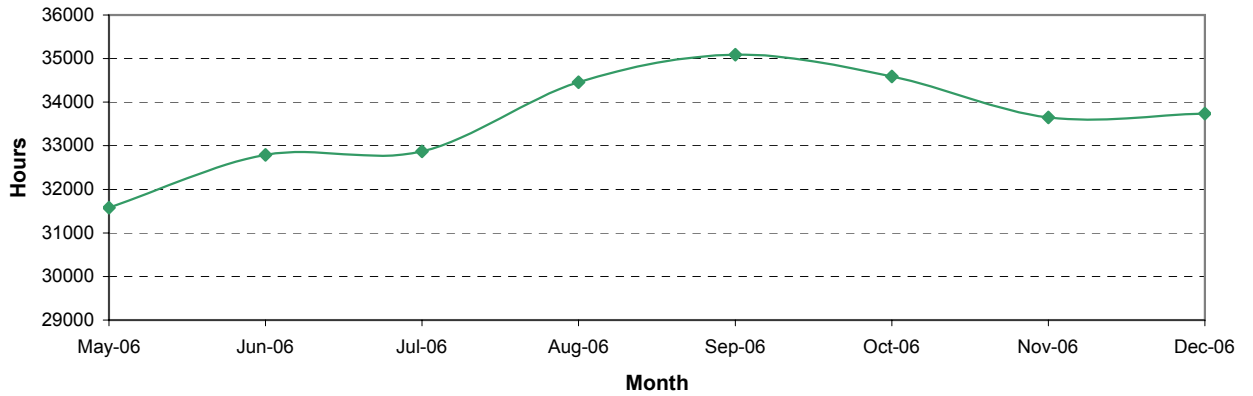
Status	Homecare	Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Budget	0	0	9,992,707	9,992,707	9,992,707	9,992,708	9,992,709	10,008,035	10,008,035
	Forecast	0	0	9,496,372	9,440,542	9,439,299	9,399,308	9,457,033	9,474,152	9,353,621
	Variance	0	0	(496,335)	(552,165)	(553,408)	(593,400)	(535,676)	(533,883)	(654,414)
	Agency Staff Spend	0	0	0	0	0	0	0	0	0

* See Appendix A

Internal Home Care Hours Delivered



External Home Care Hours Delivered



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	484.00	312.20
Sickness: Days/FTE *				13.40		14.40		17.00	68.00	17.40
% /FTE				5.90%		6.30%		7.50%		7.67%
% Short Term				37.60%		39.20%		41.50%		42.00%
% Long Term				62.40%		60.80%		58.50%		58.00%

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%	38%	11%	49%
Staff Holding Level 3 NVQ - Supervisor Level	55%	9%	64%	55%	9%	64%	64%	9%	73%

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 December 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	0	10
Stage 2	0	0	0	0	0	0	0	0	1	1
Stage 3	0	0	0	0	0	0	0	0	0	0
Compliments	11	18	5	2	5	5	0	0	3	49

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	7,358,957
	Forecast			7,955,388	7,737,833	7,670,764	7,740,351	7,788,257	7,826,480	7,856,280
	Variance		0	0	611,754	394,199	327,130	396,717	424,856	467,323

Relief Staff Spend			88,585	122,870	162,922	201,336	239,208	278,833	302,969
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* 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	292.00	227.50
Sickness: Days/FTE *				18.70		20.30		21.40		20.69
% FTE				8.20%		8.95%		9.40%		9.11%
% Short Term				42.30%		43.10%		45.70%		50.20%
% Long Term				57.70%		56.90%		54.30%		49.80%

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 December 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	0	1
Stage 2	0	0	0	0	0	0	0	0	0	0
Stage 3	0	0	0	0	0	0	0	0	0	0
Compliments	0	0	0	0	0	0	0	2	0	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	4,452,623
	Forecast			4,392,288	4,344,256	4,411,248	4,422,599	4,377,523	4,378,838	4,413,457
	Variance		0	(26,574)	(34,990)	(26,053)	(14,702)	(59,778)	(73,785)	(39,166)

Agency Staff Spend

0	0	8,660	8,660	8,660	9,160	13,004	9,160	12,412
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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%	92%
D54 7 Day Equipment Delivery	85%	85.8%	87%	90.9%	90.7%	89.5%	89.3%	89.7%	Not available	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	21.00	19.50
Sickness: Days/FTE *				6.60		6.70		5.70	7.00	6.80
% FTE				2.90%		3.00%		2.50%		3.00%
% Short Term				84.60%		100.00%		100.00%		100.00%
% Long Term				15.40%		0.00%		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

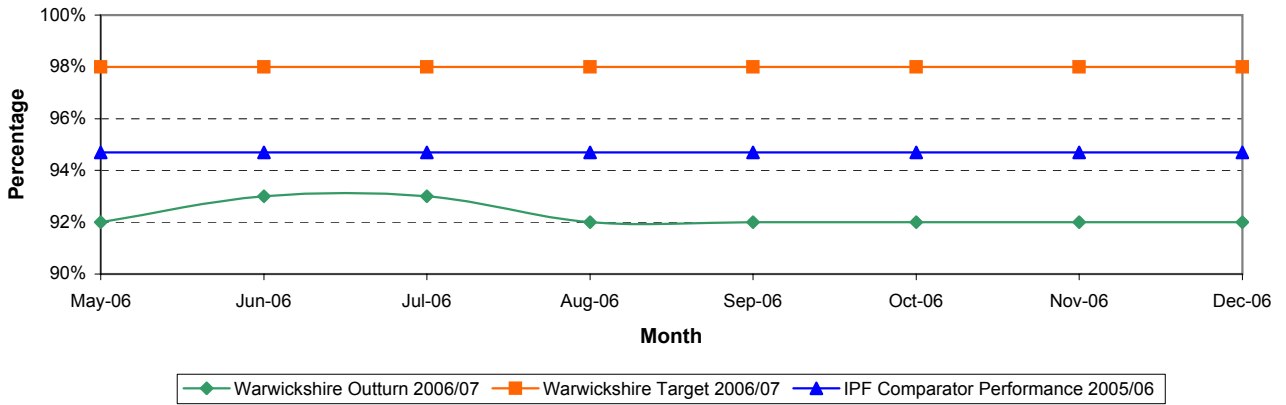
As at end of December 2006

Finance Information

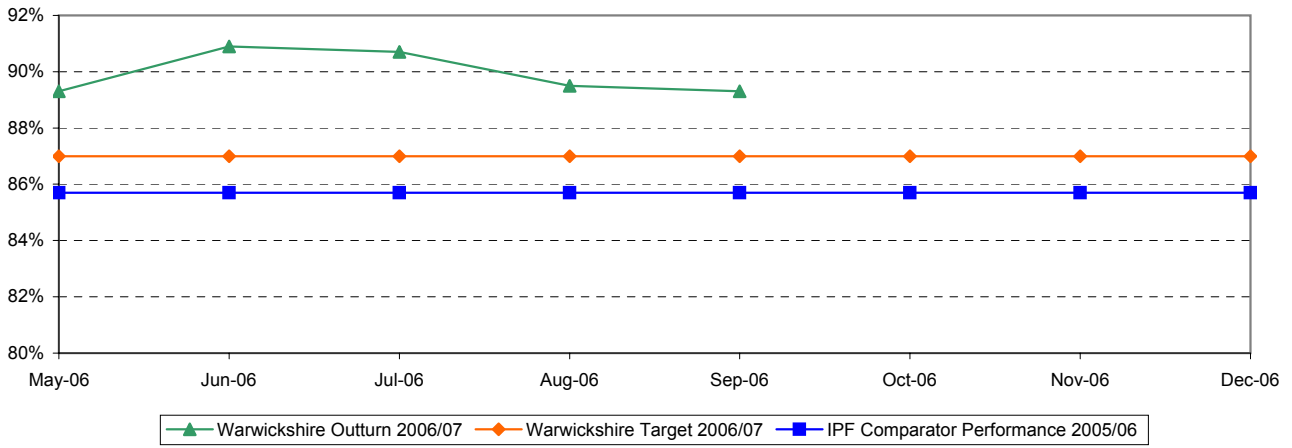
Status	Commissioning & Contracting	Previous Year	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	Expenditure	0	0	0	0	0	0	1,375,036	1,375,036
	Income	0	0	0	0	0	0	(1,658,736)	(1,618,736)
	Net Budget	0	(283,700)	(283,700)	(283,700)	(283,700)	(283,700)	(283,700)	(243,700)
	Expenditure	0	0	0	0	0	0	1,284,304	1,304,893
	Income	0	0	0	0	0	0	(1,647,000)	(1,626,736)
	Net Forecast	0	(420,160)	(408,105)	(359,650)	(364,534)	(364,267)	(362,696)	(321,843)
	Variance	0	(136,460)	(124,405)	(75,950)	(80,834)	(80,567)	(78,996)	(78,143)
	Agency Staff Spend	0	4,000	4,820	4,820	4,820	6,821	6,821	7,000

* See Appendix A

D37 - Availability of Single Rooms



D54 - 7 Day Equipment Delivery



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	13.00	10.70
Leavers									2.00	
Sickness: Days/FTE *				3.70		3.60		3.10		7.50
% FTE				1.60%		1.60%		1.40%		3.30%
% 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

Adult, Health and Community Services Performance Monitoring

As at end of December 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	71,827
	Customer First/User Participation	0	0	0	0	137,512	147,512	147,512
	Partnership Board	0	0	0	0	0	0	0
	Countywide Grants/Income	0	0	0	0	(2,622,368)	(2,632,368)	(2,632,368)
	Total Budget	(2,499,421)	(2,499,421)	(2,413,029)	(2,413,029)	(2,413,029)	(2,413,029)	(2,413,029)
	Policy on Older People	0	0	0	0	71,827	71,827	71,827
	Customer First/User Participation	0	0	0	0	139,096	142,496	143,057
	Partnership Board	0	0	0	0	0	0	0
	Countywide Grants/Income	0	0	0	0	(2,423,554)	(2,332,862)	(2,417,137)
	Total Forecast	(2,308,111)	(2,243,967)	(2,159,624)	(2,159,367)	(2,212,631)	(2,118,539)	(2,202,253)
	Variance	191,310	255,454	253,405	253,662	200,398	294,490	210,776
	Agency Staff Spend	0	0	0	0	0	0	0

* See Appendix A

Libraries, Learning & Culture

Libraries

Performance Activity

Status	Service	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	209,391		611,999
●	Issues	3,000,765	3,054,834	734,233	793,195	685,010		2,212,438
●	Enquiries	610,598	624,612	148,940	162,333	149,598		460,871
●	Visitors	2,962,879	3,066,397	734,161	818,227	724,497		2,276,885
★	Virtual service - WILD	350,245	257,633	112,465	115,392	115,410		600,900
★	Virtual service - CID	198,676	N/A	53,078	55,576	60,950		169,604
★	Virtual service - Online PC booking	11,406	N/A	13,982	13,684	11,994		39,660
★	Virtual service - Online membership	322	N/A	63	105	87		255
★	Virtual service - Mobile Calendar	2,431	N/A	1,076	1,108	1,081		3,265

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	392.00	255.90
% FTE				2.70%		3.00%		3.20%
% Short Term				65.00%		64.90%		69.30%
% Long Term				35.00%		35.10%		30.70%

Commentary/Action

The % FTE is the % of available working time lost due to sickness. This is the number of hours lost due to sickness divided by the total working hours available. The definition for short term sickness is anything under 27 days, long-term 27 days and over.

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	38		
Compliments			422	548	78		
Telephone responses	N/A	100%	91%	91%	93		
Letter Responses	N/A	100%	96%	92%	95		
Email Responses	N/A	100%	99%	96%	100		

Commentary/Action

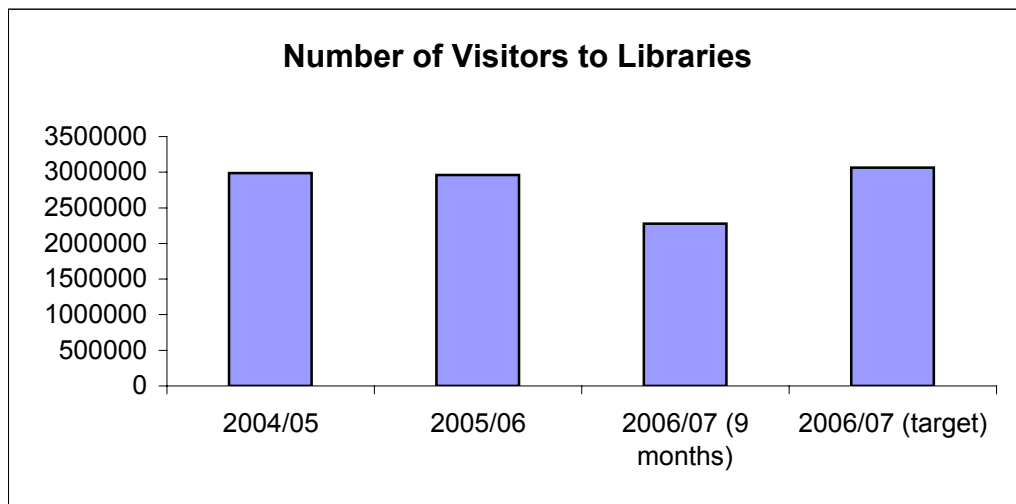
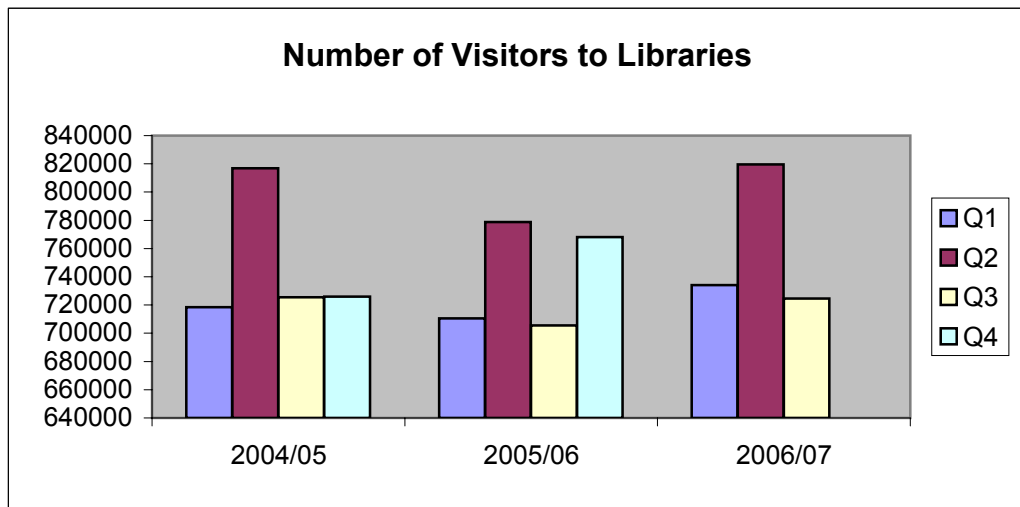
The customer service figures above include library service and cultural services. The corporate figure for e-mail responses taken from the web based monitoring is 83%. However this measure does not include the e-mails that go directly to members of staff. the current method for monitoring customer service response to letters and e-mails is via a one week survey which provides a snapshot. the difficulty with this is that we have no way

Finance Information

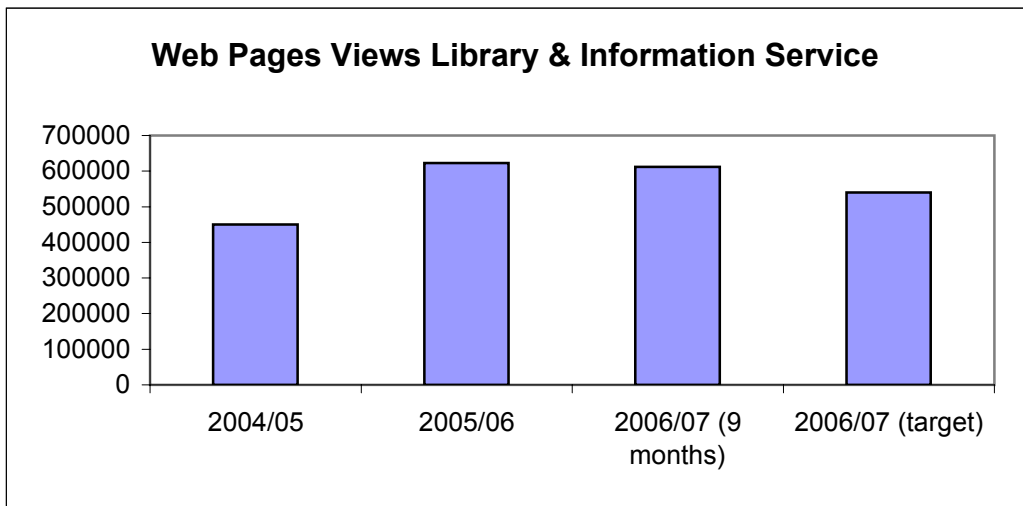
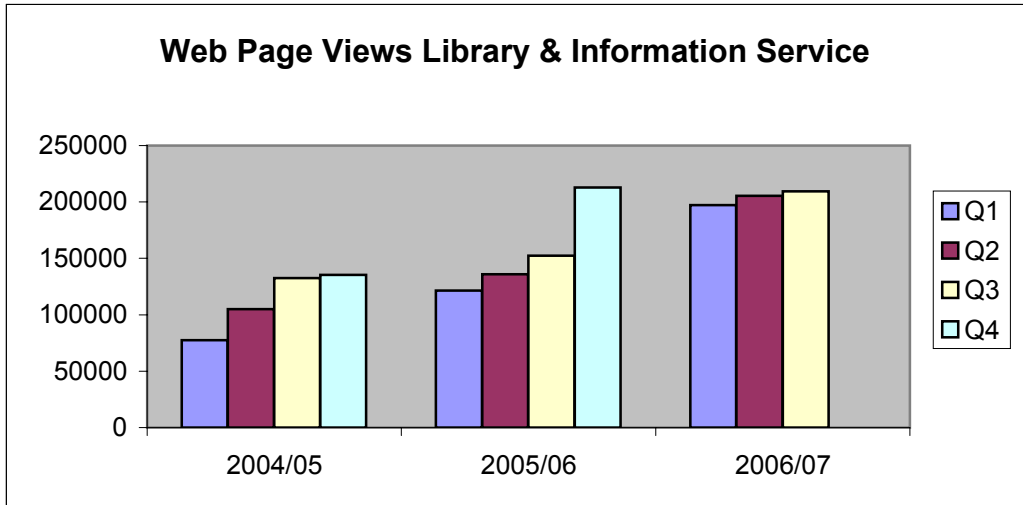
Status	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Budget	£10,288.3k	£10,288.3k	£10,321.2k	£10,375.3k	£10,375.4k	£10,414.9k	£10,414.9k	£10,395.0k
Forecast	£10,973.3k	£10,973.3k	£10,925.2k	£10,968.3k	£10,884.7k	£10,927.8k	£11,111.0k	£11,049.3k
Variance	£685.0k	£685.0k	£604.0k	£593.0k	£509.3k	£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








Web Page Views – not including 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
 Total enquiries received by CRO *	6522	6000	1722	1555	1649		4926
 Reader visits CRO	8509	8000	2030	2159	2034		6223
General enquiries Arts							
 Visits to and use of museums by school groups BVPI 170c	16242	10000	4106	1712	3154		8972
 Ave BVPI * usage per qtr	787.7	799.5	842.8	856.2	737		
 Ave BVPI in person per qtr	150.9	151.5	148.1	165.9	118.1		

Commentary/Action

Visitor numbers are down 7.5% on the same period last year and the continuing downward trend in visitor numbers, against a backdrop of an increasing population, is disheartening. Diminishing visitor numbers are always hard to explain as they reflect a complex combination of factors - weather, tourism (strength of pound, terrorism scares etc) as well as the quality of the offer. Warwick in general experienced a downturn in visitors over approximately the same period. We have to recognise that we are competing in an ever larger leisure market, without the benefit of capital investment such as neighbouring museums (eg Rugby, Leamington, Compton Verney) have experienced. We do however have plans for improvement, as follows:

1. We have appointed a Visitor Services Manager (created largely from administrative efficiencies) with a specific remit to reverse the downward trend through marketing and promotion, improving range of events and attractions, etc.
2. We are carrying out a capital project at St John's which should significantly improve the visitor offer (over the next 12 months - need to get Listed Building Consent etc)
3. We are working with partners to explore the integration of the Tourist Information Centre into the Market Hall which should improve footfall.

People Information

Budgeted Posts

Staff in Post
% FTE
% Short Term
% Long Term

End October 2006		End November 2006		End December 2006	
Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
100.00	89.10	102.00	88.40	104.00	91.20
	1.20%		1.30%		1.10%
	69.00%		70.40%		71.90%
	31.00%		29.60%		28.10%

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	£1,048.5k
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 out of 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

Yet again, 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.

Budget

Heritage and Cultural services do not forecast overspend outside accepted tolerances

Please see spreadsheet for Finance and HR position for November.