

## AGENDA MANAGEMENT SHEET

<b>Name of Committee</b>	<b>Cabinet</b>		
<b>Date of Committee</b>	<b>17<sup>th</sup> November 2005</b>		
<b>Report Title</b>	<b>Half Year Composite Performance Report 2005/06 (April – September 2005) and Key Messages from Public Consultation.</b>		
<b>Summary</b>	This report provides a high level summary of the Council's performance for the first 6 months of 2005/06 (April to September 2005) as part of the Performance Management Framework. It reports on performance against the key actions from the Corporate Business Plan, Corporate Headline Indicator (CHI) estimates / forecasts and Key Messages from Public Consultation under the six Corporate Objectives.		
<b>For further information please contact:</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Colin Gordon Corporate Performance Officer Tel: 01926 412559 colingordon@warwickshire.gov.uk</td> <td style="width: 50%;">Louise Richards Corporate Consultation Officer Tel: 01926 736124 louiserichards@warwickshire.gov.uk</td> </tr> </table>	Colin Gordon Corporate Performance Officer Tel: 01926 412559 colingordon@warwickshire.gov.uk	Louise Richards Corporate Consultation Officer Tel: 01926 736124 louiserichards@warwickshire.gov.uk
Colin Gordon Corporate Performance Officer Tel: 01926 412559 colingordon@warwickshire.gov.uk	Louise Richards Corporate Consultation Officer Tel: 01926 736124 louiserichards@warwickshire.gov.uk		
<b>Would the recommended decision be contrary to the Budget and Policy Framework?</b>	No.		
<b>Background papers</b>	<p>Corporate Business Plan 2005/8</p> <p>Best Value Performance Report 2005-06</p> <p>Full Year Composite Performance Report 2004/05</p>		

**CONSULTATION ALREADY UNDERTAKEN:-**

Details to be specified

Other Committees	<input type="checkbox"/> .....
Local Member(s)	<input checked="" type="checkbox"/> Na
Other Elected Members	<input type="checkbox"/> .....
Cabinet Member	<input checked="" type="checkbox"/> Cllr. Bob Stevens.....
Chief Executive	<input checked="" type="checkbox"/>

- |                          |   |
|--------------------------|---|
| Legal                    | <input checked="" type="checkbox"/> David Carter.....                   |
| Finance                  | <input type="checkbox"/> .....  |
| Other Chief Officers     | <input checked="" type="checkbox"/> COMT 2 <sup>nd</sup> November 2005  |
| District Councils        | <input type="checkbox"/> .....  |
| Health Authority         | <input type="checkbox"/> .....  |
| Police                   | <input type="checkbox"/> .....  |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> Key Officers within the departments |

**FINAL DECISION YES**

**SUGGESTED NEXT STEPS:**

Details to be specified

- |  |                                |
|--|--------------------------------|
| Further consideration by<br>this Committee | <input type="checkbox"/> ..... |
| To Council                                 | <input type="checkbox"/> ..... |
| To Cabinet                                 | <input type="checkbox"/> ..... |
| To an O & S Committee                      | <input type="checkbox"/> ..... |
| To an Area Committee                       | <input type="checkbox"/> ..... |
| Further Consultation                       | <input type="checkbox"/> ..... |

## **Cabinet – 17<sup>th</sup> November 2005**

### **Half-Year Composite Performance Report 2005/06 (April – September 2005) and Key Messages from Public Consultation**

#### **Report of the Chief Executive**

##### **Recommendations**

- 1) That Cabinet note the contents of the report and note that half-year reports from individual departments will be reported to relevant Overview and Scrutiny Committees.
- 2) That Cabinet identify any aspects of performance where they believe there is potential to improve year-end performance and that Portfolio Holders be asked to come back to Cabinet to demonstrate what actions will be taken.
- 3) That Cabinet note the Key Messages from Public Consultation identified in the report.

#### **1. Background and Content of the Report.**

- 1.1 The Half-Year Composite Performance Report provides an overview of performance during the first six months of 2005/06, namely the period 1 April 2005 to 30 September 2005. The aim is to provide an assessment of performance against the objectives and priorities set out in the Corporate Business Plan 2005/08.
- 1.2 The report contains a mixture of Corporate Headline Indicator (CHI) performance data and narrative updates and a summary of our progress against the actions for the medium term priorities in the Corporate Business Plan 2005/08.
- 1.3 We have used 'traffic light' reporting of red, amber and green. Performance is presented with analysis of Trend and Target for the CHIs and progress against Corporate Business Plan actions using this coloured 'traffic light' approach.
- 1.4 It should also be noted that some aspects of the Council's performance are measured only once a year (e.g. satisfaction surveys or examination results). As such, there are some areas where there are, as yet, no specific results to report on at the half-year stage. The information that is available is a mixture of on-going performance measurement and estimates of full-year outturn performance against agreed targets. Other details can be found in the individual Departmental Performance Reports, which are produced for review by the relevant Overview and Scrutiny Committees.

- 1.5 In addition, the report presents an update on the results from public consultation from July to December 2004 as they relate to each of the six Corporate Objectives. It covers results from the main corporate consultation activities undertaken in this period (i.e. the Citizens' Panel, as well as some of the main service consultations).

## **2. Next steps.**

- 2.1 Cabinet identify any aspects of performance where they believe there is potential to improve year-end performance and suggest that Portfolio Holders be asked to come back to Cabinet to demonstrate what actions will be taken.
- 2.2 Cabinet note the progress with planned consultations and the results obtained to date.

JIM GRAHAM  
Chief Executive

Shire Hall, Warwick.  
November 2005

**Half Year Composite Performance Report 2005/06  
And  
Key Messages from Public Consultation**



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# 1 INTRODUCTION

This report shows Warwickshire County Council's performance for the first six months of 2005/06 (April to September) in a coloured 'traffic light' form for each of our Corporate Performance Areas against targets and milestones.

This report forecasts our year-end performance for our key Corporate Headline Indicators (CHIs). Where there are several indicators behind the Performance Area shown, we have presented the group of indicators with a single 'traffic light' score to best represent all the Corporate Headline Indicators in that area. Overall commentary is given to indicate performance of the area and also performance of individual indicators if required for better understanding and interpretation.

The report also contains an update on progress against the key actions from the Corporate Business Plan (CBP) 2005/08.

Indicators and CBP actions are grouped by each of our six Corporate Objectives:

- **Promote Lifelong Learning and Personal Development**
- **Promote the Health and Social Care of our Citizens**
- **Improve the Environment**
- **Reduce Crime and Improve the Safety of the Community**
- **Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all**
- **Ensure Sound Governance of the County Council to provide Accessible, Responsive and Well-Managed Services**

Performance is presented with analysis of **Trend** and **Target**, with performance indicators grouped into Performance Area and using a coloured 'traffic light' approach with a scoring explanation as in the table below. Where there is no forecast information available, analysis is as the Composite Performance Report for 2004/05.

<b>Performance Key</b>	<b>Trend</b>	<b>Target</b>
<b>Green</b>	Forecast continuous improvement over last 2 - 3 years or improvement on previous year if no data.	Forecast to meet or exceed target.
<b>Amber</b>	Forecast flat or fluctuation above and below target, or some improvement but not yet consistent.	Forecast to miss target by 10% or less.
<b>Red</b>	Forecast reverse trend (greater than 10%) to that of the aim of the indicator.	Forecast to miss target by 10% or more.
<b>White</b>	Only current value or no data available.	No target set or half-year forecast not possible.

Progress on Corporate Business Plan actions is also presented using a coloured 'traffic light' approach with an explanation as follows,

<b>Performance Key</b>	<b>Progress</b>
<b>Green</b>	Actions are complete or are forecast to be on track for completion by the target date.
<b>Amber</b>	Actions are forecast to be partially complete or full completion will be delayed by six months or less of the target date.
<b>Red</b>	Actions forecast not to be completed or completion will be delayed by greater than six months from the target date.
<b>White</b>	Actions have been permanently deleted or deferred indefinitely.

This report also presents an update on the results from public consultation from July – September 2005 as they relate to each of the six Corporate Objectives. The significant results reported on in this half-year report relate to the sixth corporate objective “Ensure Sound Governance of the County Council to Provide Accessible, Responsive and Well-managed Services”. It covers results from the main corporate consultation activities undertaken in this period i.e. the Citizens’ Panel – Access to Services.

Our main tool for measuring satisfaction with the County Council is the Annual Public Satisfaction Survey, which is currently being undertaken and results will be reported to Members in the full year report in June 2006.

A planned programme of consultation via the Citizens’ Panel has been developed and is designed to reflect the Council’s corporate priorities and objectives. Over the last six months the Citizens’ Panel has been consulted on Customer Contact, Access to Services, with the current wave (Oct 2005) focussing on Priorities (including questions which will feed in to the budget setting process). In January 2006 the panel will be consulted on Sustainability Issues.

A review has been undertaken of our Mystery Shopping Process and improvements made which should improve the quality of information. A mini wave of Mystery Shopping is currently being undertaken, which will focus on problem areas, which were identified from the earlier wave in February 2005. The results of this will be reported to Members in the full year report in June 2006.

The Children Act Project is currently underway, 17 work streams have been identified one of these will be focussing on consultation, the results of these consultations will be reported in the full year report.



## 2 Promote Lifelong Learning and Personal Development

### Corporate Headline Indicators

<b>School Improvement Strategy for 16-19 year olds</b> CH51, CH66  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Amber</td></tr> </table>	Trend	Target	Amber	Amber	<p>The half-year estimate of the Average Points Score per student is 280, which is below the 2004/05 actual figure of 308.6 and forecast below the 2005/06 target of 309.5. Targets for this indicator need to be reviewed in line with changes to the Post 16 point scoring system.</p> <p>Given the estimated score for year-end the trend would be fluctuating because of the forecast down turn in the indicators.</p>
Trend	Target				
Amber	Amber				
<b>School Improvement Strategy at end of KS4, 16 year olds</b> CH52  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Amber</td></tr> </table>	Trend	Target	Green	Amber	<p>The percentage of pupils achieving at least five A* to C GCSEs or equivalent is estimated to be 56%, 2% up on the 2004/05 actual figure. The forecast is 5% down on the 2005/06 and DfES target of 61%.</p> <p>The trend continues to be positive given that the estimated year-end position is forecast to be above the 2004/05 actual figure.</p>
Trend	Target				
Green	Amber				
<b>School Improvement Strategy at end of KS3, 14 year olds</b> CH54, CH54a-d  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Amber</td></tr> </table>	Trend	Target	Green	Amber	<p>The half-year estimates are forecasting an improvement in achievement over all the 2004/05 actual figures of 1 to 2%, but missing the 2005/06 targets as set by the DfES.</p> <p>With an estimated improvement in all the figures over last year, the trend can be forecast to be positive.</p>
Trend	Target				
Green	Amber				
<b>School Improvement Strategy at end of KS2, 11 year olds</b> CH55, CH56  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Amber</td></tr> </table>	Trend	Target	Green	Amber	<p>The half-year estimates are forecasting an increase over the 2004/05 actual figures for all indicators. The estimates are also showing that one of the 2004/05 DfES targets will be missed (i.e. Mathematics) and one exceeded (i.e. English).</p> <p>This continues a positive trend of results for this age group.</p>
Trend	Target				
Green	Amber				
<b>Community Learning - Early Years</b> CH59  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Green</td></tr> </table>	Trend	Target	Green	Green	<p>Targets were reviewed and reduced in September 2005. It is anticipated that the development of Children's Centres will reduce the need to encourage extensive childminder registration. Currently, it is expected that the total stock of Warwickshire childminders will remain steady between 790-840 in this financial year. The Development Service will monitor any sudden drop in the total number of registered childminders and take action as required. Childminders are self-employed and can choose to set up in business anywhere as long as they are registered by Ofsted. The Team are working towards the end of a 2 year plan (April 2004-March 2006). New Indicators will be set for 2006 onwards.</p>
Trend	Target				
Green	Green				

## Promote Lifelong Learning and Personal Development

<p><b>Satisfaction with Education</b> CH61, CH62, CH63</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Amber</td></tr> </table>	Trend	Target	Amber	Amber	<p>The fall in overall satisfaction in the previous year was in line with a decline across the County Council and nationally. Dissatisfaction has also fallen, which means that there was a drift of people to 'neither satisfied nor dissatisfied'. This year is forecasting the same result as 2004/05, stopping the decline in satisfaction and showing the beginnings of a recovery on which to build in the next three years.</p> <p>Against the trend of less satisfaction expressed by all citizens, the users of the education service are significantly more satisfied. We aim to maintain this high level of satisfaction, bolstered by our policies on raising standards, extended schools and the Children Act and, corporately, stronger corporate communications, but there are risks. In this time-scale we may plan to reorganise some schools and that bruises the confidence of users as well as non-users.</p> <p>This year it has been decided to switch to measuring school satisfaction via the WES traded services survey because it is planned to be an annual survey whereas the previous Audit Commission survey only happened every 5+ years. The methodology is to average out the percentage satisfaction of all schools with the question "the service meets the needs of my school?" for 11 of the services traded with schools from the Education department.</p>
Trend	Target				
Amber	Amber				
<p><b>Library Services Satisfaction</b> CH64, CH65</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Green</td></tr> </table>	Trend	Target	Amber	Green	<p>Survey results will be available at year-end, however the forecast is for both indicator targets to be met (i.e. 75% satisfaction for all citizens and 95% satisfaction for users of the service).</p> <p>Trend 'traffic light' is based on the 2004/05 full year figures and previous years.</p>
Trend	Target				
Amber	Green				

## Promote Lifelong Learning and Personal Development

### Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	% of Total	
Green	6	35%	
Amber	11	65%	<p><b>Priority</b> – Raise standards of achievement for learners, particularly in schools.</p> <p><b>Action</b> – Implementation of national strategies for numeracy and literacy in Primary and Secondary education.</p> <ul style="list-style-type: none"> <li>Performance has improved on all measures. The target for 11 year olds' English performance was met, but the targets for Mathematics and Science were missed by four and two percentage points. Targets for 14 and 16 year olds were set at a time when they had to be fitted within a narrow range prescribed by the DfES and the CEO made clear at the time that they would be accepted as aspirational targets only. Despite this, the English and Mathematics targets for 14 year olds were only narrowly missed. Science and GCSE targets were missed by four and five percentage points respectively.</li> </ul> <p><b>Action</b> – Direct intervention for schools identified by OFSTED as needing help.</p> <ul style="list-style-type: none"> <li>The percentage of primary schools in special measures is likely to be higher as a result of changes to the Ofsted Framework and criteria.</li> </ul> <p><b>Action</b> – Support towards reaching targets for gifted and talented learners.</p> <ul style="list-style-type: none"> <li>Targets for English and Mathematics were narrowly missed by two and one percentage point respectively. Science results fell in Warwickshire and nationally in 2004 because of changes to the national tests. Results recovered to an extent in 2005 but were four percentage points short of the target. The target for 5 or more GCSE passes at the highest grades was exceeded by two percentage points.</li> </ul> <p><b>Action</b> – Increase the numbers of young people staying on in education and completing full or part-time courses in post statutory education in schools and FE colleges.</p> <ul style="list-style-type: none"> <li>This was not a realistic target to set for 2005. The 2004 annual progression rate into post 16 education was at its highest ever at 75.5%. Retention rates are at or above 95% in 16 out of 19 institutions for 2004/05.</li> </ul> <p><b>Action</b> – Make best use of buildings and other assets.</p> <ul style="list-style-type: none"> <li>Number of schools with more than 25% surplus places has risen significantly, not fallen. Cabinet has agreed to consult on a package of measures to reduce surplus places up to 2009.</li> </ul>

## Promote Lifelong Learning and Personal Development

			<p><b>Priority</b> – Develop Community Learning Plans to counteract the effects of deprivation and disadvantage on standards; and generally, increase participation in learning.</p> <p><b>Action</b> – Target youth work programmes to support the transition from childhood to adulthood, particularly for young people who are disabled, non-attendees at school, drug users or offending.</p> <ul style="list-style-type: none"> <li>Following the Ofsted Inspection of Youth Service (May 2005) some revised guidance on measuring "reach" has been forthcoming. It is anticipated that this will result in current year output of approximately 19% of the teenage population.</li> </ul> <p><b>Action</b> – Start to implement the 10 year vision "Building for the Future" arising from the Best Value Review of Libraries.</p> <ul style="list-style-type: none"> <li>Delayed due to our need to consult with new elected members and new Chief Executive on these strategic proposals. Revised completion date is 1<sup>st</sup> February 2006.</li> </ul> <p><b>Action</b> - Work with partners to secure funding to enhance Library and Heritage buildings and improve the range and quality of services delivered.</p> <ul style="list-style-type: none"> <li>The first stage lottery application bid has been completed. Rugby Borough Council is responsible for submitting the bid.</li> </ul> <p><b>Priority</b> – Promote the access and inclusion of all learners.</p> <p><b>Action</b> – Improve behaviour in schools.</p> <ul style="list-style-type: none"> <li>Mid-year estimate for this indicator is 1.92. This is a disappointing outcome, which closely mirrors the national trend. It is hoped that the proposals for managed transfers between schools will have a significant impact on these figures.</li> </ul> <p><b>Priority</b> – Promote the access and inclusion of all learners.</p> <p><b>Action</b> – Fulfil statutory responsibilities in relation to Equalities.</p> <ul style="list-style-type: none"> <li>The Department is completing a programme of Equality Impact Assessments but this is proving a major undertaking. Consideration is being given to securing additional expertise to support the work.</li> <li>The majority of schools have in place Race Equality policies, which have been assured by the Education Officer (Race Equality). Having such a policy will be the subject of Inspections by OfSTED and schools will need to refer to this Policy and Action Plan in the self-evaluation they are required to prepare.</li> </ul>
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## Promote Lifelong Learning and Personal Development

<b>Amber</b>			<b>Action</b> – Undertake diversity and specialist projects such as extended schools and the further development of coherent services for learners. <ul style="list-style-type: none"> <li>Extended Schools - Bids invited 23.09.05, awards granted 2.12.05 and extended school projects established / completed 31.08.06.</li> </ul>
<b>Red</b>	0	0%	
<b>TOTAL =</b>	<b>17</b>		

### 3 Promote the Health and Social Care of our Citizens

#### Corporate Headline Indicators

<b>Satisfaction with Social Services</b> CH21, CH22, CH23  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>Figures not yet available, surveys will be sent out in January / February 2006.</p> <p>Trend is based on the 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Green	White				
<b>Delayed discharge from Hospital</b> CH28  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>Figure not yet available to be able to give a sensible estimate of what the year-end position will be.</p> <p>Trend is based on the 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Green	White				
<b>Older people helped to live at home</b> CH24, CH25, CH26, CH27  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Amber</td></tr> </table>	Trend	Target	Green	Amber	<p>Over the last 3 months there has been an average increase of 37 people per month. A forecast figure for 2005/06 has been calculated on the presumption that this rate of increase will be sustained over the next 6 months.</p> <p>The figures relating to Intensive Home Care are submitted to the Department of Health in November and relate to a sample week in September. There is expected to be an increase in the number of people receiving intensive home care packages as a result of the department's policy to maintain people in their own homes wherever possible.</p> <p>At the current time figures suggest that we are continuing to successfully limit residential admissions and are in line to achieve the target of 79 for the full year 2005/06.</p> <p>Difficulties in sourcing Home Care as the Internal Home Care Service begins modernisation and the resulting pressure on the external sector to provide additional hours of care has caused some time delays in service provision. It is predicted that there will be a significant increase in the number of packages being put in place within the required timescales across 2006/07 when the beneficial effects of Home Care Modernisation and re-tendering are felt.</p>
Trend	Target				
Green	Amber				
<b>Looked after Children - stability</b> CH29, CH30  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Green</td></tr> </table>	Trend	Target	Amber	Green	<p>Based on provisional figures, it is anticipated that the target will be met or exceeded.</p> <p>Trend 'traffic light' is based on the 2004/05 full year figures and the forecast figures for this year being on target.</p>
Trend	Target				
Amber	Green				

## Promote the Health and Social Care of our Citizens

<b>Education Access and Inclusion</b> CH31, CH32a-b  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td style="background-color: green;">Green</td><td style="background-color: green;">Green</td></tr> </table>	Trend	Target	Green	Green	<p>The figure of 84% for "Percentage of Year 11 children in public care gaining 1 or more A* -G grades at GCSE/GNVQ" is based on data collected from Warwickshire schools only. There is likely to be some downward movement once information regarding children placed in other authorities is added in. However, this current estimate exceeds the target of 75%.</p> <p>The actual 2005/06 targets agreed with the DfES have already been met by the half-year outcomes for the percentage of half days missed due to absence from both primary and secondary schools, with further improvements expected.</p> <p>These forecasted figures maintain a positive trend from last year and previous years.</p>
Trend	Target				
Green	Green				
<b>Special Education Needs</b> CH38  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td style="background-color: orange;">Amber</td><td style="background-color: green;">Green</td></tr> </table>	Trend	Target	Amber	Green	<p>An estimated figure of 96% is forecast for year-end putting this indicator on target.</p> <p>With this forecasted figure the trend is still said to be fluctuating.</p>
Trend	Target				
Amber	Green				
<b>School Exclusions</b> CH39  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td style="background-color: orange;">Amber</td><td style="background-color: red;">Red</td></tr> </table>	Trend	Target	Amber	Red	<p>There has been a marked increase in exclusions with a forecast figure of 1.92 per 1,000 pupils against a 2005/06 target of 1 and down on the 2004/05 actual of 1.18. This is a disappointing outcome, which closely mirrors the national trend. It is hoped that the proposals for managed transfers between schools will have a significant impact on this figure.</p> <p>If this forecast figure is confirmed at year-end then the trend will have been in the wrong direction for 2 years running following the improvement made in 2003/04.</p>
Trend	Target				
Amber	Red				
<b>Healthy Schools – School Improvement Strategy</b> CH35  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td style="background-color: green;">Green</td><td style="background-color: green;">Green</td></tr> </table>	Trend	Target	Green	Green	<p>The forecast is to meet the year-end target of 100. Future targets have been revised due to new criteria issued nationally. Considerable work is being undertaken to revise local structures and the focus of resources in order to ensure national targets are met. Recruitment to the scheme is good.</p> <p>The forecast continues the positive trend year on year from all previous years.</p>
Trend	Target				
Green	Green				
<b>Life Expectancy</b> CH36  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td style="background-color: orange;">Amber</td><td style="background-color: white;">White</td></tr> </table>	Trend	Target	Amber	White	<p>No data currently available to be able to forecast the year-end life expectancy gap for Males and Females between Warwickshire and Nuneaton &amp; Bedworth against the 2005/06 targets.</p> <p>The trend is recorded as fluctuating currently because the life expectancy gap for the last 3 years has been reducing for Males but increasing for Females.</p>
Trend	Target				
Amber	White				
<b>Smoking Cessation</b> CH37a-b  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td style="background-color: green;">Green</td><td style="background-color: orange;">Amber</td></tr> </table>	Trend	Target	Green	Amber	<p>Half-year estimate figure of 1,250 people quitting smoking after 4 weeks means the performance is currently looking to be slightly below the year-end target of 3,323.</p> <p>Trend 'traffic light' is based on the 2004/05 full year figures and previous years.</p>
Trend	Target				
Green	Amber				

## Promote the Health and Social Care of our Citizens

### Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	14	82%	
Amber	2	12%	<p><b>Priority</b> – Promote a better quality of life, independence and social inclusion for older people, refocusing the delivery of older people's services through strategic partnerships.</p> <p><b>Action</b> – Avoid charges levied under the Community Care Delayed Discharges Act and invest savings to further reduce delayed discharges from hospital.</p> <ul style="list-style-type: none"> <li>• A Reimbursement Monitoring Spreadsheet has been designed and submitted to each of the hospitals. St. Cross Hospital has been the pilot site, the spreadsheet will be rolled out to the other hospitals during October.</li> <li>• Well-used assessment beds now exist at Abbotsbury (Rugby), Orchard Blythe (Coleshill) and Mayfield (Bedworth). Discussions continue with the PCT about further intermediate care services at Abbotsbury. Planning is well advanced to launch a re-ablement service for older people in the community and the beds at Orchard Blythe will be integrated into this service. Discussions continue with the PCT about remodelling intermediate care services in the North possibly involving the use of Mayfield and another HEP as a base for intermediate care services.</li> <li>• In April staff were selected to form the Hospital Discharge rota and a training programme set up. Early dialogue with external Home Care agencies was organised given that the service to people could not simply be terminated. Sadly the lack of spare capacity has inhibited progress, the scheme is now due to start in October.</li> </ul> <p><b>Action</b> – Continue to modernise our home care and other community support services to help older people to live at home, and to improve the quality of domiciliary services.</p> <ul style="list-style-type: none"> <li>• The new models of in-house home care are now being introduced on a wider scale, Warwick will be starting the Hospital Discharge service at the end of Oct 05 and the Nuneaton team will begin the Social Re-ablement service in January 2006.</li> <li>• The specialist dementia home care tender has been awarded to two providers. Intensive training is being undertaken before the implementation of the new service. However, contract start dates have been delayed owing to the transfer of service users taking longer than expected. The service in the north will start in Nov 2005 and begin in Rugby and the south by the end of December. Lessons have been learnt regarding the difficulties of identify service users who meet the eligibility criteria for the new service e.g. modification of internal recording systems.</li> </ul>



## Promote the Health and Social Care of our Citizens

<b>Amber</b>			<ul style="list-style-type: none"> <li>The re-tendering of the independent sector home care provision has been implemented with the following key milestones having been reached: <ul style="list-style-type: none"> <li>National advert and expressions of interest – 22/08/05</li> <li>Pre-tender briefing for providers – 08/09/05</li> <li>Pre-qualification questionnaire completed and returned – 26/09/05</li> </ul> </li> </ul> <p>Circulation of the full tender pack is due in November and the overall process is on schedule for award within the current financial year as planned.</p> <ul style="list-style-type: none"> <li>The Voluntary Sector audit findings, emerging key themes and suggested action plan were reported and endorsed by Cabinet on 8th Sept 05, for implementation in conjunction with the work already underway on the corporate strategy for the Council's relationship with the voluntary sector. To progress adult services' compliance with contract standing orders (and ensure all commissioning initiatives are strategically co-ordinated), a Commissioning Project Team has been established to deliver the agreed Voluntary Sector and Contract Schedule Plans.</li> <li>However, in order to achieve compliance within the agreed timescales, the Commissioning Project Team has proposed an Adult Services Commissioning panel, that will shape the future strategic commissioning approach to meeting adult needs. The Commissioning Panel will supersede the current Contract Schedule Plan to include consideration of all adult services agreements including the voluntary and community sector and all other contracted services (e.g. the independent sector).</li> </ul>
<b>White</b>	1	6%	<p><b>Priority</b> – Reduce Health inequalities across the County through targeting the most disadvantaged.</p> <p><b>Action</b> – Enhance the environment of our towns and streets to benefit the health, safety, social and economic vitality of our communities (LPSA2).</p> <ul style="list-style-type: none"> <li>All LPSA targets have been postponed until April 2006. The agreement will now be for April 2006 to 2009.</li> </ul>
<b>Red</b>	0	0%	
<b>TOTAL =</b>	<b>17</b>		

## 4 Improve the Environment

### Corporate Headline Indicators

<p><b>New Homes built on Brownfield sites</b> CH41</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Green</td></tr> </table>	Trend	Target	Green	Green	<p>The forecast is for the year-end figure to be 64.3%, which will exceed last years figure and this year's target of 60%.</p> <p>Trend is based on the 2004/05 full-year actual figure, the forecast this year and previous years.</p>
Trend	Target				
Green	Green				
<p><b>Satisfaction with Transport Services</b> CH42, CH43</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>These figures are derived from the Public Satisfaction Survey. Results will be available in January 2006.</p> <p>Trend is based on the 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Green	White				
<p><b>Satisfaction with Road Maintenance</b> CH44a-b</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Green</td></tr> </table>	Trend	Target	Amber	Green	<p>These figures are derived from the Public Satisfaction Survey. Results will be available in January 2006.</p> <p>Trend is based on the 2004/05 full-year figures meeting the targets, which gave a return to the figures of 2002/03 and an up turn from 2003/04, showing a fluctuating trend.</p>
Trend	Target				
Amber	Green				
<p><b>Mode of travel to school</b> CH45a-b</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>These indicators are measured by a survey undertaken within schools during November – results will be available in December.</p> <p>Trend 'traffic light' is based on the 2004/05 full year figures and previous years.</p>
Trend	Target				
Green	White				
<p><b>Household Waste</b> CH46, CH46a-b, CH47</p> <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Amber</td></tr> </table>	Trend	Target	Amber	Amber	<p>The estimated figures are forecasting that the year-end targets will be missed by a very small margin.</p> <p>Trend 'traffic light' is also based on the fact that the forecast for the 2005/06 full year figures is to slightly miss their targets, therefore giving a fluctuation in the trend.</p>
Trend	Target				
Amber	Amber				

## Improve the Environment

<p><b>Condition of Roads</b> CH48a-c</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th style="padding: 2px 10px;">Trend</th><th style="padding: 2px 10px;">Target</th></tr> <tr> <td style="padding: 2px 10px;">White</td><td style="padding: 2px 10px; background-color: #ffcc00;">Amber</td></tr> </table>	Trend	Target	White	Amber	<p>This will be the second year of reporting Principal Road condition using SCANNER survey data. It is expected to be a similar value to report as last year, which would be slightly worse than the target.</p> <p>This will be the first year of reporting B and C Road condition using SCANNER survey data. Therefore estimating a value is difficult.</p> <p>The condition of the unclassified network will continue to be measured using CVI. Maintenance work on D Roads has been at similar levels for some time.</p> <p>No real trend can yet be established for this performance area until 2005/06 year-end data is available, giving two years worth of actual data on which to base it.</p>
Trend	Target				
White	Amber				
<p><b>Community well-being – satisfaction with local area as a place to live</b> CH49</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <th style="padding: 2px 10px;">Trend</th><th style="padding: 2px 10px;">Target</th></tr> <tr> <td style="padding: 2px 10px; background-color: #ffcc00;">Amber</td><td style="padding: 2px 10px;">White</td></tr> </table>	Trend	Target	Amber	White	<p>This figure is derived from the Public Satisfaction Survey. Results will be available in January 2006.</p> <p>Trend is based on the 2004/05 full-year actual figure and previous years</p>
Trend	Target				
Amber	White				

## Improve the Environment

### Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	10	55%	
Amber	3	17%	<p><b>Priority</b> – Lead by example to promote environmental sustainability.</p> <p><b>Action</b> – Develop a climate change strategy.</p> <ul style="list-style-type: none"> <li>Draft Climate Change Strategy is scheduled to be completed early/mid October. Consultation is clearly related to the development of the Low Carbon Strategy for Warwickshire the timing and nature of which is increasingly being guided by a Steering Group comprised of external / non-WCC members. The date is now likely to slip to the end of March 2006. This will be confirmed following the next Low Carbon Strategy Meeting at the end of September.</li> </ul> <p><b>Priority</b> – Minimise household waste and increase rates of recycling and composting.</p> <p><b>Action</b> – Agree phase 2 of the Integrated Waste Strategy with waste collection authorities.</p> <ul style="list-style-type: none"> <li>Expected to be approved in October 2005.</li> </ul> <p><b>Priority</b> – Promote a sustainable pattern of land use, which balances community needs with environmental protection.</p> <p><b>Action</b> – Adopt Statement of Community Involvement for Minerals and Waste Plans.</p> <ul style="list-style-type: none"> <li>Currently slipping behind timescale by about a month and likely to be further delays due to political processes, but the timetable is still manageable to a degree. Date for adoption is March 2006 in the Minerals &amp; Waste Development Scheme, not February.</li> </ul>
White	3	17%	
			<p><b>Priority</b> – Lead by example to promote environmental sustainability.</p> <p><b>Action</b> – Reduce carbon emissions through energy management in County Council buildings to achieve the LPSA2 target of 23%.</p> <ul style="list-style-type: none"> <li>All LPSA's have been postponed until April 2006. The agreement will now be for April 2006 to 2009.</li> </ul>

## Improve the Environment

<b>White</b>			<p><b>Priority</b> – Minimise household waste and increase rates of recycling and composting.</p> <p><b>Action</b> – Implement actions to achieve recycling targets (LPSA2).</p> <ul style="list-style-type: none"> <li>LPSA2 is now likely to be a 3 year programme commencing in April 2006 but the details have yet to be agreed with ODPM. These schemes will not therefore proceed this year but will be re-considered when LPSA2 is agreed. WCC is undertaking the following action, "Provide North Warwickshire Borough Council with collection vehicles to extend the green waste collection scheme." by 31/03/06.</li> </ul> <p><b>Priority</b> – Promote and implement transport policies and targets, which balance the needs of people, businesses and the environment.</p> <p><b>Action</b> – Progress the major schemes identified in the Local Transport Plan.</p> <ul style="list-style-type: none"> <li>Still waiting for the decision from DfT regarding additional funding. Until we have a decision, scope of scheme cannot be determined. The timescale will not be met – dependent upon a decision from the DfT.</li> </ul>
<b>Red</b>	2	11%	<p><b>Priority</b> – Minimise household waste and increase rates of recycling and composting.</p> <p><b>Action</b> – Work on waste management activities to achieve national targets.</p> <ul style="list-style-type: none"> <li>Not expected to be advertised until 2006/07 due to delays in Strategy and lack of funding for procurement process.</li> </ul> <p><b>Priority</b> – Promote a sustainable pattern of land use, which balances community needs with environmental protection.</p> <p><b>Action</b> – Consult on the preferred options and proposals for the Waste Core Strategy.</p> <ul style="list-style-type: none"> <li>Delay caused by unavailability of regional information. We have applied to GOWM for an extension, which would move consultation on preferred options back to August 2006. Went to Cabinet on 8<sup>th</sup> September for approval. We have not received a final response from GOWM.</li> </ul>
<b>TOTAL =</b>	<b>18</b>		

## 5 Reduce Crime and Improve the Safety of the Community

### Corporate Headline Indicators

<b>Reduction in road accident casualties</b> CH71, CH72, CH73  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Green</td></tr> </table>	Trend	Target	Green	Green	<p>Due to the nature of the indicators it is not possible to provide accurate estimates. However, the actual figures for the first 8 months of the year have been used to judge what the full year position will be against the 2005/06 targets. Targets are set according to the National Casualty Reduction targets for 2010</p> <p>Based on the estimates being forecast for year-end and the 2004/05 actuals the trend continues to be positive.</p>
Trend	Target				
Green	Green				
<b>Number of fires</b> CH74a-b  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Green</td></tr> </table>	Trend	Target	Amber	Green	<p>To date the total number of calls to fires has been within target. The continuing targeted fire safety campaigns at district level throughout the County have resulted in a decrease in both primary and secondary fires. It is estimated that the target for the year-end will be achieved.</p> <p>The number of deliberate fires has decreased since last year and is currently forecasted to achieve target. The Area Risk Teams and Arson Reduction Officer have worked in partnership with other agencies to reduce the occurrence of deliberate fires. The Warwickshire Car Clear Scheme is continuing to prove successful.</p>
Trend	Target				
Amber	Green				
<b>Deaths and injuries caused by fire</b> CH75a-b  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Red</td></tr> </table>	Trend	Target	Amber	Red	<p>Unfortunately, there has been one death in Rugby District due to accidental fires in dwellings so far in 2005/06.</p> <p>The number of injuries in accidental dwelling fires is currently less than the level in the corresponding period of the previous year, however the stretch target is not being achieved. The Area Risk Teams are continuing the fire safety education programme through targeted Home Fire Safety Checks, schools visits and talks to Warwickshire residents to minimise the occurrence of injuries within the County. It is estimated that the year-end target will not be achieved.</p>
Trend	Target				
Amber	Red				
<b>Crime rates</b> CH76a-b, CH77, CH78, CH79  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Green</td></tr> </table>	Trend	Target	Green	Green	<p>Figures for CH76a and CH76b are taken from the British Crime Survey and are published as a snapshot once a year, in July. 2005/06 figures will not be released until July 2006. For all other indicators, the projection is based on first quarter of 2005/06, half year results are not available until late October 2006.</p> <p>Domestic Burglaries and Vehicle Crimes are forecast to be below targets whilst Violent Crimes are being estimated as slightly over target.</p> <p>If the estimates are confirmed at year-end then the trend will be positive with continued improvement year on year. Trend is based on 2004/05 actuals and 2005/06 estimates.</p>
Trend	Target				
Green	Green				
<b>Fear of crime</b> CH80a-c  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>The WCC Public Satisfaction Survey for the measurement and production of these performance indicators will be done in November 2005.</p> <p>Trend is currently based on the 2004/05 figures and previous years.</p>
Trend	Target				
Green	White				

## Reduce Crime and Improve the Safety of the Community

<p><b>Young offenders</b> CH81</p> <table border="1"><tr><th>Trend</th><th>Target</th></tr><tr><td>Amber</td><td>Amber</td></tr></table>	Trend	Target	Amber	Amber	<p>The half-year forecast is 1.7% against the 2005/06 target of 1.5% of the 10-17 year old population in Warwickshire who are known to have offended. Although the target is forecast to be slightly missed, the figure would maintain the 2004/05 performance.</p> <p>Trend is based on the estimate, 2004/05 figure and previous years.</p>
Trend	Target				
Amber	Amber				

## Reduce Crime and Improve the Safety of the Community

### *Progress on Corporate Business Plan actions for 2004/05*

Performance Key	Number	Percentage of Total	
Green	12	92%	
Amber	1	8%	<b>Priority</b> – Reduce crime and the fear of crime through improving the Council's approach to Community Safety.  <b>Action</b> – Implement a strategy for WCC's contribution to reducing crime and disorder. <ul style="list-style-type: none"> <li>Action subject to Government approval.</li> </ul>
Red	0	0%	
<b>TOTAL =</b>	<b>13</b>		



## **6 Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all**

### **Corporate Headline Indicators**

<b>Employment in Warwickshire</b> CH11, CH12  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>White</td></tr> </table>	Trend	Target	Amber	White	<p>The figures for these indicators will be available in December 2005 in readiness for the full-year report.</p> <p>Trend is based on the 2004/05 full-year actual figures and previous years.</p>
Trend	Target				
Amber	White				
<b>Employer satisfaction</b> CH13  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>The figure for this indicator will be available in December 2005 in readiness for the full-year report.</p> <p>Trend is based on the 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Green	White				
<b>Disposable income</b> CH14  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>White</td></tr> </table>	Trend	Target	Amber	White	<p>The figure for this indicator will be available in December 2005 in readiness for the full-year report.</p> <p>Trend is based on the 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Amber	White				
<b>School leaver destination</b> CH15  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Green</td></tr> </table>	Trend	Target	Green	Green	<p>The estimate is provisional as no specific data has yet been compiled on those pupils who have just left school. Final data is not available until January 2006.</p> <p>Trend is based on the estimate, 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Green	Green				
<b>Developing confident consumers</b> CH16  <table border="1"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Green</td></tr> </table>	Trend	Target	Amber	Green	<p>The estimated figure of 68% will meet target and return the performance back to that of 2003/04, improving greatly on the 2004/05 actual figure of 49%. The consultation that is undertaken annually to collect this data has yet to be carried out.</p> <p>Trend is based on the estimate, 2004/05 full-year actual figure and previous years.</p>
Trend	Target				
Amber	Green				

## Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all

### ***Progress on Corporate Business Plan actions for 2004/05***

Performance Key	Number	Percentage of Total	
<b>Green</b>	14	93%	
<b>Amber</b>	1	7%	<p><b>Priority</b> – Promote Warwickshire’s economy improving the quality of life for the most disadvantaged people.</p> <p><b>Action</b> – Support the farming and food industry through the changes facing the rural economy by assisting partners to secure funding for the Stoneleigh Park Centre for Rural Excellence and commence development of the Rural Innovation Centre.</p> <ul style="list-style-type: none"> <li>Unlikely that the March 2006 target timescale will be met. Delays have been occasioned through process of appointing a Strategic Site Developer (now confirmed) and continued uncertainties over planning. Notification still outstanding from Government. This has had knock on effect on further progress on development of the Innovation Centre.</li> </ul>
<b>Red</b>	0	0%	
<b>TOTAL =</b>	<b>15</b>		

## **7 Ensure Sound Governance of the County Council to provide Accessible, Responsive and Well-Managed Services**

### **Corporate Headline Indicators**

<p><b>Residents satisfaction</b> CH01</p> <table border="1" data-bbox="153 495 376 591"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>White</td></tr> </table>	Trend	Target	Amber	White	<p>This indicator is part of the Public Satisfaction Survey so the 2005/06 result will be available in January 2006.</p> <p>Trend is based on the 2004/05 result and previous years.</p>
Trend	Target				
Amber	White				
<p><b>Council Tax levels</b> CH02</p> <table border="1" data-bbox="153 757 368 853"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>The 2006/07 budget and council tax will be set in February 2006.</p> <p>This measure is the percentage Council Tax change, which for 2004/05 was 8.3%. The percentage change is based on a 4 year moving average. The trend is based on the Council Tax increase for 2004/05 of 3% compared to 6.6% in 2003/04 and previous years.</p>
Trend	Target				
Green	White				
<p><b>External assessment</b> CH03, CH04</p> <table border="1" data-bbox="153 1084 368 1180"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>White</td></tr> </table>	Trend	Target	Green	White	<p>Departmental EFQM assessments are currently taking place, an average result will not be available until December.</p> <p>Following our increased scores in December 2004 increasing our CPA Rating of 'Good' to 'Excellent', the new rating will be available in December. The result of the assessment will be published in December 2005.</p> <p>The trend is based on the current and previous years results.</p>
Trend	Target				
Green	White				
<p><b>Staff satisfaction</b> CH05</p> <table border="1" data-bbox="153 1413 376 1509"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Green</td></tr> </table>	Trend	Target	Amber	Green	<p>The result of the corporate staff satisfaction survey of 80% overall satisfaction of staff with WCC as a place to work exceeds the 2005/06 target of 66%.</p> <p>This is the second year of the survey so the trend is based on this. With a slight reduction over the 2004/05 figure of 84%, the trend is currently estimated to be fluctuating. The third year result in future will establish a definite trend.</p>
Trend	Target				
Amber	Green				
<p><b>Cost effectiveness</b> CH06</p> <table border="1" data-bbox="153 1742 376 1839"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Green</td><td>Green</td></tr> </table>	Trend	Target	Green	Green	<p>2.8% or £7.5m was submitted to the ODPM as Gershon Savings in our Annual Efficiency Statement. This is better than the 2005/06 target of 2.5%.</p> <p>The latest figure further strengthens and confirms a positive trend.</p>
Trend	Target				
Green	Green				

**Ensure Sound Governance of the County Council to provide Accessible,  
Responsive and Well-Managed Services**

<p><b>Budget management</b> CH07</p> <table border="1" data-bbox="151 378 381 477"> <tr> <th>Trend</th><th>Target</th></tr> <tr> <td>Amber</td><td>Amber</td></tr> </table>	Trend	Target	Amber	Amber	<p>Quarter 1 shows a net forecast overspend of 0.1% for the year against a target of between 0% and 1% underspend.</p> <p>If this estimate is confirmed as actual at year-end, the trend will start to fluctuate, having been positive for the past three years with underspend figures.</p>
Trend	Target				
Amber	Amber				

**Ensure Sound Governance of the County Council to provide Accessible,  
Responsive and Well-Managed Services**

**Progress on Corporate Business Plan actions for 2004/05**

Performance Key	Number	Percentage of Total	
Green	18	78%	
Amber	5	22%	<p><b>Priority</b> – Modernise the way we deliver service to our customers - developing and implementing a customer access strategy.</p> <p><b>Action</b> – Implement the pilot one-stop-shop with Warwick District Council.</p> <ul style="list-style-type: none"> <li>Kenilworth opens mid October. Whitnash planned for early 2006. Lillington planned for late 2006/2007.</li> </ul> <p><b>Action</b> - Complete the implementation of the corporate broadband network.</p> <ul style="list-style-type: none"> <li>350 sites completed, leaving around 50 to be implemented by the end of the year. The delays are due to several reasons including the decision to replace all the EPS9 circuits (as they are no longer fit for purpose), the need for asbestos removal at some sites, logistical problems involving suppliers and postponements requested by the customers.</li> </ul> <p><b>Priority</b> - Improve the public perception of the Council through strengthening our communication and engagement with citizens and stakeholders.</p> <p><b>Action</b> - Strengthen the relationship with the voluntary and community sector. (Addresses strategic risk 7).</p> <ul style="list-style-type: none"> <li>Key actions agreed by Cabinet in July 2005.</li> </ul> <p><b>Action</b> - Promote strong democratic and corporate governance.</p> <ul style="list-style-type: none"> <li>Of the 18 actions in the plan, 11 are green, 5 amber and 2 red. Remedial action is being taken in relation to the amber &amp; red targets.</li> </ul> <p><b>Priority</b> - Effectively manage change through developing and supporting our people.</p> <p><b>Action</b> - Implement phase 2 of HRMS. (Addresses strategic risk 4).</p> <ul style="list-style-type: none"> <li>Recruitment Process re-engineering currently underway.</li> </ul>
Red	0	0%	
<b>TOTAL =</b>	<b>23</b>		

### ***Key Messages from Consultation***

#### **Citizens' Panel – Access to Services Wave May 2005**

##### **Contacting the Council**

**Telephone** was identified as the preferred means of getting in touch with the Council. When telephoning the Customer Services Centre the top three services panellists would expect to see handled are;

- Street Lighting (72%)
- Information on how to contact your local Councillor (68%)
- Leaflets on services provided by the County Council (67%)

The main concern identified about accessing the Customer Service Centre related to knowledge of staff.

More than half (58%) of panel members would prefer not to **visit** the council offices

The vast majority of all panel members would be happy for the **One Stop Shops** to provide information and advice on behalf of the County Council and District Council. The majority of respondents feel One-Stop-Shops should be based at libraries. Three-quarters of respondents are prepared to travel up to 4 miles (74%) with only one-fifth prepared to travel 5 miles or more (22%).

The main type of information respondents would require from the proposed One-Stop-Shops is information on contacting a Councillor (78%), followed by information on transport and local bus services (75%). The three most popular choices of facilities panel members think should be provided at a One-Stop-Shop, are help guides or leaflets (88%), desks for advisors to sit and discuss enquiries (81%) and access for people with disabilities, endorsed by 80%.

The reason given by those who would not be happy is they think it would be a waste of money, as this would be duplicating the existing service.

Three-quarters of panel members access the **Internet** from home (77%), and half access it from work (49%). When asked where they have accessed the Internet from in the last 3 months, panel members have accessed it from home (69%) or from work (45%), which follows the pattern of where respondents currently have Internet access.

The majority of panel members are comfortable with using the Internet (73%), while those aged 65 and over are least likely to feel very comfortable using the Internet.

Three-quarters of respondents are aware of the **free Internet access points**. The most significant barrier to panel members using the free library Internet access point is that their working hours clash with the library Internet access point opening hours.

Four in ten panel members are already aware of the **Warwickshire County Council website** and have looked at it in the past to browse for information in particular. When asked on future use the following 3 areas were cited;

- Information on local events
- General information to access while browsing
- Information on local attractions

## Ensure Sound Governance of the County Council to provide Accessible, Responsive and Well-Managed Services

When asked what improvements panel members would like to see made to the website, the most commonly stated improvement is *the need to make the website easier to navigate and find information* (15%).

### Making it Easier to Use Council Services

The method panel members would most be interested in to contact the council is;

- Having a voice recognition service (38% interested)
- Having an automated switchboard (35% interested)

Panel members do not seem as interested in the idea of being able to get in touch with the Council via SMS Text Messaging (8% interested).

When asked to cite from a list of barriers, what they feel make it particularly difficult for them to make use of Council Services. Seven in ten respondents stated that there are no barriers (69%). Of those who feel there are barriers, the most commonly cited is not having access Internet or email access.

### Access to Services

Panel members were also asked about the factors that limit them accessing their Workplace, Healthcare (GP surgery or hospital), Supermarkets, Educational institutes such as schools, colleges, or learning centres, and Leisure facilities, Library and County Council Offices.

The majority of respondents travel to each these services either by car or by foot. When asked what limited their ability to access these services most panel members feel that the *availability of public transport services* is the main factor.

### Preferred Method of Consultation

Respondents are asked their most preferred method to be consulted on the following;

- If an application for a waste treatment facility were submitted for a site near their home
- If they strongly objected to the application
- Deciding where waste and mineral sites are located in Warwickshire over the next 10 years

The most preferred method of consultation for all three areas is by a direct letter.

**Telephone calls, letters and emails responded to within the Corporate Standards**

Department's actual response times are measured where possible (telephone calls through the Shire Hall system, letters through sampling techniques and emails received through the Website).

<b>Half Year Customer Care Figures April – September 2005</b>			
<b><i>Department</i></b>	<b>% of telephone calls responded to within 5 rings or 15 seconds</b>	<b>% of letters responded to within 10 working days (sample)</b>	<b>% of emails received via website responded to within 10 working days</b>
<b>CAMS</b>	97.6%	100% (sample)	86%
<b>Chief Executive's</b>	94%	57%	85%
<b>Education</b>	97.2	68%	76%
<b>Fire &amp; Rescue</b>	-	100%	91%
<b>LHTS</b>	89.9%	99%	99.5%
<b>PTES</b>	93%	90%	92%
<b>Property Services</b>	98.3%	91%	95%
<b>Social Services</b>	94.8%	84.7%	83%
<b>Treasurers</b>	97.9%	100%	37%