

Item: 5

Education, Leisure and Housing Committee: 14 November 2018.

Performance Monitoring.

Report by Executive Director of Education, Leisure and Housing.

1. Purpose of Report

To advise on the performance of Education, Leisure and Housing Service for the reporting period 1 April to 30 September 2018.

2. Recommendations

The Committee is invited to scrutinise:

2.1.

The performance of Education, Leisure and Housing Service for the reporting period 1 April to 30 September 2018, as set out in sections 3 to 5 and Annexes 1 and 2 of this report.

3. Service Plan – Performance Reporting

The service plan action plan, attached as Annex 1 to this report, provides the detail of the agreed service priorities, as expressed in the service plan, and contains SMART (Specific, Measurable, Attainable, Relevant and Time-bound) targets for the life of the service plan. The service plan action plan also provides the mechanism through which the time-limited aspects of the service plan will be progressed to completion.

4. Service Performance Indicators

Service performance indicators provide the mechanism through which the performance of aspects of the services provided year on year are monitored. The monitoring report is attached as Annex 2.

5. Complaints and Compliments.

5.1.

Table 1 below sets out numbers of complaints and compliments made to Education, Leisure and Housing in the six month period 1 April to 30 September 2018, and for the preceding two six month monitoring periods.

Table 1.	Six months ending 30 September 2017.	Six months ending 31 March 2018.	Six months ending 30 September 2018.	Totals.
Complaints.	23.	21.	22.	66.
Compliments.	40.	18.	16.	74.

5.2.

Table 1 above provides raw data on complaints and compliments over three reporting periods for Education, Leisure and Housing. When considering the data within Table 1, it should be noted that the Council has adopted a policy of encouraging staff to record all complaints against the Council through the Complaints Handling Procedure. This includes complaints that are quickly and satisfactorily resolved by the frontline service, thereby enabling the Council to identify any trends that would help to improve the service. As a result of this policy, the number of complaints captured by the procedure may increase and that does not necessarily reflect an increase in the number of people contacting the service to express dissatisfaction with the Council.

5.3.

There is an evident relationship in terms of the types of complaints received over the monitoring period, and remedial action is now being taken.

6. Corporate Governance

This report relates to the Council complying with its performance management policies and procedures and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan. That said, service plans are developed taking cognisance of the Council's policies as outlined in the Council Plan.

7. Financial Implications

There are not anticipated to be any significant financial implications arising as a result of the report recommendations.

8. Legal Aspects

The Council's performance management systems help the Council to meet its statutory obligation to secure best value.

9. Contact Officers

Wilfred Weir, Executive Director of Education, Leisure and Housing, extension 2433, Email wilf.weir@orkney.gov.uk.

Peter Diamond, Head of Education (Leisure, Culture and Inclusion), extension 2436, Email peter.diamond@orkney.gov.uk.

James Wylie, Head of Education (Curriculum and Community Learning), extension 2401, james.wylie@orkney.gov.uk.

Frances Troup, Head of Housing, Homelessness and Schoolcare Accommodation, extension 2177, Email frances.troup@orkney.gov.uk.

10. Annexes

Annex 1 – Summary of the performance of Education, Leisure and Housing against the targets within its service plan.

Annex 2 – Summary of the performance of Education, Leisure and Housing against its performance indicator targets.

Annex 1

Education, Leisure and Housing – Service Plan Actions for Six Months Ending 30 September 2018

Action	Description	Lead	Previous Period March 2018		Current Period – April – September 2018				
			Overall Status	BRAG	Start Date	Target Date	Overall Status	BRAG	Comment
01 - Early Learning and Childcare	To offer the 600 hours more flexibly and prepare for the fuller extension of entitlement (1140hrs by 2020).	Peter Diamond	In Progress	Green	01-04-2016	31-08-2020	In Progress	Green	Work is underway to meet the targets set out in the delivery plan.
02 - Review of Learning	To work with the change programme team to deliver the review of learning as identified by the scope of the review which will be approved by the Council.	Peter Diamond/ James Wylie	In Progress	Green	01-04-2016	31-03-2021	In Progress	Green	Detailed plans for each workstream are being developed and will be presented to Senior Management Team and Change Programme Forum.
03 - Social Rented Housing	To undertake a business planning exercise to assess the wider affordability of the Housing Revenue Account to include scenario planning.	Frances Troup	In Progress	Green	01-04-2016	31-03-2019	In Progress	Green	The development of a business plan for the Housing Revenue Account is underway with completion scheduled for April 2019.

Action	Description	Lead	Previous Period March 2018		Current Period – April – September 2018				
			Overall Status	BRAG	Start Date	Target Date	Overall Status	BRAG	Comment
04 – Review of Leisure and Culture Provision	To work with the change programme team to deliver the review of Leisure and Culture as identified by the scope of the review which will be approved by the Council.	Peter Diamond	In Progress	Green	01-04-2016	31-03-2019	In Progress	Green	Working with the newly appointed Pickaquoy Centre Trust manager, a review of the Service Level Agreement is underway.

Personnel key

Executive Director of Education, Leisure and Housing – Wilfred Weir

Head of Housing, Homelessness and Schoolcare Accommodation – Frances Troup

Head of Education (Leisure, Culture and Inclusion) – Peter Diamond

Head of Education (Curriculum and Community Learning) – James Wylie

BRAG key

Red - the agreed action is experiencing significant underperformance, with a medium to high risk of failure to meet its target.

Amber - the agreed action is experiencing minor underperformance, with a low risk of failure to meet its target.

Green - the agreed action is likely to meet or exceed its target.

Blue - the agreed action has been progressed to completion.

Annex 2

Education, Leisure and Housing – Service Performance Indicators for Six Months Ending 30 September 2018

Performance Indicator	Lead	Previous Period October 2017 – March 2018		Current Period – April – September 2018				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
01 - CCG - Sickness absence - The average number of working days per employee lost through sickness absence, expressed as a percentage of the number of working days available.	Wilfred Weir	4.02%	Amber	2.92%	4%	6.1%	Green	Sickness absence has decreased since the previous reporting period and is well below the target. Service managers will, within the context of the Council's sickness management policy, continue to address sickness absence levels.
02 - CCG - Sickness absence - Of the staff who had frequent and/or long term sickness absences (they activated the sickness absence triggers), the proportion of these where there was management intervention.	Wilfred Weir	78.53%	Red	63.6%	90%	79%	Red	Since the last reporting period, the levels of management intervention in cases activating sickness absence triggers have decreased. This area will continue to be actively prioritised by the service as an area for improvement.

Performance Indicator	Lead	Previous Period October 2017 – March 2018		Current Period – April – September 2018				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
03 - CCG - Staff accidents - The number of staff accidents within the service, per 30 staff per year.	Wilfred Weir	0.29	Green	0.43	1	2.1	Green	12 staff accidents at work reported during the previous 12 month period. No trends in accidents identified.
04 - CCG - Budget control - The number of significant variances (priority actions) generated at subjective group level, as a proportion of cost centres held.	Wilfred Weir	5%	Green	5%	15%	31%	Green	Budget holders have demonstrated effective budget management within Education, Leisure and Housing.
05 - CCG - Recruitment and retention - The number of advertised service staff vacancies still vacant after six months from the time of advert, as a proportion of total staff vacancies.	Wilfred Weir	0%	Green	0.81%	2%	4.1%	Green	The percentage of staff vacancies still vacant after six months remain well within target owing to the positive recruitment strategies put in place by the Service.

Performance Indicator	Lead	Previous Period October 2017 – March 2018		Current Period – April – September 2018				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
06 - CCG - Recruitment and retention - The number of permanent service staff who leave the employment of Orkney Islands Council – but not through retirement or redundancy – as a proportion of all permanent service staff.	Wilfred Weir	1.42%	Green	1.61%	5%	10.1%	Green	Staff retention in Education, Leisure and Housing continues to remain high.
07 - CCG - ERD - The number of staff who receive (at least) an annual face-to-face employee review and development (ERD) meeting, as a proportion of the total number of staff within the service.	Wilfred Weir	95.3%	Green	93.8%	90%	79%	Green	The Service has put processes in place to ensure annual ERDs take place and are recorded.
08 - CCG - Invoice payment - The number of invoices that were submitted accurately, and paid within 30 days of invoice date, as a proportion of the total number of invoices paid.	Wilfred Weir	76.3%	Amber	73.9%	80%	69%	Amber	The Service will continue to put systems in place to improve this indicator.

Personnel key

Executive Director of Education, Leisure and Housing – Wilfred Weir

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Head of Education (Leisure, Culture and Inclusion) – Peter Diamond

Head of Education (Curriculum and Community Learning) – James Wylie

RAG key

Red - the performance indicator is experiencing significant underperformance, with a medium to high risk of failure to meet its target.

Amber - the performance indicator is experiencing minor underperformance, with a low risk of failure to meet its target.

Green - the performance indicator is likely to meet or exceed its target.