

HERTFORDSHIRE COUNTY COUNCIL

ADULT CARE AND HEALTH SCRUTINY COMMITTEE

THURSDAY 17 JUNE 2004 AT 10.00A.M.

Agenda Item No.

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**COUNCIL PROMISES AND LOCAL PUBLIC SERVICE AGREEMENT (LPSA)
MONITOR REPORT – ‘TRAFFIC LIGHT’ MONITOR**

Report of Head of Performance Improvement

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1. Purpose of Report

To report the promises for 2004/05.

To report the latest data for the promises monitor 2003/04 for member scrutiny. The monitor for the LPSA is also reported. These give the estimated end of year (outturn) positions based on the latest available data.

2. Summary

Scrutiny Committee Members can refer to the promise by promise list for 2003/04 to identify, which promises each Committee, scrutinises.

Members are reminded that a stronger set of indicators has been identified, through a rigorous process, to measure the promises for 2004/05 (see Appendix 1).

The data provided for 2003/04 is either the end of year position or an estimate based on information that is currently available information. Final data for 2003/04 is still being collated and national best value indicator results are also being verified, ahead of publication with the Best Value Performance Plan 2004/05 at the end of June.

The promises monitor (circulated separately to all Members of the Council) shows:

- i) An overview of the promises for 2003/04 showing the numbers of promises on target, under-performing, giving cause for concern or where data is not available, compared to targets for 2003/04 and compared to results for 2002/03. In addition, bar charts showing the performance of indicators are presented.

- ii) The promise by promise list for 2003/04 compared to target and compared to 2002-03 performance. Note 2002/03 figures used for comparison are those submitted to the Audit Commission in September 2003 following audit, and so may differ from those published in the BVPP.
- iii) The detailed traffic light monitor - additionally this shows performance against target for each indicator used to measure the promises for 2003/04.

The Lpsa monitor (circulated separately to all Members of the Council) shows:

- i) An overview of the targets for 2003/04, showing the number of Lpsa targets 'on target', under-performing, giving cause for concern or where data is not available, compared to targets for 2003/04. In addition, bar charts showing the performance of indicators are presented.
- ii) The target by target list compared to targets for 2003/04.
- iii) The detailed Lpsa monitor - additionally this shows performance against target for each indicator used to measure the target for 2003/04.

As discussed with members previously the LPSA runs for 3 years and so LPSA targets need to be met in 2005/06.

3. Conclusion

The Scrutiny Committee is invited to note the monitors and identify issues for future scrutiny as appropriate

4. Traffic Light Monitor and LPSA Monitor Rules

The rules determining whether a promise is on target or not are attached as appendix 2.

5. Access to Service Implications

Members attention should be drawn to the promise "to promote equality and improve access to our services, employment and buildings" in particular, which indicates that we are expecting to meet 4 out of the 9 targets, may under-perform by up to 5% on 2 out of 9 targets and expect to under-perform by over 5% on 2 out of 9 targets. Data is not yet available for 1 of the 9 indicators.

APPENDIX 1
Promises for 2004/05

Ref	Promise wording 2004/05
A	To make Hertfordshire a better place to live and work we will:
1	work with local communities and partners to improve the environment and quality of life
2	fight the loss of green fields and avoid, wherever possible, development on green areas in our towns by encouraging the building of high quality and affordable housing for local people on previously developed land
3	improve the efficiency of the highway network and encourage alternatives to the use of the car
4	work with the police, district councils and other organisations to reduce crime, drug/alcohol misuse and anti-social behaviour
5	work with other organisations to make Hertfordshire a safer place to live, work in and travel
6	develop an economic and social environment that is business friendly and improves standards of living in a sustainable manner
7	introduce more sustainable management of household waste without the use of incineration in Hertfordshire
B	To offer children a better future we will:
8	strive to improve educational achievement throughout the county
9	ensure that children are protected from harm and improve their life chances, and support vulnerable families
10	promote the learning of all children by tackling behavioural problems and truancy
11	assist under performing schools to improve their standards substantially
12	ensure that Hertfordshire has a range of specialist schools
C	To help people to help themselves we will:
13	help people to continue learning throughout their lives

Ref	Promise wording 2004/05
14	work with NHS hospitals, Primary Care Trusts, District Councils and Voluntary Organisations to improve health and social care services
15	fight for the interests of elderly and disabled people and their carers and help them lead independent lives
16	<i>promote the right of everyone to equal treatment when they use our services, our buildings, or apply for a job with us</i>
17	make it easier for people to get the information and advice they need from us
D	To continue to be a top performing council we will:
18	manage the organisation effectively with a diverse and capable workforce
19	give the public value for money by becoming more cost efficient every year

TRAFFIC LIGHT MONITOR RULES

- a) The status, *on target* (Green) or *under-performing/causing concern* (Yellow/Red) of the majority of PIs measuring that promise determines the overall status of that promise. The number of PIs that are Yellow and are Red are added together, as these may prompt remedial action.
- b) If the number of Yellows and Reds is the majority, then it shows the predominant category.
- c) If there is no majority then the status of the promise is determined in the order, Red and Yellow then Green; i.e. if there are 2 red/yellow indicators and 2 green indicators, the overall status would be red/yellow. This is again based on the premise that this will provide a prompt for action.
- d) Only if all the indicators for a promise are *not available/not comparable* does the promise show as White.

Other rules (unchanged)

- e) Variance to targets is shown, with a positive result indicating good performance and a negative result indicating poor performance.
- f) All parts of performance indicators are shown as separate indicators.
- g) Weightings for each indicator are applied. The standard weighting is 1. Where an indicator has been split between its parts, the weightings are equally distributed (adding up to 1) e.g. Local L213a and Local L213b. Thus at present, no indicator has more or less effect on the overall result than any other.