

Cabinet – 16 September 2009

Beacon Index 2009/10 (period ending 30 June 2009)

Portfolio: Councillor Mohammed Arif, Business support services

Service: Corporate Performance Management

Wards: All

Key decision: No

Forward plan: No

1. Summary of report

This report sets out the monitoring position for the Beacon Index 2009/10 as of 30 June 2009.

2. Recommendations

That Cabinet note the monitoring position for the Beacon Index 2009/10 as of 30 June 2009 as detailed in **Appendix 1**.

3. Background information

- 3.1 This report provides the rationale behind the new look Beacon Index, the performance indicators (PIs) contained within it and also a performance summary on those indicators as of 30 June 2009.
- 3.2 The Beacon Index has been refreshed and focuses on a selection of PIs taken from the Local Area Agreement (LAA), the National Indicator Set (NIS), and includes a number of organisational health measures. The indicators were specifically selected to enable monitoring of the council's delivery of its vision, the annual pledges agreed for 2009 and organisational health. It also reflects the outcome focus of the new Comprehensive Area Assessment (CAA) framework.
- 3.3 The report has been designed around delivery against the seven citizen outcomes and three internal drivers that make up the vision of Walsall Council for the borough. There is a fairly even division of measures, with 54% monitoring citizen outcomes and 46% concentrating on internal drivers.
- 3.4 In total 39 PIs have been selected to form the Beacon Index for 2009/10 and where possible these measures will be reported to CMT and Cabinet on a quarterly basis. The full content of the Beacon Index measures is detailed in **Appendix 1**. This also illustrates the priority and pledge the measure delivers

against, whether the indicator is part of the LAA and a comment on progress, where available from the service.

- 3.5 Historically performance monitoring with Best Value Performance Indicators (BVPIs) was substantially aligned to the finance year. The measures from the National Indicator Set (NIS) do not neatly align with measures out-turning in same way but in the majority of cases performance can be monitored on a minimum of a quarterly basis. For the purpose of this report the quarter period referred to is in relation to the operational year 2009/10 and information will therefore be comprised of out-turn and quarterly performance data. It must be stressed that the measures have been selected as they reflect the council's vision priorities and pledges and therefore provide an indication of delivery against these priorities and pledges. At this stage in the year there is no overly concern that current red and amber ragged measures cannot be improved. In the context of this report the following definitions of rag ratings is applied:

R	Not on track to achieve target
A	Requires close monitoring
G	On track to achieve year end target

- 3.6 Table 1 below summarises the performance of the 39 measures, 49% have a green status, 21% amber and 15% red. There are 6 measures (15%) that have not been able to receive a rag rating.

Table 1 Performance Summary for period ending 30 June 2009

Unable to rag		Red		Amber		Green		Total	
No.	%	No.	%	No.	%	No.	%	No.	%
6	15.4	6	15.4	8	20.5	19	48.7	39	100

- 3.7 Table 2 provides details of all amber and red measures for the period ending 30 June 2009. These measures are being monitored closely by the relevant performance boards alongside proactive corrective action to recover the position.

Table 2 – Amber and red measures for period ending 30 June 2009

Measure ref	Measure description	Status
01 - Citizens are healthy		
NI008	Adult participation in sport (DCMS DSO)	R
Comment: Progress on this measure has improved for Walsall from 16.1% to 18.9% but this is not statistically significant at this stage. Assuming this trend continues there should be a significant improvement from baseline by October 2009 and more will be known when the next data update is released in December 2009.		
03 - Citizens are aspiring and achieving		
NI117	16-18 year olds who are not in education, training or employment (NEET) (PSA 14)	A
05 - Citizens contributing to their communities		
NI004	% of people who feel they can influence decisions in their locality (PSA 21) (place survey)	R

Comment: Walsall performs below average (worst quartile) and 2 nd worst metropolitan council compared to All Mets. The performance achieved has been set as part of the Place Survey and future ragging will reflect progress towards delivering the LAA target action plan. There is no target for 2009/10 as this is the baseline year. Target for 2010/11 is 25.60%.		
NI005	Overall/general satisfaction with local area (GLG DSO) (place survey)	A
06 - Citizens achieving economic well-being		
NI163	Working age population qualified to at least level 2 or higher	A
07 - Citizens are free from discrimination or harassment		
NI001	% of people who believe people from different backgrounds get on well together in their local area (PSA 21) (place survey)	A
NI002	% of people who feel that they belong to their neighbourhood (PSA 21) (place survey)	A
09 - Delivering quality services and meeting customer expectations		
CFI05	% Tellus comments, compliments, complaints (non-statutory) responded to within timescales (includes: Chief Execs, Neighbourhoods, Regeneration, Resources and Strategic Housing)	R
Comment: The Tell Us comments, compliments and complaints process and system is currently undergoing a number of improvements which it is anticipated will improve performance. These figures reflect the information available on the Tell Us system. It must be noted that the Tell Us system does not allow for complaints that are being dealt with but will take longer than 15 days to respond to - these will appear as overdue. This figure excludes adults and children's complaints which are dealt with through a statutory process.		
NI157a	Processing of planning applications - Major	A
10 - Taking forward the transformation agenda and Organisational Health		
OH05	Payment of creditor invoices within 30 days of receipt to the authority (FASSMT002)	A
HRD 9.12	% of leadership positions occupied by women	R
Comment: Further work has been undertaken on areas of under representation to and on the development of proposals to take these forward. These will be discussed at CMT		
HRD 9.14	% of leadership positions occupied by employees from BME communities	R
Comment: Further work has been undertaken on areas of under representation and on the development of proposals to take these forward. These will be discussed at CMT		
HRD 12.1	Number of work experience and work placement appointments	A
OH02	% of council employees declaring they meet the Disability Discrimination Act 1995 disability definition	R
Comment: Proposals relating to Links to Work may have a further impact upon performance against this measure. Work is underway to agree an action plan on improving the recruitment and retention of employees with disabilities so the workforce is more reflective of the community it serves.		

- 3.8 Of the 6 measures that have not given a rag for this period 2 measures, **NI179** and **OH04** are annual measures and will not be reported until after 31 March 2010 and the remaining 4 have not been ragged as further information is required.

4. Resource considerations

The Beacon Index provides a focussed overview of the council's performance to enable continuous improvement and good service provision. It contains a selection of performance indicators that have been specifically chosen to enable monitoring of the councils delivery of its vision, pledges and corporate health whilst still reflecting the outcome based focus of the new CAA framework.

There are no direct financial implications arising from this report.

5. Citizen impact

The Beacon Index, which is reported quarterly to cabinet and the corporate management team (CMT), contains some of the most important performance indicators in terms of improving services to citizens. Seven of the Council's priorities are directly citizen focussed and this report provides information relating to how the council is performing in relation to these priorities. These reports are a public demonstration of how the council seeks to ensure continuous service improvement, in particular through the monitoring of progress towards the Council's "Pledges" for citizens of the borough, which are agreed at the start of each reporting year.

6. Community safety

Within the Beacon Index for 2009/10 there are 2 measures which specifically relate to community safety issues and are reported under the 'Citizens are safe and secure' outcome. These are:

- NI136 People supported to live independently through social services (all ages) (PSA 18)
- NI141 Number of vulnerable people achieving independent living (CLG DSO)

7. Environmental impact

Impact on the environment relates to both the Council's priority outcome 'Citizens are enjoying a high quality of life – clean, green, and mobile' and also the internal outcome 'Effective Use of Resources'. Measures included in the Beacon Index relating to this are:

- NI191 Residual household waste per head (DEFRA DSO)
- NI195a Improved street and environmental cleanliness - levels of litter (DEFRA DSO)
- NI185a CO2 reduction from local authority operations - % reduction
- NI185b CO2 reduction from local authority operations – total tonnage

8. Performance and risk management issues

8.1 Risk:

Regular performance monitoring and reporting is used to proactively measure progress towards achieving targets throughout the year. The Beacon Index is monitored via the service plan review process, the corporate management team (CMT) and directorate performance boards. All appropriate action is taken to minimise the risk of services not achieving their targets or meeting Government performance standards within specified timeframes.

A majority of these issues are picked up in a number of risks adopted throughout the Strategic Risk Register (SRR) which are monitored via CMT and Directorate Performance Boards and corrective action is agreed and planned for any targets that have a red (RAG) status.

8.2 Performance management:

The Beacon Index is reported quarterly to cabinet and CMT. This is the seventh year in which key indicators have been reported to provide a corporate overview of performance. For optimum success the focus must be on action not monitoring.

All appropriate action must be taken to minimise the risk of services not achieving their annual service targets or meeting Customer and Government performance standards within specified timeframes. Regular performance monitoring and reporting minimises this risk and allows services to take corrective action where necessary.

9. Equality implications

Several measures within the Beacon Index monitor the organisations health in terms of equality issues. This ensures there continues to be a focus on the development of a workforce that is reflective of the communities we serve.

10. Consultation

All directorates have been involved with agreeing the changes to the Beacon Index and have been consulted up on the delivery of the vision and annual pledges for 2009/10. Accountable officers have provided the data for targets detailed within the appendix to this report

Background papers

Walsall Council Corporate Plan 2009/10 – reported to Cabinet on 18 March 2009

<http://www2.walsall.gov.uk/CMISWebPublic/Binary.ashx?Document=6846>

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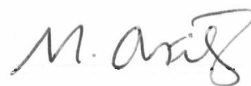
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Rory Borealis

Executive Director

4 September 2009



Councillor Mohammed Arif

Portfolio holder

4 September 2009

Priority Outcomes

Appendix 1

Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
01 - Citizens are healthy	We will raise the levels of physical activity	☹	☹	NI008	Adult participation in sport (DCMS DSO)	Ben Percival	18.90%	19.10%	R	19.1%*
01 - Citizens are healthy	We will raise the levels of physical activity	☹	☹	NI198	Children aged 5 -10 years travelling to school by car (inc. vans and taxis)	Mark Rickard	28.30%	30.40%	G	29.4%*
02 - Citizens are safe and secure	We will assist more vulnerable adult people to live safe and independent lives within the community	☹	☹	NI136	People supported to live independently through social services (all ages) (PSA 18)	Julie Metcalf	2622.7	2600	G	2600*
02 - Citizens are safe and secure	We will assist more vulnerable adult people to live safe and independent lives within the community	☹	☹	NI141	Number of vulnerable people achieving independent living (CLG DSO)	Tracy Simcox	78.63	78	G	78*
03 - Citizens are aspiring and achieving	We will improve the aspirations and attainment of underperforming groups, in particular white boys, LAC and Pakistani / Bangladeshi	☹		NI099	Children in care reaching level 4 in English at Key Stage 2 (PSA 11)	Tony Stephens - Serco		33	G	target setting deferred - source CLG HuB

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

Appendix 1

Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
03 - Citizens are aspiring and achieving	We will improve the aspirations and attainment of underperforming groups, in particular white boys, LAC and Pakistani / Bangladeshi	~		NI100	Children in care reaching level 4 in Maths at Key Stage 2 (PSA 11)	Tony Stephens - Serco		43	G	target setting deferred - source CLG HuB
03 - Citizens are aspiring and achieving	We will improve the aspirations and attainment of underperforming groups, in particular white boys, LAC and Pakistani / Bangladeshi	~	~	NI117	16-18 year olds who are not in education, training or employment (NEET) (PSA 14)	Vanessa Holding	9.10%	8.90%	A	8.9%*
04 - Citizens are clean, green and mobile	We will increase household recycling	~	~	NI191	Residual household waste per head (DEFRA DSO)	Mark Holden / Dave Roberts	136.36	160	G	739*
04 - Citizens are clean, green and mobile	We will increase household recycling		~	NI195a	Improved street and environmental cleanliness - levels of litter (DEFRA DSO)	Mark Holden / Andy Ody	0.00%	0.00%	G	0%
05 - Citizens contributing to their communities	We are committed to supporting residents in being actively involved in their communities	~	~	NI004	% of people who feel they can influence decisions in their locality (PSA 21) (place survey)	Vanessa Holding	22.70%	25.60%	R	25.60%**
05 - Citizens contributing to their communities	We are committed to supporting residents in being actively involved in their communities	~	~	NI005	Overall/general satisfaction with local area (GLG DSO) (place survey)	Vanessa Holding	71.40%	74.40%	A	74.40%**

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

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Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
06 - Citizens achieving economic well-being	We will actively support local businesses and local people, with the aims of sustaining / creating employment and training opportunities	~	~	NI110	Young people's participation in positive activities (PSA 14)	Mark Halliwell		74	G	74*
06 - Citizens achieving economic well-being	We will actively support local businesses and local people, with the aims of sustaining / creating employment and training opportunities	~	~	NI163	Working age population qualified to at least level 2 or higher	Department for Innovation, University & Skills	not yet available	57.30%	A	57.30%
06 - Citizens achieving economic well-being	We will actively support local businesses and local people, with the aims of sustaining / creating employment and training opportunities	~	~	NI172	% of small businesses in an area showing employment growth (BERR DSO)	Louise Powell	12.69%	10.25%	G	10.25%*
07 - Citizens are free from discrimination or harassment	We will address discrimination and harassment through our approach to community cohesion	~	~	NI001	% of people who believe people from different backgrounds get on well together in their local area (PSA 21) (place survey)	Vanessa Holding	70.90%	75.10%	A	75.10%**
07 - Citizens are free from discrimination or harassment	We will address discrimination and harassment through our approach to community cohesion		~	NI002	% of people who feel that they belong to their neighbourhood (PSA 21) (place survey)	Vanessa Holding	55.80%	58.20%	A	58.2%***

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

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Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
08 - Effective use of resources	We will do more to reduce our energy use and town centre office accommodation footprint		☞	NI185a	CO2 reduction from local authority operations - % reduction	Kevin Kendall	NA	NA	NA	not available
08 - Effective use of resources	We will do more to reduce our energy use and town centre office accommodation footprint		☞	NI185b	CO2 reduction from local authority operations - total tonnage	Kevin Kendall	NA	NA	NA	not available
09 - Delivering quality services and meeting customer expectations	We will respond to complaints more quickly (reducing the time scale for handling complaints across all services)		☞	CFI05	% Tellus comments, compliments, complaints (non-statutory) responded to within timescales (includes: Chief Execs, Neighbourhoods, Regeneration, Resources and Strategic Housing)	John Pryce-Jones	66%	100%	R	100%
09 - Delivering quality services and meeting customer expectations	We will respond to complaints more quickly (reducing the time scale for handling complaints across all services)		☞	NI014	Avoidable contact: The average number, of customer contacts per received customer request	Jez Holding	n/a	n/a	G	not available
09 - Delivering quality services and meeting customer expectations	We will respond to complaints more quickly (reducing the time scale for handling complaints across all services)		☞	NI157a	Processing of planning applications - Major	David Elrington	63%	72%	A	72%

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

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Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
10 - Taking forward the transformation agenda and Organisational Health	We will reduce the council's operating costs.		~	NI179	VFM - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2009-10 financial year (CLG DSO)	Dan Mortiboys	NA	NA	NA	not available
10 - Taking forward the transformation agenda and Organisational Health	We will reduce the council's operating costs.		~	OH04	The Council will establish opening general reserves of between 2.25% and 5.00% of the total net general fund revenue budget each year.	Jennie Collier	na	na	NA	2.25 - 5%
10 - Taking forward the transformation agenda and Organisational Health	We will reduce the council's operating costs.		~	OH05	Payment of creditor invoices within 30 days of receipt to the authority (FASSMT002)	Iain Horan / Mark Blackburn	87%	96%	A	96%
10 - Taking forward the transformation agenda and Organisational Health	We will reduce the council's operating costs.		~	OH06	Actual income collected against total debt raised for rolling 12 month period (FASSMT001)	Debbie Bicker	89%	87%	G	87%
10 - Taking forward the transformation agenda and Organisational Health	We will reduce the council's operating costs.		~	OH07	% of non-domestic rates collected by the authority in the year (LPI10)	Sharon Tait (Karl Dipple)	34.08%	33.00%	G	97.80%
10 - Taking forward the transformation agenda and Organisational Health	We will reduce the council's operating costs.		~	OH08	% Council Tax collection rate	Sharon Tait (Karl Dipple)	28.01%	27.00%	G	97.30%

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

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Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 2.2	Vacancy %	Paul Smith	11.65%	12.00%	G	12.00%
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 5.2	Leavers as a % of the total employees (turnover)	Paul Smith	2.00%	9.50%	G	9.50%
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 6.12	Number of working days lost due to short term sickness absence	Paul Smith	5418.77	na	NA	34,750 days (38,613)
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 6.17	Number of working days lost due to long term sickness absence	Paul Smith	14624.36	na	NA	54,350 days (60,391)

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

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Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 9.12	% of leadership positions occupied by women	Paul Smith	37.70%	45%	R	45%
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 9.13	% of leadership positions occupied by employees considered disabled	Paul Smith	4.92%	3.50%	G	3.50%
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 9.14	% of leadership positions occupied by employees from BME communities	Paul Smith	6.56%	12.25%	R	12.25%
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 12.1	Number of work experience and work placement appointments	Paul Smith	27 (24 & 3)	na	A	260 (200 & 60)
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	HRD 13.1	Number of apprenticeships appointments	Paul Smith	na	na	G	90
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	OH01	Diversity Challenge Improvement Plan	Irena Hergottova	na	na	G	To be delivered by 31 March 2010
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	OH02	% of council employees declaring they meet the Disability Discrimination Act 1995 disability definition	Paul Smith	2.79%	4%	R	4%

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Priority Outcome	Pledge	LAA Measure	Pledge delivery tracker	Measure ref	Measure description	Lead Officer	Q1 2009-10 Actual	Q1 Planned	Q1 RAG	Target 2009/10
10 - Taking forward the transformation agenda and Organisational Health	Organisational Health		~	OH03	% of council employees from minority ethnic communities	Paul Smith	13.44%	10.75%	G	10.75%

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Comments
<p>DCMS provided a statistical release on 18/06/09; this presents latest estimates of performance based on 12 month rolling estimate to April 2009 via the Active People Survey. The new estimate provides an assessment of progress against the baseline estimate for NI 8. For NI 8 this shows an increase from 16.1% to 18.9%. This provides a reliable picture of the progress which in Walsall's case has improved but not statistically significantly so at this stage. Assuming this trend continues we hope that by October 2009 there will be a statistically significant improvement from baseline. The next data release will be available in December 2009 and will be based on 12 month rolling Oct 2008 to Oct 2009. Based on mapped performance across All England showing quartiles of performance Walsall still performs below average (Quartile 4) and on this basis we continue to rag this indicator RED pending the December update.</p>
<p>The provisional out turn figure for 2008/9 (28.3%) is based on Jan 2009 school census; whilst we await confirmation of this through 'the Hub' in September 2009 the estimate shows continued good progress with meeting/exceeding the LAA target. Hence we rag this Green.</p>
<p>We have been working closely with providers to improve performance issues with improvement/action plans for those who are under performing.</p>
<p>Data available in Q2. RAG based on process</p>

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

Indicator updates for period 01 April 2009 - 30 June 2009

Comments
Data available in Q2. RAG based on process
NI 117 ended 2008/9 on track with delivering the annual LAA target but at Q1 NI 117 performs at 9.1%. This shows worsening performance when compared to the same period in 2008/9 (8.8%). NI 117 out-turn is based on the average for Nov - Jan; but the current quarter result provides a first indication that performance is off track with target, though potentially not unrecoverable. Hence we rag this amber.
Less residual waste than forecast has been collected in the first quarter. This is in line with national waste minimisation strategies, the diversion of waste from landfill and the avoidance of LATS penalties and so the indicator is green.
This indicator measures out-turn through three surveys a year; currently survey 1 is being completed and as yet there is no update available. It will be available during quarter 2. Quarter 1 ragging therefore reflects how we out-turned 2008/9 hence green.
At 22.7% (June 09 confirmed out-turn) Walsall performs below average (worst quartile) and 2nd worst metropolitan council compared to All mets based on revised Walsall out-turns provided by CLG on release of Place Survey national statistics. Hence we rag this Red. Future ragging will reflect progress towards delivering the LAA target action plan. 25.60% is the target for 2010/11. No target for 09/10 as baseline year.
At 74.1% (June 09 confirmed out-turn) Walsall performs below average for All mets based on revised Walsall out-turns provided by CLG on release of Place Survey national statistics. Hence we rag this Amber. Future ragging will reflect progress towards delivering the LAA target action plan. 74.40% is the target for 2010/11. No target for 09/10 as baseline year.

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes

Indicator updates for period 01 April 2009 - 30 June 2009

Comments
Annual update from tell us survey in september; Rag based on last year's tell us
NI 163 measures the proportion of working age pop (19 years to RA) qualified to at least level 2 or higher. Based on 2006 baseline of 55.1%, LAA targets are as follows; 56.2% (2008/9), 57.3% (2009/10) and 58.9% (2010/11). Latest 2007 out-turn (55.9%) shows performance has improved slightly. We will receive 2008 out-turn in Dec 2009 and this will inform the 2009/10 out-turn rag, but based on current information the indicator rags Amber based on 2007 out-turn against 2008/9 target.
The data release for this indicator has has been scheduled for 23/12/2009 containing data for the period of 2008. The 2007 figure currently available is 12.69%.
At 70.9% (June 09 confirmed out-turn) Walsall performs below average for All mets based on revised Walsall out-turns provided by CLG on release of Place Survey national statistics. Hence we rag this Amber. Future ragging will reflect progress towards delivering the LAA target action plan. 75.10% is the target for 2010/11. No target for 09/10 as baseline year.
At 55.8% (June 09 confirmed out-turn) Walsall performs below average for All mets (58.2%) based on revised Walsall out-turns provided by CLG on release of Place Survey national statistics. Hence we rag this indicator Amber; future ragging will track delivery of the 'tracker action plan' which is being developed for all Place survey measures.

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Comments
The LA is due to submit the data to DEFRA 14/08/2009, DEFRA are then due to submit this to 'the hub' during Aug/Sept 2009. Until that is done and we have benchmarking data we are unable to rag this indicator.
As above
The Tell Us comments, compliments and complaints process and system is currently undergoing a number of improvements. These figures reflect the information available on the Tell Us system. It is known that complaints are also recorded on other systems (with some duplication occurring). It must be noted that the Tell Us system does not allow for complaints that are being dealt with but will take longer than 15 days to respond to - these will appear as overdue. This figure excludes adults and children's complaints which are dealt with through a statutory process.
This indicator is difficult to compare year on year because out-turn will fluctuate depending on what services are being measured. Tracking of those services measured in the baseline year continues. It is difficult to draw comparisons with the 08/09 data and the Q1 09/10 data as last years data collection did not start until fully until after Quarter 1. Good performance will be typified by a reduction in avoidable contact in measured services. We Rag this indicator green on the basis that an action plan is in place to reduce avoidable contact in the services measured. Progress has already been made in Revs & Bens service. Progress with delivering this will continue to inform ragging as monitoring continues. ICE programme board to monitor progress.
Based on actual Q1 figure of 68% we rag this amber against a yearly target of 72%

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Appendix 1

Comments
This is an annual measure. However 1st submission of data to the CLG Hub is due in October 2009. Therefore update will be available for the next reporting period..
This is an annual measure

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Appendix 1

Comments
Figure is for 3 months
Cannot rag - awaiting quarterly target from HRD
Cannot rag - awaiting quarterly target from HRD

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Appendix 1

Comments
Further work has been undertaken on areas of under representation and proposals to take these forward. These will be discussed at CMT
Further work has been undertaken on areas of under representation and proposals to take these forward. These will be discussed at CMT
Data available from quarter 2
The proposals with regards to Links to Work may have a further impact upon this. Work is underway to agree an action plan on improving the recruitment and retention of employees with disabilities.

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average

Priority Outcomes
Indicator updates for period 01 April 2009 - 30 June 2009

Comments

*Target information provide via CLG HuB

**Target used relates to 2010/11. Baeline data being established during 09/10

*** All Mets Average