

Report to:	Scrutiny Committee for Community Services
Date:	12 March 2008
Title of report:	Quarter Three (Q3) monitoring report against the 2007/08 Council Plan
By:	Director of Policy and Communications
Purpose of report:	To provide an update on performance against the Council Plan for the 3rd quarter of 2007/08

RECOMMENDATIONS:

The Scrutiny Committee is recommended to:

- 1. note the successes and achievements made within Community Services; and**
 - 2. consider the performance measures currently scored amber or red (appendix 1) and the action being taken to address them**
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1. Financial implications

1.1 There are no financial implications directly associated with this report. The allocation of resources to priority areas is considered as part of the Reconciling Policy and Resources process. The County Council is committed to producing high quality data and acknowledges that it is the essential ingredient for reliable performance and financial information to support decision making.

2. Performance against Key Service Targets

2.1 Of the 212 indicators applicable across all portfolios this year, 168 (79%) are scored green (on track to be achieved). Appendix 1 provides a summary of the four indicators within the Community Services portfolio which are recorded as red or amber for quarter three.

2.2 The Committee may wish to highlight those performance results which are of particular concern and ensure monitoring of these are timetabled into the Committee's forward programme.

3. Successes and achievements during quarter three

- 3.1 The following successes and achievements have been noted during quarter three:
- The Safer Communities Partnership is continuing to build on the success from last year in reducing crime in East Sussex. In the rolling year to date crime has reduced by a further 10.2%, the best result in the South East and already out performing the reduction last year.
 - Museums Libraries Archives (MLA) South East is giving Archives £2,800 to carry out another project with Looked After Children – More Imagined Lives. This builds on a pilot project, Imagined Lives, which successfully demonstrated how archival resources can develop young people's understanding of how their communities change over time.

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Local Member: All

Background Documents

None

COUNCIL PLAN QUARTER 3 MONITORING: EXCEPTION REPORT

COMMUNITY SERVICES AND E-GOVERNMENT

Policy Steer	Performance Measure	Target 2007/08	9 months RAG	Commentary
3.13 Ensure full use and benefit is obtained from our network of Community Help Points (CHP) and Access Point Kiosks.	a) deliver an agreed programme of kiosk service improvements	performance measure amended at Q2	R	A number of improvements have been introduced including a user feedback mechanism, enhanced fault reporting and escalation processes and introduction of standard technical components for kiosks . Further progress to improve kiosk effectiveness has been impacted by software performance issues. Supplier escalation is underway but is being hampered by a complicated procurement model.
	b) increase the usage of kiosks across the Access East Sussex Partnership by 3% per annum.	performance measure amended at Q2	R	There were 12,786 'hits in quarter 3 compared to 18,486 for the same period last year. Further progress to improve kiosk effectiveness has been impacted by software performance issues. There has been a reduction in kiosk usage as a direct result of the issues
	c) deliver an agreed programme of Community Help Point service improvements details of which are to be agreed by Access East Sussex.	performance measure amended at Q2	R	The number of Community Help Points (CHPs) remains at 9. Following liaison with partners, there are no plans to increase the number of CHPs. Capacity of ESCC library network is being examined to identify opportunities for delivering face-to-face service.
3.14 Improve telephone access to council services by centralising telephone enquiry handling in our customers' priority areas.	c) The percentage of service requests resolved at first point of contact.	benchmark and validate targets	A	Q3 outturn: Social Care Direct resolved 84% of service requests at first point of contact; Data provided to support this measure is currently estimated and remains to be validated and benchmarked. The RAG is shown as amber as more effort is needed to identify and agree the data collection process for Highways and to set benchmarks for both contact centres.