

SCRUTINY COMMITTEE

MONDAY 12 JANUARY 2009
7.00 PM

Bourges/Viersen Room - Town Hall

AGENDA

Page No

1. **Apologies for Absence**

2. **Declarations of Interest and Whipping Declarations**

At this point Members must declare whether they have an interest, whether personal or prejudicial, in any of the items on the agenda. Members must also declare if they are subject to their party group whip in relation to any items under consideration.

3. **Minutes of the Meeting held 10 November 2008**

1 - 6

4. **Consideration of the Cabinet Agenda for 24 November and 15 December 2008 and Call In of any Cabinet, Cabinet Member or Key Officer Decisions**

Please ensure you bring your Cabinet papers to the meeting.

The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of the Scrutiny Committee or Scrutiny Panels. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the Scrutiny Committee.

Strategic Reports

5. **Budget 2009/10 and Medium Term Financial Plan to 2011/12**

7 - 8

To consider and comment on the draft budget and medium term financial plan.

MEMBERS ARE REMINDED THAT THEY NEED TO BRING THEIR COPY OF THE BUDGET PAPERS TO THE MEETING.

6. **ICT Managed Service**

9 - 62

To consider and comment on the proposed ICT managed service project.

7. Safe Access to the Voyager School 63 - 66

To consider and comment on the progress of the recommendations on the safe access to the Voyager School.

Monitoring Reports

8. Performance Monitoring 2008/09 - Quarter 2 67 - 94

To consider and comment on the performance monitoring report for quarter 2.

9. Forward Plan of Key Decisions 95 - 104

To consider the latest version of the Forward Plan

10. Agenda Plan 2008-09 105 - 106

To review the agenda plan for 2008-09.

11. Date of Next Meeting

Monday 16 February 2009 at 7pm.



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Alex Daynes on 01733 452447 as soon as possible.

Committee Members:

Councillors: J Holdich (Chairman), I Walsh (Vice-Chairman), J Goodwin, M Fazal, S Lane, Y Lowndes, N North, N Sandford, D Seaton and M Todd

Substitutes: Councillors: C Day, D Fower and J R Fox

Further information about this meeting can be obtained from Alex Daynes on telephone 01733 452447 or by email – alexander.daynes@peterborough.gov.uk

**MINUTES OF A MEETING OF THE SCRUTINY COMMITTEE HELD ON
MONDAY 10 NOVEMBER 2008 AT THE BOURGES/VIERSEN ROOM - TOWN HALL**

Present: Councillors J Holdich (Chairman), J Goodwin (Vice-Chairman), M Fazal, S Lane, Y Lowndes, N North, N Sandford, D Seaton, M Todd and I Walsh

Also Present: Councillor David Over

Officers Present: Israr Ahmed, Contracts Legal Executive
John Blair, Head of Strategic Finance and Performance Improvement
Mandy Bretherton, Corporate Accounting Manager
Andrew Edwards, Head of Strategic Property
Barry Fagg, Interim Head of Planning Services
Shahin Ismail, Head of Legal Services
Graeme Law, Strategic Planning Executive
Jo Proud, Strategic Improvement Manager
Louise Tyers, Performance Scrutiny Manager
Alex Daynes, Cabinet Officer

1. Apologies for Absence

Apologies were received from Maggie Kirkbride.

2. Declarations of Interest and Whipping Declarations

Councillors Lane, Todd and Walsh declared a prejudicial interest in Item 6 on the Agenda as they were on the planning committee that made the decision on the Corn Exchange building. The Head of Legal Services confirmed that the Councillors involved in the planning decision must leave the room when the item was discussed in this committee.

3. Minutes of the Meeting held 29 September 2008

The minutes of the meetings held on 15 October 2008 and 29 September 2008 were approved as correct records.

The Head of Legal Services provided a response to Councillor Sandford concerning the time taken to produce a decision notice to address the issue of appointments to the GPP Boards. Councillor Sandford accepted the explanation.

Members were informed that an amended version of the CRB report from 29 September 2008 had been presented to another committee. Members agreed that any alteration to the report that had been presented to this committee previously should be brought back before being adopted through Council. The Performance Scrutiny Manager to report back to the committee following discussion with the lead officers for the report.

4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions

There were no call-in requests.

5. S106 Planning Obligations Implementation Scheme

The committee received a report and a draft Section 106 (S106) document from the Interim Head of Planning Services to provide an update on the progress of the S106 Obligations Implementation Scheme in light of the withdrawal of the report that was submitted to the Joint Scrutiny Committee meeting on 28 July 2008. The committee was asked to provide comments on the draft document for planning officers to consider before its final submission to full council for implementation in early 2009.

The committee was advised of some key changes in the document in light of the recent economic difficulties in the housing and financial markets. These included a temporary reduction in affordable housing builds from 35% to 25% and a short term 30% discount in S106 funding obligations for developers.

Observations and questions were raised and responses given including:

- The rented element of affordable housing is a cost to developers and therefore could be reduced to save costs to make the scheme more viable with reduced land values but this will lead to reduced housing for this sector of the market.
- In Peterborough's villages, smaller, individual developments should be developed from within a Capital Programme and through this the S106 monies could then contribute more effectively to the village's needs.
- There is currently no mechanism open to Members to agree on the Capital Programme's contents at a local level.
- The Head of Neighbourhood Services is committed to ensuring Members are involved in determining the infrastructure needs of their Wards. The S106 agreement is designed to be able to provide facilities to mitigate the impact of development.
- The reduction of the affordable housing allocation would be from February 2009 to February 2011. However, this could be ended earlier depending on the success of new developments and general economic conditions.
- The percentage of affordable housing can be spread over several development sites as there is not necessarily a need in each development. Therefore, some sites might have more than 35% affordable housing, some less. The reduction should lead to more flexibility for developers. It was better to have a lower proportion of some development than none at all.
- Affordable housing schemes will not be discouraged and therefore any government funding available for such schemes should still be taken up by developers choosing to build.
- Developments that included environmental measures would increase overall house prices and therefore the ability to encourage developers and buyers to the schemes would be affected unless this cost was offset with reduced S106 elsewhere.
- The S106 contribution is not the only infrastructure funding that is received. Planning Officers must produce improved bids for works to ensure maximum return for money.

The Performance Scrutiny Manager advised the committee that the report format had changed and that Councillors were requested to advise a way forward for the Document. Councillors Holdich and Sandford recommended that the document went to full Council to receive approval. Councillor Holdich further requested that if the Affordable Housing percentage was reduced, the rented affordable allocation within developments should be maintained.

ACTION AGREED:

- 1) to recommend that the draft document goes to Full Council before adoption.
- 2) to recommend that rented affordable housing developments are not overlooked in favour of market housing following the cut to the affordable housing percentage.

6. Corn Exchange

Councillors Todd, Walsh and Lane left the room.

The Head of Strategic Property introduced the report, requested by the Chairman of the committee, setting out the timeline to the planning committee on 21 October 2008 where the planning application for the demolition of the Corn Exchange and the provision of public realm was determined. The Chairman of the committee advised Members that he had requested the report so that the committee could receive information from Officers on the contact that the Council had had with tenants.

The Head of Strategic Property outlined the consultation that had taken place between tenants in the Corn Exchange building and the Council. Members were advised that terms were still to be agreed with two tenants. Council as the others had accepted the terms that the Council had offered. The Head of Strategic Property read from a letter that had been sent to tenants in November 2007 advising of the intention and need to obtain vacant possession of the building. The committee was advised that everything had been done to make tenants aware of the Council's intentions.

Members discussed the issue of the Post Office remaining in the city centre and the efforts to ensure this. Committee members expressed their support for the continuation of a Post Office in the city centre. The Head of Strategic Property assured members that sites had been offered for an alternative venue within the city centre but it was for the Post Office to deem these sites suitable or not.

ACTION AGREED:

To note the report and the actions taken to communicate with tenants of the Corn Exchange building.

7. Council Investments

Councillors Todd, Walsh and Lane returned to the room.

The Head of Strategic Finance and Performance Improvement introduced the report, requested by members of the Scrutiny Committee, following the failure of Icelandic Banks, Landsbanki and Kaupthing and their UK subsidiaries, in which the City Council had deposited £3m.

Members were advised that Council policy had changed concerning banking and investment practises including not trading in shares and only investing in fixed rate, high return accounts. A further report on the effects on other similar authorities to be sent to members.

Observations and questions were raised and responses given including:

- Investments will only be placed with UK owned banks. Abbey is part of the Santander group which is Spanish owned.
- Norwich & Peterborough is one of the investment choices that has been used and many factors contribute to the decision to invest in particular banks/building societies.
- The future of the £3m in the Icelandic bank is still uncertain. It is unknown when the availability of the money would be clarified. Until more advice is received, a decision cannot be made on whether the £3m would have to be taken from the Capital fund or General fund.
- Banks that were invested in had good ratings up to 30 September 2008 when the ratings changed. No monies had been invested in these banks since April 2007.
- Some money does remain in Irish owned banks which do guarantee corporate investments. Further foreign investment, regardless of national guarantees for

that country, is not planned until the futures of investing is better known; preferring a safer, UK option.

- The ratings for banks is constantly monitored and the change of ratings for banks had not been experienced before on such a scale. Sometimes a single bank would change very quickly but not as many as did this year.

Councillors supported the prudence shown by Officers in investments following the economic downturn.

ACTION AGREED:

To note the report.

8. Impact of the Credit Crunch on the Council

The Head of Strategic Finance and Performance Improvement introduced a report to provide the Scrutiny Committee with an update of what impact the credit crunch has had on the Council's finances during the current financial year. The report focused on the direct impact on the Council rather than the wider impact on the community. The impacts assessed were Revenue Income, Capital Income and Tax Base.

Members were advised that some areas of income had received up to £800k less this financial year and rising fuel costs were also affecting outgoing costs. Members were advised that officers were being asked to submit financial reports earlier to manage any shortfalls earlier.

Observations and questions were raised and responses given including:

- Some larger projects in the Capital Programme could be delayed
- Loans could be sought but these would have to be repaid at a later date
- The Medium Term Financial Strategy would address longer term issues
- The VAT shelter (paragraph 4.1.2 in the report) is a benefit from working with Cross Keys Homes and was higher than expected.

ACTION AGREED:

To note the report.

9. Establishment Of A Task And Finish Group - Local Development Framework Development Plan Documents

The Performance Scrutiny Manager introduced the terms of reference to establish a task and finish group to scrutinise the development of the Local Development Framework Development Plan Documents. The group secretaries would be asked for nominations for Councillors from the Scrutiny Committee, Environment Scrutiny Panel and Community Development Scrutiny Panel to form the group.

Councillors discussed the terms of reference and gave the following comments:

- The group secretaries should be able to nominate any members, not just those from within the scrutiny committees mentioned above.
- Meetings should be limited to no more than 2 hours.

The Head of Legal Services advised that Members sitting on the Planning & Environmental Protection Committee could also be members of the group. The Performance Scrutiny Manager advised that the group would not be subject to political proportionality and the dates of the meetings would depend on the availability of the Councillors appointed to it.

ACTION AGREED

To accept the terms of reference subject to the membership condition being amended so that Group Secretaries are free to nominate any Councillor with an interest.

10. Feedback and Update Report

The Committee received a report from the Performance Scrutiny Manager to provide feedback on items considered or questions asked at previous meetings of Scrutiny Committee. The report also provided an update on matters which were of interest to the Committee or where the Committee had asked to be kept informed of progress.

ACTION AGREED

To note the report.

11. Forward Plan of Key Decisions

The latest version of the Forward Plan, showing details of the key decisions that the Leader of the Council believed the Cabinet or individual Cabinet Members would be making over the next four months, was received.

Members were advised that the Regional Spatial Strategy would be dealt with through the task and finish group as noted earlier in the agenda.

ACTION AGREED

To note the report.

12. Agenda Plan 2008-09

The Committee noted the current work programme.

13. Date of Next Meeting

The date of the next meeting to be Monday 15 December 2008, 7pm.

The meeting began at 7.00 pm and ended at 8.50 pm

CHAIRMAN

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SCRUTINY COMMITTEE	Agenda Item No. 5
12 JANUARY 2009	Public Report

Report of the Executive Director of Strategic Resources

Report Author – John Harrison, Executive Director of Strategic Resources

Contact Details – John Harrison, Executive Director of Strategic Resources, Tel 452520;

John Blair Head of Strategic Finance & Performance Improvement, Tel 384564

BUDGET 2009/10 AND MEDIUM TERM FINANCIAL PLAN TO 2011/12

1. PURPOSE

The report sent to all members outlines the proposed budget for 2009/10 and Medium Term Financial Strategy to 2011/12 to which Scrutiny and Scrutiny Panels have been invited to make comment. The purpose of this report is to review aspects of these proposals relevant to the functions and remit of this Committee. Any observations will be included in a report back to Cabinet on 2 February 2009.

2. RECOMMENDATIONS

The Committee is asked to comment on the draft budget 2009/10 and medium term financial plan to 2011/12 in so far as it relates to the remit of the Committee.

3. LINKS TO CORPORATE PLAN, SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

The budget provides the resources to meet the targets and aspirations of the Corporate Plan, Sustainable Community Strategy and Local Area Agreement.

4. BACKGROUND

This report is submitted to the Committee following consideration of the report by Cabinet on 15 December 2008.

NB: Please remember to bring your copy of the budget papers (previously circulated to all members of the Council) to this meeting.

A briefing on the budget for Members will be held in the Council Chamber at 5.30pm on the 8th January.

5. KEY ISSUES

5.1 The proposed Budget 2009/10 and Medium Term Financial Plan to 2011/12 was presented to Cabinet on 15 December 2008 and has been sent to all members of the Council. Cabinet resolved that consultation be undertaken and comments invited on the budget proposals outlined in this report from Scrutiny, Scrutiny Panels and other interested organisations.

5.2 The Committee is asked to comment on all aspects of the Medium Term Financial Plan as it relates to its terms of reference.

5.3 The capacity bids submitted for the next three years include those relating to the impacts of the credit crunch and actions taken to mitigate against these, as well as the costs of financing the proposed capital programme.

6. IMPLICATIONS

As set out in the report to Cabinet on the 15 December 2008.

7. CONSULTATION

This formed part of the process leading to budget setting in February 2009.

8. EXPECTED OUTCOMES

A report to Cabinet with the Committee's views.

9. NEXT STEPS

Comments and observations of the Committee will be presented to Cabinet at its meeting on 2 February 2009 prior to a recommendation being made to full Council on 25 February.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

As set out in the report to Cabinet - 15 December 2008.

11. APPENDICES

None.

Scrutiny Committee	Agenda Item No. 6
12 January 2009	Public Report

Report of the Executive Director of Strategic Resources

Report Author: Nigel Green, Head of ICT

Contact Details: nigel.green@peterborough.gov.uk, 01733 317984

REPORT TITLE – ICT Transformation Programme – Managed ICT Service

1. PURPOSE

- 1.1 This report is following a request by Councillor Sandford to consider the Council's current tender process for prospective Managed ICT Service partners.
- 1.2 The report sets out the progress made in reviewing service delivery options for the ICT service in line with the options set out in the budget and medium term financial plan policy framework over the last two years.

2. RECOMMENDATIONS

Members are requested to note the report.

3. LINKS TO CORPORATE PLAN, SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

- 3.1 The Council's Corporate Plan is based on four priorities:
 - Plan and deliver a safe, attractive and environmentally friendly city
 - Achieve the best possible health and well being
 - Make Peterborough a better place in which to live and work
 - Providing high quality opportunities for learning and ensuring children are healthy and safe
- 3.2 In addition, the Council's Medium Term Financial Plan 2009/2010 is based on the philosophy of 'accessible services – efficiently delivered'. In practice this means minimising overheads, reducing bureaucracy and improving value for money (VFM), to ensure resources are available to improve front line service outcomes to the community whilst ensuring the impact on council tax levels is as low as possible.

4. BACKGROUND

- 4.1 In December 2006 as part of the preparation for the Budget 2007/2008 it was proposed to review service delivery options for a number of service areas including ICT. It was suggested that we employ a "Mixed Economy – ensuring that we only do in house what we can do better than the private sector expertise available e.g. ICT" (Para 9.3.1 b, Cabinet 18th December 2006).
- 4.2 This was subsequently approved by full council as part of the budget setting process in 2008. A report was commissioned in late 2007 from A T Kearney to review the existing ICT service

(organisation and performance). Attached as appendix 1 are the summary slides from this review.

- 4.3 The report identified a series of issues and challenges to the service, these included:
- critical service gap between what the council departments expected from ICT and how ICT responded to pressure from the departments
 - the structure of ICT and the investment that would be required in ICT to enable it to deliver the service that is expected
 - implementation of an ITIL structure to address the immediate service expectation gap, followed by a programme of service efficiencies.
- 4.4 To this end an ICT transformation programme has been initiated to deliver some immediate benefits and improve service delivery. This has enabled the council to deliver some more effective ICT services, at a lower cost, particularly in areas such as ICT with schools which was receiving a number of criticisms in 2007 and which has recently received a number of expressions of thanks from schools as a result of the recent broadband service initiative.
- 4.5 However, as set out in the budgetary framework, we need to continue to test the private sector to see which areas of ICT can be better delivered by the commercial sector. Examples such as Liverpool City Council, Newcastle Upon Tyne Council, Essex County Council, London Borough of Enfield and more recently smaller authorities such as Welwyn Hatfield Council have reviewed their ICT services and decided to opt for a form of partnership with the commercial sector typically to underpin their efficiency and effectiveness programmes.
- 4.6 Typically an external ICT managed service partner will have a large skills base, shared across multiple organisations, which would enable it to provide a flexible, effective and efficient service. They will also have established governance procedures for ICT (typically including ITIL) that could immediately be deployed for the benefit of PCC. A managed service partner can not only provide excellent value for the council in selected areas where they can leverage significant economies of scale but they can also attract and retain excellent ICT staff as a result of more freedom in remuneration and reward and a larger organisation offering more options for ICT staff who can work across sectors and geographies where they wish to.
- 4.7 Familiarity of providing comparable services and investment for other similar authorities means that they would be well placed to help PCC make faster progress by drawing on this experience.
- 4.8 The review of service delivery options in ICT set-out in the budget framework 2007/2008 was again included as part of the budget round 2008/2009 at Cabinet on 29th January 2007 and is included in this year's budget round currently out for consultation.

5. KEY OPPORTUNITIES

- 5.1 The ICT service will underpin the future transformation programme not just in Peterborough City Council but across our partners.
- 5.2 The Council is already working closely with NHS Peterborough, Police and the Greater Peterborough Partnership (GPP) to see what systems can be utilised across all agencies to allow for the more effective sharing of data and the provision of better technical and technological support for front-line staff. In order to harness this kind of opportunity we should continue to assess the opportunity provided by the private sector to drive value in commoditised ICT services and investment in new technologies e.g. agile working to allow more effective home working and more accessible information to handheld and mobile units.
- 5.3 In addition we are exploring:
- future innovation and opportunities to work with other authorities in a shared service e.g. Cambridgeshire and Northamptonshire with Oracle;

- Significant financial investment to make PCC's ICT infrastructure fit for future purpose;
- Significant resource and training investment to enable ICT staff to develop in market leading technologies.

6. OJEU Process and consultation

- 6.1 Following approval by corporate management team in June 2008 the Council advertised through the Official Journal European Union (OJEU) process in September 2008 for potential ICT partners. A copy of the OJEU Pre-Qualification Questionnaire notice is attached as appendix 2.
- 6.2 A Business Working Group made up of representatives from sections and departments across the authority was convened to oversee the process and to ensure that potential partners could deliver, more effectively than continuing with an in-house service, to their needs in the future. This group meets twice a month and it is fully engaged in the evaluation of the potential suppliers. In addition to this, presentations are regularly made to each departmental management team.
- 6.3 Regular staff briefings are held and all team meetings are attended by the Project Manager. Weekly/fortnightly email communications are also circulated. Staff are actively encouraged to participate and are fully engaged with the dynamics of the project.
- 6.4 The publication of the OJEU notice was included in the Members' bulletin in September 2008 and the project is reported on the dashboard to the business efficiency scrutiny panel.
- 6.5 During September to December 2008 a series of consultation meetings were held with Trades Unions, Staff, business users and suppliers who had registered an interest through the tender process.
- 6.6 We are currently in discussion with three prospective partners but at this point no detailed costings have been completed and the competitive dialogue process is due to commence in late January/February 2009. Depending on the outcome of these discussions Transfer of Undertaking for Public Employees (TUPE) may apply to a proportion of the ICT staff.

7. EXPECTED OUTCOMES

- 7.1 A number of key drivers for ICT were set out at the start of the project which included:
- The need to support the services and departments in delivering more accessible services effectively and efficiently;
 - ICT in Peterborough must be in a position to underpin the council's transformation programme through programmes such as agile working, Electronic Documentation Records Management and customer services;
 - The need for investment in infrastructure to support future work programmes, office moves and more modern forms of working e.g. home working;
 - A more for less agenda to deliver real value by harnessing scale with a target financial saving of £400k per annum.
- 7.2 It is too early to tell if one of the prospective partners will deliver all of the above but information from many other authorities who have already looked to the commercial sector for support in ICT indicates substantial qualitative improvements combined with budget savings of between 10 and 20%. This level of saving creates financial headroom to allow for investment in technology and in the people to allow for further improvement in this key enabling service.

8. NEXT STEPS

Over the coming months the Business Working Group and the evaluation team will be visiting the reference sites offered by the prospective partners and will be undertaking the competitive

dialogue process which includes the opportunity for the supplier to undertake their due diligence on PCC prior to them coming forward with a best and final offer in April 2009. This will then be subject to a CMDN by the Cabinet Member for Business Efficiency.

9. APPENDICES

Appendix 1 – summary slides from the AT Kearney review.

Appendix 2 – PQQ notice.



**Contract Name and Number:
MICT 001
Managed ICT Service**

Pre Qualification Questionnaire

Company/Organisation Name.....

Pre Qualification Questionnaire

for

Managed ICT Service

Peterborough City Council (www.peterborough.gov.uk) are seeking Expressions of Interest for a Managed ICT Service, expected to commence mid-year 2009 for a period of 5 years initially, with options to extend by a further two periods of 3 years each. A brief description of the requirements is as follows:

About Peterborough

Peterborough City Council (PCC/the Council) is a local authority in the East of England. It came into existence in 1998 when the city and surrounding district were granted unitary authority status, following the winding up of the Development Corporation a few years earlier. Since Peterborough became a New Town in 1968 the population has doubled and now stands at approximately 160,000. This is projected to increase by a further 25% to 200,000 by 2020.

Recognising this changing landscape Peterborough City Council decided to roll out a transformation programme with the specific goals of changing the way it does business by becoming more effective and efficient at providing its chosen services. Peterborough City Council also wishes to expand its capacity to deliver shared services.

ICT is a key service that underpins the Council's business transformation programme. To achieve its goals the Council decided that it needed a Managed Service partner in order to deliver a service which is fit to support the growing demands of the organisation in the aggressive timescales which have been set out.

The contract will cover purchase of a managed service for the delivery of ICT operational services and ICT development (investment). The Council is looking for a partner who can deliver a full range of ICT services and investment which will deliver the Service the Council is looking for.

About ICT

Annual budget: circa £4m

ICT staff number: 68

Council staff/customers: 3000

PC estate: 2500

Laptop estate: 800

Services to be moved to managed service partner: Infrastructure (Servers, Desktops, Networks, Comms and Telephony), Applications (development and support), and Helpdesk

GUIDANCE NOTES

Please read the following guidance notes carefully before completing the application form. They contain important information.

1. In this form -

'organisation' includes a sole practitioner/trader, partnership, incorporated company or co-operative, consortium or any analogous entity established outside of the United Kingdom,

'officer' includes a director, company secretary, partner, associate and any other person occupying a position of authority or responsibility within the organisation,

'registration' means inclusion on the register maintained by the Registrar of Companies, the Registrar of Friendly Societies or on a similar commercial or professional register of another state,

'specified services' means the services required under the contract for which you are applying.

'ICT' means the Council IT department (Information and Communications Technology)

2. Unless otherwise indicated, give details which relate to your organisation rather than to any group to which your organisation belongs.
3. For questions which do not apply to your organisation insert 'N/A' (not applicable).
4. Where the space provided is insufficient for your answer, continue on a separate sheet, clearly marking that sheet with the tender reference number, the name of your organisation and the number of the question to which it relates.
5. Remember to enclose all supporting documents requested and mark each with the tender reference number, the name of your organisation and the number of the question to which it relates.
6. This form must be completed in the English language. Documents which are not in the English language must be accompanied by an English translation and a certificate by a *bona fide* independent translator attesting the authenticity of the translation.
7. The City Council reserves the right to contact organisations' technical referees.

8. A Copy of this application form and all necessary enclosures must be completed and submitted electronically by using VAULT through BIPS Delta-ets by the due date of **11 September 2008, by 12 noon.**
9. If you are experiencing problems then please contact the Delta helpdesk @ helpdesk@delta-ets.com or call 0845 2707050 for further assistance.
10. **Please note requests for clarification or any further information will NOT be given one week prior to deadline. This will allow time for any information requested to be fully investigated and distributed to all interested parties.**

A IDENTITY OF THE APPLICANT

A1 The organisation making the application.

Name of organisation:

Address (correspondence):

Name of person completing this form:

Position:

Tel:

Fax:

A2 Other relevant addresses.

Registered office:

Local office:

Other (please specify):

A3 Legal status of the organisation.

Tick as appropriate:

Sole trader/principal []

Partnership []

Private limited company []

Public limited company []

Friendly society []

Registered charity []

Other (please specify)

A4 Please summarise below the nature of all business activities undertaken by the applicant organisation and what percentage of revenue is generated by each business area?

A5 Is your organisation in, or subject to proceedings leading towards, any of the following situations:

- a) bankruptcy or winding up?
- b) administration of affairs by the court?
- c) entering into arrangements with creditors?
- d) suspension of business activities?
- e) contravention of environmental legislation?, or
- f) a situation analogous to any in (a) to (e) above?

YES [] NO []

If YES to any of A5 (a) to (e), please give details.

A6 Please enclose a schedule indicating the full name and position of relevant "officer" of the organisation (see guidance notes for definition).

ENCLOSED []

A7 Has any officer of your organisation:

- a) been declared bankrupt or been involved in any organisation which has entered any of the situations listed in A5(a) to (f) above?

YES [] NO []

- b) been employed by Peterborough City Council?

YES [] NO []

- c) a relative who is a councillor or employee of Peterborough City Council ?

YES [] NO []

If YES to any of A7 (a) to (c) please give details

A8 Has your organisation, or any of its officers or employees who will be allocated or assigned to carry out the specified services, committed an offence relating in any way to business or professional conduct, including a contravention of legislation relating to occupational safety and health or environmental legislation?

YES [] NO []

If YES, please give details.

Please state the names of any officers of your organisation who have any involvement in other organisations who provide services to the City Council

Questions to be completed by partnerships (A10 only)

A9 Please give the total number and the full names (including all forenames) of all equity partners

Questions to be completed by partnerships and sole traders (A10 and A11)

A10 When was the organisation formed?

A11 If the organisation is a member of a group of organisations please enclose the names and addresses of the other members of the group, the date when those organisations were formed; and details of the structure of the group indicating the relationships between members.

ENCLOSED []

Questions to be completed by companies (A13 - A16)

A12 Registration number and date of registration under the Companies Act 1985 or (if applicable) the Industrial Provident Societies Acts 1965 to 1978

A13 If your company is a member of a group please describe (with a diagram if necessary) its relationships within the group

If your company is a member of a group please state the names and addresses of the ultimate holding company and all other subsidiaries

A14 Would the group or the holding company be prepared to guarantee your company's contract performance?

YES [] NO []

B FINANCIAL STANDING

B1 Officer of the organisation with responsibility for financial matters.

Name:
Position:
Address (if different from A1):
Tel:
Fax:

B2 Principal bankers

Name:
Address:
Tel:
Fax:

B3 Please enclose a letter on your headed note paper, signed by an authorised officer, authorising the City Council to seek a financial reference from your principal banker.

ENCLOSED []

B4 Please enclose copies of all audited accounts and annual reports for the last three full years of trading as submitted to the Inland Revenue. Please ensure that these include:

- a) balance sheets
- b) profit and loss accounts or income and expenditure accounts
- c) full notes to the accounts
- d) managing partner's or director's and auditors reports

ENCLOSED []

B5 If the accounts you are submitting include none for a financial year ending less than 9 months ago please enclose:

- a) the chair's half yearly statement (if available) or
- b) a statement signed by the officer responsible for financial matters setting out any known significant changes in the organisation's financial position in relation to the last available balance sheet.

ENCLOSED []

B6 Please give details of any outstanding claims or litigation against your organisation.

B7 VAT registration number (if any).

B8 Please provide details of your insurance's.

Employers liability insurance (min £10,000,000)

Insurer:
Policy number:
Extent of cover:
Expiry date:

Public liability insurance (min £2,000,000)

Insurer:
Policy number:
Extent of cover:
Expiry date:

Professional indemnity insurance:

Insurer:
Policy number:
Extent of cover:
Expiry date:

B9 Please complete the table below to show your organisation's annual turnover for each of the last 3 years in respect of the type of work for which you are now applying:

Year	Annual turnover

B10 It is expected that suppliers will already have Admitted Body Status for the Peterborough City Council pension scheme, or have achieved such status

prior to any requests for Best and Final Offers, or provide a GADS certificate for an equivalent pension scheme before Best and Final Offers. Please confirm below your commitment to this expectation and indicate your preferred option and current status.

YES [] NO []

--

C - TECHNICAL CAPACITY and ABILITY

PART 1: TECHNICAL CAPACITY

The following questions are intended to indicate your organisation's general technical capacity and ability.

The evaluation for shortlisting within this part of the questionnaire will be based upon supply of evidence to substantiate that the bidder has a proven and successful history of undertaking Managed ICT Service contracts on a scale equal to or greater than the tendered contract, and that the bidder understands that they have the processes and resources to achieve the standards required by the Council and fulfil their legal obligations.

C1 Has your organisation previously supplied goods and/or services to Peterborough City Council?
YES [] NO []

If YES, please provide details.

C2 Has your organisation suffered a deduction for liquidated and ascertained damages in respect of any contract within the last three years?
YES [] NO []

C3 Has your organisation ever had a contract terminated or your employment determined under the terms of a contract?
YES [] NO []

C4 Has your organisation ever not had a contract renewed due to failure to perform to the terms of the contract?
YES [] NO []

C5 Have any of your organisation's contracts ended early by mutual agreement following allegations of default on your organisation's part?
YES [] NO []

If the answer to any of questions C2 to C5 above is "YES" please provide details.

C6 For how long has your organisation been continuously engaged in the specific type of work for which you are now applying?

C7 Does your organisation have a data protection and security policy (please attach) or process, and how does it protect your customers' data and privacy?

ENCLOSED []

C8 How does your organisation assess the suitability and competence of potential employees? Do you use:

Item	yes/no
Job descriptions	
Application forms	
References	
Qualifications	
Person specifications	
Trial period before confirmation of employment	
Medical screening	
Inspection of previous work	
Criminal Records Bureau Checks (CRB)	
Other (please specify below)	

C9 Please indicate the number of staff employed by your organisation:

Permanent..... ***Contractors**.....

* By contractors we mean any third party organisations, temporary staff or contractors

C10 Please state the number of staff currently involved directly in this type of services:

Permanent..... **Contractors**.....

C11 Please list the names and location of all sub-contractors which your organisation works with, indicating which ones would potentially be suitable for Peterborough City Council's ICT Managed Service

ENCLOSED []

C12 Please state the number of staff you have successfully transferred (e.g. TUPE'd) into your organisation in the last three years

C13 Please give details of staff turnover as a percentage of your workforce for each of the last three years:

Year	Staff turnover
2007	
2006	
2005	

C14 For the services included in the proposed managed ICT service you are required to list **THE FULL set of UK local authorities** that use these services. **Your application may be held to be invalid if you do not submit a complete list of existing users.** Please insert additional table rows to allow for ALL your user authorities [or include as a separate enclosure].

Meanings:

Current User = this service in FULL live use before 1.1.2008

New/Planned User = contracted for this service, but not started before 1.1.2008.

Desk = Managed desktop service, providing PCs, laptops etc together with support

Net = Managed network service, providing and maintaining the network (WAN, LAN etc.) [Assets owned by supplier or council]

Host = Hosting all applications and providing business continuity and disaster recovery

Comms = Managed telecommunications service, providing and maintaining the telecoms infrastructure [Assets owned by supplier or council]

Apps = Managed service for all applications, including procurement, installation, configuration, support and maintenance [using third parties as required]

Help = Service desk / helpdesk for all ICT functions, providing 1st line support

Train = ICT training provided directly (mark as partial if supplied via third party)

ALL = a complete managed service for all functions above

= full, = partial, = not supplied

Authority Name	Current User								New/Planned User							
	Desk	Net	Host	Coms	Apps	Help	Train	ALL	Desk	Net	Host	Coms	Apps	Help	Train	ALL

ENCLOSED []

27

C15 Please provide, using the format below, the full name, address and other details requested of the **principal clients** to whom your organisation has provided similar services during the last three years. **Please note that the City Council may decide to contact any of these clients for a reference. Your permission to do so will be assumed unless you state any objections.**

Name and address of client	Contact Name	Contract reference	Date awarded and duration	Please provide a case study or a description of the benefits delivered to the client	Value of contract (total period)

ENCLOSED []

C16 Please list the skills in the table below, including professional, managerial and technical expertise that are available in your organisation.

Description	Directly Employed Staff		Sub-contractor's Staff
	Number of dedicated staff	Number of staff partly allocated to this activity	Number
Service Delivery skills			
ICT strategy			
ICT infrastructure			
Networks specialists			
Server specialists			
Database specialists			
Desktop specialists			
Comms/Telephony specialists			
Systems integration specialists			
Applications support			
Applications development			
Project Managers			
Helpdesk			
Training			
Additional specialist staff (specify)			
Company management			
Senior management			
Business Administration			
HR			
Admin/other support staff			
Client/Contract Management			
Performance Management			
Account Management			
TOTAL Staff			

ENCLOSED []

PART 2: ABILITY

C17 Please enclose details of how your organisation ensures that a quality service is delivered and maintained, including:

- a) Information about any formal quality assurance systems.
- b) Details of accreditation to a recognised standard.
- c) How the system is monitored and reviewed.

ENCLOSED []

C18 Please outline an organisational chart of your account management structure

ENCLOSED []

C19 Does your organisation possess or is it working towards, Investors in People (IIP) or an equivalent?

YES [] NO []

If YES, please provide details.

C20 Please indicate which professional or trade bodies your organisation belongs to and details of any additional accredited standards.

C21 What would be your organisation's typical approach to the performance monitoring and management of this type of contract; describe briefly below:

C22 What is your organisation's approach to communicating with staff?

C23 How does your organisation determine the training needs of staff and how much to spend on staff training e.g. how much did your organisation spend on staff training over the last three years on a £/head basis?

C24 What is your organisation's approach towards the recruitment, retention and development of a committed and professionally competent workforce?

C25

Please provide details of the number and size of any large value contracts for which you have recently expressed an interest, bid or are intending to bid, and which you have not yet been awarded.

C26 Supplier's Knowledge & Shared Service Understanding

Please state below in no more than 1,000 words (two sides of A4 approximately) your views on why a managed ICT service is an effective and efficient way for a modern local authority to deliver a robust and resilient ICT service. What additional benefits do you believe such an approach can offer the Council, for example, in developing Shared Services? Explain how you currently see the government agenda for local authorities and how this may evolve. How do you keep abreast of government initiatives to ensure any service you supply continues to best meet the needs of the Council?

C27 Please describe how you would typically deliver the following objectives for a client, listing examples where possible

- A fit for future and present purpose organisation

- Service improvement

- Cost effective ICT Service provision

- Risk reduction for business continuity and disaster recovery

--

- Extensible framework contract

--

- Improved career prospects for TUPE'd staff

--

SECTION D - HEALTH AND SAFETY

D1 Give the name of the officer or other person responsible for the implementation of your organisation's health and safety policy. Enclose a brief CV of this person.

CV ENCLOSED []

D2 Please enclose a copy of the health and safety policy and/or other declaration, information or instruction issued by your organisation, as necessary, to protect the health and safety of staff at work. These should clearly show:

- statement of intent and general policy
- organisation for safety – chain of responsibility
- arrangements for implementing policy
- how health and safety policies and procedures are conveyed to your staff
- arrangements for health and safety training of staff
- any quality assurance procedures relating to health and safety
- CV for your health and safety officer

ENCLOSED []

D3 Has your organisation, during the last three years:

- a) been prosecuted or had a notice served for contravention of the Health and Safety at Work Act 1974, or equivalent national legislation, or
- b) been the subject of a formal investigation by the Health and Safety Executive, or similar national body charged with improving health and safety standards?

YES [] NO []

If YES, please give full details.

D4 Do you agree to allow City Council officers access to inspect any of your premises which may be used for the purposes of this contract?

YES [] NO []

Guidance on how to complete the Equal Opportunities questions

1.0 Introduction

- 1.1 Within the Application Form there are a number of questions about your policies and practices on equal opportunities. Most of these questions are straightforward, requiring either Yes or No answers.
- 1.2 These are the only questions which require supporting documentary evidence.
- 1.3 In our experience it is this requirement which causes potential tenderers the most difficulties, and which often requires a good deal of further discussion and clarification.
- 1.4 In order to smooth the process and clarify what is required from potential tenderers, the following guidance is provided.

2.0 Guidance

a) **Instructions to those concerned with recruitment, training and promotion**

The City Council requires evidence of written instructions to managers and others. It would not therefore be sufficient to provide a copy of your Equal Opportunities Policy only, unless it includes sufficiently detailed advice on how to operate recruitment, training and promotion procedures without racial discrimination, and/or what steps are required to ensure equality of opportunity.

b) **Documents available to employees, recognised trade unions or other employee representatives**

Copies of Equal Opportunities Policies or explanatory leaflets are the kind of documents required as supporting evidence for this question. It is highly preferable to receive copies of genuine policies or leaflets, either as issued directly to employees or as included in employee handbooks or the like, rather than re-typed versions on company headed paper.

The City Council wishes to be assured that these are genuine documents, rather specifically prepared submissions.

c) **Recruitment advertisements and other literature**

Documents in support of this answer might include copies of job adverts, leaflets or other literature included within recruitment packs, or written instructions to job centres and recruitment/employment agencies. The main point is that the City Council wishes to be assured that potential tenderers communicate their commitment to equal opportunities to job applicants.

- 2.1 It is hoped that this guidance note has provided sufficient information for you to be able to complete the equal opportunities questions adequately and appropriately.

SECTION E – EQUALITY AND DIVERSITY

Equality

Non-UK based organisations should attempt to answer each of the following questions, substituting where relevant the appropriate legislation/codes of practice etc. which are applicable within their domestic jurisdiction.

- E1** Is it your policy as an employer to comply with your statutory obligations under the Race Amendment Act 2000 and, accordingly, your practice not to treat one group of people less favourably than others because of their colour, race, nationality or ethnic origin in relation to decisions to recruit, train or promote employees?

YES [] NO []

If the answer to E1 is YES, please provide a copy of the Race Equality scheme.

- E2** In the last three years, has any finding of unlawful racial discrimination been made against your organisation by any court or industrial tribunal?

YES [] NO []

- E3** In the last three years has your organisation been the subject of formal investigation by the Commission for Racial Equality on grounds of alleged unlawful discrimination?

YES [] NO []

If the answer to E2 is YES or, in relation to E3, the Commission made a finding against your organisation, what steps did you take as a consequence of that finding? Please give details.

General equal opportunities matters

Explanatory note

The Local Government Act 1988 prohibits local authorities from taking “non-commercial” matters into account when making contracting decisions. However, this does not prevent local authorities and contractors from reaching voluntary agreement on wider equalities issues. The following questions are entirely voluntary and are asked with a view to agreeing voluntary contractual conditions on such wider issues. Prospective applicants can be assured that their answers to the following questions will not be taken into account in the shortlisting process.

- E4** Do you observe as far as possible the Equal Opportunities Commission’s Code of Practice in employment, as approved by Parliament in 1985, which gives practical guidance to employers and others on the elimination of sex and marriage discrimination and the promotion of equality of opportunity in employment, including the steps which can be taken to encourage members

of an underrepresented sex to apply for jobs or take up training opportunities?

YES [] NO []

E5 In the last three years has any finding been made against your organisation by any court, industrial tribunal or the Equal Opportunities Commission in respect of:

- a) the Sex Discrimination Act 1975 YES [] NO []
b) the Equal Pay Act 1970 YES [] NO []

E6 If YES to E5 (a) or (b) please give details.

E7 Do you observe as far as possible the Department for Education and Employment's Code of Practice in employment, as approved by Parliament in 1996, which gives practical guidance to employers and others on the elimination of disability discrimination and the promotion of equality of opportunity in employment, including the steps which can be taken to encourage disabled people to apply for jobs or take up training opportunities?

YES [] NO []

E8 In the last three years, has any finding been made against your organisation by any court or industrial tribunal in respect of the Disability Discrimination Act 1995

YES [] NO []

If YES, please give details.

SECTION F – ENVIRONMENTAL POLICY

Peterborough City Council is committed to meeting and exceeding legislative requirements and continually improving environmental performance, as set out in the Environmental Policy. The council has a corporate commitment to ensure goods and services have minimal environmental impacts during all stages of processing and lifecycle.

The council will work with our contractors and suppliers to ensure best operational practices are adopted to reduce environmental impacts, to ensure a better quality of life for residents and businesses in Peterborough.

In support of your tender you are invited to submit details of your organisation's commitment to the environment. In particular, this should include:

Environmental Policy

- F1** Evidence of your commitment to minimising environmental impacts by having an environmental policy which is endorsed by corporate management.

Does your organisation have an environmental policy?

YES [] NO []

If YES, please attach environmental policy, management plans and any supporting/relevant information such as EMAS, ISO14001, PQASSO certificates of accreditation.

ENCLOSED []

- F2** Does your organisation have an Environmental Management System? Please give details below and attach any relevant additional documentation

ENCLOSED []

Prosecutions

- F3** Please give details of any relevant prosecutions or actions against your organisation including corrective actions, in respect of environmental legislation.

ENCLOSED []

A)

CERTIFICATE

I/We certify that the information supplied in this application form, the appendices and enclosures is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the application form. I/we understand that the provision of false or misleading information may result in my/our application being rejected.

I/We further understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body, and that any such action will empower the City Council to cancel any contract currently in force and will result in my/our application being rejected.

I/We also accept that all information passed on to us/I will be treated as confidential. In consequence I/we have read, understood and signed the confidentiality agreement contained within the PQQ documentation.

Signed for and behalf of the organisation:

Signed

Position/status in the organisation

Organisation's name

Date

B)

Confidentiality Agreement

This Agreement is valid, if signed, upon receipt of the PQQ submission

BETWEEN

(1) **Peterborough City Council**, of Town Hall, Bridge Street, Peterborough, PE1 1HG (hereinafter referred to as “the Council”); and

(2), whose registered office is at(herein after referred to as “the 3rd party”).

WHEREAS

The Council and the 3rd party wish to enter into a Confidentiality Agreement in relation to the “**Permitted Purpose**”, which is the use of the Council’s Confidential Information by the 3rd party for the completion of the ‘ICT Managed Service’ tendering process.

To facilitate this, it will be necessary for the parties to disclose certain confidential information and/or materials to each other. The Council and the 3rd party hereby agree to be bound by the terms set out in this Agreement.

IT IS AGREED as follows:

1. Confidential Information

In this Agreement, “Confidential Information” shall, mean:

- (a) any and all data, results, know-how, show-how, software, plans, details of research work, intended publications, intended or pending patent applications, designs, technical information, business plans, budgets and strategies, business or financial information or other information in any medium in any form;and
- (b) any physical items, prototypes, compounds, samples, components or other articles or materials;
- (c) any technical, operational or other information which concerns the business or affairs of the parties or their clients.

disclosed before or after the date of this Agreement by either party, whether

orally or in writing or in any other form.

- 1.1** "Confidential Information" shall also include any analyses, compilations, studies, minutes of meetings or other documents or physical materials prepared by the 3rd party which are copied from, based upon or derived from information and/or materials disclosed by the Council.
- 1.2** Confidential Information shall not include any information or material which:
- (a) is or becomes public knowledge other than by breach of this clause;
 - (b) is already lawfully in the possession of the 3rd party prior to receipt from the Council;
 - (c) is obtained by the 3rd party from a third party without any obligations of confidentiality and such third party is in lawful possession of such information and/or materials and is not in violation of any contractual or legal obligation to maintain the confidentiality of such information and/or materials; and/or
 - (d) is independently developed by the 3rd party who have not had access to the Confidential Information of the Council;
 - (e) is required to be disclosed by law.

2. Disclosure and Use of Confidential Information

- 2.1** Unless expressly authorised to the contrary in writing by the other, the parties shall:-
- 2.1.1** treat all Confidential Information as secret and confidential and shall not copy or disclose any such Confidential Information to any third party;
 - 2.1.2** treat all Confidential Information with the same degree of care it uses in respect of its own confidential information and materials;
 - 2.1.3** keep all Confidential information secure from theft and misuse by unauthorised persons;
 - 2.1.4** use Confidential information solely for the Permitted Purpose; and
 - 2.1.5** disclose Confidential Information of either party only to those such people who need access to such Confidential Information for the Permitted Purpose and who are bound by confidentiality and non-use obligations in respect of such Confidential Information.
- 2.2** The parties shall be entitled to disclose Confidential Information to any court, administrative or regulatory body to the extent required by law, including the requirements set out in the Freedom of Information Act 2000 provided that either party informs the other in writing as soon as possible after the obligation to disclose arises and that the party required to disclose maintains the confidentiality of as much of the relevant Confidential information as possible.

3. Ownership and Return of Confidential Information

3.1 The Council shall retain ownership of all Confidential Information disclosed to the 3rd party. All documents, files and other items containing any Confidential Information received or derived from the Council shall remain the absolute property of the Council.

3.2 The 3rd party shall at the request of the Council promptly:-

3.2.1 cease to use any Confidential Information of the Council; and

3.2.2 at the option of the Council, return or destroy Confidential Information received or derived from the Council which are in the possession or control of the 3rd party.

4. No Obligation to Disclose or License

For the avoidance of doubt, neither party shall be under any obligation to:-

4.1 disclose any of its confidential information and materials to the other party, except in the situation where the parties require the information to be used for the Permitted Purpose; or

4.2 enter into any licence agreement or other agreement in respect of the Confidential Information.

5. Duration

This Agreement and the obligations and restrictions set out in this Agreement shall continue in force for the duration of the 'ICT managed Service' procurement process and a further 5 years from contract signature which corresponds to the contract period.

6. General

6.1 Neither party shall be entitled to assign or otherwise transfer any of its rights and/or obligations under this Agreement to any third party except without the prior written consent of the other party.

6.2 The failure of either party to enforce or to exercise any right under this Agreement does not constitute a waiver of that right and shall not affect that party's right later to enforce or to exercise it.

6.3 Neither party makes any warranty or representation, expressed or implied, as to the truth, accuracy, efficiency, completeness, capabilities or safety of any Confidential Information disclosed to the other party.

6.4 No variation of or amendment to this Agreement shall bind either party unless made in writing and signed by each party.

6.5 This Agreement shall be governed by the Laws of England and the parties submit to the exclusive jurisdiction of the English Courts.

Signed on behalf of the Council by:

Authorised Signatory:

Signed on behalf of by:

Director:

Company Secretary/Director:

Checklist of Enclosures

Where they apply to your organisation, the following documents must accompany the questionnaire.

Question number	Enclosure	Enclosed
A6	Name/position of Officers	YES/NO
A12	Group details - partnerships only	YES/NO
B3	Letter of authority for bankers reference	YES/NO
B4	Annual Report and Accounts etc. (three most recent financial years)	YES/NO
B5	Financial statements if accounts not recent	YES /NO
C7	Data protection and Security Policy	YES/NO
C11	List of sub-contractors and locations	YES/NO
C14	Schedule of clients and services	YES/NO
C15	Schedule of client contacts + Case studies	YES/NO
C16	Details of Professional, managerial and technical skills	YES/NO
C17	Customer Care /Quality policy	YES/NO
C18	Org Chart of Account Management	YES/NO
D1	CV of person responsible for Health and Safety	YES/NO
D2	CV of Health and Safety Officer	YES/NO
E1	Race Equality Scheme	YES/NO
F1	Environmental Policy	YES/NO
F2	Environmental Management system	YES/NO
F3	Details of prosecutions.	YES/NO
A	Certificate	YES/NO
B	Confidentiality Agreement	YES/NO

SCRUTINY COMMITTEE	Agenda Item No. 7
12 JANUARY 2009	Public Report

Report of the Executive Director of Strategic Resources

Report Author – Louise Tyers, Performance Scrutiny Manager

Contact Details – (01733) 452284 or email louise.tyers@peterborough.gov.uk

SAFE ACCESS TO THE VOYAGER SCHOOL – PROGRESS ON RECOMMENDATIONS

1. PURPOSE

- 1.1 This report is following a request by the Scrutiny Committee at their meeting on 29 September 2008 for a progress report on the implementation of previous recommendations of the Committee.

2. RECOMMENDATIONS

- 2.1 That the Committee consider and comment on the progress of the recommendations made at the meeting on 7 March 2007.

3. BACKGROUND

- 3.1 At the meeting of the Committee on 29 September 2008, a progress report on the implementation of previous recommendations was requested. Some of the outstanding recommendations related to the off-site highway works in relation to the build of the Voyager School.
- 3.2 At their meeting on 7 March 2007, the Committee considered a request to call-in a decision made by the Leader of the Council regarding the off-site highway works related to the build of the new Voyager School and the expansion and refurbishment of Ken Stimpson and Jack Hunt schools. Following discussion and questions on each of the reasons stated for the request to call-in, it was agreed not to call-in the decision, however it was agreed to ask the Executive for a number of assurances and guarantees. The Leader of the Council supported the Committee in taking these recommendations forward.

4. KEY ISSUES

- 4.1 The progress made on implementing the recommendations of the Committee is detailed in Appendix 1.

5. IMPLICATIONS

- 5.1 Any implications are contained within Appendix 1.

6. EXPECTED OUTCOMES

- 6.1 That the Committee considers and comments on the progress made in implementing the recommendations made by the Committee on 7 March 2007.

7. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

Minutes of the meeting of Scrutiny Committee held on 7 March 2007.

8. APPENDICES

Appendix 1 – Progress on recommendations

SCRUTINY COMMITTEE

OFF-SITE HIGHWAY WORKS RELATED TO THE BUILD OF THE NEW VOYAGER SCHOOL AND THE EXPANSION AND REFURBISHMENT OF KEN STIMPSON AND JACK HUNT SCHOOLS

MONITORING OF RECOMMENDATIONS

Ref.	Recommendation	Progress
1.	That the Council will arrange for a plan of the minimum levels of lighting required along the school routes.	It is confirmed in respect of points 1 and 2 that all PCC adopted highway routes are lit to the appropriate highway lighting standard. The only exception to this is the Parkway system around the city where the current policy is that 2 out of every 3 lights are turned off. It is estimated that it would costs £5,000 to formally carry out a review to assess the lighting works implemented.
2.	That following completion of the lighting works a survey be carried out to confirm lighting levels meet or exceed the minimum levels set.	
3.	The Council should ensure that, out of courtesy, they respond to the proposals, recommendations or requests of external bodies consulted on any proposals, for example Parish councils, in a timely manner, and that in this specific case confirmation be given that a response was made to Bretton Parish Council's submission. If a response has not been made to Bretton Parish Council then one should be provided.	A formal response was sent by Stephen Forster (Head of Secondary Schools Transition) to the Clerk of Bretton Parish Council on 12 March 2007. A copy is attached at Annex A.
4.	The Council to work with other agencies to actively seek a reduction in the speed limit along Lincoln Road where children are expected to cross on their travels to and from school, to include either a fixed reduction to 30 miles per hour or the imposition of a variable speed limit.	Since the Scrutiny Committee meeting on 7 March 2007, officers have sought the views of the Cambridgeshire Police Traffic Office and it can be confirmed that any proposal to reduce the existing 40mph speed limit along the section of Lincoln Road containing the new pedestrian crossing would not be supported unless the ambient speed attained by traffic in normal conditions was consistent with that appropriate for traffic travelling in a 30mph speed limit zone. Traffic characteristics along Lincoln Road remain consistent with the existing 40mph limit and therefore no further action is proposed to be taken at this point in time. If any additional factors, sufficient to significantly change the characteristics of Lincoln Road traffic occur in the future, the matter may be reviewed subject to the availability of resources.

Ref.	Recommendation	Progress
5.	That a full review be carried out 12 months after completion of the works referred to in the decision notice, the review to be carried out in conjunction with the Scrutiny Committee if so required.	It is estimated that to carry out such a review would cost in the region of £20,000 involving both officer time, staff from the Voyager school as well as specialist external consultants. The impact of such a review may identify a considerable element of work requiring further capital investment of £250,000.
6.	To ensure that all appropriate agencies involved in the provision of lighting along school access routes maintain the lighting in good condition and expedite repairs accordingly.	A system exists for the regular inspection and maintenance of all PCC lighting including that along school routes.

Conclusion :

The various surveys and investigations referred to by Scrutiny Committee can be carried out subject to funding being provided. It should however also be noted that the impact of such a review may identify a considerable element of further capital investment being required, possibly up to £250,000. Given the present financial constraints within the Authority, this may not represent value for money and therefore the merit and value of carrying out such a review is questioned.

To: Clerk of Bretton Parish Council

I am replying to the comments that Bretton Parish Council sent in to the Scrutiny Committee meeting on Wednesday 7th March.

The first series of points were about the bridge over the railway at Marholm Road,

- we do not accept that this route is inherently unsafe: we note that already 137 students use this route every day to attend Walton School as well as a significant number of local residents. Of course we would have wished to replace the footbridge if the seven figure sum needed had been available. However, we believe that the improvements that will be carried out are significant and will increase safety levels
- we have commented to the Department concerned about the Sustrans perception that PCC would not support a replacement bridge; I believe this team has been supportive of Sustrans, within the resources it has available
- we are disappointed at your suggestion that Bretton Parish Council comments have not been taken into consideration. Comments have always been given very careful consideration and implemented where possible
- we proposed a 'safe drop off point' in Wedgwood way, exactly along the lines that you suggested. Unfortunately, Highways were unable to approve this for a number of technical reasons, as was explained at the Scrutiny meeting. However, as a compromise, we will be improving this area so it will be safer to use as an 'informal' drop-off point.

We note your comments about the route across the railway line from Westwood to Rhubarb Bridge via PC World. However, we have designed a single safe route over the Marholm Road bridge that is suitable for all students from Bretton to walk or cycle to the new Voyager School. The alternative route that you mention has therefore formed no part of our thinking or planning. As part of the Secondary School Review, Westwood and Ravensthorpe have been transferred to Jack Hunt School catchment area: the small number of students who will continue to attend Voyager for a limited time from those areas (mostly current Year 10 to complete GCSE courses, plus some Sixth Formers completing A-levels) will be recommended to take the underpass to Bretton then follow the approved route to Voyager. I believe that, following the debate at Scrutiny, the route via PC World will be examined as part of a review of lighting throughout the City, however, this is quite separate from the provisions of the Secondary School Review.

We agree entirely with the proposal to reduce speed limits to 30 mph. Highways have been unable to approve these changes for a number of technical reasons, but, following the debate at Scrutiny, I understand that there will be a further examination of the Lincoln Road position.

I hope that you find my comments helpful, but, as always, I am happy to discuss further.

Regards

Stephen

*Stephen Forster
Head of Secondary School Transition Team
Peterborough City Council*

SCRUTINY COMMITTEE	Agenda Item No. 8
12 JANUARY 2009	Public Report

Report of the Executive Director - Strategic Resources

Report Author – Jo Proud, Strategic Improvement Manager

Contact Details – (01733) 452531 or email jo.proud@peterborough.gov.uk

PERFORMANCE MONITORING REPORT – QUARTER TWO 2008-09

1. PURPOSE

- 1.1 To provide Members with information on the performance of the council between 1 July and 30 September 2008.

2. RECOMMENDATIONS

- 2.1 That the Committee notes the report and identifies any areas of concern it may wish to examine in greater depth.

3. LINKS TO CORPORATE PLAN, SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

- 3.1 The report details the Council's progress towards delivery targets within the Corporate Plan and Local Area Agreement.

4. BACKGROUND

- 4.1 The Cabinet considered the latest performance monitoring report at their meeting on 15 December 2008. The decision of the Cabinet was:

- (i) To note the performance of Corporate Plan priorities is progressing well against the targets set.
- (ii) To note that there are some areas of concern within the wider LAA priorities, and that the effects of the credit crunch and the deepening recession may impact on the deliverability of some of the targets set.
- (iii) To note that where areas of concern or potential risk to negative performance of targets have been identified, action plans either are in place or further review and analysis is being undertaken to ensure that robust action plans are out in place to minimise the negative performance and bring some areas back on track.

- 4.2 The full report to Cabinet is attached as Appendix 1.

5. KEY ISSUES

- 5.1 For Quarter 2 the focus had been on ensuring that data is captured against all the National Indicators (NIs). For those NIs which only report on an annual basis we continue to focus on identifying substitute measures that provide an indication of performance so that we can report more regularly. We are now starting to see additional commentary being included on Performance Plus and this is allowing us to make better assessments of RAG status and carry out early intervention to mitigate any potential future issues. We would envisage that future Quarters will continue to provide more detailed and accurate assessments against all NIs.

6. IMPLICATIONS

6.1 Any implications are contained within the Cabinet Report at Appendix 1.

7. EXPECTED OUTCOMES

7.1 That the Committee considers and comments on the performance of Quarter 2 and identifies any areas of concern it may wish to examine in greater depth.

8. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

9. APPENDICES

Appendix 1 – Cabinet Report of 15 December 2008 - Performance Monitoring Report – Quarter Two 2008-09

CABINET	AGENDA ITEM No.
15 December 2008	PUBLIC REPORT

Cabinet Member responsible:	Councillor Sheila Scott Efficiency and Business Improvement Portfolio Holder	
Contact Officer(s):	Jo Proud – Strategic Improvement Manager, Strategic Improvement Division	Ext 452531

PERFORMANCE MONITORING REPORT – QUARTER TWO 2008-09

R E C O M M E N D A T I O N S	
FROM : CMT	Deadline Date : n/a
<p>Cabinet is requested to note that:</p> <ul style="list-style-type: none"> (i) the performance of Corporate Plan priorities is progressing well against the targets set. (ii) there are some areas of concern within the wider LAA priorities, and that the effects of the credit crunch and the deepening recession may impact on the deliverability of some of the targets set. (iii) where areas of concern or potential risk to negative performance of targets have been identified, action plans either are in place or further review and analysis is being undertaken to ensure that robust action plans are put in place to minimise the negative performance and bring some areas back on track. 	

1. ORIGIN OF REPORT

1.1 This report is submitted to Cabinet following signoff from CMT on 18 November 2008.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to provide Members with information on the performance of the council between the 1 July 2008 and 30 September 2008.

2.2 This report is for Cabinet to consider under its Terms of Reference no. 3.2.1 'to take collective responsibility for the delivery of all strategic Executive functions within the Council's Major Policy and Budget Framework and lead the Council's overall improvement programmes to deliver excellent services'.

3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	NO
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4 BACKGROUND

CAA

- 4.1 As part of the new CAA framework, the new 196 National Indicators (NIs) will be the only means of measuring national priorities that have been agreed by Government. The new indicators will strengthen the incentives for closer partnership working to deliver joined-up outcomes because they will apply (where relevant) to other local partners - such as Primary Care Trusts and police.
- 4.2 Departments are now reporting performance against the 196 NIs. A selection of the 196 NIs are allocated to and reported under the Corporate Plan objectives and the LAA priorities and this report shows how the Council is performing against those two areas.
- 4.3 There are also a number of NIs which do not report under the Corporate Plan and LAA and these are listed under the Comprehensive Area Assessment (CAA) section. These should be considered as work in progress during 208/09 as we move from the CPA to CAA regime.

5. PERFORMANCE MONITORING REPORT 2008-09 QUARTER 2

- 5.1 The purpose of this report is to provide Members with information on the council's performance between 1 July 2008 and 30 September 2008 against the three key areas stated below:
- **Corporate Plan**
 - **Local Area Agreement (LAA)**
 - **Comprehensive Area Assessment (CAA)**
- 5.2 For the purposes of performance reporting we use a system of Red Amber Green (RAG) assessment:
- **Red** means that the NI is not performing well and is potentially an area of risk
 - **Amber** means they are performing near a set tolerance (this will differ for each NI)
 - **Green** means that the NIs are performing well
- 5.3 For Quarter 2 the focus had been on ensuring that data is captured against all the NIs. For those NIs which only report on an annual basis we continue to focus on identifying substitute measures that provide an indication of performance so that we can report more regularly. We are now starting to see additional commentary being included on Performance Plus and this is allowing us to make better assessments of RAG status and carry out early intervention to mitigate any potential future issues. We would envisage that future Quarters will continue to provide more detailed and accurate assessments against all NIs.
- 5.4 The remaining sections of this report show progress in the 3 areas outlined in paragraph 5.1 above.






6. CORPORATE PLAN

6.1 CORPORATE PLAN PERFORMANCE HEADLINES:

- Focus for Quarter 2 has been on capturing data and monitoring performance of the 139 Corporate Plan Indicators, of which 100 are NI's and 39 are local PCC Indicators
- 9 indicators have improved performance, 116 indicators have remained static in performance and 14 indicators have no data (i.e. annual measures or awaiting place survey targets) however substitute proxy measures have now been put in place to enable supporting commentary to be recorded in the absence of actual data, to help monitor the performance of these indicators.
- Overall 3 out of 5 priorities are on target with 2 showing negative performance direction of travel since Quarter One.
- Indicators are challenged by the Strategic Improvement Team to ensure accuracy of data provided

6.2 Performance, status and direction of travel against the five priorities as follows:

Table 1 – Quarter 2 Performance of the Five Corporate Plan Priorities

<p>Plan to deliver a safe and attractive environmentally friendly city</p>		<p>We are continuing to perform well across all objectives falling under this strategic priority. Significant improvements in satisfaction levels with street cleansing and refuse collections have been captured through surveys via the Bulk Collection Service. Partnership initiatives focusing on reducing crime will help to build upon the continued success of Weeks of Action. Previous gaps in data have now been addressed which will enable more accurate and efficient reporting on performance.</p>
<p>Achieve the best possible health and well-being</p>		<p>Progress against targets is mixed with some areas of good performance and some areas of concern. There are clear action plans for those areas under-performing with lead officers responsible for their delivery. Data gaps remain and ongoing work to develop proxy measures wherever possible is essential to provide a higher level of assurance around delivery of the targets".</p>
<p>Make Peterborough a better place in which to live and work</p>		<p>Good progress is being made in key areas of this priority and performance remains largely within tolerances.</p>
<p>To provide high quality opportunities for learning and ensure children are safe</p>		<p>Overall, there has been excellent progress in a number of key areas of delivery, including NEET figures, first-time entrants into the Youth Justice System and the delivery of core assessments within Children's Social Care.</p> <p>Quarter 2's data is promising and a major programme of change and development is ongoing within Children's Services which will continue to ensure services are effective and efficient.</p>
<p>Being accessible effective and efficient</p>		<p>Whilst the majority of performance is in line with targets, the credit crunch is impacting on asset disposal plans. Significant service improvements continue in Peterborough Direct</p>

7. LOCAL AREA AGREEMENT (LAA)

7.1 The LAA comprises 4 priorities:

- **Creating Strong and Supportive Communities**
- **Creating the UK's Environment Capital**
- **Creating Opportunities, Tackling Inequalities**
- **Delivering Substantial and Sustainable Growth**

7.2 Each of these priorities comprises 4 outcomes which are managed by Outcome Lead Officers. There are a total of 81 NIs allocated across the LAA outcomes and then aggregated and reported against the 4 priorities.

7.3 To monitor and report on the key indicators for the local strategic partnership a group of representatives from key partners (Police, Fire, PCT and PCC) meet on a monthly basis and are known as the Performance Hub. At each hub session each NI in the LAA is reviewed and assessed. Performance is then reported to the Greater Peterborough Partnership (GPP) via a performance reporting pack and performance dashboard. The former gives details of performance against priorities, outcomes and NIs and the latter picks out the key highlights and focuses on specific risks being addressed by the GPP.

7.4 Risk areas are addressed and reported on, identifying what the problem is, why there has been poor performance, what potential solutions are and recommendations for action.



7.5 LAA PERFORMANCE HEADLINES



- Focus on Quarter 2 has been around delivery action planning across all LAA National Indicators.
- Indicators within the Outcome for 'Building Community Cohesion' (NI 001, NI 013 and NI 035) were submitted for challenge. Areas of risk were identified and recommendations made to ensure that there are robust action plans in place to deliver the indicators within this Outcome.
- All 16 Outcome Lead Officers are now in place to ensure that we have a strong team to deliver the commitment and challenge required for the LAA
- Solution Centre design and framework were signed off. Programme 1 (Theft from Vehicle Crime) is due to commence early October, with key stakeholders across all partner organisations. Future programmes up to the end of year are being identified.

7.6 Attached in Annex A is a list of the LAA Indicators that underpin the RAG assessments in the GPP exec reporting pack (Annex B) and comments within Table 2.

7.7 Performance, status and direction of travel against the four priorities as follows:

Table 2 – LAA Quarter 1 Performance of the 4 Priorities

<p>Creating Strong & Supportive Communities</p>		<ul style="list-style-type: none"> • Making Peterborough Safer - Green • Overall performance within this outcome is positive however serious acquisitive targets are of concern. • Theft from Vehicle Crime (part of Serious Acquisitive Crime) is being put forward to the Solution Centre to be worked through with partners. • Building Community Cohesion - Amber • Positive development has been made in relation to NI 001 in particular the Millfield and New England Project which has completed Street Level Task Force. Visual improvement to the neighbourhood situation in the area has been reported. • Empowering Local Communities - Red • A focused transformation programme is underway to review our approach in delivering neighbourhood services and reaching our communities. This will deliver recommendations by Christmas 2008 with implementation taking place in January 2009. • Building Pride in Peterborough - Red • Quarter 2 saw a Week of Action take place in the east area of the city with its usual emphasis on community engagement and participation. Street Leaders pilot scheme has been reviewed and is due to be rolled out across all areas of the City.
<p>Creating the Country's Environment Capital</p>		<ul style="list-style-type: none"> • Positive progress has continued within this Priority. • Overall Consumption of Natural Resources - Green • Indicators within this outcome are performing well • Our overall recycling performance hit over 50% recycling across the city. • Increasing Use of Sustainable Transport - Green • "Travelchoice" week, aimed at encouraging local residents to shift to more sustainable travel modes, received widespread coverage in the local media following exhibitions and a Peterborough City Council (PCC) staff car-free day. It is intended to encourage wider commitment from partners to Department for Transport targets and there is a very encouraging shift away from children travelling to school by car. The Department for Transport released NI 198 Mode of travel to school data and this evidenced excellent results for Peterborough. • Growing our Environmental Business Sector - Green • Action planning is nearing completion with regard to promoting the Eco-Innovation centre and Enviro-Cluster which, despite the economic downturn, is performing at target. It is predicted that there may be a period of slow growth through these tough economic times when businesses may be reluctant to set-up or relocate, though we are currently on-target. • Making Peterborough Cleaner & Greener - Green • The first six months of this year show a significant forward travel in satisfaction levels in Street Cleansing through the survey results collected by Peterborough Direct via the Bulky Waste Collection service. The Environment Capital Partnership focussed on sustainable transport at its September meeting and also approved the allocation of £75K LPSA reward grant to a range of prioritised projects aimed at achieving LAA outcomes.

<p>Creating Opportunities – Tackling Inequalities</p>		<ul style="list-style-type: none"> • Progress against targets where data is complete is mixed with some good areas of performance and the challenging areas have clear actions to bring them back on track • Regenerating Neighbourhoods - Red • In order to progress this outcome and in common with other outcomes, we are in need of a reinvigoration of the neighbourhood agenda which is clearly high on the list of priorities. • A workshop to kick-start this has been arranged for mid November. In the meantime the impact of the present economic downturn will undoubtedly also have an effect on the achievability of NI 153 in terms of the availability of employment (this will also impact on the adult skills agenda and work is underway to address this jointly and in conjunction with large employers). • Improving Health - Red • Overall the performance of the Improving Health target indicators has declined since August. This is due to a number of reasons: some indicators are only reported annually, a number are still subject to no data being available yet and a routine delay in data return. • The Department of Health teenage pregnancy national support team undertook a review of the Peterborough Teenage pregnancy strategy and recommendations are being incorporated into future activities. • Supporting Vulnerable People - Amber • September performance continues to reflect an amber status. We have established that delivery of Individual Budgets is fundamental to the success of this outcome area, as the increased awareness and choice of services will improve access and support for a number of vulnerable groups. This will therefore be a key area of focus in achieving numerous indicators, and the high level of staff resource committed to this work reflects this. • Improving Skills in Education - Amber • There are considerable difficulties experienced within this outcome nationally with the collection of data. Further data sets are expected in October
<p>Delivering Substantial & Sustainable Growth</p>		<ul style="list-style-type: none"> • There are serious challenges within this priority with the current declining state of the market which will throw serious concerns over the deliverability of the economic and housing targets set in the LAA 2008/11. • Increasing Economic Prosperity - Red • Against a backdrop of rising unemployment nationally and fragile business confidence, Peterborough faces a significant challenge in meeting the overall employment target • Creating Better Places to Live - Green • The delivery of affordable homes is performing strongly with the continued expectation that it will exceed the target. It is less easy to assess the trend with regard to private sector housing, despite the anticipation that building rates will slow as a result of the credit crunch, as the 2008/09 overall housing start on site and completion figures to date are not markedly at variance with those for 2007/08. • • Building the Infrastructure of the Future - Amber • The recent Action Planning exercise has identified a number of resource issues that need to be managed to ensure continued progression of this outcome. Overall it is considered that this outcome is on target relative to 1st year aims. • Safe, Vibrant City & Neighbourhood Centres - Red • Key projects within the Outcome are progressing well: the Public Realm Implementation is at advanced design stage. Other

		initiatives, such as the Living over the Shop scheme to increase residential provision within the city are awaiting recruitment and resource commitment. Recruitment is currently underway in Opportunity Peterborough to provide key resources to deliver elements of the action plan. Once these are embedded, key initiatives currently on hold can be progressed.
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7.8 Details of overall LAA performance (Reporting Pack) is attached in Annex B

7.9 A number of NI's within the LAA were selected for further analysis and review. Attached in Annex C are details of NI's where further analysis have been carried out and recommendations made.

Table 3 – LAA NI's selected for Further Analysis in Quarter 2

Measure	Description	Actual	Target
NI 001	% of people who believe people from different backgrounds get on well together	No Data	66%
NI 013	Migrants' English language skills and knowledge	No Data	TBC
NI 035	Building resilience to violent extremism	2	3

8. COMPREHENSIVE AREA ASSESSMENT (CAA)

8.1 The CAA is replacing the Comprehensive Performance Assessment (CPA) which is currently in its last year. While it is early days and work is ongoing to assess the impact, we are reviewing performance against all 196 NIs as part of our preparation for the introduction of CAA.

8.2 CAA QUARTER 2 HEADLINES

- Focus on capturing data and monitoring performance on all the 196 National Indicators – including sub-measures the total is 232 (2 have been deleted)
- 16 indicators will not be measured until 2009 (deferred /awaiting place survey targets).
- 12 measures are performing off target, these areas are being reviewed to ensure completeness and accuracy of data and clear action plans put in place to bring them back on track
- Data Quality Assessment for the organisation has improved from Level 2 to Level 3

8.3 As with the LAA, we have selected a number of NIs for further analysis where we have identified potential areas of risk. Attached in Annex D is the detail of the NI's that have been analysed in this Quarter and recommendations made.

Table 4 – CAA NI’s selected for Further Analysis in Quarter 2

Measure	Description	Actual	Target
NI 111	First Time Entrants into YJS	35	27
NI 132	Timeliness of social care assessment (of all adults)	75	85
NI 181	Time taken to process Housing Benefit/Council Tax Benefits new claims & change events	21.83	18.00
NI 016	Serious Acquisitive Crime (SAC)	29.59	30.14
NI 113i	% of pop. aged 15 – 24 accepting a test/screen for Chlamydia	174	270
NI 118	Take up of formal childcare by low-income families	18.00	21.00

9. ANTICIPATED OUTCOMES

9.1 For Cabinet to note the content of the report.

10. REASONS FOR RECOMMENDATIONS

10.1 Failure to monitor performance would mean that Cabinet would not be able to ensure that the council was working in an efficient and effective manner.

11. ALTERNATIVE OPTIONS CONSIDERED

11.1 This report was presented for monitoring purposes.

12. BACKGROUND DOCUMENTS

12.1 None.

Annex A - LAA Performance Indicators

LAA PERFORMANCE INDICATORS with Descriptors	
R	Creating Strong & Supportive Communities
G	Making Peterborough Safer
G	NI 017 Perceptions of anti-social behaviour
A	NI 032 Repeat incidents of domestic violence
A	NI 016 Serious acquisitive crime rate
G	NI 020 Assault with injury crime rate
R	NI 030 Re-offending rate of prolific and priority offenders
G	NI 033(i) Arson incidents (Primary Fires)
G	NI 033(ii) Arson incidents (Secondary Fires)
R	NI 040 Drug users in effective treatment
G	NI 047 People killed or seriously injured in road traffic accidents
G	NI 111 First time entrants to the Youth Justice System aged 10 – 17
A	Building Community Cohesion
A	NI 001 % of people who believe people from different backgrounds get on well together
R	NI 013 Migrants English language skills and knowledge
A	NI 035 Building resilience to violent extremism
R	Empowering Local Communities
R	NI 004 % of people who feel they can influence decisions in their locality
R	NI 006 Participation in regular volunteering
R	Building Pride in Peterborough
R	CUSO10 Live, Work and Play
R	NI 002 % of people who feel that they belong to their neighbourhood
A	Creating Opportunities, Tackling Inequalities
R	Regenerating Neighbourhoods
R	NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods
G	NI 187 Tackling fuel poverty – people receiving income based benefits living in low energy efficiency homes
R	Improving Health
G	NI 008 Adult participation in sport
R	NI 039 Rate of hospital admissions per 100k for Alcohol-harm
R	NI 056 % of children in Year 6 with height and weight recorded who are obese
R	NI 056(i) % of children in Year 6 with height and weight recorded who are obese
R	NI 056(ii) % of children in Year 6 with height and weight recorded who are obese
A	NI 112 Under 18 conception rate
R	NI 120 All-age all cause mortality rate
R	NI 121 Mortality rate from all circulatory diseases at ages under 75
A	NI 123 Stopping smoking
A	Supporting Vulnerable People
A	NI 054 Services for disabled children
A	NI 050 Emotional health of children
A	NI 059 % of Initial assessments for children's social care carried out within 7 working days of referral
G	NI 060 % of Core assessments for children's social care that were carried out within 35 working days
G	NI 063 Stability of placements of looked after children: length of placement
R	NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
G	NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information
R	NI 139 People over 65 who say that they receive the information, assistance & support needed to exercise choice and control to live independently
G	NI 142 Number of vulnerable people who are supported to maintain independent living
R	NI 150 Adults receiving secondary mental health services in employment
A	Improving Skills & Education
G	NI 072 Achievement of at least 78 points across the Early Years Foundation Stage
A	NI 073 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)
R	NI 074 Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold)
A	NI 075 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)
A	NI 079 Achievement of a Level 2 qualification by the age of 19
R	NI 083 Achievement at level 5 or above in Science at Key Stage 3

LAA PERFORMANCE INDICATORS with Descriptors

G	NI 087	Secondary school persistent absence rate
A	NI 092	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest
A	NI 093	Progression by 2 levels in English between Key Stage 1 and Key Stage 2
A	NI 094	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2
A	NI 095	Progression by 2 levels in English between Key Stage 2 and Key Stage 3
A	NI 096	Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3
A	NI 097	Progression by 2 levels in English between Key Stage 3 and Key Stage 4
A	NI 098	Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4
A	NI 099	Children in care reaching level 4 in English at Key Stage 2
A	NI 100	Children in care reaching level 4 in Maths at Key Stage 2
A	NI 101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)
A	NI 107	Key Stage 2 attainment for Black and minority ethnic groups
G	NI 117	16 to 18 year olds who are not in education, training or employment (NEET)
R	NI 162	Learners achieving an Entry Level 3 qualification in numeracy
R	NI 163	Working age population qualified to at least Level 2 or higher
R	NI 165	Working age population qualified to at least Level 4 or higher
G	Creating UK's Environment Capital	
G	Conserving Natural Resources	
G	BPEP 006	% residents effecting climate change
A	BPEP 007	% natural resources - focused education
G	NI 186	Per capita CO2 emissions in the LA area
G	NI 192	% of household waste recycled and composted
G	NI 193	% Municipal waste land filled
G	Increasing Use of Sustainable Transport	
G	NI 175	Access to services and facilities by public transport, walking and cycling
G	NI 177	Local bus passenger journeys originating in the authority area
G	NI 198	Children travelling to school by car
G	Growing Our Environmental Sector	
G	SGSG 008	EGS sector companies
G	Making Peterborough Cleaner & Greener	
G	NI 195a	Improved street and environmental cleanliness (litter)
A	NI 195b	Improved street and environmental cleanliness (detritus)
G	NI 195c	Improved street and environmental cleanliness (fly posting)
G	NI 195d	Improved street and environmental cleanliness (graffiti)
G	NI 196	Improved street and environmental cleanliness – fly tipping
G	NI 197	Improved local biodiversity – proportion local sites with positive conservation management
R	Substantial & Truly Sustainable Growth	
R	Increasing Economic Prosperity	
R	NI 151	Overall employment rate (working age)
R	NI 166	Average earnings of employees in the area
R	NI 167	Congestion – average journey time per mile during the morning peak
A	NI 171	VAT registration rate
R	SGSG 009	Average earnings of residents
G	Creating Better Places to Live	
A	NI 154	Net additional homes provided
G	NI 155	Number of affordable homes delivered (gross)
G	SGPH 002	Decent homes
A	Building the Sustainable Infrastructure of the Future	
A	NI 188	Planning to adapt to climate change
R	Creating Safe & Vibrant City Centre & Sustainable Neighbourhood Centres	
R	GO4a	Number of units of residential development
R	GO4b	No City Centre Empty frontages
R	GO4c	Footfall figures Rivergate & Queensgate

GPP/ LAA Reporting Pack
September 2008



Priority Comments

Creating Strong & Supportive Communities (SSC)		
Paul Phillipson	September 2008	Red
<p>Making Peterborough Safer: Marketing and Communications package for the Safer and Stronger Peterborough Partnership is progressing well with a formal review by the PSP checking all the hallmarks of effective partnership receiving an excellent review. The serious acquisitive crime sub element of Vehicle crime is currently being worked through the Solution Centre with excellent buy-in from partners.</p> <p>Empowering Local Communities: New outcome lead will give renewed drive and vigour within this area along with a restart of the Neighbourhood Investment Strategic Partnership. There is excellent work being conducted on the roll out of street leaders and the continued weeks of action.</p> <p>Building Pride In Peterborough: Perception Peterborough event went extremely well with broad participation and the results of the event will continue to inform this area of business. It has also brought all parties closer together to drive forward on this agenda.</p> <p>Building Community Cohesion: excellent progress on the Prevention of Extremism (PVE) agenda, ESOL and Inter-faith working group. The street level task force has concluded its interim work with MANERP and lessons learnt will assist in progressing matters across the city and helping to further empower communities..</p>		

Creating the UK's Environment Capital (EC)		
Trevor Gibson	September 2008	Green
<p>Positive progress has continued on all four outcomes in the Environment Capital priority.</p> <p>“Travelchoice” week, aimed at encouraging local residents to shift to more sustainable travel modes, received widespread coverage in the local media following exhibitions and a Peterborough City Council (PCC) staff car-free day. It is intended to encourage wider commitment from partners to Department for Transport targets and there is a very encouraging shift away from children travelling to school by car.</p> <p>Action planning is nearing completion with regard to promoting the Eco-Innovation centre and Enviro-Cluster which, despite the economic downturn, is increasing at target levels. Public perception of the councils waste management services is improving. The Environment Capital Partnership focussed on sustainable transport at its September meeting and also approved the allocation of £75K LPSA reward grant to a range of prioritised projects aimed at achieving LAA outcomes.</p>		

Creating Opportunities, Tackling Inequalities (OI)		
Denise Radley	September 2008	Amber
<p>The process of finalising action plans for the delivery of the outcomes has helped to critically review each target and our delivery plans. The delivery challenge session provided further clarity with an overview of risks and issues for the block overall. Follow up discussions to the delivery summit resulted in the Lead Director and Outcome Lead Officers estimating a 70% confidence level overall in relation to delivering this block with a 40% to 100% estimated confidence range across the targets. There are still significant risks attached to targets without proxy measures. A session with the Executive Members for Children's Services & Adult Social Care and Health has ensured better political oversight of the delivery plans and risks. RAG ratings have shifted in September, regenerating neighbourhoods has moved from green to red reflecting concerns around the neighbourhood agenda, improving health has moved from amber to red as targets with no data available have now been recategorised. Skills and education has however improved from red to amber reflecting updated data received.</p>		

Substantial & Truly Sustainable Growth (GO)		
Steve Compton	September 2008	Red
<p>The effects of the credit crunch and the deepening recession are beginning to manifest themselves in the market place with the inevitable consequential concerns on the deliverability of economic and housing targets set in the LAA 2008/11.</p> <p>Despite this, key work is progressing in completing the necessary research to underpin some of the targets although further work is still needed and will be dependent upon availability of funding resources to support this.</p> <p>OP continues to recruit and grow its team and is busy finalising the overall strategic growth framework with Peterborough City Council to set a clear and responsive growth delivery function in the city.</p>		

Creating Strong & Supportive Communities (SSC)	
Paul Phillipson	
Making Peterborough Safer (SSC01)	G
Building Community Cohesion (SSC02)	A
Empowering Local Communities (SSC03)	R
Building Pride in Peterborough (SSC04)	R

Creating the UK's Environment Capital (EC)	
Trevor Gibson	
Overall Consumption of Natural Resources (EC01)	G
Increasing Use of Sustainable Transport (EC02)	G
Growing our Environmental Business Sector (EC03)	G
Making Peterborough Cleaner & Greener (EC04)	G

Creating Opportunities, Tackling Inequalities (OI)	
Denise Radley	
Regenerating Neighbourhoods (OI01)	R
Improving Health (OI02)	R
Supporting Vulnerable People (OI03)	A
Improving Skills in Education (OI04)	A

Substantial & Truly Sustainable Growth (GO)	
Steve Compton	
Increasing Economic Prosperity (GO01)	R
Creating Better Places to Live (GO02)	G
Building the Infrastructure of the Future (GO03)	A
Safe, Vibrant City & Neighbourhood Centres (GO04)	R

Outcome Comments

Making Peterborough Safer (SSC01)		
Steve Welby	September 2008	Green
<p>Serious Acquisitive Crime remains a challenging area of business for the partnership. It is currently showing amber on the RAG scale with the reductions required only just being met. The risk of maintaining performance in this area was the basis of a referral to the GPP Solution Centre to examine vehicle crime – the most significant proportion of Serious Acquisitive Crime. This 13 week process started on 06 October with a partnership team working together to define the problem, the performance gap and enable a clear picture of the issues. The team includes representation from YOS, Children's Services, drugs and alcohol, Police (including analysis investigation and intelligence), Probation, Neighbourhood Management, Community Safety and the outcome lead for Making Peterborough Safer. The focus was established as Theft from Motor Vehicle which represents 52% of all recorded Serious Acquisitive Crime. A Practitioner Event took place on the 22 October, where front line staff from different organisations was invited to be briefed on the work so far and encouraged to contribute and enrich the picture of vehicle crime. A further 8 days have been diarised for the team week commencing 10th November to finalise the definition of the problem and move to the solution stage of the process. A significant proportion of the agenda for the next Safer Peterborough Partnership Delivery Board on the 13th November has been set aside for the team to brief the Board and encourage Board members to contribute. This is a new and innovative way to examine a long standing problem for the city that will develop a solutions package to effectively manage this problem.</p>		

Empowering Local Communities (SSC03)		
Adrian Chapman	September 2008	Red
<p>A new, permanent Outcome Lead Officer has now been identified for this outcome and Adrian Chapman, Head of Neighbourhoods at Peterborough City Council (PCC) is taking forward this forward with immediate effect. As part of senior management changes at PCC, a focused transformation programme is underway to review our approach to delivering neighbourhood services and reaching our communities. This will deliver recommendations by Christmas 2008 with implementation taking place from January 2009. A high level workshop has been arranged for mid-November to discuss the future delivery and governance of neighbourhood management. The workshop will include OLOs with a connection to neighbourhood/ community activity as well as other key partners, and will also focus on the future of the Neighbourhood Investment Strategic Partnership (NISP). The successful Street Leaders scheme is being rolled out to other areas in Peterborough. The scheme, which recruits local volunteers to report environmental decline and ASB before it becomes a deep rooted problem, has been trialled in a number of areas already and we have recruited over 100 volunteers across the city. The 10th Week of Action is being planned for an October start – to cover Woodston/ Fletton: Weeks of Action provide an excellent response to community calls for action, and should help to engender a feeling of responsiveness and local pride. PCC continue to support the Peterborough Council for Voluntary Services (PCVS) infrastructure with a view to ensuring closer connectivity between this outcome, PCVS and other agencies.</p>		

Building Community Cohesion (SSC02)		
Jawaid Khan	September 2008	Amber
<p>Positive development has been made in relation to NI 1 in particular the Millfield and New England Project which has completed Street Level Task Force between April and October, 2008. Visual improvement to the neighbourhood situation in the area has been reported. Detailed work to take multi-agency partners coordinated action against the problematic landlords is to be followed by the Action Group which meets regularly. In order to enhance inter-faith dialogue: a Faith, Culture and Identity course has been successfully delivered between June and October, 2008. 18 participants from different faith background have completed the course. The next stage is for the new 'champions' to organise inter-faith activities and this will be followed up over the next months.</p> <p>In terms of NI 13, an ESOL workshop has been organised with assistance from DIUS and has brought focus to the language needs of migrant workers and women in settled communities. An action plan is being prepared with assistance of a multi-agency ESOL Operations Group. The action plan is intended to be tabled at the next Cohesion Board in December 2008.</p> <p>Regarding NI 35, a draft report by the consultant has been produced. The focus on actions which fit in the 5+2 objectives of the Prevent Strategy met with positive support at the Regional PVE Seminar organised by GO-East on 14 October 2008 when the efforts led by Peterborough in relation to PVE work were also positively show-cased in the Region.</p>		

Building Pride in Peterborough (SSC04)		
Kevin Tighe	September 2008	Red
<p>Work is progressing well with regard to the targets set. Strategic – a project officer has now been assigned to create a virtual stakeholder group and a steering group for Building Pride in Peterborough. Invitations will be sent out in October 2008. Perception Peterborough is on target with the specialist consultants delivering four days of creative workshops during September 2008. The City Marketing Plan is on target with new PR consultants in place to coordinate the cities marketing plans. Neighbourhood Full review of Neighbourhood Investment commissioned in quarter 1 to ensure that it is best positioned to deliver against this outcome (review completion date – 10 October 08). 2008 Place Survey being posted out to a random section of Peterborough citizens. This replaces Best Value and will provide valuable information to the CLG for assessment purposes. Quarter 2 saw a Week of Action take place in the East area of the city with its usual emphasis on community engagement and participation. Another is planned for the end of October in Fletton/ Woodston. Street Leaders pilot scheme has been reviewed and is due to roll-out on 1 October across all areas of the City. The Cultural Olympiad project is on target with community workshops being held at the city museum and community centres in the Greater Dogsthorpe area. International Theatre Group NIE has conducted a number of walk abouts along Lincoln Road and interacted with residents, and has made contact with a number of venues and schools in the area.</p>		

Overall Consumption of Natural Resources (EC01)		
Paul Pace	September 2008	Green
<p>Designated indicators under this outcome are all performing well.</p> <p>In the first six months of this year, we have seen our recycling performance hit over 50% recycling across the city which is excellent news for the city and the partnership.</p> <p>Currently work is ongoing to co-ordinate and record all the environmental educational work that is carried out across the city. This will help us maximise the effect this work under "Natural Resources Focused Education" will have on local schools.</p>		

Increasing Use of Sustainable Transport (EC02)		
Teresa Wood	September 2008	Green
<p>It is Travelchoice Week from 15 September 2008 – events include a photo competition, a School Run Challenge, and a poster competition for schools.</p> <p>Also, as part of Travelchoice Week, a Sustainable Travel Exhibition in Cathedral Square was held on Saturday 20 September and a Car Free Day for Peterborough City Council staff on Monday 22 September 2008.</p> <p>The Department for Transport released NI 198 Mode of travel to school data and this evidenced excellent results for Peterborough.</p>		

Growing our Environmental Business Sector (EC03)		
Gareth Jones	September 2008	Green
<p>We are now finalizing our action plan which hopes to build upon the work of the Eco Innovation Centre, EnviroCluster and the E5xpo which will help promote Peterborough as <i>the</i> location for environmental businesses to relocate to or start-up in.</p> <p>It is predicted that there may be a period of slow growth through these tough economic times when businesses may be reluctant to set-up or relocate, though we are currently on-target.</p>		

Making Peterborough Cleaner & Greener (EC04)		
David Denson & Martin Baker	September 2008	Green
<p>The first six months of this year show a significant forward travel in satisfaction levels in Street Cleansing through the survey results collected by Peterborough Direct via the Bulky Waste Collection service.</p> <p>Measures on the improvements to street and environmental cleanliness have on the whole performed well. A lower than anticipated performance on levels of detritus locally is still higher than the national average. In addition the cleansing regime has been reviewed and changed to help improve performance with additional resource deployed. By the end of the year it is anticipated that this figure will reach the target of 17%.</p>		

Regenerating Neighbourhoods (OI01)

Claire Higgins	<i>September 2008</i>	<i>Red</i>
<p>In strategic terms, in order to progress this outcome and in common with other outcomes, we are in need of a reinvigoration of the neighbourhood agenda which is clearly high on the list of priorities for Paul Phillipson and Adrian Chapman. A workshop to kick-start this has been arranged for mid November. In the meantime the impact of the present economic downturn will undoubtedly also have an effect on the achievability of NI 153 in terms of the availability of employment (this will also impact on the adult skills agenda and work is underway to address this jointly and in conjunction with large employers). The availability of data is another fundamental issue both in terms of individuals seeking work and their location. NI187 is more achievable at present and there is a detailed action plan in place although some of this is reliant on grant funding. Work is underway to finalise action plans for both indicators together with resourcing requirements. The Priority Lead Director and OLO's for Opportunities & Inequalities are meeting Councillors Goldspink and Lamb in late October to brief them on progress with the priority to date.</p>		

Improving Health (OI02)

Sue Mitchell	<i>September 2008</i>	<i>Red</i>
<p>Overall the performance of the Improving Health target indicators has declined since August. This is due to a number of reasons: some indicators are only reported annually, a number are still subject to no data being available yet and a routine delay in data return.</p> <p>Training for the CVD risk register software (NI121) for the analysis of patient lists (32 -74 years) was completed in September. The Department of Health Teenage Pregnancy National Support Team undertook a review of the teenage pregnancy strategy and partnership (NI112) in September. Their recommendations will be incorporated into future activity. The Healthy Towns Bid, which will impact on a number of Improving Health target indicators, reached the second stage of the bidding process. Final outcome of the £6m project bid (£3m matched funding) will be announced in October.</p>		

Supporting Vulnerable People (OI03)

Jo Wright-Lakin	<i>September 2008</i>	<i>Amber</i>
<p>September performance continues to reflect an amber status. We have established that delivery of Individual Budgets is fundamental to the success of this outcome area, as the increased awareness and choice of services through the Hub will improve access and support for a number of vulnerable groups. This will therefore be a key area of focus in achieving numerous indicators, and the high level of staff resource committed to this work reflects this.</p> <p>Indicator Leads have been compiling information in advance of the LAA Delivery Summit, which should ensure that partners are aware of the ongoing work and how they can be involved. Engagement with the voluntary and community sector is ongoing, as the level of engagement to date has been varied across the indicator set, and their contribution is critical to successful achievement. There are some risks to delivery of this outcome area which cannot be mitigated against, including demographic pressures and the national review of adult social care funding and eligibility. We will however monitor national developments and their impacts on delivery.</p> <p>There is a need to amend the trajectory for numbers of mental health service users in employment, as the new lead in this area does not consider the trajectory to be reasonable. We have reviewed submissions from other Local Authorities which supports this view, and work is ongoing to develop a revised trajectory using this data.</p>		

Improving Skills in Education (OI04)

Mel Collins	<i>September 2008</i>	<i>Amber</i>
<p>Foundation Stage Profile (FSP) results for 2008 show that the NI72 target of 40% was exceeded by 2%. Peterborough has achieved a 3% increase from 2007 compared with the national increase of 4%, but over a 3-year period Peterborough has seen an improvement in the target of 9%, exceeding the national increase over the same period of 4%. Although Peterborough did not achieve the target of 29% for NI 92 (narrowing the attainment gap), the gap was closed by 2.6% moving from 35% in 2007 to 33% in 2008. Peterborough exceeded the national closure of 1%. For the first time in 4 years there are some improvements in KS1 results overall, although standards at KS1 remain below the NA and our SN. At L2, Reading and Writing results improved by 0.8% and 0.9% respectively, closing the gap with NA, as national results remained the same as 2007. Boys' performance has improved in nearly all areas, most noticeably in reading (+2.5%) and writing (+3%), whereas national results again remain static. L3 results overall are up on last year in speaking and listening, reading, writing and maths; boys have done particularly well in reading (+3.8%), writing (+2.7%) and maths (+2.9%). Girls' results have decreased in comparison with last year, except in L3 maths. KS2 data is still incomplete especially for Maths. Early un-validated data for English shows a 1% increase on last year (with reading up by 1.6% and writing up by 2.5%) although Maths and Science show a decline. KS2 data for Maths is still very incomplete which impacts on the combined English and Maths scores. Currently data still shows 20 absent pupils for English and 75 absent pupils for Maths. Un-validated and incomplete KS3 data reveals increases in L5 English and Maths on last year although the results remain well below the NA. Outcomes are broadly in line with 2007, but at level 5+ the gap between LA and national results has been closed in 5 of the 6 indicators. Significant improvement in writing outcomes showing a 4% increase.</p>		

Increasing Economic Prosperity (GO01)**Will Spinner***September
2008***Red**

Against a backdrop of rising unemployment nationally and fragile business confidence, Peterborough faces a significant challenge in meeting the overall employment target where the latest projections show a potential deficit of 2500 people moving into employment. The national economic situation will also have a bearing on average wage growth, the more so as some 27% of the workforce is employed in elementary and processing jobs at the bottom end of the wages spectrum.

The draft delivery action plan for this Outcome is under negotiation with key partners. The next phase of work to December 2008 will be to identify gaps in activity and design appropriate interventions. The Peterborough Business Support and Enterprise group, which includes representatives from many publicly-funded business support organisations, is now engaged in delivery planning for improved business start up, survival and growth rates.

Creating Better Places to Live (GO02)**Rosemary
Woodland***September
2008***Green**

The delivery of affordable homes is performing strongly with the continued expectation that it will exceed the target. It is less easy to assess the trend with regard to private sector housing, despite the anticipation that building rates will slow as a result of the credit crunch, as the 2008/09 overall housing start on site and completion figures to date are not markedly at variance with those for 2007/08.

Work commenced on 17 September 2008 on a Housing Stock Condition Survey commissioned by Peterborough City Council. The final report is due by end January 2009. This will provide a robust baseline for vulnerable households in Peterborough living in non-decent homes.

Building the Infrastructure of the Future (GO03)**Phil Harker***September 2008***Amber**

A number of resource issues remain which need to be managed to ensure continued progression of this outcome. Key progress relative to the two primary indicators are:

- a) NI 188 – Funding secured for the UK CLIP assessment work and an active project has been initiated that will complete February 2009. Negotiations with PCC and PCT will commence to commit resources to pilot climate change adaptation into business/service plans.
- b) NI 167 – targets still require additional work to complete which need funding to achieve. This is now a key priority that needs to be resolved by end November 2008.

Overall, it is considered that this outcome is on target relative to the 1st year, however, some resource issues need to be addressed.

Safe, Vibrant City & Neighbourhood Centres (GO04)**Steve Bowyer***September 2008***Red**

Recruitment is currently underway in Opportunity Peterborough (OP) to provide key resources to deliver elements of the action plan. Once these are embedded, key initiatives currently on hold can progress.

Progress is being made on the indicator data sets following positive engagement at the recent Challenge session of the Performance Hub. It is anticipated that these will be in place for the next round of reporting.

Key deliverables are running to programme (e.g. public realm implementation).



CPA / CAA

NI 001 % of people who believe people get on well together

Key Points:

- This indicator will be measured through the Place Survey, so current baseline (45%) based on last year’s survey
- Indicator being managed by the Cohesion Board who have identified 3 key areas for focus: 1) Migrant Workers, 2) Interfaith & Intercultural Dialogue, and 3) Young People & Cohesion
- Need to get partners (e.g. Voluntary & Employment sectors) throughout city involved as they need to take joint responsibility for this measure
- The Members network will be utilised to drive messages through the community

Action 1	Improve integration and reduce exploitation by unscrupulous landlords	Jawaid Khan
Action 2	Improve integration and reduce exploitation by unscrupulous employment agencies	Jawaid Khan
Action 3	Programme of Inter-faith Dialogue with wider civic engagement and impact on policies	Jawaid Khan
Action 4	Programme to improve inter-cultural dialogue through festivals and shared events	Jawaid Khan
Action 5	Establishing cohesion programmes for schools	Jawaid Khan

Recommendation:

- Need to ensure the work in this area is robust . Indicator to be re-presented to Corporate Management Team in December with updated action plans.

7th Oct 2008



CPA / CAA

NI 013 Migrant English Language Skills & Knowledge

Key Points:

- This is a new indicator and so the main issue in this area has been the lack of data to identify the potential cohorts in the city
- Data being collated through various means (e.g. through Adult Education Colleges, Learning Skills Council)
- An ESOL Operations Group has been set up which is being led by Jawaid Khan and has representatives from LSC, PCC, Regional College, Adult Education College, & Go East.
- The first step in addressing this will be to identify the needs of the community – key areas that have been chosen for focus are: 1) New Arrivals, 2) Women in settled communities, & 3) Young People (16-18) not in school or in employment

Action 1	Continued Development of Operations Group – e.g. inclusion of voluntary sector	Jawaid Khan
Action 2	Review action plan with Keith Nelson to identify dates and update progress	Jawaid Khan
Action 3	Develop matrix of ESOL provision (training and services)	L McCarthy (New Link)
Action 4	Develop ‘1-stop-shop’ approach for support to migrants	L McCarthy (New Link)

Recommendation:

- More work needs to be done in this area to ensure there is a robust action plan in place to deliver this indicator. It to be re-presented to CMT in December with updated action plans..

7th Oct 2008



CPA / CAA

NI 035 Building Resilience to Violent Extremism

Key Points:

- This is a new indicator and is being delivered in conjunction with the Police
- There is no historic data to support this indicator, so this is new territory for all concerned
- An operational group has been set up which is being led by GPP (Jawaid Khan) – partners include the Youth Justice Board (YJB)
- Key to the successful delivery of this indicator is training people who will be involved in deterring Violent Extremism: Front-line workers, Heads of Service within the Council, & Councillors
- The current score (2) for this service is through a self-assessment (process needs verification). The aim is to get Peterborough to a 3.

Action 1	Hire a consultant to lead the delivery of this indicator together with the DCLG	Operations Group
Action 2	Submit bid to Improvement Development Agency (IDeA) to obtain funding for the training	Operations Group
Action 3	Work with YJB to help identify factors that lead to crime and links to potential extremism	Operations Group
Action 4	Complete the consultation exercise to be carried out through the community	Consultant
Action 5	Develop robust action plan	Consultant

Recommendation:

- More work needs to be done in this area to ensure there is a robust action plan in place to deliver this indicator. Ito be re-presented to CMT in December with updated action plans..

7th Oct 2008



LAA

NI 111 First time entrants into Youth Justice System

3

Investigation:

- NI 111 1st time entrants into Youth Justice System is performing consistently below target
- Targets set on last years outturn which was way above expectation (14.3% on target figure) – proving hard to continue the trend
- The Early Intervention and Prevention Manager (EIPM) responsible for this measure is leaving – replacement not yet identified

Action 1	Work in alliance with our partners to promote and support integrated approach to youth crime prev.	EIPM
Action 2	Work collaboratively with parents whose children are at risk to develop parenting interventions.	EIPM
Action 3	Work with neighbourhood policing teams to deal with low level offending without entering YJS	EIPM
Action 4	Promote use of restorative justice in schools and in the community	EIPM
Action 5	Implement diversity strategy to identify and reduce over-representation of minorities	EIPM

Recommendation:

- If performance off target continues then further analysis and re-review will be required – will need to follow progress on replacement of Early Intervention and Prevention Manager



9th Sept 2008



CPA / CAA

NI 132 % of timely social care assessments

2

Investigation:

- A discussion with the PCT Performance Lead (Tina Hornsby)
- Risk against this indicator has increased due to a change in definition – 4 wk completions are now the sole measure instead of a combination of starts within 48 hrs and 4 wk completions
- Peterborough Community Services (PCS) are reporting a capacity issue due to sickness of staff – solutions are being developed to address this.
- In depth analysis has been carried out and evidence points to valid reasons for breaches

Action 1	Analysis of factors affecting performance is being undertaken and changes will be implemented (e.g. extending hours on Fridays to match call centre).	PCS
Action 2	The PCS team are working to clear standards and targets - all breaches are being scrutinised by the Assistant Director.	PCS
Action 3	Process issues around Occupational Therapy are being investigated.	PCS

Recommendation:

- Further analysis not required on the current position but will need to monitor



9th Sept 2008



NI 181 Time taken to process Benefit Claims...

CPA / CAA

Investigation:

- A discussion with the Interim Revenues & Benefits Manager (Shirley Pleszkan), & the Benefits Manger (Geoff Rudd)
- Clarification for the peaks in performance in the early part of the year. Main reasons were:
 - Staff on leave due to holidays (bank holidays)
 - Increase in the number of notifications received (due to yearly increases in rent)
 - Staff on training course for new 'Local Housing Allowance' guidance
- There is a 4 week lag in the processing to affect the numbers

Action 1	Taken on 2 agency staff to deal with backlogs	Shirley Pleszkan
Action 2	Restructuring the current set of 4 teams to 3 teams	Shirley Pleszkan
Action 3	Looking at alternative working arrangements e.g. home-working and agile working	Shirley Pleszkan / Geoff Rudd
Action 4	Improving Efficiency with the use of EDRMS	Shirley Pleszkan

Recommendation:

- No further in depth diagnosis required but need to keep an eye on performance to see if actions stated below take effect



1st July 2008



LAA

NI 016 Serious Acquisitive Crime (SAC)

3

Investigation:

- NI 016 Serious Acquisitive Crime (SAC) performing within target
- Sub-measures (x5) not all performing within target, and some over performing
- Review of all sub-measures (Theft of Vehicle under performing)
- A Task & Finish Group, lead by Tyron Joyce, set up for SAC – will deliver action plan (to be agreed in August)

Action 1	Problem profile will be produced providing in-depth analysis of the problem in the city. This will also look at past and current performance	Tyron Joyce
Action 2	Use analysis to effectively tackle crime hotspots	Tyron Joyce
Action 3	Further work targeting prolific and priority offenders (PPOs) and effective partnership working to be continued	Tyron Joyce
Action 4	Raising public awareness of hotspots in (for example) car parks	Tyron Joyce
Action 5	Enhanced use of CCTV resources when tackling identified areas/routes to areas	Tyron Joyce

Recommendation:

- Further analysis required – part of Critical Issue (CI003 – Crime Levels High) which will be reviewed in CMT on 9th September



29th July 2008



CPA/CAA

NI 113i % of pop aged 15-24 accepting test/screen for Chlamydia...

2

Investigation:

- A discussion with the PCT Data Analysis Lead (Tina Hornsby) and the PCT Lead (Sue Mitchell)
- The Chlamydia screening programme is very closely linked to the Teenage Pregnancy issue and both are being looked to be tackled together
- The National Chlamydia Screening Programme is focused on what models of service delivery are best placed to increase capacity to meet increasing targets and demand, whilst ensuring equitable access
- A key approach discussed for Peterborough was to develop local capacity and promote an integrated model to manage infection within a number of community settings

Action 1	Promotion of Chlamydia Screening service across Peterborough – including development of media strategy and increased use of newsletters, etc.	PCT/Sexual Health Service
Action 2	Strengthen the screening sites involvement in the CS programme – including providing sites with targets and improve training of staff, etc.	PCT/Sexual Health Service
Action 3	Increase numbers of screens obtained through Outreach – including the employment of part time staff to deliver continuity across programme	PCT/Sexual Health Service

Recommendation:

- Service improvement being delivered in conjunction with TP – no further analysis at this stage

29th July 2008



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SCRUTINY COMMITTEE	Agenda Item No. 9
12 JANUARY 2009	Public Report

Report of the Executive Director – Strategic Resources

Report Author – Louise Tyers, Performance Scrutiny Manager

Contact Details – 01733 452284 or email louise.tyers@peterborough.gov.uk

FORWARD PLAN – JANUARY 2009 TO APRIL 2009

1. PURPOSE

- 1.1 This is a regular report to Scrutiny Committee, outlining the content of the Council's Forward Plan.

2. RECOMMENDATIONS

- 2.1 That the Committee identifies any areas for inclusion within their work programme.

3. BACKGROUND

- 3.1 The latest version of the Forward Plan is attached at Appendix 1. The Plan contains those key decisions, which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) will be making over the next four months.
- 3.2 The Committee may wish to include some of the items highlighted on the Plan onto their future work programme or to request additional information from the Executive before a decision is made. Any comments about the format of the Plan would also be welcomed.
- 3.3 In accordance with the Council's Executive procedure rules, the Cabinet or Cabinet Member will not make any key decision until at least five clear days after the receipt of the report relating to that decision. The Group representatives of the Scrutiny Committee are sent a copy of these reports at the same time as the Cabinet Member and any comments can be passed onto the Member before a decision is made.

4. CONSULTATION

- 4.1 Details of any consultation on individual decisions are contained within the Forward Plan.

5. EXPECTED OUTCOMES

- 5.1 That the Committee notes the latest version of the Forward Plan, agrees any areas for inclusion within the Committee's work programme and submits any observations concerning the Plan to the Executive.

6. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

7. APPENDICES

Appendix 1 – Forward Plan of Executive Decisions

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PETERBOROUGH CITY COUNCIL'S FORWARD PLAN

1 JANUARY 2009 TO 30 APRIL 2009

APPENDIX 1

FORWARD PLAN OF KEY DECISIONS – 1 JANUARY 2009 TO 30 APRIL 2009

During the period from 1 January 2009 to 30 April 2009 Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. The dates detailed within the Plan are subject to change and those items amended or identified for decision more than one month in advance will be carried over to forthcoming plans. Each new plan supersedes the previous plan. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to Lindsay Tomlinson, Governance Support Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 01733 452483). Alternatively, you can submit your views via e-mail to lindsay.tomlinson@peterborough.gov.uk or by telephone on 01733 452238.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the papers listed on the Plan can be viewed free of charge although there will be a postage and photocopying charge for any copies made. All decisions will be posted on the Council's website: www.peterborough.gov.uk. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Governance Support Officer using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this plan.

NEW ITEMS THIS MONTH:

- Midland Highway Alliance – Junction 8 Parkway Signalisation Project
- Shared Services

JANUARY - KEY DECISIONS

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
Tourist Information Service To determine delivery mechanisms for tourist information services	January 2009	Cabinet Member for Community Services, Councillor Lee	Consultation will take place with relevant stakeholders as appropriate, including staff, trades unions and the Community Development Scrutiny Panel	Linda Wills Tourism Services Manager Tel: 01733 863835 linda.wills@peterborough.gov.uk	Public report will be available from the Governance Support Officer one week before the decision is made
Riverside Community Sports Pavilion To appoint a contractor to build the Riverside Community Sports Pavilion.	January 2009	Cabinet Member for Efficiency and Business Improvement, Councillor Scott	Riverside Residents' Association, ward councillors and potential user groups.	Paul Stevenette Programme Consultant Tel. 01733 452475 paul.stevenette@peterborough.gov.uk	Public report will be available from the Governance Support Officer one week before the decision is made
Vendor Neutral Solution for Provision of Agency Staff To agree a process for engaging with a managed service provider for agency staff	January 2009	Cabinet Member for Efficiency and Business Improvement, Councillor Scott	Consultation will take place with internal stakeholders and relevant departments.	Chris Berry Business Transformation Consultant Tel: 07976 619906 christopher.berry@peterborough.gov.uk	Public report will be available from the Governance Support Officer one week before the decision is made
Nene Bridge Refurbishment To award contract for refurbishment	January 2009	Cabinet Member for Efficiency and Business Improvement, Councillor Scott	All utility companies, Network Rail, Environment Agency, internal stakeholders, emergency services and transport groups.	Richard Cranwell Environmental Engineering Team Manager Environment and Community Services Tel. 01733 453504 richard.cranwell@peterborough.gov.uk	Public report will be available from the Governance Support Officer one week before the decision is made

<p>Future of Peterborough Professional Development Centre (PPDC) To consider options for the future utilisation of the site by the council</p>	<p>January 2009</p>	<p>Cabinet Member for Efficiency and Business Improvement, Councillor Scott</p>	<p>Consultation with take place with relevant stakeholders including Ward Councillors</p>	<p>Richard Hodgson Head of Strategic Projects Tel. 01733 384535 richard.hodgson@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Support Officer one week before the decision is made</p>
<p>Midland Highway Alliance - Junction 8 Parkway Signalisation Project To appoint a contractor for the project</p>	<p>January 2009</p>	<p>Cabinet Member for Efficiency and Business Improvement, Councillor Scott</p>	<p>Internal stakeholders as appropriate</p>	<p>Chris Berry Business Transformation team Tel. 07976 619906 christopher.berry@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Support Officer one week before the decision is made</p>
<p>Shared Services Memorandum of Agreement to deliver revenues and benefits with Luton Borough Council</p>	<p>January 2009</p>	<p>Cabinet Member for Efficiency and Business Improvement, Councillor Scott</p>	<p>Internal stakeholders as appropriate</p>	<p>John Harrison Executive Director – Strategic Resources Tel: 01733 452398 john.harrison@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Support Officer one week before the decision is made</p>

FEBRUARY - KEY DECISIONS

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>Refreshed Local Area Agreement (LAA) To sign off the refreshed LAA prior to its submission to the Government Office</p>	February 2009	<p>Leader of the Council and Cabinet Member for Finance and Human Resources, Councillor Peach</p>	Relevant stakeholders and fora including Scrutiny Committee	<p>Richard Astle Director, Greater Peterborough Partnership Tel: 01733 865042 richard@gpp-peterborough.org.uk</p>	Public report will be available from the Governance Support Officer one week before the decision is made
<p>Section 4/4 Input to Regional Spatial Strategy (RSS) Review To give advice to East of England Regional Assembly on proposed review of the Regional Spatial Strategy to 2031</p>	February 2009	<p>Cabinet Member for Strategic and Regional Partnerships, Councillor Collins and Cabinet Member for Housing, Regeneration and Economic Development, Councillor Murphy</p>	External and key stakeholders including neighbouring local authorities, land agents and chamber of commerce	<p>Rob Brown Area Strategic Planning Manager Tel: 01733 863795 robert.brown@peterborough.gov.uk</p>	Public report will be available from the Governance Support Officer one week before the decision is made

MARCH - KEY DECISIONS

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
There are currently no key decisions scheduled for March.					

APRIL - KEY DECISIONS

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
There are currently no key decisions scheduled for April.					

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SCRUTINY COMMITTEE

AGENDA PLAN 2008-2009

Date of Meeting	Item (including what the Panel is requested to do)	Item referred by	Type of Scrutiny Activity	Relevant Terms of Reference	Expected Outcome
<p>16 February 2009 (Despatch of papers – 6 Feb 2009)</p>	<p>STRATEGIC ITEMS Refresh of the Local Area Agreement To consider and comment on the review and refresh of the LAA, prior to its consideration by the Executive. Contact Officer: Richard Astle</p>	<p>GPP</p>	<p>Performance Management</p>	<p>To monitor the delivery of the Community Strategy and Local Area Agreement.</p>	<p>Recommendations to the Executive</p>
	<p>MONITORING ITEMS Annual Review of the Use of the Suspension of the Call-in Procedure To consider and comment on how often and in what circumstances the suspension of call-in was used. Contact Officer: Margaret Welton</p>	<p>Officer</p>	<p>Holding to Account</p>	<p>To exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Executive.</p>	<p>Identification of any areas of concern</p>
<p>6 April 2009 (Despatch of papers – 27 Mar 2009)</p>	<p>STRATEGIC ITEMS</p>				
	<p>MONITORING ITEMS Performance Monitoring 2008/09 – Quarter 3 To consider the quarter three performance monitoring report and identify any areas of concern, including performance of the LAA. Contact Officer: Jo Proud</p>	<p>Cabinet</p>	<p>Performance Management</p>	<p>To monitor the performance of portfolios through regular performance monitoring reports.</p>	<p>Identification of any areas of concern</p>

Date of Meeting	Item (including what the Panel is requested to do)	Item referred by	Type of Scrutiny Activity	Relevant Terms of Reference	Expected Outcome
	<p>Human Resources Key Performance Indicators</p> <p>To consider the half yearly report on the performance of the HR Key Performance Indicators and identify any areas of concern.</p> <p>Contact Officer: Jacqui McGeachie</p>	Officer	Performance Management	To monitor the performance of the Human Resources portfolio through regular performance monitoring reports.	Identification of any areas of concern