

3rd Quarter 2009/10 Financial and Performance Exceptions by Service Area

PI Description	Target Variance	Forecast Variance Outturn	Current Quarter Comments
Adult, Social Care & Health Portfolio: Health & Community Care Division			
Financial Variance			
ASCH 1 – Adult Disability Care Services		£9,500 F	There is a significant over spend of £367,900 on Nursing and Residential Care offset by an under spend of £395,400 on Domiciliary Care. The over spend on Nursing Care is caused by demand outstripping the budget by the equivalent of 12 clients. In addition, this represents an increase in clients from the previous financial year of 16. Offsetting this is an under spend on Domiciliary Care caused by an unbudgeted increase in income arising from the new charging policy.
ASCH 2 – Learning Disabilities		£966,400 A	This over spend is due to various issues including; increases in the cost of existing client packages, a net increase in packages during the year, the full year effect in 2009/10 of new packages during 2008/09, and a withdrawal in funding by Southampton Primary Care Trust, (SCPCT) for clients previously assessed to have a Continuing Health Care need.
ASCH 3 – In House Care Services		£148,400 A	Delays in implementing the closure of two residential homes has led to a pressure in year of £294,000 which is being partly offset by savings within the City Care team arising from vacant posts being held until the completion of the City Care review.
Performance Variance			
LAA 8b i Reduce the proportion of patients from BME communities detained under the Mental Health Act to ensure that it is more reflective of the overall population make up of the city (LAA Local Indicator)	6 people below Target		This figure is a cumulative from April and although this is above the target, this represents only 13 people this year. Four less people being admitted from BME communities would have placed this on target. The projected outturn is still expected to be 18. If no people from a BME community are detained in the next quarter, this indicator could be brought in on target. Data for December has not been included in the cumulative figure and will be added at year end.
LAA 9b i Increase the number of people holding their own care budgets (including direct payments) (LAA Local Indicator)	634 people below Target		The Definition provided by the Department of Communities and Local Government includes all those people receipt of a community care service as well as carers in receipt of carers services. Many of these people (in fact the majority) do not receive a funded service but merely have a problem resolution as a result of advice and information. The target was set and agreed with GOSE with the denominator as the number of people who have taken up

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			direct payments or have an individual budget as a proportion of those people receiving funded services. This significantly changes the potential achievement of the target. It is our view that the target was therefore wrongly set.
NI 130 Number of adults, older people and carers receiving self directed support as a percentage of clients receiving community based services and carers receiving carer's specific services aged 18 or over (LAA Designated Target)	9.55% below Target		The Definition provided by the Department of Communities and Local Government includes all those people receipt of a community care service as well as carers in receipt of carers services. Many of these people (in fact the majority) do not receive a funded service but merely have a problem resolution as a result of advice and information. The target was set and agreed with GOSE with the denominator as the number of people who have taken up direct payments or have an individual budget as a proportion of those people receiving funded services. This significantly changes the potential achievement of the target. It is our view that the target was therefore wrongly set.
NI 132 Percentage of new social care clients aged 18 or over where the time from first contact with social services to completion of assessment is four weeks or less	32.2% below Target		This year has seen a sharp increase in OT & safeguarding referrals coupled with high vacancy management. A staff recruitment programme is in place and performance is expected to improve further by the end of the year but may be below the target. A budget pressure has been recognised in the proposed budget allocation for 2010/11 to allow for additional staff to improve this performance and an action plan has been agreed with milestones throughout the year.
Stretch Target 10 LAA 10a ii Increase in the number of Pension Credit beneficiaries (LAA Stretch Target)	910 Pension Credit beneficiaries below Target		Data as at May 2009. Pension Credit beneficiaries' numbers have remained constant and the target will not be met. The Pension Service will meet its targets, which are based on maintaining beneficiary levels, taking account the 'drop off' rate. Performance is consistent with comparator cities where take up has remained constant or declined suggesting a take-up threshold has been reached. Over the three years of the LAA, the number of people eligible for Pension Credit has been reducing as more people retire with employer or private pensions. The LAA target was required to be set as an absolute figure rather than as a 'percentage of those eligible' and a combination of these factors has mitigated against such a 'total figure' based target ever being achievable as the three years has progressed. Southampton's level of beneficiaries at around 80% is one of the highest in the Southeast and nationally. Further research on causes is being undertaken.

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LAA 10a iii Increase in the number of successful referrals to the Warm Front scheme Without Stretch (LAA Local Indicator)	401 referrals below Target		There has been good progress in discussions with GOSE regarding the Warm Front data and baseline renegotiation. If successful, the risk assessment for delivery will become Amber. Efforts continue to achieve the Stretch target.
Stretch Target 10 LAA 10a iv Increase in the number of successful referrals to the Warm Front scheme (LAA Stretch Target)	693 referrals below Target		There has been good progress in discussions with GOSE regarding the Warm Front data and baseline renegotiation. If successful, the risk assessment for delivery will become Amber. Efforts continue to achieve the Stretch target.
Children's Services Portfolio: Safeguarding Division			
Financial Variance			
CS 1 – MARP and Out of City		£1,341,800 A	The costs of MARP and Out of City placements, can be very expensive, and due to the nature of the service, difficult to predict with any certainty. In addition, the budget was reduced by £437,000 as part of Children's Services 2009/10 budget savings.
CS 2 – Children in Care		£586,900 A	An increase in the need for civil secure accommodation and an increasing number of children in foster care placements has led to a forecast over spend.
CS 3 – Children in Need		£433,400 A	A review of the social care function highlighted the need for more social care staff and an additional £806,000 has been allocated this financial year. The resulting need for both permanent and temporary agency staffing has led to a forecast over spend of £425,000.
CS 4 – Safeguarding		£173,000 A	Temporary staff cover arrangements within the Safeguarding Division are leading to a forecast over spend of £173,000
CS 5 – Inclusion Support Services		£447,400 F	The favourable forecast variance has mainly arisen from a projected under spend on recoupment for children with special educational needs, coupled with the impact of staffing vacancies.

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Performance Variance			
NI 114 Percentage of pupils who are permanently excluded from school during the academic year	45.45% below Target		Permanent exclusions are still at a high level within the city. There are a number of reasons for this including the introduction of 2 new schools (Both Oasis Academies) which resulted in 35.5% (16) of the city's total number of permanent exclusions in their first academic year. Excluding the academies the target of 0.11% would have been met. Various strategies have been put in place to address this. Inclusion staff, Specialist Behaviour Teams and Educational Psychologists, are working together to identify pupils at an earlier stage and prioritise provision for those most at risk of exclusion. Also with the addition of the BOSS (Better Outcomes for Southampton Students) board, the Local Authority and Secondary heads will work together to address key targets and concerns within the city. This figure is reported 2 terms in arrears.
NI 147 Percentage of former care leavers aged 19 who were in suitable accommodation	28.24% below Target		There has been a particular difficulty this quarter with a significant number of young people not maintaining contact with the Pathways team. This automatically results in them being recorded as not being in suitable accommodation (7 out of a cohort of 31). There has been significant short term staffing difficulties this quarter within the Pathways Team contributing to this: three staff have left, a further three are on maternity leave. Priority has been afforded by the team to young people in care under the age of 16. To address staffing capacity issues additional locum staff have been recruited. Attempts to recruit permanent staff continue. In addition, Personal Advisers will no longer case hold children under the age of 16 and will prioritise those over 18. Improved performance is unlikely to be shown until quarter 1 of 2010/11.
NI 148 Percentage of former care leavers in employment, education or training	20% below Target		Many of the young people in group have complex needs and challenging behaviour. In addition, unemployment in the city is rising. The priority is now for all young people of school age to have a personal education plan and this is pursued by the virtual head teacher for children looked after who will also ensure much earlier intervention and raise aspiration. Youth support continue to meet with the Pathways Leaving Care team to consider further support strategies to raise aspirations and to engage with those who are having difficulty in motivating themselves to attend training or secure employment. The National Care Advisory Service have offered support to advise on strategies for support Care Leavers into employment and this offer will be accepted. While off target, there have been significant increases since the last quarter (from 32% to 48%) and work will continue to prioritise this very vulnerable group of

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			young people although it will be Quarter One 2010/11 before improvements can be seen.
NI 59 Percentage of initial assessments for made within 7 working days of referral	65% below Target		Timescales for Initial Assessments (IAs) are now counted in line with national and inspection guidance. This has led to a reduction in reported performance. An external audit of social work files identified the areas where changes were required, and an improvement programme is in place. There has also been a significant rise in referrals, Child Protection Plans and children looked after in the last year, increasing pressures across Safeguarding teams. Improvement in performance depends upon initiatives such as recruitment and retention, and capacity to review open cases and safely and promptly closing them when appropriate. These initiatives are resulting in some improvements and the service is reducing a backlog of assessments whilst improving the timeliness of new casework. For example, the number of IAs which are one month or more overdue has fallen from 247 in August 2009 to 33 at the end of December 2009. Despite some success in recruiting additional social workers, we still ha
NI 60 Percentage of core assessments that were carried out within 35 working days of the initial assessment end (LAA Designated Target)	48.81% below Target		Timescales for Core Assessments (CAs) are now counted in line with national and inspection guidance. This led to a reduction in reported performance. An external audit of social work files identified areas where changes were required, and an improvement programme is in place. There has also been a significant rise in referrals, Child Protection Plans and children looked after in the last year, increasing pressures across the service. Improvement in performance will depend upon initiatives such as recruitment and retention, training to ensure staff are fully aware of government guidance, and reviewing open cases. This makes it difficult to predict how quickly performance will be back on target, but the service aims to achieve this during 2010/11. The timeliness of core assessments is being reviewed daily through improved management reports, with monthly reports to Cabinet Members and Chief Officers. Improved management is showing an impact, with 50% of CAs being completed within timescales in December 2009,
PAF C18/C81 LAA 4d v Reduction in the numbers of reprimands, final warning and convictions of Children Looked After (LAA Local Indicator)	59 below Target		Whilst the ratio is high and significantly at variance from target this measure relates to a small number of offenders who are children looked after in care. Statistically, each child significantly affects the ratio. Each child looked after who offends is having their care plans regularly reviewed by a multi agency group. Efforts to improve the attendance of children looked after are also in place, and this should also help to reduce offending behaviour. Integrated youth support is contributing to targeted multi-agency work, expanding opportunities for children in

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			care who are at risk of offending to get involved in positive activities. The earliest that performance might be back on target is quarter one of 2010/11.
Children's Services Portfolio: School Standards Division			
Financial Variances			
		No Issues	
Performance Variance			
NI 100 Percentage of looked after children who have been in care for at least one year achieving level 4 in Maths at Key Stage 2	60.94% below Target		This represents a very small cohort of children (8) and all but one have Special Educational Needs. We now have a Virtual Head teacher in place who is developing a strategy to improve the attainment of children looked after. The earliest performance can be on target will be quarter 2 of 2010/11.
NI 101 Percentage of children looked after in year 11 who were in care for at least one year achieving 5 A*-C GCSEs including English and Maths	77.78% below Target		The 2008/9 cohort of children looked after in year eleven was quite small (29 children), many of whom had complex needs. Only one achieved 5 GCSEs at grades A*-C including English and maths. The authority now has a Virtual Head teacher in post, whose role it will be to take a more proactive role in the attainment, progress and attendance of children looked after.
NI 107c Percentage point gap of pupils in a minority cohort who achieve at least level 4 in English and Maths at Key Stage 2 - White/Black Caribbean	Minus 2.4 below Target		This data does not include academies. Due to a change in the definition of the indicator targets were set using initial pupil level results from DCSF. Revised data showed poorer performance. Future targets informed by performance this year will be set for 2010/2011.
NI 76 Number of schools where the percentage of pupils achieving Level 4+ in both English and Maths at KS2 is less than 55%	10 schools compared to the Target of 4 schools		This is based upon the revised data from the performance tables. Performance against the stretch target cannot be back on target until Quarter 2 in 2010 as Key Stage 2 tests are carried out annually. A comprehensive plan to improve performance in Primary Schools is in place, with a focus on Leadership and Teaching and Learning. Five head teachers are undergoing training with National College of School Leadership to become Local Leaders in Education (LLE). Each will partner schools currently below the floor target.

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NI 86 Percentage of secondary schools judged as having good (grade 1) or outstanding (grade 2) standards of behaviour by Ofsted	17.65% below Target		Due to a change in definition, performance for this indicator no longer includes Special Schools and Academies that have not been open long enough to have a full inspection. This is likely to remain below target, as the three schools who are currently rated as "satisfactory" for behaviour by Ofsted are not due an inspection during this year and therefore will remain "satisfactory". These schools receive consultancy support from Inclusion and School Standards staff in order to improve strategies for managing pupil behaviour and for engaging pupils through an innovative curriculum.
NI 89a The number of schools which are in special measures	2 schools against target of 1 school		It is unlikely to be on target until Quarter 3 2010-11. Sinclair Primary School was placed in Special Measures at the end of July and the average time nationally for a school to stay in Special measures is 21 months. A comprehensive Local Authority Statement of Action has been validated by OFSTED for both schools currently in Special Measures.
NI 99 Percentage of looked after children who have been in care for at least one year achieving level 4 in English at Key Stage 2	63.89% below Target		This is a very small cohort of children (8) and all but one have Special Educational Needs. A Virtual Head teacher for children looked after is developing a strategy to improve attainment of children looked after. The earliest performance can be on target will be quarter 2 of 2010/11.
Stretch Target 2 LAA 2b vi Increase in the percentage of pupils achieving level 4+ in English at Key Stage 2 in named primary schools which are below the national floor target of 55% With Stretch	3.5% below Target		Performance against the Stretch target cannot be back on target until Quarter 2 in 2010/11 as KS2 tests are carried out annually. The projected outturn will be confirmed during Quarter 3. A comprehensive plan to improve performance in Primary Schools is in place, with a focus on Leadership and Teaching and Learning. 5 headteachers are undergoing training with the National College of School leadership to become Local leaders in Education (LLE). Each will partner schools currently below the floor target.
Economic Development Portfolio			
Financial and Performance Variance	No Issues		

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Environment & Transport Portfolio: Highways & Parking Division			
Financial Variances			
E&T 1 – Off Street Car Parking		£1,010,700 A	There is an adverse forecast variance in car parking income of £1,010,700, due to significantly lower season ticket sales and reduced ticket machine income against a challenging target. Officers have developed a series of remedial actions, focussing on new ways of increasing income from off street car parking. These were approved by Cabinet on 28 th September and include the reduction of parking charges in selected car parks where demand has dropped off, the introduction of discounted season tickets and the promotion of an overnight season ticket. A sum has been added to the Risk Fund for the effects of the economic downturn, and the current assumption is that a draw on the Risk Fund of approximately £1,010,700 will be required for off street car parking.
Performance Variance			
	No Issues		
Environment & Transport Portfolio: Planning & Sustainability Division			
Financial Variance			
E&T 2 – Development Control		£516,300 A	A significant element of this overspend is due to a projected income shortfall on planning application fees of £397,000. This sum will be covered by the Risk Fund.
E&T 4 – Public Transport		£328,700 A	A new bus shelter contract was anticipated to deliver savings of £350,000 through reduced maintenance costs and increased sponsorship income. However, in the current economic climate, the contract has not been let, and as with other income shortfalls, will be covered by a draw on the Risk Fund.
Performance Variance			
	No Issues		

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Environment & Transport Portfolio: Waste & Fleet Transport Division			
Financial Variance			
E&T 3 – Waste Disposal		£593,000 F	A reduction in the amount of amenity and other waste has reduced disposal costs by £301,000 and there are further net savings, as a result of contract negotiations, of approximately £245,000.
E&T 5 – Waste Collection		£276,500 F	Savings have been made across a number of budget headings. Recycling sales income is significantly better than anticipated but Trade Waste income is down as a result of the economic downturn.
Performance Variance			
	No Issues		
Housing & Local Services Portfolio : Neighbourhood Services Division			
Financial Variance			
	No Issues		
Performance Variance			
LAA Stretch Target 12: 7b viii Reduction in fly-tipping incidents across the city	19.47% below Target	0	The number of fly tipping incidents is generally higher in the spring/ quarter 1 due to the departure of students, spring cleaning and increased garden waste. This trend has been shown in previous years and is expected. The service is confident that with the planned publicity campaign and other LAA work, the 2010 target will be achieved.
Leaders Portfolio			
Financial and Performance Variance			
	No Issues		
Leisure, Culture & Heritage Portfolio			
Financial and Performance Variance			
	No Issues		

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Resources & Workforce Planning Portfolio			
Financial and Performance Variance			
RES 1 – Property Portfolio Management		£348,500 F	The Investment Properties account is showing a favourable forecast saving on expenditure of £243,000 due to savings on rental and rates payments no longer due. This is partly offset by a reduction in anticipated income and increased vacant property costs of £94,500, leaving a net favourable variance of £148,500. In addition the Property Management account is showing a favourable forecast of £200,000 primarily as a result of reduced Capita Valuation fees due to a reduced disposal programme in light of the economic conditions.
Performance Variance			
The average processing time taken for all written notifications to the Local Authority of changes to a claimants circumstance that require a new decision on behalf of the Authority (Former BV78b)	2.53 days below Target		Ongoing plans are in place to improve performance and it is anticipated that the annual target will be achieved. Throughout quarter 4 the changes in circumstances caused by annual Council rent increases and the pension up-ratings significantly improve the average speed of processing.
Young People & Skills Portfolio: Young People & Community Support Division			
Financial Variance			
YPS 1 – Young People & Community Support		£250,000 F	Due to staffing shortages following on from the recent restructure and the subsequent delays in recruiting to posts there will be a significant under spend within the staffing budgets.
Performance Variance			
LAA 3a i Increase in the level of volunteering by children and young people living in the city in Millennium Volunteers; Youth Achievement Awards; and Southampton Voluntary Services related programmes (LAA Local Indicator)	68% below Target		The figure is below target for the following reasons - no awards have yet been made through the new web based D of E programme; a second open award centre has not been opened due to staff shortages with the essential qualifications and data from the other organisations and the locality teams has not yet been collected due to staff shortages. To rectify this, the minimum period of time to gain the D of E award is three months, the next quarter should therefore have new data from the web based D of E programme. A plan has been put in place to ensure that data is collected from various organisations and services to include the voluntary sector, Junior Neighbourhood Warden Scheme, locality teams and those participating in Southampton City Youth Parliament. It is anticipated that this will increase the number of recorded data on 14 – 16 year olds participating in voluntary activities.

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