

Appendix B

Delivery of our 2005/06 Performance Agreement

Monitoring of the Council's performance is undertaken using the *PerformancePlus* system for local government. Reporting through this system uses the following symbols to visually indicate performance:

★ performance is better than target

● performance is at target

▲ performance is below target

We have used these symbols in appendices A and B to indicate performance against our targets.

Corporate projects

In 2005/06 the Council had 18 corporate projects aligned to our strategic objectives. Our strategic objectives were revised for 2006/07; however, for clarity of reporting for 2005/06 the previous Council objectives are detailed.

Performance is visually indicated at outcome level, which is then aggregated for each corporate project. The strategic objective performance is reported through the aggregation of the projects, or elements of a project, performance that deliver it.

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Strategic objective: Develop and support integrated and inclusive communities

To meet level 3 of the equality standards by implementing the recommendations from the equality impact

Increase a sense of belonging to Blackburn with Darwen

Increase partner services assessed for community engagement, partnership working and cohesion

Increase the representation of under-represented groups in the borough's LSP workforce

Increase the number of people working in a voluntary capacity

note 1

note 1 – this objective is now managed by the voluntary sector and is no longer applicable within the Performance Agreement.

Strategic objective: Decrease crime and improve community safety

Corporate project: community safety

Outcome:	Performance
Reduce levels of anti-social behaviour – increase support to victims and witnesses	★
Reduce levels of anti-social behaviour – increase participation in problem solving	★
Implement community safety strategy – reduce recorded crime	●
Implement community safety strategy – increase confidence in neighbourhoods	●
Implement community safety strategy – target prolific / priority offenders	●
Implement community safety strategy – reduce impact of drug / alcohol misuse	●
Implement community safety strategy – strengthen community safety partnership	▲

Strategic objective: Improve local neighbourhoods and town centres

Corporate project: environmental improvements

Outcome:	Performance
Change litter culture	★
Improve appearance of the borough	★
Minimise environmental crime	●
Recycling / reduction of domestic waste	★
Improve public opinion of cleanliness of the borough	●

Corporate project: Housing Market Renewal (HMR)

Tackle Blackburn with Darwen's housing conditions	●
Improve quality of life in neighbourhoods	●
Ensure good choice of housing	●
Balancing housing supply / demand	●
Sub-regional and regional strategy alignment	▲

Corporate project: strengthening the local economy (*)

Regeneration of Blackburn town centre	●
Regeneration of Darwen town centre	●

Corporate project: transport infrastructure (*)

Improve the condition of roads	●
Improve pedestrian infrastructure	★
Increase public transport usage	●
Develop approach to proactive network management	★

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Strategic objective: Deliver the highest quality services		
Corporate project: Capita partnership (*)		
Outcome:		Performance
Improvement in contractual objectives - partnership	●	
Improvement in contractual objectives - best value	●	
Improvement in contractual objectives - diversity	●	
Key performance improvement targets - revenues	●	
Key performance improvement targets - benefits	●	●
Key performance improvement targets - payroll and payments	●	
Key performance improvement targets - personnel	●	
Key performance improvement targets - technical services	●	
Key performance improvement targets - social services	●	
Key performance improvement targets - digital technology	●	
Corporate project: bidirect		
Continue to improve customer engagement and effective access to all council services	●	
Deliver high quality services consistently across phone, web and face-to-face	●	
Develop the facilities within the contact centre and one-stop-shops	●	●
Address the e-government agenda and e-delivery of services	●	
Identify and support for the realisation of 'back office' efficiencies in departments	●	
Corporate project: citizen involvement and satisfaction		
Increase <i>The Shuttle</i> readership rates	●	
Deliver brand-led marketing	●	
Receive positive coverage in the media	●	
Deliver citizen campaigns	●	●
Communicate significant service improvement	●	
Promote the activities of the LSP	●	
Improve internal communication	●	
Increase overall citizen satisfaction	●	
Corporate project: community leadership		
Strengthen citizenship within the borough	●	
Agree common priorities with partners on the Local Public Service Board (LPSB)	★	
To support the LSP in its effective performance management of the <i>Community Plan</i>	●	●
To review the LSP structure and processes to ensure delivery against the <i>Community Plan</i>	●	
To provide on-going support for elected Members in relation to their community leadership roles	●	
Corporate project: delivering value for money		
Deliver the 2.5% efficiency savings as outlined in our annual efficiency statement	★	
Ensure at least half of the savings are cashable	●	●
Invest efficiency savings in front-line priorities as identified within the Performance Agreement	●	
Demonstrate the Council is delivering value for money as part of CPA process	●	

(*) The project delivers elements over two strategic objectives

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Strategic objective: Deliver the highest quality services		
Corporate project: effective regulation and enforcement		
Establish enforcement concordat with businesses	●	
Implement the Licensing Act 2003	●	
Support compliance	★	●
Implement generic enforcement procedures – observation of infringements, recording of information and serving of notices	●	
Corporate project: New East Blackburn		
Engage service users	●	
Improve local services	●	●
Strategic objective: Ensure the delivery of the highest quality education and lifelong learning opportunities		
Corporate project: early years' excellence and Children's Trust (*)		
Outcome:	Performance	
Agree shared success measures across the five outcomes, with quality assurance and reporting systems in place:	●	●
- enjoy and achieve		
- achieve economic well-being	●	
Corporate project: transforming secondary education (*)		
Tackle Blackburn with Darwen's housing conditions	▲	
Improve quality of life in neighbourhoods	●	
Ensure good choice of housing	★	●
Balancing housing supply / demand	★	
Sub-regional and regional strategy alignment	★	

(*) The project delivers elements over two strategic objectives

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Strategic objective: Improve health and social well-being		
Corporate project: early years' excellence and Children's Trust (*)		
Outcome:	Performance	
Agree shared success measures across the five outcomes, with quality assurance and reporting systems in place:	●	
- be healthy	●	
- stay safe	●	●
- make a positive contribution	●	
- designation of children's centres	●	
- integration of services	●	
Corporate project: health and well-being of citizens		
Review and revise joint strategic plans across Council and Primary Care Trust (PCT)	●	
Increase effectiveness of services to citizens through further joint service developments	●	●
Integrated commissioning arrangements across all elements of health and social care	●	
Ensure effective LSP response to the <i>Choosing Health</i> white paper	●	
Corporate project: Implementation of the Children Act 2004		
Establish organisation and management arrangements to comply with the Act	●	
Produce statutory single plan	★	
Ensure continued safeguarding of vulnerable children through safe transition of services and organisational change	●	●
Improve joint working with partners	●	
Engage with children around the five outcomes	●	
Corporate project: transport infrastructure (*)		
Undertake road safety education and undertake action to reduce number of people killed or seriously injured	★	★

(*) The project delivers elements over two strategic objectives

Strategic objective: Strengthen the local economy		
Corporate project: Capita partnership (*)		
Outcome:	Performance	
Improvement in contractual objectives - regeneration	●	●
Improvement in contractual objectives - community support	●	
Corporate project: skills for Life, skills for Jobs (*)		
Develop a borough-wide workforce development strategy	●	
Develop the capacity of the LSP to deliver workforce development	●	●
Develop workplace skills for life provision	★	
Corporate project: strengthening the local economy (*)		
Improve take up of employment in disadvantaged groups	★	
Encourage new business start ups	★	
Increase private sector investment	★	★
Create and safeguard jobs in local economy	★	
Promote innovation and take up of technology	★	