

**Scrutiny – 18 September 2008**

## **PERFORMANCE INDICATORS – PROGRESS REPORT**

### **Report of the Head of Improvement**

#### **Statutory Powers: Local Government Act 1999**

**Financial Implications:** None at the present time. But to consider value for money when analysing performance levels.

**Purpose:** To keep Members informed of achievement against selected Performance Indicators for quarter 1 within 2008/09.

The report and appendices link to all 6 Corporate Priorities.

### **RECOMMENDATION**

#### **That Scrutiny:**

- (i) **Note and comment on Part A and Part B on the performance against the national and local indicators which currently form the Council's Balanced Scorecard, set out in Appendix A, for the 2008/09 performance indicator year (Quarter 1 = April 08- June 08).**





### **Background / The Issues**

1. Corporately we are committed to performance management and quality of data, which includes the regular monitoring of performance and financial indicators. This makes sure that performance in all areas is on track and improving. This report is one of a series that will show you how we are performing against the chosen indicators on a monthly/quarterly/half yearly/annual basis. The list of performance indicators within the scorecard were reviewed in 2007/08 by Executive members.
2. Corporate Management Team, together with service managers, are monitoring all national and local indicators within their group. They are currently reviewing their indicators to decide which are to be deleted as they do not provide the necessary service management information due to changes in policy or service provision. In addition the Best Value Performance Indicators (BVPIs) have been replaced by a new National Indicator set (as of April 2008) introduced through the Local Government White Paper Strong and Prosperous Communities. The Council is continuing to collect data for the previous BVPIs for 2008/09 to maintain consistency in monitoring service performance (apart from a few exceptions). This is due to the new National Indicators required to be collected once a year, data will therefore be available after March 2009. Apart from a few new National Indicators which are similar to the previous BVPIs- data is available and these have been incorporated into the existing Balanced Scorecard- notes have been provided to indicate which are new.
3. **Appendix A** gives you a breakdown of current performance levels for 2008/09, of all those performance indicators, national and local, that are contained in the Balanced Scorecard. Notes are provided where targets have not been met and to

indicate which are from the new National Indicator set. Of necessity the balanced scorecard will always contain a higher proportion of PIs where performance is lower than we would wish and will not reflect overall performance. The Balanced Scorecard focuses on the following areas: (i) performance is considered to be critical to our success; (ii) our performance is poor and needs improvement; or (iii) our reputation may be at risk.

4. **Appendix A** is broken down into 2 parts to show which performance indicators are collected; (Part A) monthly, (Part B) quarterly only.
5. **Appendix B** Performance Indicator glossary- to be used in conjunction when looking at Appendix A for relevant Best Value Performance Indicators (BVPIs) and National Indicators (NIs) only.
6. As with previous reports of this nature you are invited to suggest improvements to the way that the information is presented, as the aim is to make the report as useful to you as possible.

**Key to symbols in appendix A:**

-  Indicator is below target by more than 10% variance
-  Indicator is slightly below target by 0-10% variance
-  Indicator is on target
-  Indicator is data only (no targets used)

**Risk Assessment**

Opportunity	Issues/obstacles	Benefits
As an Excellent authority we should continue to look at ways of improving service provision by regularly monitoring performance.	<p>Failure to report on the Performance Indicators which are considered to be critical to our success that might affect our reputation as an authority or where performance is poor.</p> <p>Inadequate notes provided on performance of performance indicator</p>	<p>Quarterly report to Scrutiny</p> <p>Councillors select the Performance Indicators which are to appear on the Corporate Balanced Scorecard to make sure appropriate Performance Indicators are selected. This selection is refreshed on an annual basis looking at: areas critical to our success, reputation and also where performance is poor.</p> <p>Officers are to include notes on performance but in addition Portfolio Owners are to speak with officers to obtain further clarification over performance to feedback to Scrutiny.</p>

## **Conclusion**

7. Regular monitoring of indicators is an essential part of securing value for money for service users and the taxpayer as any dip in performance can be identified quickly and action taken to investigate the likely cause and put things back on track.

Katie Stephens  
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Scrutiny  
18 September 2008

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### **Background documents:**

None