

SCRUTINY – 20 SEPTEMBER 2007

PERFORMANCE INDICATORS - PROGRESS REPORT

Report of the Head of Improvement Unit

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 Councillors informed of achievement against selected Performance Indicators for quarter 1 within 2007/08

Recommendations

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 2007/08 performance indicator year (Quarter 1 = April 07- June 07).**





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 quarterly/half yearly/annual basis. The list of performance indicators within the scorecard have recently been reviewed for 2007/08 by Executive members. Corporate Management Team, together with service managers, are monitoring all national and local indicators within their group. A full list of national and selection of local PIs is also published annually in the Council's Performance Plan.
2. **Appendix A** gives you a breakdown of current performance levels for 2007/08, of all those performance indicators, national and local, that are contained in the Balanced Scorecard. Notes are provided where targets have not been met. 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.
3. **Appendix A** is broken down into 4 parts to show which performance indicators are collected; (Part A) monthly, (Part B) quarterly only, (Part C) half yearly only and (Part D) annually only. The sections (Part A) and (Part B) show performance for quarter 1 within the 2007/08 performance indicator year and the sections (Part C)

and (Part D) show performance for 2006/07 which has previously been reported to Scrutiny but are included in this report to remind Councillors the performance indicators that are collected half yearly and yearly.

- 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

Risk	Mitigation
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.	Quarterly report to Scrutiny Councillors select the Performance Indicators which are to appear on the Corporate Balanced Scorecard to make sure appropriate Performance Indicators are selected. Selection is refreshed on an annual basis looking at: areas critical to our success, reputation and also where performance is poor.
Inadequate notes provided on performance of performance indicator	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.

Conclusion

- 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.

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Scrutiny
20 September 2007

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