

ITEM

ITEM

Scrutiny – 24 September 2009

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 year end 2008/09 and in addition quarter 1 for 2009/10. The report and appendix link to all six Council Corporate Priorities.

RECOMMENDATION

That Scrutiny note and comment on Appendix A: performance indicators which form part of the Council's Balanced Scorecard.





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/annual basis.
2. Corporate Management Team, together with service managers, are monitoring all national and local indicators within their group which are being presented to Strategic Management Team when they carry out their service update. In addition the Best Value Performance Indicators (BVPIs) have been replaced by a new National Indicator set (as of April 2008) introduced through the Local Government White Paper Strong and Prosperous Communities.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 a selection of previous BVPIs for 2008/09 to maintain consistency in monitoring service performance. A majority of the National Indicators data for 2008/09 will only be able to show baseline data due to first year of collection, but where indicators are similar to previous BVPIs targets have been set. Notes have been provided to indicate which indicators can only show baseline year data.
3. **Appendix A** gives you a breakdown of performance levels for year end 2008/09 and also current performance levels for quarter 1 for 2009/10, 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 and are therefore our baseline year. 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 3 parts to show: (i) 'Vision to reality' summary of performance, (ii) Performance indicators that are collected quarterly and (iii) those that are only collected yearly.
5. **Appendix B** Performance Indicator glossary- to be used in conjunction when looking at Appendix A for relevant National Indicators (NIs) and Best Value Performance Indicators (BVPIs) only.
6. As with previous reports of this nature, Members are invited to suggest improvements to the way that the information is presented, as the aim is to make the report as useful 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 context 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.

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Scrutiny
24 September 2009

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Background Documents:
None