

Agenda Item 12

Executive Board

10 May 2006

PIs April 2006/07



Performance Monitoring Report - April 2006

Summary

Performance information for the month of April 2006 is supplied to allow the Executive Board to monitor the performance of selected PIs and identify any service areas where improvement is necessary.

Recommendation

That the Executive Board considers the performance and proposed remedial action against key performance indicators for the month of April 2006.

a) Reasons for Recommendation

The report to be tabled at the meeting demonstrates our progress in achieving targets set for relevant PIs and highlights areas of concern. Addressing these areas will ensure the continuous improvement of services and the Council overall.

b) Alternative Options

None.

c) Risk Considerations

A failure to make satisfactory progress in addressing the areas of concern may lead to the Council being criticised in a future Best Value or CPA Inspection and could also compromise the Council's reputation and budgets.

d) Policy and Budgetary Considerations

Quarterly and monthly performance monitoring conforms with existing Council policy and the Council's current budget. However, any consequent improvement action could have policy and financial implications.

e) Date for Review of Decision

Performance information is provided on a monthly basis.

Main Body of the Report

1. The performance monitoring report for April 2006 will be tabled at the meeting on 10 May 2006.
2. The report will be divided into four sections and PIs are categorised in these according to performance:

- Concern – if the PI is 10% or more below the target. As usual, an “Officer Notes” column is provided which must be used to explain any levels of performance that are of concern and the remedial action planned.
- Variation – if the PI is between 10% and 0.1% below the target. Again, the “Officer Notes” column may be used to explain any performance of variation and the remedial action planned.
- Normal – if the PI and the target match exactly or the PI is less than 5% above the target.
- Excellent – if the PI is 5% or more above the target.

4. PIs of concern

The following PIs were showing up as “of concern” during the month of February 2006. Please note, there is no monthly monitoring for March due to efforts being focused on the collection of year end figures.

BV 12	Days/Shifts lost due to sickness absence
BV 64	Vacant dwellings returned to occupation or demolished
BV 78a	Speed of processing Housing/Council Tax benefit claims
BV 78b	Speed of processing change of circumstances in Housing/Council Tax benefits
BV 109b	Processing of minor planning applications
BV 204	Planning appeals

Legal Implications

There are no issues contained in the report which require comment from Legal Services.

Financial Implications

No comments.

Consultation on Reports to the Executive

Background Papers

April 2006 performance monitoring report (to follow)

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Executive Board
10 May 2006