

## Agenda Item 15

**Executive Board**

**21 June 2006**

**Action Plans for PIs**



## Action Plans for Monthly Monitored Performance Indicators in 2006/07

### Summary

Members have asked for the preparation of individual action plans for the monthly monitored performance indicators (PIs) to ensure that the targets set are achieved within the identified timescales.

### Recommendation

**That the Executive Board approves the action plans for the performance indicators to be monitored each month during 2006/07.**

#### a) Reasons for Recommendation

At the meeting on 12 April, the Executive Board agreed that each of the PIs to be monitored every month in 2006/07 should have an individual action plan that would set out how targets would be achieved on time.

#### b) Alternative Options

None.

#### c) Risk Considerations

A failure to make satisfactory progress in addressing 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

The action plans form part of monthly performance monitoring which 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 being provided on a monthly basis.

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## Main Body of the Report

1. At the Executive Board meeting on 12 April, it was proposed that the performance indicators to be monitored on a monthly basis in 2006/07 should be:

<b>BVPI</b>	<b>PI Definition</b>
<b>8</b>	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days
<b>9</b>	The % of council tax collected by the Council in the year
<b>10</b>	The % of national non-domestic rates collected in the year
<b>12</b>	The number of working days lost due to sickness absence
<b>76c</b>	The number of benefit fraud investigations per 1,000 claimants
<b>76d</b>	The number of benefit prosecutions and sanctions per 1,000 claimants
<b>78a</b>	The average time in days spent processing new benefit claims
<b>78b</b>	The average time in days it takes to process a benefit claimant's change of circumstances
<b>79a</b>	The accuracy with which we calculate benefit claims
<b>64</b>	The number of private sector empty homes that are returned into occupation or demolished as a direct result of action by the Council
<b>66a</b>	The amount of council house rent we collect based on the proportion of rent owed
<b>183a</b>	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need (in weeks)
<b>203</b>	The % change in the average number of families placed in temporary accommodation compared with the average from the previous year
<b>225</b>	Actions against domestic violence (checklist)
<b>91</b>	The percentage of households resident in the authority's area, served by a kerbside collection of recyclables
<b>199</b>	The proportion of relevant lane and highways assessed as having combined deposits of litter and detritus
<b>109b</b>	The % of minor planning applications determined in 8 weeks
<b>109c</b>	The % of 'other' planning applications determined within 8 weeks
<b>204</b>	The number of planning appeals against refusals of planning applications

2. However, it was noted that, for a number of reasons, it is not possible to produce monthly figures for two PIs, BV 79a and BV 199.
  3. It was agreed that each of the BVPIs to be monthly monitored in 2006/07 should “have an individual action plan to enable targets to be achieved within the timescales identified, with the actions being reported on monthly”.
  4. Relevant Heads of Service have drafted an individual action plan for each of the monthly monitored PIs, including BV 79a and BV 199. The action plans follow this report in the order shown in paragraph 1 above. These have been checked by the relevant Corporate Director and members are asked to approve them.
  5. The following process would be used to monitor the action plans:
    - As usual, the SPAR.net report will be used to present the monthly performance against target for each PI and show the ‘Variance from Target’ each month.
    - For PIs where monthly performance is a ‘Concern’ (where the PI is 10% or more below the target) or ‘Variation’ (where the PI is between 10% and 0.1% below the target), the Head of Service will be expected to answer two questions in the ‘Officer Notes’ column of the SPAR.net report:
      - Is the PI Action Plan working?
      - If not, what further changes are being made to achieve target?
    - In addition, for PIs where monthly performance is a ‘Concern’ or ‘Variation’, the Policy Officer will provide a graph to demonstrate direction of performance for each PI during the previous months.
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### **Legal Implications**

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

### **Financial Implications**

No direct financial implications are identified.

### **Consultation on Reports to the Executive**

The relevant Corporate Director has checked the individual action plans.

### **Background Papers**

Performance Management Framework report to the Executive Board on 12 April 2006.

Relevant background papers follow.