

Agenda Item

Executive Board

10 June 2009

Performance Indicators for April 2009



Performance Monitoring Report – for April 2009

Summary

Performance information for the 09/10 financial year for April 2009 is supplied to allow the Executive Board to monitor the performance of selected PIs (Performance Indicators) and identify any service areas where improvement is necessary.

Recommendation

That the Executive Board decides which PIs should be monitored for 2009/10 from the recommended and optional list outlined below and that the performance and proposed remedial action against these PIs is considered.

a) Reasons for Recommendation

These PIs are recommended for monitoring as they are either showing concern or their service has gone through a 'Systems Thinking' review:

- L 52 Customer satisfaction - monthly survey
- L 97 Number of computer user hours made unavailable each month
- BV12 Working days lost due to sickness absence
- L102 Percentage of calls answered within 20 seconds - CSC
- L103 Percentage of calls answered within 20 seconds - Switchboard
- BV204 Number of planning appeal decisions allowed against the authority's decision to refuse
- NI157b Percentage of Minor planning applications determined within 8 weeks
- NI157c Percentage of Other planning applications determined within 8 weeks
- NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days

Optional PIs for monthly monitoring

- BV9 Percentage of Council Tax Collected
- BV10 Percentage of Non-domestic Rates Collected
- BV212 Average time in days to re-let local authority housing
- BV66a The proportion of rent collected

BV9, 10 and 66a could be monitored due to the economic climate? BV212 improved greatly during 2008/09 but would you still like to monitor its performance?

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 by its customers, by inspectors in a future inspection and could also compromise the Council's reputation and budgets.

d) Policy and Budgetary Considerations

One of our corporate goals is 'Excellent service for our customers' and these performance reports help members understand whether we are improving services from our customers' point of view. 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 column marked 'Top Quartile District Councils' shows the threshold figure for top quartile performance based on 07/08 district figures.
 2. The +/- column indicates whether a positive or negative result is preferable. For example, with a PI such as the time taken to process benefit claims or sickness absence, a lower result is better. However with a PI like Council Tax collection, the higher the result the better. A "+" indicates where a higher result and corresponding upward trend is desirable, whereas a minus sign indicates that the lower the result, the better.
 3. The 'Current Target' column represents the annual target in most cases except for BV10 and BV9 where the target increases as more Non-domestic rates and Council Tax are collected and for BV12 where the target increases as working days lost increase as the year progresses.
 4. The 'Management Notes' row has replaced the 'Officer Notes' section and relates to the PI above. This facility enables the report to be shorter and for more information to be included from month to month.
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Legal Implications

No legal implications requiring comment

Financial Implications

Consultation on Reports to the Executive

Relevant Heads and officers have contributed to the appendix.

Background Papers

The performance monitoring report for the 09/10 financial year until April 2009 appears as an appendix to this report.

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Policy Manager

Executive Board
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