

# Agenda Item

**Executive Board**

**12 April 2006**

**PIs February 2005/06**



## Performance Monitoring Report - February 2006

### Summary

Performance information for the month of February 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 February 2006.**

#### a) Reasons for Recommendation

The report attached 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

Monitoring of performance for the whole of 2005/06 (1 April 2005 – 31 March 2006) is scheduled for an Executive Board meeting in the spring.

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## **Main Body of the Report**

1. The performance monitoring report for February 2006 is attached.
2. The report is divided into four sections and PIs are categorised in these according to performance:
  - Concern
  - Variation
  - Normal
  - Excellent
3. The triggers for these categories have been pre-set electronically as explained below:
  - Concern – if the PI is 10% or more below the target which is equivalent to PIs previously coloured red. 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 which is equivalent to PIs previously coloured green.
4. PIs of concern

The following PIs are showing up as “concern” for the month of February 2006, comments regarding their performance have been included in the SPAR report.

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

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### **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**

February 2006 performance monitoring report.

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Executive Board  
12 April 2006