

# Agenda Item

**Executive Board**

**13 September 2006**

**PIs July 2006/07**



## Performance Monitoring Report - July 2006

### Summary

Performance information for the month of July 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 July 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

Performance information is provided on a monthly basis.

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### Main Body of the Report

1. The performance monitoring report for July 2006 is attached to this report.
2. The report is 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 June 2006.

BV 64	Vacant dwellings returned to occupation or demolished
BV 204	% of planning appeals allowed
BV 78b	Speed of processing change of circumstances claims (benefits)
BV 76c	Number of benefit fraud investigations per 1,000 claimants

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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**

July 2006 performance monitoring report

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Executive Board  
13 September 2006