

# Agenda Item

**Executive Board**

**14 March 2007**

**Performance Indicators January 2006/07**



## Performance Monitoring Report – January 2007

### Summary

Performance information for the month of January 2007 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 considers the performance and proposed remedial action against key performance indicators for the month of January 2007.**

#### 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 (Comprehensive Performance Assessment) 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 January 2007 is attached. The report now includes a column headed "Change on 05/06" with arrows in the cells. These arrows compare performance for the same period in the previous year and therefore show whether we are performing better or worse than the same time last year.
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. As usual, the report is divided into four sections according to status:

- Concern – if the PI is 10% or more below the target. As usual, a “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 “Notes” column should be used to explain any performance of variation and the remedial action planned.
- Achieved – 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 are showing up as “variation” this month:

BV 8            % of invoices paid on time  
BV 78a        Speed of processing new benefit claims  
BV 109c       “other” planning applications determined in 8 weeks (not major or minor)

The following PIs are showing up as of “concern” this month:

BV 109b       Minor planning applications determined in 8 weeks  
BV 78b        Speed of processing changes in circumstance for benefit claims  
BV 204        Number of planning appeals allowed

As usual, we have produced line charts to show the performance against these PIs so far in 2006/07. This should enable Members to identify where a PI is consistently performing below target or where there may have been a temporary problem.

5. New PIs for monthly monitoring

At the meeting of the Board on 15 November it was agreed that there should be six additions to the set of PIs used in monthly monitoring. However, further investigation of the selected PIs has revealed that, in some cases, the monthly reporting of these figures will not be practical. The PIs suggested were as follows:

BV 166a       Score against a checklist of good practice in Environmental Health  
HIP HSSA     Percentage of unfit private sector homes made fit  
BV 63        Energy SAP (Standard Assessment Procedure) rating of local authority owned dwellings  
BV 212       Average re-let times  
BV 199a       Street cleanliness  
BV 82a&b     Recycling and composting collection rates

BV 166a, 63 and 212 have been reported for the month of January and will continue to be collected monthly.

HIP HSSA – Discussion is taking place with the Audit Commission about the future of this “PI”. It seems that it may no longer be a requirement for us to report this information as a performance indicator.

BV 199a – A report was submitted to executive board in 2006 explaining the reasons why it is not possible or meaningful to monitor this PI on a monthly basis. A copy of this report is attached.

BV 82a and b – Systems are currently being developed to enable recycling data to be collected (and reported to DEFRA) on a more frequent basis. It is hoped that we will be able to commence monthly monitoring of these PIs from the start of the new financial year.

---

**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**

January 2007 performance monitoring report

---

Bob Darbourne, ext 2618  
Policy Manager

Executive Board  
14 March 2007