

# Agenda Item

**Executive Board**

**31 October 2007**

**Performance Indicators August and September 2007**



## Performance Monitoring Report – August and September 2007

### Summary

Performance information for the months of August and September 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. The two months have been combined to enable Members to consider the most up to date performance information, rather than considering September figures at next month's meeting.

### Recommendation

**That the Executive Board considers the performance and proposed remedial action against key performance indicators for the months of August and September 2007.**

#### a) Reasons for Recommendation

This report 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.

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### Main Body of the Report

1. The performance monitoring report for August and September 2007 is attached. The report includes a column headed "Change on 06/07" 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.

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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**

August and September 2007 performance monitoring report

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Executive Board  
31 October 2007