

**RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO
OVERVIEW AND SCRUTINY COMMITTEE**

Agenda Item No.

meeting date: 24th June 2007
 title: Quarterly Performance Indicators Report – Quarter 4 (Outturn)
 submitted by: Chief Executive
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1 PURPOSE

- 1.1 This is the fourth and final report of 2007-08 that details our performance against the Council's ambitions and objectives as detailed within our Corporate Performance and Improvement Plan 2007-2011.
- 1.2 Regular performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.
- 1.3 At their meeting of 10 June Policy and Finance Committee agreed that this committee should scrutinise the year-end performance indicators as their contribution to finalising the publication of the Corporate Performance and Improvement Plan 2008 by 30 June 2008.

2 RELEVANCE TO THE COUNCIL'S AMBITIONS AND PRIORITIES:

- Council Ambitions: Monitoring our performance allows us to ensure that we are both providing excellent services for our community as well as ensuring we meet the Council's ambitions and objectives, which together formulate the corporate priorities. Monitoring the performance of our locally provided services provides the key means of assessing how well we are meeting our corporate ambitions and objectives.
- Community Objectives:
- Corporate Priorities:
- Other Considerations:

3 BACKGROUND

- 3.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors and service users to judge how well a service is performing and what needs to be done to bring performance up to levels which are being achieved elsewhere.
- 3.2 The report comprises four sets of information as follows:
 - How do we compare with others? A summary of Ribble Valley's performance against all district authorities for Best Value Performance Indicators in 2006/07. Of the 95 national indicators collected in 2006/07, data was available to rank 63 of these indicators into 4 quartiles according to their performance.
 - Are We Improving? A summary of our performance for 2007/08 where we are able to track changes. This is not possible for all indicators, as some have been discontinued, some are new; whilst changes to the way some indicators are calculated prevents year on year comparison. We have used a traffic light system to identify which indicators have improved, not changed or got worse in comparison with 2006/07. We have been able to track improvements for 64 national indicators. Of these 30 (47%) of the indicators have improved, 29 (30%) have not changed and 15 (23%) have got worse.
 - The Council's outturn figures for all of the Best Value Performance Indicators (BVPIs) (previously reported by exception during each of the quarters of 2007/08). Performance information is also provided for benchmarking purposes and our previous years data for comparison purposes. Targets for service performance for the year are also provided and a 'traffic light' system is used to show variances of actual performance against the target as follows: Red: Service performance significantly below target (i.e. less than 75% of target performance), Amber: Performance slightly below target (i.e. between 75% and 99% of target), Green: Target met.

- A summary of the Council's Local Performance Indicators (LPI's) for the same period as given above. These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and against our ambitions and objectives, as listed in the Corporate Plan. Performance is illustrated as above.

3.3 Where possible audited and checked data has been included in the report. However, some data may be corrected following work of Internal Audit and before the publication of the Corporate Performance and Improvement Plan on 30 June 2008. In addition, some of the outturn performance information has not been collected before this report was produced and has been highlighted as such in yellow.

3.4 Following the review of Local Performance Indicators several indicators are now categorised as 'data only' as they are not suitable for monitoring against targets – these are marked as so in the report.

3.5 Information still required includes:

- Cost Performance Indicators – these cannot be provided until certain accountancy issues have been sorted at year-end.
- Housing Indicators – collection has been hampered by the transfer of the housing stock (we still have a duty to report these even when transfer takes place).

3.6 It should be noted that some indicators, due to their nature, are only collected annually.

4 FURTHER INFORMATION

4.1 Members requested further information provision on the following performance indicator at the meeting of this committee in February and the information will be provided verbally at the committee meeting:

- BVPI 183b – The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.

5 RISK ASSESSMENT

5.1

- Resources: None
- Technical, Environmental and Legal: None
- Political: None
- Reputation: It is important that correct information is available to facilitate decision-making.

6 IT IS RECOMMENDED THAT COMMITTEE

6.1 Consider the performance information provided and identify those areas where additional information is required.

6.2 Decide what action, if any, is required to improve poor performing Performance Indicators.

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For further information please ask for Michelle Haworth, extension 4421