

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

Agenda Item No.

meeting date: 5th February 2009
 title: Quarterly Performance Indicators Report – Quarter 2
 submitted by: Chief Executive
 principal author: Michelle Haworth – Corporate Policy Officer

1 PURPOSE

- 1.1 This is the third report of 2008-09 that details our performance against national and local performance indicators.
- 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.

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 three sets of information as follows:
 - The Council's National Indicators (NIs) reported by exception for each of the quarters of 2008-09. Performance is also given for the previous year and the year-to-date. Targets for service performance against each period 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).
 - A summary of the Council's Local Performance Indicators (LPIs) 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. Performance is illustrated as above.
- 3.3 Performance against our ambitions and objectives, as listed in the Corporate Performance and Improvement Plan, is monitored half yearly so will form part of the report to this committee in the first cycle of the next financial year (June 2009).
- 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 It should be noted that some indicators, due to their nature, are only collected annually and these have not been reported.
- 3.6 Councils are increasingly expected to include an element of prediction in their performance reporting. We have included a column to show expected outcomes, ie is the PI expected to hit the target for the year or not. However, some officers have not made use of this facility. The ability to add a 'latest note' has been added to the tables to allow officers to make comment/produce explanations for

performance.

4 FURTHER INFORMATION

4.1 No further information was requested by members at the last meeting of this committee.

5 PERFORMANCE MANAGEMENT AND COVALENT TRAINING UPDATE

5.1 Members agreed at the last meeting of this committee that further performance management and Covalent training be delayed until the new version of the software is launched in February 2009 as this version will include substantial changes. It is therefore proposed that the training session should take place week commencing 23rd March. Two sessions are proposed and members are requested to inform the Corporate Policy Officer if they would like to attend either – an email will be circulated with proposed dates and times.

6 RISK ASSESSMENT

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

7 IT IS RECOMMENDED THAT COMMITTEE

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

7.2 Decide if any action is required to improve poor performing Performance Indicators.

Michelle Haworth
Corporate Policy Officer

For further information please ask for Michelle Haworth, extension 4421