

RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO

OVERVIEW AND SCRUTINY COMMITTEE

Agenda Item No.

meeting date: 23rd June 2009
 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 2008-09 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.

2 RELEVANCE TO THE COUNCIL'S AMBITIONS AND PRIORITIES:

- Council Ambitions: Monitoring our performance allows us to ensure that we are both
 - Community Objectives: providing excellent services for our community as well as ensuring
 - Corporate Priorities: we meet the Council's ambitions and objectives, which together
 - Other Considerations: 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.

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 the following sets of information:
 - The outturn figures for all of the National Indicators (NIs) which are currently available and collected at a district spatial level (previously reported by exception during each of the quarters of 2008/09). Performance information is also provided for benchmarking purposes and our previous years data for comparison purposes where available. 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 final publication of the indicators on the Council's website. In addition, some of the outturn performance information has not been collected/not yet available before this report was produced. Information still required includes targets for some indicators are still to be reviewed and set by service managers.
- 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.

4 RISK ASSESSMENT

4.1

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

5 IT IS RECOMMENDED THAT COMMITTEE

- 5.1 Consider the performance information provided and identify those areas where additional information is required.
- 5.2 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