



Overview and Scrutiny

Committee

No Direct Ward Relevance

25 February 2009

QUARTERLY PERFORMANCE MONITORING OCTOBER – DECEMBER 2008

(Report of the Head of Strategy and Partnerships)

1. Summary of Proposals

This report provides a view on aspects of the Council's overall performance. It shows which performance indicators, when compared to the same quarter last year, are exceeding their target, are not on target or where performance data / target data is missing.

This report provides Members with an opportunity to review the Council's performance for the third quarter of 2008/09 and to comment upon it.

2. Recommendation

The Committee is asked to RESOLVE that

the update on key performance indicators for the period October – December 2008 be noted and commented upon.

3. Financial, Legal, Policy and Risk Implications

Financial

- 3.1 There are no financial implications for the Council.

Legal

- 3.2 Under the Local Government and Public Involvement in Health Act 2007, a set of 198 new National Indicators was introduced to replace the previous Best Value Performance Indicators. These cover all public authorities and are not all applicable to Redditch Borough Council. They are the only indicators which are now required to be reported to central Government.

Policy

- 3.3 The Council's Corporate Plan makes a clear commitment to improve the way in which priority actions are planned and to improve the way

in which performance is managed, including setting Service Standards.

Risk

- 3.4 Without adequate performance management the Council cannot review its performance at a corporate or service level adequately.

Sustainability / Environmental

- 3.5 There are a total of 4 performance indicators that relate to air quality and climate change within the list of new National Indicators. These are all reported annually.

Report

4. Background

- 4.1 The new National Indicator (NI) set has been introduced with effect from the 1 April 2008 and these are the only indicators that public authorities will be required to report on to central Government. Figures collected for 2008/09 will form the baseline for future reporting. 33 national indicators are included in the Local Area Agreement for Worcestershire.
- 4.2 Although Redditch Borough Council will no longer need to report on Best Value Performance Indicators (BVPI's), it is considered that until the National Indicators have been fully embedded it would be useful to continue to collect information on them and on some local indicators. Where there is a direct overlap with a National Indicator collection of the BVPI's and local indicators will cease.
- 4.3 The Council uses an electronic data collection (EDC) spread sheet to show our current and historic performance against selected national indicators and local performance indicators. The new national indicators will be added to the EDC system where appropriate during 2008/09.
- 4.4 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

5. Key Issues

Basis of Quarterly Reporting

- 5.1 In moving the agenda forward, the Council looked to address the following:

- (a) Retaining a tighter focus at a corporate level – with a clearly defined number of indicators reported and monitored.
- (b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.
- (c) Continuing to monitor selected National Indicators and retained BVPI's and local indicators at a Member level at least annually.
- (d) The development of links to how the Council is performing in its key delivery projects.

5.2 Member involvement in monitoring performance for the remainder of the year will involve:

Quarter	Period	Member Group	Purpose of Reporting
3	Oct – Dec	February Overview & Scrutiny Committee / Executive Committee	Analyse exception report
4	Jan – Mar	May Overview & Scrutiny Committee / Executive Committee	Receive annual outturn statistics Analyse exception report

The Exception Report

5.3 The exception report highlights those indicators that are either exceeding their target or below target when compared to the same quarter last year and where no data has been provided for this quarter and / or there is no target (where a target is expected but not available).

6. Other Implications

Asset Management : None specific.

Community Safety : None specific.

Human Resources : None specific.

Social Inclusion : None specific.

7. **Lessons Learnt**

The reporting format has changed with effect from September 2008. Members are now provided with an exception report instead of the former CMT basket. The exception report will provide Members with a more accurate picture of the current position regarding the performance of the Council.

8. **Background Papers**

The details to support the information provided within this report are held by Policy Team.

9. **Consultation**

There has been no consultation other than with relevant Borough Council Officers.

10. **Author of Report**

The author of this report is Angela Heighway (Head of Strategy and Partnerships), who can be contacted on extension 3122 (e-mail: angie.heighway@redditchbc.gov.uk) for more information.

11. **Appendices**

Exception Report – Corporate Performance Indicators 1 April 2008 to 31 December 2008