

Corporate Performance Exception Report - Quarter 2 (Jul - Sep) 2009/10

These pages provide an exception report for all corporate performance indicators for which data was expected and provided in quarter 2 (July - September) 2009/10.

	DCX	E&P	HLCS	Total
Total number of corporate performance indicators providing outturn data for quarter 2	12	15	8	35
Total number of indicators showing improvement ▲	5	8	7	20
Total number of indicators showing a decline ▼	5	4	0	9
Total number of indicators showing no change* ◀▶	2	3	1	6

* Five out of six indicators showing no change in their performance are currently at optimum performance and as such improvement is not possible

Key to Symbols (throughout the report)			
Improving performance compared to same quarter last year	▲	No data available for the period	#
Worsening performance compared to same quarter last year	▼	Not applicable for this indicator/period	NA
No change in performance compared to same quarter last year	◀▶	Data is provisional	*

Performance Management Group

The Performance Management Group (PMG) has been established to review performance against performance indicators (PI's) across the Council and to escalate concerns regarding underperformance to Senior Management Team (SMT) and Corporate Management Team (CMT). The PMG has recently been advised upon the importance of the Comprehensive Area Assessment, agreed the data quality audit process and received updates from Housing, Waste Management and Benefits on their action plans following a report of data gathered for National Indicator 14 (Avoidable Contact).

Key Findings for Quarter 2

As in quarter 1, out of all corporate performance indicators reported in quarter 2 a higher proportion have improved compared to the same quarter last year. By way of example NI 182 (Satisfaction of business with local authority regulation services) has significantly improved at 72.37% compared with 33.23% at the same time last year. Likewise BV 008 (Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms) has also demonstrated a positive direction of travel with a quarter 2 outturn of 94.07% compared with 91.45% an increase in 2.62 percentage points on the same quarter last year. However there are also indicators which are highlighted as areas for concern; NI 195(b) one of the 'improved street and environmental cleanliness' indicators shows that the levels of detritus for quarter 2, 2009/10 is 24.33% compared with only 7.17% in 2008/09. As a result of training on surveying methods undertaken in February 2009 detritus levels appear higher. Areas are being targetted to improve sweeping and associated operations e.g. weed spraying.