



# Overview & Scrutiny Committee

No Direct Ward Relevance

30th July 2008

## 10. PERFORMANCE OUTTURN REPORT – 2007/08

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(Report of Borough Director)

### 1. Purpose of Report

To report on aspects of the Council's overall performance.

### 2. Recommendation

The Committee is asked to RESOLVE that

- i) the update on key performance indicators for 2007/08 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 Act 1999, Redditch Borough Council is obliged each year to publish a Best Value Performance Plan (BVPP) by 30th of June. This contains, amongst other things, details of performance against a range of Performance Indicators.

#### Policy

- 3.3 The Council's Corporate and Performance 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.

### Report

#### 4. Background

- 4.1 This report offers some thoughts on the Council's Performance Management Framework. In particular comments and suggestions are encouraged for enhancing the current framework to further monitor Key Service performance targets.
- 4.2 All performance indicators are included on the Council's electronic Performance Management System, showing our current and historic performance and comparisons with other District Councils as provided by the Audit Commission. This is accessible through the Council's intranet and enables Members and Officers to have access to regular information in a more visual format.
- 4.3 Members of the Overview and Scrutiny Chairs Steering Committee considered the revised reporting/monitoring arrangements for the first time in September 2006 and subsequently at further rounds of meetings in November of that year and March 2007. Members endorsed the Quarterly Performance Report and Basket of Performance Indicators and noted the clarification of the role of Members in analysing and monitoring performance information and the next steps in developing a revised framework.
- 4.4 Members of the Overview and Scrutiny Committee, at a meeting on the 19th of December 2007, agreed a number of changes to the presentation of performance data before the Committee. Members agreed that a traffic light system for presenting such data be used from 2008/09. Consequently, the style of presentation used for this report will not be used at future meetings.

#### 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 PIs reported and monitored.
  - b) Developing capacity for Directorates to strengthen performance management by focusing on service plan commitments.
  - c) Creating opportunities to automate the reporting of performance information using TEN software.

# Overview & Scrutiny

## Committee

30th July 2008

- d) Continuing to monitor all Best Value Performance Indicators (BVPIs) at a Member level at least annually.
- e) The development of links to how the Council is performing in its key delivery projects.

### Member Role

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

Quarter	Period	Meeting Date	Purpose of reporting.
1	Apr – June 2008	August Overview and Scrutiny Committee	<i>Analyse Corporate Basket</i>
2	July – Sept 2008	November Overview and Scrutiny Committee	<i>Analyse Corporate Basket</i>
3	Oct – Dec 2008	February Overview and Scrutiny Committee	<i>Analyse Corporate Basket</i>
4	Jan – Mar 2009	July Overview and Scrutiny Committee	<i>Analyse Corporate Basket. Receive year end PI data</i>

### The Corporate basket

- 5.3 The Corporate basket now comprises indicators covering a wide range of Council activity.
- 5.4 They will be the focus of corporate level performance management and will be received by the Corporate Management Team (CMT) and Members on a quarterly basis.

### Best Value Performance Indicators (BVPIs)

- 5.5 There continues to be a requirement to collect, calculate and collate all statutory BVPIs as well as a number of useful optional indicators, even though they may be excluded from the Corporate Basket.
- 5.6 Officers undertook a comprehensive analysis of these indicators to determine their scope, purpose, limitations and trend. A review was undertaken on how targets had been determined and projected, and on any difficulties in collating the data. This assisted in collecting and presenting information for the current performance system.

# Overview & Scrutiny

Committee

30th July 2008

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- 5.7 Members will be reassured to know that it is not the case that revising the reporting frequency for some BVPIs from quarterly to annually should lead to a decline in the Council's ability to collect and calculate them.

## Comprehensive Performance Assessment (CPA)

- 5.8 This process forms an integral part of the Council's CPA Direction of Travel Assessment

## 6. **Conclusion**

The report provides Members with an opportunity to review the Council's performance on a quarterly basis.

## 7. **Background Papers**

The details to support the information provided within this report are held by Corporate Strategy.

## 8. **Consultation**

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

## 9. **Author of Report**

The author of this report is Sue Hanley (Acting Borough Director), who can be contacted on extension 3601 (e-mail sue.hanley@redditchbc.gov.uk) for more information.

10. Appendix 1 - Performance Indicators April 2007 – March 2008