

OVERVIEW & SCRUTINY

C O M M I T T E E

All Wards

25th July 2007

6. **FOURTH QUARTER PERFORMANCE REPORT – JANUARY – MARCH 2007**

(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 verbal update on key performance indicators for January – March 2007 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.

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

OVERVIEW & SCRUTINY

COMMITTEE

25th July 2007

Member Role

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

Quarter	Period	Member Group	Purpose of reporting.
4	Jan - Mar	May/June Chairs' Steering Committee	<i>Approve Service Plans Draft BVPP</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 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.
- 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 Chris Smith (Borough Director), who can be contacted on extension 3250 (e-mail chris.smith@redditchbc.gov.uk) for more information.

10. Appendices (1 -4)

Appendix 1 Borough Directorate
Quarterly Performance Monitoring – January – March
2007

Appendix 2 - Environment & Planning
Quarterly Performance Monitoring – January – March
2007

Appendix 3 - Housing & Asset Management Services
Quarterly Performance Monitoring – January – March
2007

Appendix 4 - Leisure, Customer & Business Support Services
Quarterly Performance Monitoring – January – March
2007

25th July 2007

BOROUGH DIRECTORATE
QUARTERLY PERFORMANCE MONITORING - JANUARY – MARCH
2007

25th July 2007

**ENVIRONMENT & PLANNING
QUARTERLY PERFORMANCE MONITORING - JANUARY – MARCH
2007**

25th July 2007

**HOUSING & ASSET MANAGEMENT SERVICES
QUARTERLY PERFORMANCE MONITORING - JANUARY – MARCH
2007**

25th July 2007

**LEISURE, CUSTOMER & BUSINESS SUPPORT SERVICES
QUARTERLY PERFORMANCE MONITORING - JANUARY – MARCH
2007**