

**RIBBLE VALLEY BOROUGH COUNCIL  
REPORT TO  
OVERVIEW AND SCRUTINY COMMITTEE**

Agenda Item No.

meeting date: 11<sup>th</sup> November 2008  
 title: Quarterly Performance Indicators Report – Quarter 2  
 submitted by: Chief Executive  
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## **1 PURPOSE**

- 1.1 This is the second report of 2008-09 that details our performance against national and local performance indicators.
- 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 providing excellent services for our community as well as ensuring we meet the Council's ambitions and objectives, which together 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.
- Community Objectives:
- Corporate Priorities:
- Other Considerations:

## **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 three sets of information as follows:
  - The Council's National Indicators (NIs) reported by exception for each of the quarters of 2008-09. Performance is also given for the previous year. Targets for service performance against each period 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).
  - A summary of the Council's Local Performance Indicators (LPis) 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. Performance is illustrated as above.
  - Performance against our ambitions and objectives, as listed in the Corporate Performance and Improvement Plan, which is monitored half yearly.
- 3.3 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.
- 3.4 It should be noted that some indicators, due to their nature, are only collected annually and these have not been reported.
- 3.5 Councils are increasingly expected to include an element of prediction in their performance reporting. We have included a column to show expected outcomes, ie is the PI expected to hit the target for the year or not. However, some officers have not made use of this facility. The ability to add a 'latest note' has been added to the tables to allow officers to make comment/produce explanations for performance.

#### **4 FURTHER INFORMATION**

4.1 No further information was requested by members at the last meeting of this committee.

#### **5 PERFORMANCE CLINICS**

5.1 Although there are several indicators currently performing at amber or red (ie not meeting targets set) none of the indicators stand out at this stage as needing any intervention to pull them back on target.

5.2 It is suggested that we await the publication of the 2007/08 audited outturn PIs and quartile information, which should be due in December, and compare our performance against these. Poor performing PI's will be highlighted at this stage and members can decide if they wish to investigate any at a Performance Clinic.

#### **6 PERFORMANCE MANAGEMENT AND COVALENT TRAINING UPDATE**

6.1 At the recent annual Covalent Conference it was announced that a new version of the software is due to be launched in February 2009. This version will include substantial changes. It is therefore proposed that the training session, which was agreed by this committee on 5<sup>th</sup> August, should be carried out immediately following the launch of the new version.

#### **7 RISK ASSESSMENT**

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

#### **8 IT IS RECOMMENDED THAT COMMITTEE**

8.1 Consider the performance information provided and identify those areas where additional information is required.

8.2 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**