

COMMITTEE:	CABINET
DATE:	3 SEPTEMBER 2003
SUBJECT:	PERFORMANCE MONITORING
REPORT OF:	CHIEF EXECUTIVE
Wards:	All
Purpose:	<ol style="list-style-type: none"> 1. To inform members of the performance in key areas of activity for the 1st Quarter (April to June) 2003-4. 2. To inform members of the activity undertaken to improve performance
Contact:	Martin Ray, Chief Executive, Telephone 01323 415002 or internally on extension 5002.
Recommendations:	<ol style="list-style-type: none"> 1. That Cabinet note the first quarter's performance. 2. That Cabinet request further details and action where necessary

Appendix 2

Appendix 3

Appendix 4

1.0	<u>Background</u>
1.1	This is a regular monitoring report to Cabinet of key performance indicators subject to in-depth monitoring. This report details the results for the first quarter of 2003/4.
2.0	Performance monitoring

2.1	The indicators proposed for in depth monitoring are designed to cover key areas of the Council's core services, achieving a balance between national and local priorities. Each indicator is identified as being sufficiently mutable to make quarterly monitoring and the associated management meaningful.
2.2	<p>The indicators are:</p> <ol style="list-style-type: none"> 1. Average number of working days lost per Full Time Equivalent 2. The % of invoices paid within 30 days or other mutually agreed terms 3. The percent of services that are capable of being delivered electronically that are delivered electronically 4. Average relet time for Council dwellings 5. Specified repairs done within government time limits 6. Average time spent in Bed and Breakfast by households who are unintentionally homeless and that include children or pregnant women. 7. The % of Household waste recycled 8. The % off planning applications determined within specified periods broken down by i) Minor, ii) Major and iii) Other 9. Speed of processing Benefit Claims broken down by i)New Claims ii)Change of circumstances 10. Numbers attending a leisure facility 11. Visits in person to a Museum / Art Gallery 12. The % of the targeted income from ticket sales for shows achieved, by venue. 13. Conference Attendance: Number of 'Bed Nights' booked

2.3	A summary and details of performance are attached to this report at appendix 1. Members' attention is drawn to the improved performance in processing planning applications, the increasing amount of time spent by homeless families in Bed and Breakfast Accommodation and the benefit processing claims.
3.0	<u>Consultations</u>
3.1	Heads of service are asked to provide details of performance as at appendix 2. Any questions or requests for further information are to be forwarded to the responsible head of service
4.0	<u>Implications</u>
4.1	None explicit to this report
5.0	<u>Summary</u>
5.1	This is a regular monitoring report to Cabinet on key performance indicators. Details are provided in the appendices, further information is available from the responsible head of service.
Nick Ritson Strategic Development Officer	
Background Papers: The Background Papers used in compiling this report were as follows: <i>None</i>	