

Report

Body:	Scrutiny
Date:	9th April 2008
Subject:	Performance Indicators 3rd Quarter 2007/8
Report Of:	Assistant Director Strategy and Democracy
Ward(s)	All
Purpose	To inform Members of the Council's performance for the third quarter of 2007/8 as measured against an agreed set of key National and Local Performance Indicators
Recommendation:	<ol style="list-style-type: none">1. That Members note the council's current performance against the selected indicators2. That Members satisfy themselves with reasons for any current underperformance and proposed remedial action where applicable
Contact:	William Tompsett, Policy and Performance Officer, Telephone 01323 415418 or internally on extension 5418 william.tompsett@eastbourne.gov.uk

1.0 Introduction

- 1.1 The Council report on a number of statutory Performance Indicators (PIs) each year as set out by the Department for Communities and Local Government (DCLG) and administered by the Audit Commission.
- 1.2 CMT and Scrutiny Committee monitor the quarterly performance of a selection of the PIs throughout the year in order to keep track of the Council's overall performance in key areas and to highlight any areas of concern as they arise.
- 1.3 Most of the performance targets being used have been set locally taking into account past performance, national performance data, local issues and any statutory targets that the Council must strive to achieve.
- 1.4 The new reporting format for the PIs consists of a separate page for each indicator with current performance information shown alongside data from the previous two years where available both in numeric formats and charts

to show trends. The commentary for each indicator has been developed to cover obstacles, achievements and plans for future improvement.

- 1.5 Inclusion of numerator/denominator information with the quarterly returns allows for an extra level of data quality assurance as the base data for returns is made available for checking by the Policy and Performance Officer before compiling the report.

2.0 Performance overview

- 2.1 Of the 36 indicators measured on a quarterly basis:

- 24 are currently on target
- 9 are off target (though 5 are improving on previous quarter)
- 3 are contextual (Benefit Fraud activity PIs)

- 2.2 Comparing performance to the previous quarter where appropriate and truly comparable, we see that:

- a total of 17 indicators are improving
- 7 have declined to some degree
- and 4 have remained static

- 2.3 The appendix lists all of the quarterly reported Performance Indicators grouped by their CMT lead. Those that are off target and may benefit from further scrutiny are:

- BV8 Invoices paid on time – **page 1**
- 78b Speed of change circumstances of HB/CTB – **page 8**
- 79a Accuracy of HB/CTB claims – **page 9**
- 79bii Accuracy of recovering overpayments – **page 11**
- 79biii Accuracy of recovering overpayments – **page 12**
- 66a Rent collection – **page 15**
- Affordable Housing (local PI) – **page 16**
- BV156 Accessible buildings – **page 25**
- 204 Planning appeals – **page 32**

3.0 Consultation

- 3.1 Performance information was provided by officers and managers in various Council departments in accordance to the latest version of the Department of Communities and Local Government BVPI guidance.

4.0 Conclusion

- 4.1 The Quarter 3 performance shows that 67% of the quarterly reported indicators are on target with a further 14% improving towards their targets. However there are currently 6 on target PIs where performance has declined over the past quarter.

William Tompsett
Policy and Performance Officer

Background Papers:

The Background Papers used in compiling this report were as follows:

DCLG Best Value Performance Indicators: 2007/08 guidance and relative update newsletters
Officer/managers' PI returns

To inspect or obtain copies of background papers please refer to the contact officer listed above.