

Subject: Integrated Performance Report.
Quarter 2 (July to September 2010)

Status: For Publication

Report to: Overview and Scrutiny
Performance

Date: 16 November 2010

Report of: Head of People and Policy

Portfolio

Holder: Finance and Resources

Key Decision: No

Forward Plan General Exception Special Urgency

1. PURPOSE OF REPORT

1.1 The purpose of this report is to inform the Overview & Scrutiny Committee of:

- The financial monitoring for quarter 2.
- Those indicators not achieving their targeted levels of performance at the end of quarter 2.
- Business Plan Actions and Risks update.

1.2

Appendix 1 – Integrated Performance Report

- Current performance against the Council's priorities.
- Current performance against LPI's and NI's.
- Position of identified risks.
- Financial Position.
- Complaints.
- Compliments.

2. CORPORATE PRIORITIES

2.1 The matters discussed in this report impact directly on the following corporate priorities:-

- Delivering quality Services to our customers
- Delivering regeneration across the Borough
- Encouraging healthy and respectful communities
- Keeping our Borough clean, green and safe

- Promoting the Borough
- Providing value for money services

3. RISK ASSESSMENT IMPLICATIONS

3.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below:

- The risks are referred to in the integrated report.

4. BACKGROUND AND OPTIONS

4.1 Integrated Performance Report

The Integrated Performance Report for the second quarter evidenced that currently 85% of actions identified within the Corporate Plan are on track to be delivered.

4.2 Performance Indicators not achieving their targets at the end of Quarter 2

Three Performance Indicators are not meeting their target as detailed below:

1. LI 156 Buildings Accessible to People with a Disability – An Action Plan for this Indicator is included in the report. *Pg 67*
2. NI 156 LAA Number of Households living in temporary accommodation. *Pg 66*

4.4 Improvements and Positives in Performance Indicators

- LI 218a % of abandoned vehicles investigated within 24 hours is back on track after being identified in quarter 1 as not achieving its target. *Pg 64*
- LI 8 % of invoices paid on time has seen good improvement exceeding the annual target of 97.50%. *Pg 63*
- LI 79a Accuracy of processing - HB/CTB claims has also seen good improvement exceeding the annual target of 93.00%. *Pg 63*
- There was a 41% increase in the number of Compliments received for Quarter 2 (48) compared to Quarter 1 (34). *Pg 90*
- 85% of Business Plan Actions are on target after the second quarter with no projects in jeopardy. *Pg 5*

COMMENTS FROM STATUTORY OFFICERS:

5. SECTION 151 OFFICER

5.1 Financial implications are included within the Report attached at Appendix 1.

6. MONITORING OFFICER

6.1 There are no immediate legal considerations attached to the recommendations within this report.

7. HEAD OF PEOPLE AND POLICY (ON BEHALF OF THE HEAD OF PAID SERVICE)

7.1 There are no immediate human resource implications attached to the recommendations within this report.

8. CONCLUSION

8.1 The Performance Report indicates that overall the majority of the Council's Actions and Projects detailed in the Business Plans are currently on target to be met with zero Actions in jeopardy. The Risks identified in the Council's Business Plans are evenly spread out from high to low impact and high to low likelihood. The progress of these Actions and Risks will continue to be monitored throughout the year in the Quarterly Integrated Performance Reports. There have been a number of positive improvements in the Quarter 2 Report including an increase in the number of compliments received.

9. RECOMMENDATION(S)

9.1 That the Overview & Scrutiny Performance Committee considers the levels of performance detailed in the report.

9.2 That the Overview & Scrutiny Performance Committee continues to monitor performance of those indicators that are under-achieving targeted levels of performance and may wish to request further information upon this from the relevant Head of Service.

10. CONSULTATION CARRIED OUT

10.1 Executive Management Team.

10.2 Portfolio holder for Finance and Resources.

10.3 Overview and Scrutiny Committee Performance.

11. COMMUNITY IMPACT ASSESSMENT

Is a Community Impact Assessment required No

Is a Community Impact Assessment attached No

12. BIODIVERSITY IMPACT ASSESSMENT

Is a Biodiversity Impact Assessment required No

Is a Biodiversity Impact Assessment attached No

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Either

Background Papers	
Document	Place of Inspection
Covalent Performance Management System	Covalent system or ask Lee Birkett