NORTHAMPTON
BOROUGH COUNCIL

Ward/s

Name of Group:	**CABINET**
Meeting Date:	2nd July 2007
Directorate:	Governance, Resources and Improvement
Corporate Manager:	Dale Phillipson
Agenda Status:	Public

Report Title	Performance Monitoring Report – May 2007

Key Decision	**NO**

1.   Recommendations

> a) **Cabinet note the contents of the Performance Report for May 2007**
> b) **Cabinet approve revisions to the structure of future performance reports as identified in this report.**

2.   Summary

> **Eleven indicators are identified as priority for the Council. These are set out in the monthly report (attached as Appendix One) and are monitored monthly.**
>
> **Analysis of these indicators shows varied performance from the previous month. Seven indicators show some deterioration.**
> **Despite this deterioration from the previous month, performance for six of the indicators remains on target andof the eleven priority indicators, eight show an improved performance when compared to the same**

period last year.

Four indicators have improved from the previous month – council rent collection, processing of planning applications and the number of planning applications delegated to officers.

The seven indicators showing some deterioration relate to invoice payment council tax collection, staff sickness, housing benefit claims processing, council housing re-letting times and planning appeals allowed.

3.   Report Background

Performance data is collected across a range of Best Value Performance Indicators (BVPIs). Most BVPIs are collected monthly, with other collected either quarterly or annually. The reporting of BVPIs each month, together with a small number of locally-determined indicators, forms the basis of our performance monitoring processes.

Data for each month is available by the 20th of the following month; this allows for data to be transferred onto our database and quality assured to ensure that data quality standards are met. This report summarises performance data for May 2007.

4.   Options and Evaluation of Options

Data is used within service areas to manage performance against identified targets. A 'rules based' traffic light system is used:

Green – exceeding or achieving target
Amber – below but within 10% of target
Red – 10% or more outside target

In order to promote better profiling of targets (therefore reflecting anticipated changes such as seasonal variations) the proposal is to change these traffic light rules to:

Green - exceeding or achieving target (no change)
Amber – below but within 5% of target
Red – 5% or more outside target

The new rules change will represents a harder test against targets, but improved performing, and consequently improved performance management, will mitigate this.

The new rules would be applied for data for June 2007 which will be reported to Cabinet on 30th July 2007.

5. Resource Implications (including Financial Implications)

None

6. Risk and Opportunity Issues

Reputational risk through perceived poor performance as a result of increased number of indicators not achieving target.

7. Consultees (Internal and External)

Internal	**Portfolio Holder; Chief Executive**
External	**None**

8. Compliance Issues

A: How Proposals Deliver Priority Outcomes

Recovery Plan
Represents a harder test of our performance.

Corporate Plan
Represents a harder test of our performance.

B: Other Implications

Other Strategies
None

Finance Comments

None

Legal Comments
None

Crime and Disorder Issues
None

Equality Impact Assessments
None

9.   Background Papers

Title	Description	Source
Performance Report – May 2007	Monthly data	Dale Phillipson, Corporate Manager

Dale Phillipson, Corporate Manager, Performance and Improvement

Name	Signature	Date	Ext.
Author	Dale Phillipson	20/6/07	8273
Corporate Manager	As above		
Director	John Edwards, Interim Chief Executive	20/6/07	8725
Monitoring Officer or Deputy (Key decision only)			
Section 151 Officer or Deputy (Key decision only)			