NORTHAMPTON
BOROUGH COUNCIL

CABINET REPORT

Report Title	Performance Monitoring – July 2007

AGENDA STATUS: **Public**

Cabinet Meeting Date:	3rd September 2007
Key Decision:	NO
Listed on Forward Plan:	YES
Within Policy:	YES
Policy Document:	NO
Directorate:	Citizens, Finance & Governance
Accountable Cabinet Member:	Councillor Brian Hoare
Ward(s)	N/A

1. Purpose

To inform Cabinet of the Council's performance for July 2007 monthly performance indicators

2. Recommendations

That Cabinet note the contents of the report

3. Issues and Choices

3.1 Report Background

3.1.1. Performance data is collected across a range of Best Value Performance Indicators (BVPI's). Most BVPI's are collected

monthly, with others collected either quarterly or annually. The reporting of BVPI's each month, together with a small number of locally determined indicators, forms the basis of our performance monitoring process.

3.1.2 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 too ensure that data quality standards are met. This report summarises performance data for July 2007.

3.1.3 The format of this months report has been changed to reflect the reporting frequency review as part of the new 'Harder Test' agreed by Cabinet on 2nd July 2007. The review has resulted in fewer monthly and annually reported indicators and an increase in quarterly reported indicators. The structure of performance reports to Cabinet have also changed to reflect individual Cabinet portfolios

3.2 Issues

Performance Across the 10 priority monthly indicators for July 2007;

Colour	Number	Indicators
Green	4	Planning processing times (minor and other) applications and Benefit processing times for both new and change of circumstance claims
Amber	3	Payment of invoices, collection of council tax and number of tenants owing more than 7 weeks rent
Red	3	Re-let times, employee absence and the collection of rent arrears

Notable performance trends across all monthly indicators for July 2007:

Areas of improvement:

- Planning application processing times (minor and other) achieved in July were the highest of the year to date. Performance overall to date is currently within top quartile.

- Performance against our response to investigations of abandoned vehicles has significantly improved. Overall performance is currently 95.99%, compared to 53.69% this time last year. This has been achieved by enhanced performance management within the service and stronger representation in the ELVIS partnership, leading directly to improvements to the removal of abandoned vehicles.

- Performance deterioration:

- The number of tenants owing over 7 weeks rent has been increasing month on month since April 2007, with the figure increasing by 1.5% over the last 4 months. Resource re-allocation at the start of the financial year has contributed to this increase. A dedicated team of two officers has now been

allocated to these cases in order to reduce the number of tenants owing more than 7 weeks rent and prevent them becoming severe arrears cases.

3.3	**Choices (options**)
	None

4. Implications (including Financial Implications)

4.1	**Policy**
	N/A
4.2	**Resources and Risk**
	N/A
4.3	**Legal**
	N/A
4.4	**Equality**
	N/A

4.5	**Consultees (Internal and External)**
	Internal – Performance data is published across the Council
	External – The Lead Official; Audit Commission; partners; publication of performance data on our website.

4.6	**How Proposals deliver Priority Outcomes**
	Improvement Plan – Performance management, including the monitoring of data, is a key priority in the Improvement Plan.
	Corporate Plan – Performance management, including the monitoring of data, is critical in ensuring the Corporate Plan objectives are delivered.

4.7	**Other Implications**
	None

5. Background Papers

5.1	Monthly performance report for July 2007 – Summary performance data for July – Dale Robertson ext 7110

Dale Phillipson, Corporate Manager – Performance, I.T. & Improvement, Ext 8273