

Appendices

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NORTHAMPTON
BOROUGH COUNCIL

Item No.

14(B)

CABINET REPORT

Report Title	Performance Monitoring Report
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AGENDA STATUS: PUBLIC

Cabinet Meeting Date:	5 th November 2007
Key Decision:	NO
Listed on Forward Plan:	YES
Within Policy:	YES
Policy Document:	NO
Directorate:	Citizens, Finance and Governance
Accountable Cabinet Member:	Councillor Brian Hoare
Ward(s)	N/A

1. Purpose

1.1 To inform Cabinet of the Council's performance for September 2007 against monthly performance indicators and quarterly reported indicators for the period July to September 2007. .

2. Recommendations

2.1 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) and locally developed indicators. Most BVPI's are collected monthly, with others collected either quarterly or annually. The reporting of BVPI's together with a small number of locally determined indicators forms the basis of our performance monitoring process.

3.1.2. Monthly performance data 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 September 2007 for monthly reported indicators and July to September 2007 for quarterly reported indicators.

3.1.3. This is the first report incorporating the increased number of indicators now reported quarterly in line with the 'Harder Test' agreed by Cabinet on 2nd July 2007.

3.2 Issues

Performance status across the 10* monthly priority indicators has remained static for September 2007.

Colour	Number	Indicators
Green	4	Planning processing times (minor and other) applications Benefit processing times for both new and change of circumstance claims
Amber	1	Collection of council tax
Red	4	Council property re-let times, the payment of invoices, the collection of rent arrears and employee absence

(*Data not yet available for 1 indicator due to implementation of new Housing System)

The Council has one quarterly indicator which is ranked as a priority - BVPI 79a (accuracy of processing benefit claims). Performance against this indicator has improved over the second quarter and is 9.5% higher than the same period last year.

Notable performance trends for the month of September 2007 across all finalised indicators includes:

Areas of improvement:

- Percentage of flytips removed within two working days - highest performance of the year to date;
- Performance improvement has been sustained against partnership crime indicators with improvements to three of the four (domestic burglaries, violent crime and vehicle crime) with no change against the other (robberies). Vehicle crime is now on target for the first time this year, the best performance in over two years.

Performance deterioration:

- The proportion of land and highways from which unacceptable levels of flyposting are visible has declined, with performance 50% worse than this time last year. Management action to address the decline includes, a change in working practices with street cleansing crews and the neighbourhood wardens supporting removal at the point of identification. The legal department are investigating new legislative opportunities to prosecute the printers of posted material.

- The number of visits to local authority museums and galleries by organised school groups has declined with performance 50% lower when compared to the same time last year. Management action taken has included a review of the causes of the decline. Causes identified are being mitigated by the recruitment to vacant facilitator posts and an increase in school outreach sessions to minimise the travelling costs for school groups.

3.3 Choices (Options)

None.

4. Implications (including financial implications)

4.1 Policy

None.

4.2 Resources and Risk

Failure to deliver performance in line with targets exposes the council to reputation risk and impacts on improvement progress.

4.3 Legal

None.

4.4 Equality

None.

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 the 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 Performance Report for September 2007 – Dale Robertson ext 7110

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