

COMMITTEE: BEST VALUE SCRUTINY PANEL

DATE: 10th MAY 2005

SUBJECT: PERFORMANCE INDICATORS AND PERFORMANCE MONITORING

REPORT BY: HEAD OF POLICY AND PERFORMANCE

CONTACT OFFICER: JUDITH INGHAM 546496

IMPLICATIONS:

LEGAL	COMMUNITY SAFETY
EQUALITIES	ENVIRONMENT
FINANCIAL	CONSULTATIONS
STAFFING	OTHER

WARDS AFFECTED: NONE

PURPOSE

1. To propose arrangements for challenging service performance based on a shortlist of performance indicator results for 2003/04.

RECOMMENDATION(S)

- 2 **Members are recommended to challenge services to improve performance through a series of themed meetings, using poor or deteriorating performance indicator results for 2003/04 and 2004/05 as a guide.**

REPORT

3. Appendix A is a list of Best Value Performance Indicator (BVPI) results for 2003/04, comprising all indicators for which performance deteriorated in 2003/04 as compared with the previous year, and all PI results which show performance in the lowest 25% (or quartile) as compared with a family of similar local authorities. The list was compiled at the request of Members at your last meeting, to be used as the basis for determining how to challenge services to improve in 2005/06.
4. Members are requested to consider how you would like to use this information. It is suggested that, as you may wish to call officers in to report on the causes of

poor performance and what is being done to improve, that it might be most practical to have a series of themed meetings, so that officers report at a single meeting on all the areas of performance within their management responsibility. You may also wish to consider some areas of poor performance, but not others. If the Panel does hold themed meetings, it may be useful to invite the Police for evaluation of the crime-related PIs.

CONCLUSION & RECOMMENDATIONS

5. **Members are recommended to challenge services to improve performance through a series of themed meetings, using poor or deteriorating performance indicator results for 2003/04 and 2004/05 as a guide.**

APPENDIX A

6. List of poorly performing/deteriorating Best Value Performance Indicators for 2003/04