

FINANCE AND PERFORMANCE MANAGEMENT PANEL

The panel met for the first time on 2 August 2005.

1. PERFORMANCE INDICATOR MONITORING

1.1. Performance Indicators provide a way for councillors and others to monitor the level of service/performance the council provides in selected areas and to measure improvement.

1.2. The council currently monitors **82 Best Value Performance Indicators** (BVPIs – set by government) and **41 Local Performance Indicators** (LPIs – set by the council). For the last few years this data has been presented to members of Overview & Scrutiny Committee 3. The volume of information presented meant it was difficult for members and officers to absorb the detail, pull out key themes or make recommendations about priorities. Members questioned the value of some of the data especially when it lacked context or was without relevant comparative information.

1.3. In line with views expressed by Overview and Scrutiny 3 and the Scrutiny Review Panel, our panel agreed that we should look at **fewer indicators in greater depth**. We considered the current list of BVPIs and LPIs and selected **37 Core Indicators** (see Appendix One). Most of these measure key services where poor performance would have a very detrimental effect on our customers, or where the failure to meet targets could affect income to the authority.

1.4. We will receive regular reports on each of these Core Indicators (annually or quarterly depending on the indicator) which as well as giving the base data will include additional relevant information such as trends and action being undertaken to reach targets.

1.5. **'Non-core' BVPI and LPI data** (see Appendix Two) will be placed in the members' room each quarter and advertised in the *Members' Bulletin*. The panel will draw on this data when it wishes to scrutinise an area in more depth. If members have queries or concerns about particular non-core indicators they can contact the relevant Head of Service and/or ask the panel to consider the issue (via the Chair or the Head of Human Resources and Performance Management). Obviously non-core BVPIs will continue to be included in the annual Best Value Performance Plan.

1.6. When we wish to scrutinise plans for improvement in more detail we will ask the relevant portfolio holder to attend the panel with appropriate officers and explain what they are doing. We have asked the Planning and Economic Development Portfolio Holder to come along to our next meeting to explain how the supplementary estimate recently agreed by full council and the Planning Delivery Grant are being used to lift current bottom quartile performance (BV109) and meet the services other targets.

1.7. Overall the core indicators cover all services and all portfolios although we recognise that within individual service areas some significant functions are not covered notably parking and the majority of leisure services. We understand that local performance indicators for **parking** are being developed and that following the transfer of **leisure management** to SLM the ad hoc Leisure Management Group will monitor the leisure management Key Performance Indicators. The Overview and Scrutiny Committee itself is due to scrutinise **highways issues**.

2. FUTURE WORK PROGRAMME

2.1. At our next meeting (26 September 2005) we will begin our work on Finance issues by considering the **budget parameters**. We will also scope our review of the **Council Plan**.

2.2. We await a report from the Audit Commission on 'User Focus' (how the council engages with the community) before beginning our investigation into **Public Consultation**. I hope we can begin work on this in 8 November.

2.3. Further meetings are scheduled for 16 January 2006, 7 February and 25 April.

CORE INDICATORS

Community Wellbeing (3)

BV2b (A)	The quality of our Race Equality Scheme and the improvements resulting from its application	
BV156 (A)	The percentage of our buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	
LIC1 (Q)	The percentage of license applications processed within the statutory period	

Environmental Protection (8)

BV82a(i) (Q)	The percentage of household waste arisings which have been sent for recycling	
BV82a(ii) (Q)	The total tonnage of household waste arisings which have been for recycling	
BV82b(i) (Q)	The percentage of household waste sent for composting or treatment by anaerobic digestion	
BV82b(ii) (Q)	The total tonnage of household waste sent for composting or treatment by anaerobic digestion	
BV199a (Q)	The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	
BV199b (Q)	The proportion of relevant land and highways of which unacceptable levels of graffiti are visible	
BV199c (Q)	The proportion of relevant land and highways of which unacceptable levels of fly-posting are visible	
BV199d (A)	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	

Finance and Performance Management (6)

BV8 (Q)	The percentage of invoices for commercial goods and services that were paid within 30 days of receipt or within the agreed payment terms	
BV9 (Q)	The percentage of council tax collected in the year	
BV10 (Q)	The percentage of non-domestic rates collected	
BV78a (Q)	The average time for processing new claims	
BV78b (Q)	The average time for processing notification of changes of circumstance	
BV79c (Q)	The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	

Housing (5)

BV64 (Q)	Number of non-local authority owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	
BV66a (Q)	Rent collected as a proportion of rents owed on Housing Revenue Account dwellings	
BV63 (A)	The average SAP rating of local authority owned dwellings	
BV154 (A)	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and the good practice standards for social landlords on tackling harassment including in <i>Tackling Racial Harassment</i> code of practice for social landlords	
BV184a (A)	The proportion of local authority dwellings which were non-decent at the start of the financial year	

ICT and Corporate Support Services (8)

BV12 (Q)	The number of working days/shifts lost due to sickness absence	
BV157 (Q)	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	
BV11a (A)	The percentage of the top-paid five per cent of staff who are women	
BV11b (A)	The percentage of the top-paid five per cent of staff who are from an ethnic minority	
BV11c (A)	The percentage of the top-paid five per cent of staff who have a disability	
BV14 (A)	The percentage of employees retiring early (excluding ill-health requirements) as a percentage of the total work force	
BV16a (A)	The percentage of employees with a disability	
BV17a (A)	The percentage of employees from ethnic minority communities	

Leisure (2)

BV170a (A)	The number of visits to/usages of local authority funded or part-funded museums and galleries in the area per 1,000 population	
BV170c (A)	The number of pupils visiting museums and galleries in organised schools groups	

Planning and Economic Development (5)

BV106 (A)	The percentage of new homes built on previously developed land	
BV109a (Q)	The percentage of major applications determined within 13 weeks	
BV109b (Q)	The percentage of minor applications determined within 13 weeks	
BV109c (Q)	The percentage of other applications determined within 8 weeks	
BV204 (Q)	The number of planning appeal decisions allowed against the authority's decision to refuse planning applications as a percentage of the total number of planning appeals against refusals of planning applications	