West Wiltshire District Council

Cabinet

27 October 2004

Performance Monitoring as at 30 Sept 2004

1. Purpose

To highlight those areas where performance is not expected to reach the targets set, and to ensure that appropriate actions are being taken.

2. Background

Contained within the 2004-05 service plans are 263 performance indicators (PI's). Of these 72 are national best value indicators and the balance of 191 are local. An exercise took place that reviewed the local indicators to identify which of these were more applicable for corporate management level.

This has resulted in a more manageable and focused set of 113 local and national indicators to monitor in 2004-05. The rest are management information PI's and are monitored and used by service managers and their teams.

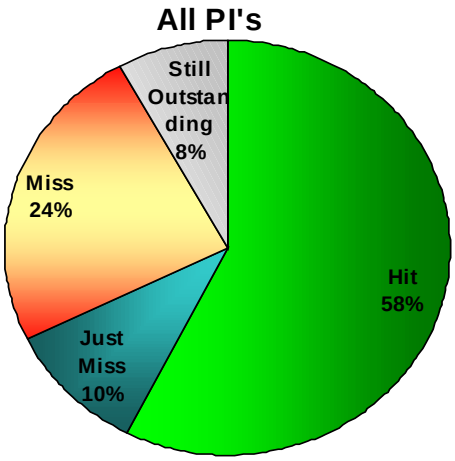
3. How the PI's reflect the 'Areas in the Spotlight' and 'Getting the job done'

An attempt has been made to align the 2004-05 performance indicators with the corporate themes of 'Areas in the Spotlight for Improvement' and the principles of 'Getting the Job Done'. This will be built on during the service and financial planning for 2005-06 this autumn, which will be clearly informed by the Corporate Plan.

In Focus	Local	National	Grand Total
Development Control	3	6	9
Recycling		7	7
Affordable housing	2	5	7
Access to recreation	3	3	6
Market town regeneration	4	8	12
Customers First	7	7	14
A well planned approach		2	2
Accessible democratic decision making	4		4
Efficient and effective services	14	16	30
High quality communication with the public	3	1	4
Sound financial management	1	4	5
Strong community leadership		4	4
Valued and well supported staff		9	9
Grand Total	**41**	**72**	**113**

4. Exception Monitoring

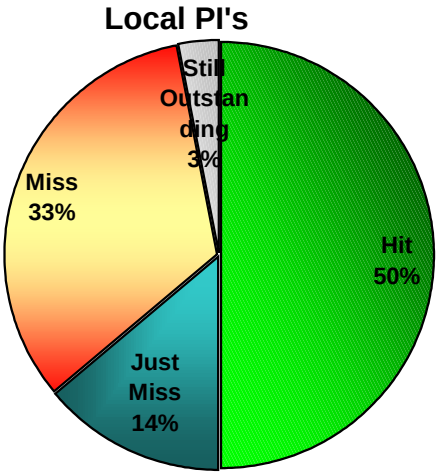
Each of the 113 performance indicators has been monitored with the service managers to review progress as at the end of Sept 2004. In summary:

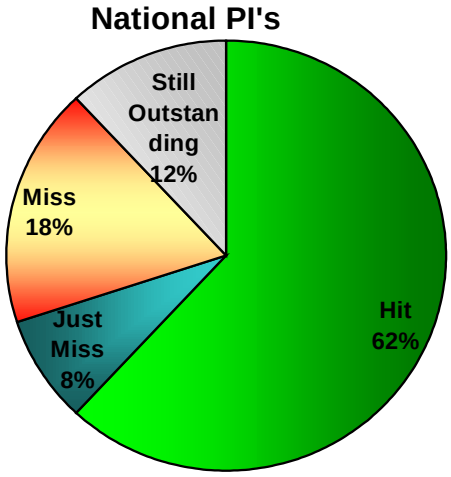


2004-05	All Pi's	
	Number	**%**
Hit	49	58%
Just Miss	9	10%
Miss	21	24%
Still Outstanding	7	8%
	86	**100%**
Not Applicable	27	
	113	

Of the 113 indicators, 27 have been classed as not applicable – 20 are indicators of satisfaction that will not be required until 2006-07 and three are new[1]. For new indicators service managers need to establish a baseline position before they are able to set targets, and ensure that robust and effective systems have been put in place to measure them.

5. National vs. Local Indicators





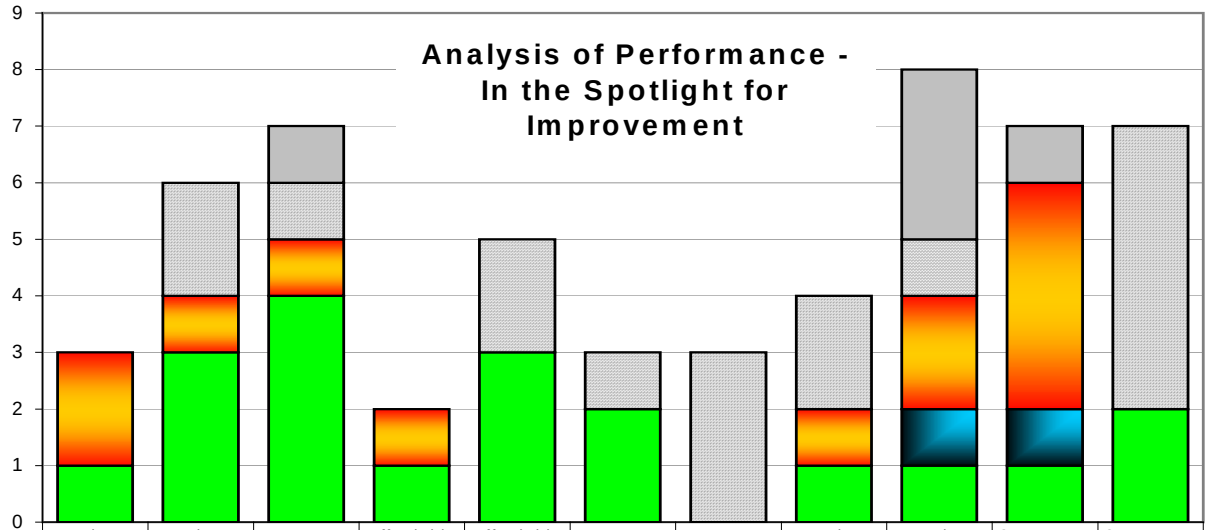
2004-05	Local		National		All PI's	
	Number	***%***	**Number**	***%***	**Number**	***%***
Hit	18	*50%*	31	*62%*	49	*58%*
Just Miss	5	*14%*	4	*8%*	9	*10%*
Miss	12	*33%*	9	*18%*	21	*24%*
Still Outstanding	1	*3%*	6	*12%*	7	*8%*
	36	***100%***	**50**	***100%***	**86**	***100%***
N/A	*5*		*22*		*27*	
	41		**72**		**113**	

6. Targets which are expected to miss

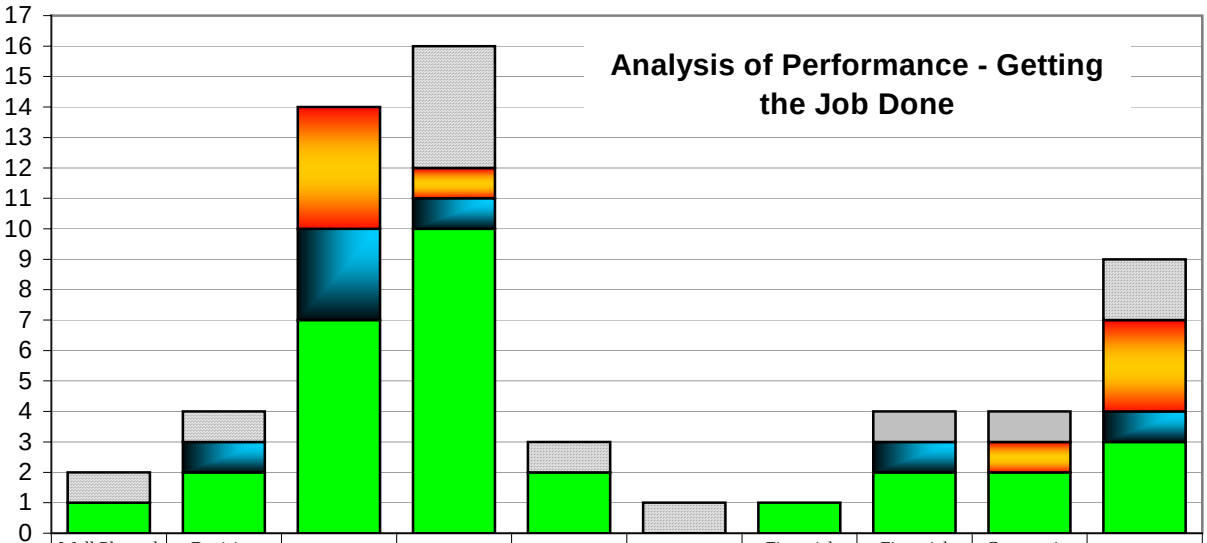
[1] The remaining four are made up from 2 relating to census information and 2 that are the supplementary parts of indicators which depend on the answer to the first question.

Of the 113 targets, based on performance in the second quarter, 21 are expected to miss the target. For an additional 7 the information is not yet available to make a judgement.

The charts below shows the analysis of performance grouped by 'Areas in the Spotlight for Improvement' and the principles of 'Getting the Job Done', and split between national and local indicators.



	Development Control - Local	Development Control - National	Recycling - National	Affordable Housing - Local	Affordable Housing - National	Access to Recreation - Local	Access to Recreation - National	Market Town Regenerati	Market Town Regenerati	Customers First - Local	Customers First - National
Still Outstanding	0	0	1	0	0	0	0	0	3	1	0
N/A	0	2	1	0	2	1	3	2	1	0	5
Miss	2	1	1	1	0	0	0	1	2	4	0
Just Miss	0	0	0	0	0	0	0	0	1	1	0
Hit	1	3	4	1	3	2	0	1	1	1	2

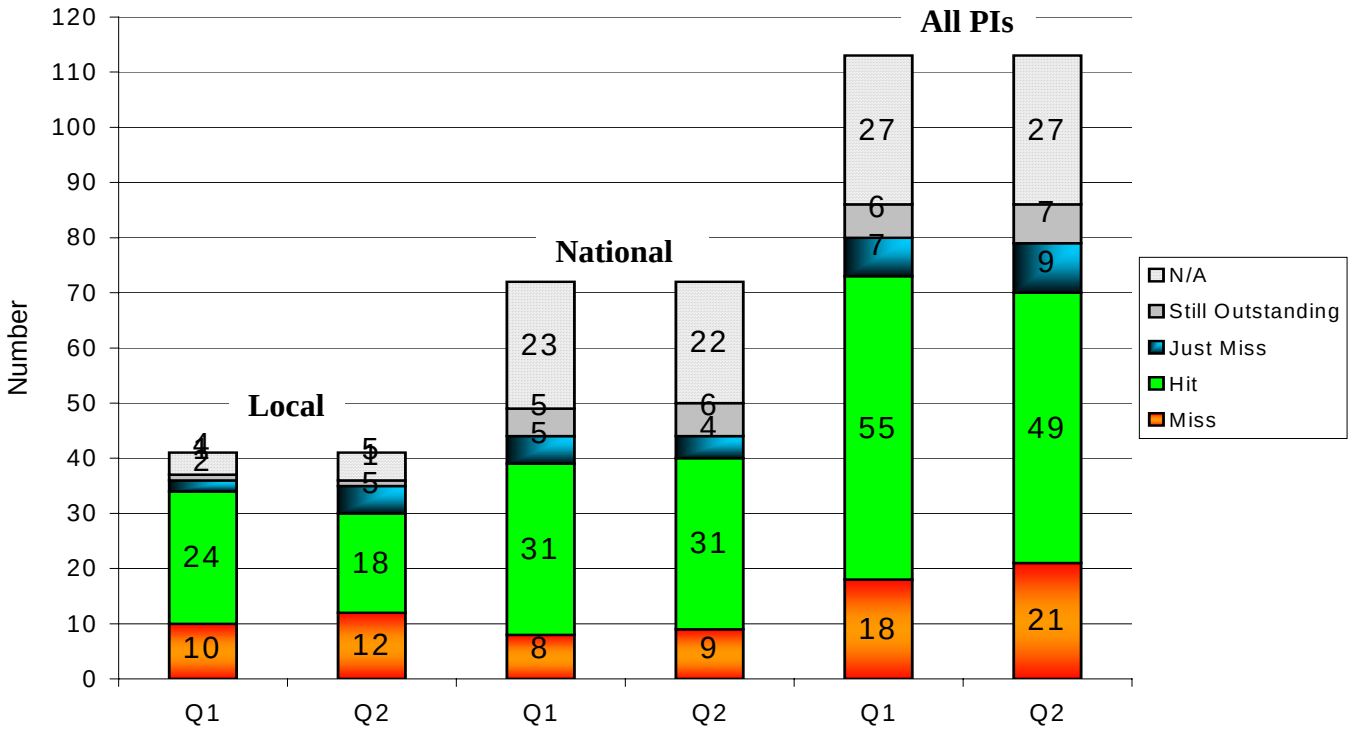


	Well Planned Approach - National	Decision Making - Local	E&E services - Local	E&E services - National	Communications - Local	Communications - National	Financial management - Local	Financial management - National	Community leadership - National	Valued staff - National
Still Outstanding	0	0	0	0	0	0	0	1	1	0
N/A	1	1	0	4	1	1	0	0	0	2
Miss	0	0	4	1	0	0	0	0	1	3
Just Miss	0	1	3	1	0	0	0	1	0	1
Hit	1	2	7	10	2	0	1	2	2	3

Appendix A shows for each of the 21 indicators above the reasons why it is expected to miss the targets, and any actions currently planned.

7. Quarterly Comparison

	Local				National				All PI's			
	Number		%		Number		%		Number		%	
	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2
Hit	24	18	*65%*	*50%*	31	31	*64%*	*62%*	55	49	*64%*	*58%*
Just Miss	2	5	*5%*	*14%*	5	4	*10%*	*8%*	7	9	*8%*	*10%*
Miss	10	12	*27%*	*33%*	8	9	*16%*	*18%*	18	21	*21%*	*24%*
Still Outstanding	1	1	*3%*	*3%*	5	6	*10%*	*12%*	6	7	*7%*	*8%*
	37	**36**	***100%***	***100%***	**49**	**50**	***100%***	***100%***	**86**	**86**	***100%***	***100%***
N/A	*4*	*5*			*23*	*22*			*27*	*27*		
	41	**41**			**72**	**72**			**113**	**113**		



The graph above highlights the fact that in Q2 6 fewer local indicators hit than in Q1. This equates to 50% hit in Q2 compared to 65% hit in Q1.

At a national level, the results for Q1 and Q2 are more similar. One more miss in Q2 being the most significant factor.

Financial implications: There are no financial implications directly arising from this report.

Legal issues: No implications

Human rights: It is not anticipated that moving the recommendations of this report would have a direct effect on anyone's human rights.

8. List of background papers

The information for this report is summarised from data collected from service managers and collated in S:\Corporate\Performance Monitoring\PI Sheets\ 2004-05 Performance Monitoring Master PI list.xls.

9. Recommendation (s)

That Internal Overview reviews the list of performance indicators that are not expected to meet the targets set and identify areas they would like to scrutinise in more detail at the next meeting.

Plain English Guidance Given ✍

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27 October 2004

List of Appendices

Appendix A – Q2 Performance Management Exception Report