
REPORT TO:	Finance and Management Committee	AGENDA ITEM: 12
DATE OF MEETING:	1 st September 2005	CATEGORY: DELEGATED
REPORT FROM:	Director of Corporate Services	OPEN
MEMBERS' CONTACT POINT:	Jayne Jones (5800)	DOC:
SUBJECT:	Performance Management Report-Quarter ending 30 th June 2005	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: FM 02

1.0 Recommendations

- 1.1 To note and scrutinise the performance of Corporate Services as at the first quarter 2005/6

3.0 Purpose of Report

- 3.1 To inform members of the first quarter's progress within Corporate services

4.0 Executive Summary

- 4.1 This is the first performance monitoring report to this committee that identifies and brings together performance data for Corporate Services together with an expected forecast for the current year.
- 4.2 The targets include BVPI's and Local Targets(Corporate Plan Milestones, relevant action points from the Corporate Governance review and Service Plans)
- 4.3 Overall there are a total of 63 indicators and at the end of the first quarter it is forecasted that 87% will hit their targets by the end of the year. Wherever possible, resources permitting, action plans have been instigated to correct falling performance.
- 4.3 This report will be developed with other Council services over time. The intention will be to provide a balanced set of indicators for monitoring performance in all areas and therefore ensure we have a robust methodology for managing performance in the future.
- 4.4 The next report will identify the Top, Median and Bottom quartiles for all BVPI's to ascertain how we compare with other Districts, in order to identify areas for further improvement.

5.0 Detail

5.1 See Attached Appendices

6.0 Financial Implications

6.1 Improvements in Collection rates and interest received will improve the financial position of the Council as evidenced in the Financial Monitoring report elsewhere on this agenda.

CORPORATE SERVICES

MONTHLY PERFORMANCE REPORT

Jun-05

Produced by: David Clamp, Nigel Glossop, Kevin Stackhouse and Chris Swain

Distributed to: Jayne Jones

INDICATOR SUMMARY SHEET

CURRENT MONTH

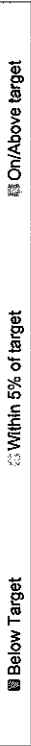
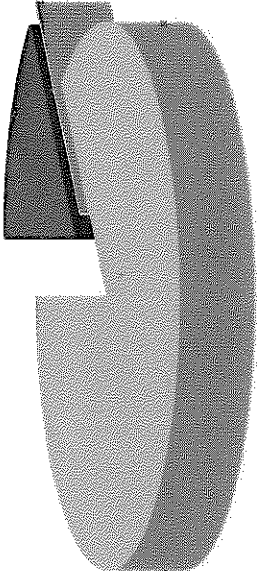
Jul-05

This Month

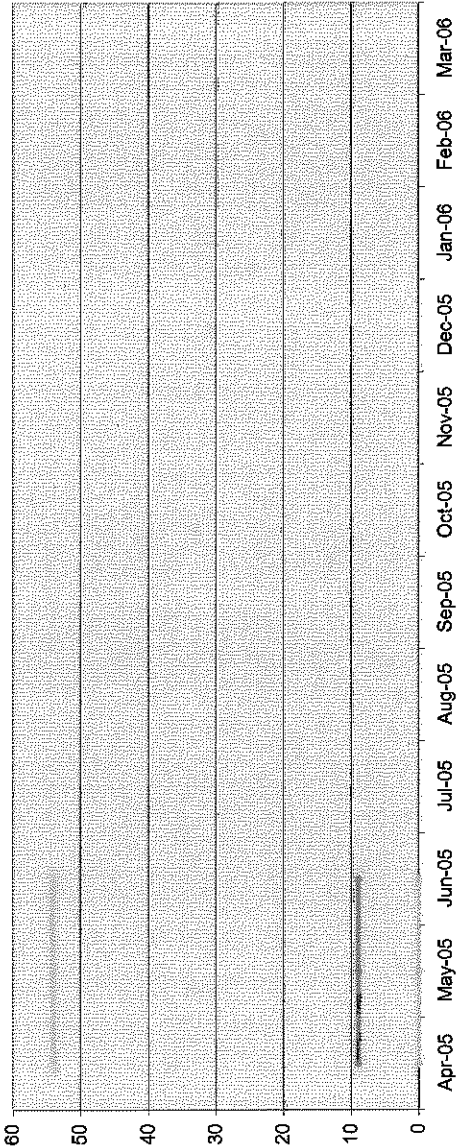
Below Target	Within 5% of target	On/Above target
9	0	54

Period	Amount of Indicators	Below Target	Within 5% of target	On/Above target
Apr-05	63	9	0	54
May-05	63	9	0	54
Jun-05	63	9	0	54
Jul-05				
Aug-05				
Sep-05				
Oct-05				
Nov-05				
Dec-05				
Jan-06				
Feb-06				
Mar-06				
Apr-06				
May-06				
Jun-06				
Jul-06				
Aug-06				
Sep-06				
Oct-06				
Nov-06				
Dec-06				
Jan-07				
Feb-07				
Mar-07				

Showing number of indicators below, within 5% or on target for this month only



Showing change in number of indicators below, within 5% or on target over 12 month period



Comments:

This is the first of the newly designed performance monitoring sheets.
We welcome comments and improvements to this format.

Corporate Services is pleased to report positive first quarter performance and the pie shows how over 86% of our performance indicators (that have a target) are expected to achieve and exceed our expectations.

Attached is a full breakdown of our performance over the first three months of 2005-06.
We have also forecasted our end of year position to the best of our knowledge and full commentary is provided where necessary.

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	Indicator	Description	2004/05 Out Turn	03/04 Comparison data	Target 2005/06	April	May	June	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Collection Cycle	Forecast	Comments	%
Customer Services																
G	BV174	No of racial incidents recorded per 100,000 of population	No data	N/A	2				0				Quarterly	On target		
G	BV175b	% of racial incidents that resulted in further action	No data	N/A	100%				0				Quarterly	On target		
G	Local (CPM/CG)	Number of enquiries handled at first point of contact	25.00%	N/A	40.00%	20.00%	23.00%	26.00%	23.00%				Monthly	On target	Overall target is to achieve 80% by 1st April 2007	
G	Local	Abandoned telephone calls	4.00%	N/A	6.00%	4.00%	3.50%	4.00%	3.83%				Monthly	On target		
G	Local	Minimum % of calls answered within 20 seconds	80.00%	N/A	70.00%	90.00%	89.00%	82.00%	87.00%				Monthly	On target		
G	Local	Print Room deliver all print requests on time	92.00%	N/A	90.00%	93.00%	94.00%	93.00%	93.33%				Monthly	On target		
G	Local (CPM)	Establish Service Standards for use by all services	N/A	N/A	Mar-06								Annually	On target		
G	Local (CG)	Review customer complaints procedure	N/A	N/A	Mar-06								Annually	On target		
IT																
G	BV157 (P) (CPM/CG)	Electronic Service Delivery	76%	T 74%	100%				84.00%				Quarterly	Below target	Aspirational target set by ODPM. Aiming to achieve 95%	
G	Local (CG)	Video conferencing of Council Meetings	N/A	N/A	Mar-06								Annually	On Target		
G	Local (CG)	Provision of Information Kiosks	N/A	N/A	Mar-06								Annually	On Target		
G	Local (CG)	Computer Disaster Recovery Policy	N/A	N/A	Mar-06								Annually	On-Target		
G	Local	Overall Service Rating	N/A	N/A	75%				75.00%				Quarterly	On target	Mini survey	
G	Local	Network Availability (excluding maintenance)	N/A	N/A	97%	99.00%	99.00%	99.00%	99.00%				Monthly	On target		

	Indicator	Description	2004/05 Out Turn	03/04 Comparison data	Target 2005/06	April	May	June	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Collection Cycle	Forecast	Comments
G	Local (CPM)	Improve Web Site	N/A	N/A	Mar-06								Annual	Hit Target	New Web site operational & Web Officer in post.
G	Local	Deliver IT Projects on time and in budget	N/A	N/A	80%				75.00%				Quarterly	On target	
IT & Customer Services															
G	BV12(P)	Sickness Absence	8.52%	8.50%	8%				0.01%				Quarterly	On Target	

KEY:

On or above target

Within 5% of target or Improving

Under target

P=Priority BVPI

CPM=Corporate Plan Milestone

CG=Corp Governance Milestone

Any indicator showing a red traffic light will have accompanying information and a corrective action will take place

	Indicator	Description	2004/05 Out Turn	03/04 Comparison data	Target 2005/06	April	May	June	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Collection Cycle	Forecast	Comments
Statutory Finance															
G	local	Production of Annual Statement of Accounts		N/A	Jul-05								Yearly	Hlt Target	Completed within statutory deadline of 31st July 2005
G	Local	Production of Whole Government Accounts		N/A	Nov-05								Yearly	On target	Statutory deadline of 30th November 2005
Finance															
R	BV 8	Proportion of undisputed invoices paid within 30 days	86.00%	Top 37.5	100%	94.1	94.7	84.4	91.3				Monthly	Under target	100% is an aspirational target set by ODPM. Aim to achieve top quartile of 97.5%
R	Local	Proportion of Payments paid electronically to Suppliers	63.00%	N/A	100%	67.2	61.5	79.3	69.00%				Monthly	Under target	ODPM/IEG target of 100% is aspirational. Aim to achieve 90+%
G	local	Average Interest rate on short term investments above average 7 day rate	4.63%	N/A	4.69%				4.71				Quarterly	On target	Above target
G	Local (CPM/I)	3yr Financial Plan linked to Corporate Plan		N/A	Feb-06								Yearly	On target	Estimated figure of 2%
G	Local	External Opinion of Internal Audit	satisfactor y	N/A	Mar-06								Yearly	On target	Review of IA planned to assess capacity.
G	Local (CG)	Framework for Financing of Parish Councils		N/A	Mar-06								Quarterly	On target	Report to F&M & Parish Forum. Consultants appointed.
G	Local	Percentage of Annual Audit plan completed	90.00%	N/A	90.00%				N/A				Quarterly	On target	
G	Local (CPM/CG)	Implement and update Risk Management Strategy		N/A	Mar-06								Annually	On Target	Training for members planned and review of Risk Register.
Property															
G	Local (CPM)	Develop Corporate Property Strategy		N/A	Mar-06								Annually	On Target	
G	Local (CPM)	Review Landholdings for tree planting		N/A	Mar-06								Annually	On Target	
G	Local (CG)	Members Accomodation		N/A	Mar-06								Quarterly	On Target	Work due to commence by end of Sept 05
G	Local	Number of commercial properties let	99%	N/A	95%	94%	95%	96%	95%				Monthly	On target	
General															
G	BV12(P)	Sickness Absence	8.52%	Top 8.9%	8.00%				2.38%				Quarterly	On Target	

KEY:

On or above target
Within 5% of target or improving
Under target

AO Accountable Officer
CPM= Corporate Plan Milestone
CG= Corporate Governance Action Point

Any indicator showing a red traffic light will have a company action plan and also a corrective action will take place

	Indicator	Description	2004/05 Out Turn	03/04 Comparison data	Target 2005/06	April	May	June	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Collection Cycle	Forecast	Comments
Benefits															
G	BV78a (P)	Average number of days to process new benefit claims	36	Top 36	30				22				Quarterly	On target	
G	BV78b	Average number of days to process changes in circumstances	4	Top 9	10				5				Quarterly	On target	Target is more than Performance standard because of Pericles
G	BV79a	Accuracy in processing benefits	97.40%	Top 98	96%				96.80%				Quarterly	On target	Target is less than Performance standard because of Pericles
R	BV79b	Percentage of Benefit overpayments recovered	No data	N/A	No data								No data	No data	Unable to measure because of software
Fraud Investigation															
G	BV76a	Number visited/1000 cases	72.90	N/A	75				48.9				Quarterly	On target	
G	BV76b	Number of Investigators/1000 cases	0.53	N/A	1				0.6				Quarterly	On target	
R	BV76c	Number of Investigations/1000 cases	48.60	N/A	50				7.2				Quarterly	Under target	Nature of investigations governs number undertaken
G	BV76d	Number of Prosecutions/1000 cases	3.50	N/A	3				1.1				Quarterly	On target	
GENERAL REVENUES/BENEFITS															
G	BV9 (P)	CTAX Percentage in year collection	98%	T 98.29	97.00%				31.85%				Quarterly	On target	Target is less than BVPT top quartile due to Pericles
G	BV10(P)	NNDR Percentage in year collection	98%	T 99.10	97.00%				30.63%				Quarterly	On target	Target is less than BVPT top quartile due to Pericles
G	BV12(P)	Sickness Absence	9%	Top 8.90	8%				0.47%				Quarterly	On Target	
G	Local	Implement new Revenues and Benefits System		N/A	Jun-06								Quarterly	On target	Key Milestones achieved
G	Local	Verification Framework Implemented	N/A	N/A	Jul-05								Quarterly	Hit Target	Verification framework now in operation

KEY:

On or above target

Within 5% of target or improving

Under target

(P)= Priority BVPI

Any indicators showing a red traffic light will have accompanying information and a corrective action will take place

	Indicator	Description	2004/05 Out Turn	03/04 comparison data	Target 2005/06	April	May	June	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Collection Cycle	Forecast	Comments
Human Resources															
R	BV12(P)	Corporate Sickness Absence	8.52	T 8.90	8				2.1 days				Quarterly	Under target	Corporate sickness absence is for 2 months only. Trigger points are established by HR with interventions to support Managers.
G	BV12(P)	Sickness Absence Human Resources	8.52	T 8.90	8				1.27 days				Quarterly	On target	
G	BV11a	% Top 5% Earners Women	16.67%	T 39.05	22%				27.00%				Quarterly	On target	
R	BV11b	% Top 5% Earners BME grp	0.00%	T 3.7	5.50%				0.00%				Quarterly	Under target	
R	BV11c	% Top 5% Earners disabled	no data	N/A	5.50%				0.00%				Quarterly	Under target	
G	BV14(P)	% Early retirements	0.00%	T 0.17%	0.30%				0.30%				Quarterly	On target	
G	BV15(P)	% ill health retirements	0.00%	T 0.17%	0.30%				0.00%				Quarterly	On target	
G	BV16a	% Employees disabled	3.16%	T 4.11%	3.80%				3.16%				Quarterly	On target	
G	BV17a	% Employees BME Group	0.86%	Top 2.4%	1.20%				0.86%				Quarterly	On target	
R	Local	Corporate training	607.00	N/A	1044				65 days				Quarterly	Under target	Large number of approved courses fall within the latter half of the year and will be c/fwd to 6/7
G	Local (CPM/CG)	Develop People Strategy		N/A	Mar-06								Annually	On target	Key milestones achieved
G	Local (CPM/CG)	Establish Management Development Programme		N/A	Mar-06								Annually	On target	Key milestones achieved/Pilot programme commenced in Housing services
G	Local (CPM)	Single Status		N/A	Apr-07								Annually	On target	Key milestones achieved
G	Local (CPM/CG)	Employee Survey		N/A	Mar-06								Annually	On target	Determine Action plan from survey

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	Indicator	Description	2004/05 Out Turn	03/04 completion data	Target 2005/06	April	May	June	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Collection Cycle	Forecast	Comments
G	Local	Labour Turnover	10.79%	No data	8%				1.43%				Quarterly	On target	Voluntary leavers only
G	Local (CG)	Member Development Charter			Mar-06								Annually	On target	Charter adopted by Council on 11th august
G	Local (CG)	IIP Re-accreditation			Mar-06								Annually	On target	Re-accreditation process due 12-14th Sept
G	Local (CG)	Review Officer Code of Conduct			Mar-06								Annually	On target	

KEY:	On or above target Within 5% of target or improving Under target	CPM=Corporate Plan Milestone CG= Corporate Governance (P)= Priority BV/Pt
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Any indicators showing a red traffic light will have accompanying information and a corrective action will take place

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