

07/08 - 2007/08 YEAR END PERFORMANCE REPORT: The Performance Manager submitted a written report outlining the Council's performance on the national Best Value Performance Indicators (BVPIs) for the year 2007/2008. The report also detailed the Council's performance on its own Corporate Basket of Performance Indicators, the Corporate Improvement Plan actions and the Strategic Plan actions.

The Performance Manager reported that overall the Council had done very well in terms of performance. It was reported that 70.0% of the national BVPIs had achieved/surpassed the year end performance targets and that 76.9% had improved on or maintained their 2006/2007 performance, although it was noted that the figures were currently un-audited. Although it didn't appear that the Council had performed as well in relation to the Corporate Improvement Plan and Strategic Plan targets, it was explained that for the performance monitoring software to identify the actions as completed, each separate component of the action had to be registered as complete. As such there were relatively few actions where a great deal of work has taken place but the overall status is shown as incomplete.

In response to a question from Councillor Willoughby, the Performance Manager explained that it was still not possible to calculate the performance on PI LCS01, the percentage of complaints meeting the response target, due to software problems, but it was noted that the Chief Customer Services Officer was working to rectify this.

RESOLVED (UNANIMOUSLY):

That the report be received and the Council's 2007/2008 year end performance on its BVPIs, Corporate Basket of Performance Indicators, Corporate Improvement Plan and Strategic Plan actions be noted.

(6.03 pm - 6.10 pm)