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**REPORT TO:** Cabinet

**DATE:** 20<sup>th</sup> September 2006

**DEPARTMENT:** Corporate Policy & Improvement

**REPORTING OFFICER:** Rachel Glendinning, Performance Manager

**SUBJECT:** **2006/2007 CORPORATE BASKET OF PIs - QUARTER ONE REPORT**

**WARD/S AFFECTED:** None

**FORWARD PLAN REF:** n/a

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**1.0 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to outline the performance in Quarter One of 2006/2007 on those performance indicators (PIs) included within the Council's Corporate Basket of PIs.

**2.0 RECOMMENDATION/S**

- 2.1 That Cabinet acknowledge the performance of those PIs that have been assigned a green traffic light and focus on those PIs in Appendix I that have been assigned a red traffic light.

**3.0 RECOMMENDED REASON/S FOR DECISION/S**

- 3.1 A decision is required as the information is presented as part of the Council's performance management arrangements.

**4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION**

- 4.1 No alternative options were considered as reporting progress on the Council's 2006/2007 performance is a key part of the Council's performance management arrangements.

## **5.0 BACKGROUND**

- 5.1 The PIs included within the Council's Corporate Basket of PIs focus attention on the delivery of the Council's seven corporate priorities. There has been one alteration to the content of the Corporate Basket for 2006/2007. BV157 (e-enabled interactions), is a national PI which has been deleted in 2006/2007 and is no longer being monitored.
- 5.2 Seven PIs have not been reported on in this report. The reasons for not reporting their performance are explained in Appendix I.
- 5.3 Future quarterly monitoring reports will also include updates on the Corporate Improvement Plan (CIP) and Strategic Plan (SP). These Plans were adopted at Council on 19<sup>th</sup> July 2006 and therefore the first monitoring reports on these plans will be on the 2<sup>nd</sup> November for the half-yearly data.

## **6.0 DATA QUALITY AND 2006/2007 REPORTING**

- 6.1 The Council is committed to producing high quality, timely and accurate data. The aim for 2006/2007 is for CMT and Members to receive more timely data without reducing the accuracy of the data. The data deadlines for the quarterly data have been brought forward a week from the 2005/2006 deadlines (these are highlighted in the performance monitoring timetable that was distributed to departments in April 2006).
- 6.2 The introduction of the Covalent system in 2005/2006 allowed officers to input data directly onto the system. During 2005/2006, the majority of the Corporate Basket PI data was inputted onto Covalent by the end of the first week following the quarter end. In 2006/2007, the deadline for all Corporate Basket PIs data to be on Covalent is the same timescale, i.e. by the end of the first week following the quarter end. There are some exceptions to the deadline on data input, which are highlighted in Appendix I.

## **7.0 YEAR-END TARGETS FOR 2006/2007 (TRAFFIC LIGHTS)**

- 7.1 In Appendix I, all of the PIs within the Corporate Basket are displayed along with a traffic light, indicating whether or not the PI has met its Quarter One performance target. The thresholds for the traffic lights are as follows:-
- Red = the PI is more than 4% off meeting its Quarter One target
  - Amber = the PI is between 0.5% and 4% off meeting its Quarter One target
  - Green = the PI has met/exceeded its Quarter One target
- 7.2 The targets quoted for 2006/2007 in the report and appendix refer to the 2006/2007 Quarter One performance targets, except in the case of PIs that are calculated on a cumulative basis, e.g L/DL3 (Number of customers at Council-run sports and leisure sites). Cumulative PI targets are specific to Quarter One.

## 8.0 PIs WHICH DO NOT MEET THEIR QUARTER ONE 2006/2007 TARGET

8.1 Of the 30 Corporate Basket PIs that have been reported in Quarter One, 7 (26.7%) have been assigned a red traffic light at the end of Quarter One. In addition, no data was available for BV8 (percentage of invoices paid on time) but it is thought that this would also have missed its target. Table 1 lists these indicators along with comments on their performance and actions that have been/will be taken to address the performance.

**Table 1 – PIs with red traffic lights at Quarter One**

Performance Indicator	Qtr 1 Value	Target 06/07	Comments
BV82a(i) % of Household Waste Recycled	17.08%	18.00%	Although this PI has been assigned a red traffic light, quarter one performance has not decreased in comparison with the 2005/2006 year-end performance. Indeed, at Quarter One in 2005/2006, this PI was also assigned a red traffic light but performance improved over the following quarters of 2005/2006
BV10 Percentage of Non-domestic Rates Collected	33.10%	36.00% (quarter one target)	Although this PI has been assigned a red traffic light, the Quarter One performance in 2006/2007 is an improvement on the same quarter in 2005/2006, where performance was 27.64%. The year-end target is 98.4%.
BV11b Top 5% of Earners: Ethnic Minorities	0.00%	0.50%	Performance on this PI has been at 0% since it was introduced in 2002/2003.
BV16a Percentage of Employees with a Disability	1.18%	1.30%	This PI is subject to fluctuations in performance due to the small number of staff that it refers to. Quarter One performance is slightly below the 2005/2006 year-end figure.
BV2a Equality Standard for Local Government	Level 1	Level 2	Progress on this PI will be made in 2006/2007. The Corporate Partnerships Officer (start date late July 2006) will take the lead on this area of work.
BV2b Duty to Promote Race Equality	58.00%	85.00%	

LDL3 Number of customers at Council-run sports and leisure sites	238,536	248,750 (quarter one target)	Traditionally, attendance targets have been based on the previous years actuals with small elements of growth built in (if referred to in the business plan etc. e.g. Brimhams developments) Major initiatives, maintenance closures etc. distort figures and should have been factored in , and on this occasion we did not take account of the fact that first quarter last year (2005/06), Nidderdale was enjoying its honeymoon period and achieved a paying admissions level of 16,049. First quarter this year runs at 7,998 - a reduction of 8k in admissions. The change of approach at Granby (implemented September 2005) resulted in the loss of soft play and facility hire from that site - a reduction of 4k in admissions (but also a reduction in direct subsidy).
LH9 Venue days occupancy of the conference and exhibition complex	364 days	445 days	1486 contracted for the whole year with another 364 provisional as of 3/8/06. The year-end target is 1780 days.
BV8 Percentage of invoices paid on time	Not available	100%	Due to the implementation of a new Financial Management System it has not yet been possible to calculate the number of invoices paid on time during the first quarter of 2006/2007. Teething problems with the system mean that there is likely to have been a significant drop in performance compared to 2005/2006. In particular an error in the input of dates when initiating cheque runs will have resulted in a large number of payments, which are 2 or 3 days late. This has now been resolved, which together with increased familiarisation with the new system should result in improved performance throughout the remainder of the year. Despite some delays, no significant issues have arisen with suppliers.

## 9.0 PIs ON TARGET TO ACHIEVE THE PERFORMANCE TARGETS AT QUARTER ONE, 2006/2007




- 9.1 22 (73.3%) PIs have been assigned a green or amber traffic light at the end of Quarter one of 2006/2007. These are all detailed in Appendix I.
- 9.2 The planning service PIs performed well in the first quarter of 2006/2007. BV109b (minor applications determined in 8 weeks) was 24.21% over its target, with a quarter one performance of 84.21% of minor planning applications determined in 8 weeks.

## 10.0 PERFORMANCE BY CORPORATE PRIORITY

10.1 Table 2 displays the performance on each of the Council's corporate priorities in Quarter One of 2006/2007 in relation to meeting its performance targets on the 30 Corporate Basket PIs that were monitored in Quarter One.

10.2 60% of the PIs met or exceeded their Quarter One performance target.

**Table 2 – PIs meeting their target by Corporate Priority**




Corporate Priority	On Target 		Almost on Target 		Missed target 		Total
Affordable housing	1	100%	0	0%	0	0%	1
Traffic and transport	2	66.7%	1	33.3%	0	0%	3
Keeping our District safe	0	0%	0	0%	0	0%	0
Caring for the environment	2	50%	1	25%	1	25%	4
Supporting our local economy	1	50%	0	0%	1	50%	2
Delivering 1 <sup>st</sup> class public services	7	77.8%	0	0%	2	22.2%	9
Organisational improvement	5	45.4%	2	18.2%	4	36.4%	11
<b>Total</b>	<b>18</b>	<b>60.0%</b>	<b>4</b>	<b>13.3%</b>	<b>8</b>	<b>26.7%</b>	<b>30</b>

10.3 36.4% (4) of the PIs in the Corporate Priority of 'organisational improvement' were assigned a red traffic light at the end of Quarter One (see Table 1). It should be noted that the performance of one of these four PIs (BV11b - Top 5% of Earners: Ethnic Minorities) has been at 0% since it was introduced in 2002/2003.

10.4 Table 3 displays the performance on each of the Council's Corporate Priorities in Quarter One of 2006/2007 in comparison with the previous quarter (i.e. Quarter 4, 2005/2006) on the 21 Corporate Basket PIs for which quarterly comparisons could be made (some PIs have cumulative targets and consequently comparisons could not be made).

10.5 90.4% (19) of the PIs improved or maintained their performance in comparison to their performance in the previous quarter.

**Table 3 – Movement in PIs by Corporate Priority**

Corporate Priority	Improved performance 		Same performance 		Decreased performance 		Total
Affordable housing	0	0%	1	100%	0	0%	1
Traffic and transport	0	0%	0	0%	0	0%	0
Keeping our District safe	0	0%	0	0%	0	0%	0
Caring for the environment	1	50%	1	50%	0	0%	2
Supporting our local economy	0	0%	1	100%	0	0%	1
Delivering 1 <sup>st</sup> class public services	6	100%	0	0%	0	0%	6
Organisational improvement	5	45.4%	4	36.4%	2	18.2%	11
<b>Total</b>	<b>12</b>	<b>57.1%</b>	<b>7</b>	<b>33.3%</b>	<b>2</b>	<b>9.5%</b>	<b>21</b>

10.6 81.8% (9) of the PIs in the 'organisational improvement' Corporate Priority improved or remained static on their performance in comparison to the previous quarter.

## **11.0 CMT COMMENTS**

11.1 CMT considered the report and felt that the performance achieved in Quarter One was good and they acknowledged that staff had performed above the targets achieved in the comparable quarter in 2005/2006.

11.2 In the areas where performance received a "red" traffic light the Director was asked to review performance and address any underlying reasons for underperformance. In broad terms, the areas of underperformance are subject to seasonal trends and will therefore be monitored closely at the half year.

11.3 CMT asked that attention be drawn to BV8 – Invoice Payment as due to the implementation of the new FMS system and teething problems with the system it has not been possible to report on this PI. However, evidence indicates the performance has not been met and that the Year End target may also be at risk. This will be monitored by CMT and any issues addressed.

## **12.0 CORPORATE PERFORMANCE PANEL COMMENTS**

12.1 The Corporate Performance considered the Council's performance in Quarter One at its meeting on 10<sup>th</sup> August.

12.2 They welcomed the good performance in the majority of the Performance Indicators and congratulated staff on achieving that level of performance.

12.3 They noted the explanations in the areas with red traffic lights and agreed to continue to monitor performance in these areas, although they did not think there was any major cause for concern at this stage.

12.4 The Corporate Performance Panel have asked for further information relating to a number of HR related PI's (sickness/absence; days lost etc) and will report back on their work, if necessary, in due course.

## **13.0 CONCLUSIONS**

13.1 8 (26.7%) have been assigned a red traffic light at the end of Quarter One.

13.2 22 (73.3%) PIs have been assigned a green or amber traffic light at the end of Quarter one.

13.3 19 (90.4%) PIs improved or maintained their performance in comparison with their performance in the previous quarter.

**OFFICER CONTACT:** Please contact Rachel Glendinning, if you require any further information on the contents of this report. The officer can be contacted at Crescent Gardens by telephone on 6159 or by email – [Rachel.Glendinning@harrogate.gov.uk](mailto:Rachel.Glendinning@harrogate.gov.uk)

**SUSTAINABILITY ASSESSMENT/POLICY CONSIDERATIONS**

		Implications are		
		Positive	Neutral	Negative
A.	Economy		✓	
B.	Environment		✓	
C.	Social Equity		✓	
(i)	General			
(ii)	Customer Care/People with Disabilities			
(iii)	Health Implications			
D.	Crime and Disorder Implications		✓	

If all comments lie within the shaded areas, the proposal is sustainable.