

**CORPORATE PERFORMANCE AND FINANCIAL PLAN
QUARTER 1 – 2008/2009**

Agenda Item 3b

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Background Papers:- None
Financial Implications:- None
Equalities Implications:- None
Legal Implications:- None
Options: To endorse the report
Risks: Regular and ongoing monitoring of performance is a key issue for the Council. It is essential for identifying improvements and areas where corrective action is required and where resulting risks may occur.

EXECUTIVE SUMMARY

The attached document reports on performance in the following areas for the first quarter of the financial year 2008/2009:

- Progress in relation to our key performance indicators
- Our financial position
- Progress in relation to the completion of projects in the Corporate Action Plan 2008/2009
- Key staffing information
- Complaints

A summary is attached at Part 1 of the Report. Key points are set out below.

Performance Indicators

We collect information in relation to 36 performance indicators on a quarterly basis. This quarter:

- 24 of our Performance Indicators are on target. Of those, performance against 7 is deteriorating compared with the same quarter last year.
- 7 of our Performance Indicators are up to 5% below target. Of those, performance against 1 is deteriorating compared with the same quarter last year.
- 4 of our Performance Indicators are more than 5% below target. Of those, performance against ? is deteriorating compared with the same quarter last year
- Performance information in relation to 1 indicator has not been collected

Exception reports for the off-target Indicators are set out in Part 2 of the Report.

23 of our quarterly reported Performance Indicators can be placed into national quartiles (ie compared with the performance of other District Councils nationally). Using the quartile figures for 2007/2008, at the end of Quarter 1:

- 8 of those Performance Indicators are predicted to be in top quartile at year-end (compared with original estimates of 9) (including the PI for which no data has been

supplied this Quarter)

- 12 of those Performance Indicators are predicted to be in 2nd quartile at year-end (compared with original estimates of 10)
- 2 of those Performance Indicators are predicted to be in 3rd quartile at year-end (compared with original estimates of 2)
- 1 of those Performance Indicators is predicted to be in Bottom quartile (compared with original estimates of 1)

Financial Position

Detailed information about the Council's financial position is set out in Part 3 of the Report.

General Fund Revenue Account

Based on the income and expenditure in the first quarter of the year, the projected outturn for the General Fund revenue account for the year shows a marginal net underspend of £29,000.

Capital Programme

Whilst the spend on projects is less than 10% of the budget for the year, the majority of projects are expected to be completed by the year-end.

Corporate Action Plan 2008 / 2009 – Progress Report

There are 93 projects in the Corporate Action Plan 2008/2009. Of those:

- 17 have been completed during this Quarter
- 74 are on course to be completed by the targeted date
- 2 have been delayed and are not on course to be completed by the target date. Revised dates have been set.

An exception report for the projects which are not on target to achieve the targeted completion date is set out in Part 4 of the Report

Staffing Information

- The number of people employed by the Council at the end of Quarter 1 was 595
- 16 members of staff have left the employment of the Council during the Quarter of which 3 were retirements
- 27 new members of staff have joined us during the Quarter
- Sickness levels were 2.32 days per employee at against a target of 2.25. An exception report for this Indicator is included in Part 5 of the Report.

Complaints

80 complaints were received during the Quarter compared with 95 in the last quarter

42 of the complaints were justified or partially justified;

73% of complaints were responded to within 7 working days (against a target of 80%). An exception report for this Indicator is set out in Part 6 of the Report.

DECISION

Members are asked to endorse the Report.

