

Cabinet Meeting – 8th June 2009

Agenda Item 8(b) – Performance Indicators

Recommendation

Extract from the Action Points of the Performance, Innovation & Efficiency Programme Board (PIEPB) – held on 27th May 2009: -

'Cabinet are requested to approve the Performance Targets for 2009/10 with an amendment of CHLP10 (the average number of days taken to respond to complaints made to the Local Government Ombudsman) from 28 days to a local target of 23 days.'

Executive Summary

The report presented to the PIEPB included 107 performance indicators, 53 of which have quartile information and 20 are to be measured by the results of the place survey.

Actual and Predicted quartile positions for the 53 indicators are as follows

	Top Quartile	2 nd Quarter	3 rd Quarter	Bottom
2007/08	21	16	11	4
2008/09	32	12	6	3
2009/10	35	6	8	4

Where the target for the year is lower than the 2008/09 outturn, an explanation for this has now been added to the report.

A list of 59 activity indicators for which information is recorded and monitored was also circulated at the board meeting.

The main report is attached for Members' consideration.