



AGENDA ITEM: 5(g)

**CORPORATE & ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE:
20 FEBRUARY 2014**

CABINET: 18 MARCH 2014

Report of: Transformation Manager

Relevant Head of Service: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor D Westley

**Contact for further information: Ms A Grimes (Extn. 5409)
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SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q3 2013/14)

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 December 2013.

**2.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

2.1 That the Council's performance against the indicator set for the quarter ended 31 December 2013 be noted.

3.0 RECOMMENDATIONS TO CABINET

3.1 That the Council's performance against the indicator set for the quarter ended 31 December 2013 be noted.

3.2 That the call-in procedure is not appropriate for this item as the report was submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 20 February 2014.

4.0 CURRENT POSITION

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data.
- 4.2 Of the 31 indicators reported for Q3:
- 13 met or exceeded target
 - 4 indicators narrowly missed target; 7 were 5% or more off target
 - 1 is data only
 - 6 indicators have data unavailable at the time of the report (*NI191: Residual household waste per household; NI192: Percentage of household waste sent for reuse, recycling and composting; NI195a-d: Street and environmental cleanliness*).

As a general comparison, Q3 performance from the 2012/13 suite gave 14 (from 32) indicators on target.

- 4.3 Improvement plans are already in place for those indicators where performance falls short of the target by 5% or more for this quarter if such plans are able to influence outturn.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendices B1-B4. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact.
- 4.5 For those PIs that have flagged up as 'amber' (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an improvement plan versus resource implications. This is indicated in the table.

5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 5.1 The information set out in this report aims to help the Council improve service performance and is consistent with the Sustainable Community Strategy aim of providing good quality services that are easily accessible to all.

6.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 6.1 There are no direct financial or resource implications arising from this report.

7.0 RISK ASSESSMENT

- 7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report. Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

8.0 CONCLUSIONS

- 8.1 The performance indicator data appended to this report details the council's current performance against the key performance indicators from the full suite of indicators for 2013/14 as agreed by Cabinet in March 2013. The full suite is reported annually.
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Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix A – Quarterly Performance Indicators for Q3 October-December 2013/14

Appendix B – Improvement Plans

- B1: HS13-WL114: % LA properties with CP12 outstanding
- B2: TS24a-BV212: Average time taken to re-let local authority housing GENERAL NEEDS
- B3: TS24b-BV212 SP Average time taken to re-let local authority housing (days) - SUPPORTED NEEDS
- B4: BV12: Working Days Lost Due to Sickness Absence

Appendix C – Minute of Corporate and Environmental Overview & Scrutiny Committee held on 20 February 2014 (Cabinet only)