

NAME OF COMMITTEE	Overview & Scrutiny
DATE	12th March 2013
REPORT TITLE	Committee Performance Report
Report of	Head of ICT & Customer Services
WARDS AFFECTED	All Wards

Summary of report:

To provide Members with information on Key Performance Indicators where performance was below target at the end of quarter 3 2012-13. The information is set out with the Balanced Scorecard showing broad performance levels, indicators at 'red' status providing additional information, and a standard information report giving background information and context to workload.

Financial implications:

There are no financial implications directly related to this report.

RECOMMENDATIONS:

1. That Members note the Key Performance Indicators for Quarter 3 and consider the action detailed to improve future performance.
2. That Members consider any appropriate action for Indicators at 'Red' status for two consecutive quarters as detailed in 2.4 of this report.

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1. BACKGROUND

- 1.1 The current set of indicators came from a review of all performance indicators, which was undertaken by a Task and Finish Group in 2011/12.

2. ISSUES FOR CONSIDERATION

- 2.1 Appendix A contains the Balanced Scorecard Report to display the high level performance information.
- 2.2 Appendix B relates to data only performance indicators and is the background report that contains the information that sits behind the Balanced Scorecard for context.

- 2.3 The exception report is all indicators currently 'Red' and shows the performance status for last quarter. All those indicators in the exception report showing red have had two consecutive quarters below target and require a response from O&S on the response to the situation detailed by the Middle Manager/Head of Service .
- 2.4 There are six indicators that are 10% or more below target with the **first five at red status for two consecutive quarters, therefore requiring a minuted response of the action required (see Appendix C for actions available to O&S):**
- **Average days sickness per full time equivalent.**
 - **End to end time for change of circumstances**
 - **Car parking Income (Quarterly target – non cumulative)**
 - **Income collected: Land Charges**
 - **Average time to process minor planning applications**
 - Average time to process major planning applications
- 2.5 As requested by Members, Appendix D shows the Balanced Scorecard for the same period for South Hams.

3. LEGAL IMPLICATIONS

- 3.1 Within the Constitution, the Overview & Scrutiny Committee oversees performance management at the authority to ensure that poor and deteriorating performance is addressed.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications directly related to this report.

5. RISK MANAGEMENT

- 5.1 The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

6. OTHER IMPLICATIONS

Corporate priorities engaged:	Community; Economy; Environment; Housing
Statutory powers:	Local Government Act 2000
Considerations of equality and human rights:	There are no equality implications as a result of this report.
Biodiversity considerations:	There are no biodiversity implications as a result of this report.
Sustainability considerations:	There are no sustainability implications as a result of this report
Crime and disorder implications:	There are no crime and disorder implications as a result of this report.
Background papers:	

Appendices attached:	Appendix A – Balanced Scorecard Appendix B – Background and Exception Report Appendix C – Actions available to address performance Appendix D – South Hams Balanced Scorecard
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