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**Meeting:** Executive  
**Date:** 8 December 2009  
**Subject:** Quarter 2 Performance Report  
**Report of:** Cllr Richard Stay , Portfolio Holder for Business transformation  
**Summary:** The report highlights the key Quarter 2 performance for Central Bedfordshire Council

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**Advising Officer:** Richard Ellis, Director of Business Transformation  
**Contact Officer:** Ian Porter, AD Policy, Partnerships and Performance  
**Public/Exempt:** Public  
**Wards Affected:** All  
**Function of:** Executive  
**Key Decision** No  
**Reason for urgency/  
exemption from call-in  
(if appropriate)** N/A

## **CORPORATE IMPLICATIONS**

### **Council Priorities:**

The Quarterly Performance Report underpins the delivery of all of the Council's priorities.

### **Financial:**

There are many performance indicators within the corporate suite that have a strong financial link.

It will be important to consider any financial implications of decisions taken to address ongoing areas of under performance.

### **Legal:**

None

### **Risk Management:**

Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

**Staffing (including Trades Unions):**

The corporate performance suite includes indicators on sickness absence within the Council.

**Equalities/Human Rights:**

This report highlights performance against performance indicators which seek to measure how the Council and its services impact across all communities within Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis/drilling down as necessary.

As such it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas whether further action is required to improve outcomes for vulnerable groups.

**Community Safety:**

The corporate performance suite includes an indicator on Serious Acquisitive Crime.

**Sustainability:**

The corporate performance suite includes an Indicator on the CO2 reduction for the Council.

**Summary of Overview and Scrutiny Comments:**

N/A

**RECOMMENDATION(S):**

- 1. That the Executive notes and considers this report, including any recommendations from the Overview & Scrutiny Committees.**
- 2. That the Executive considers any issues from this report that could be referred to Overview & Scrutiny for further investigation.**

*Reason for Recommendation(s): To ensure a rigorous approach to performance management across Central Bedfordshire Council*

**Introduction**

1. The Council's framework for performance management supports the delivery of the Council's priorities.

2. The Council now has monthly performance reporting in place. Those indicators that the Directors have identified as 'critical' now form the quarterly corporate performance suite – included at Appendix A.

### **Quarter 1 – Key Messages**

3. Members of the five Overview & Scrutiny Committees were broadly happy with the selection of indicators in the report.
4. The main issue that Members raised was the lack of Budget information, hence the proposed inclusion of the Budget Monitoring Report with the Performance Report at the next Overview and Scrutiny Committees.

### **Areas of Strong Performance**

5.
  - Payment of invoices
  - The percentage of children looked-after cases which should have been reviewed during the year which were reviewed on time during the year
  - The percentage of child protection cases which should have been reviewed during the year that were reviewed
  - The percentage of care leavers at age 19 who are engaged in education, training or employment
  - Number of households living in temporary accommodation
  - Tenant involvement in service development
  - Serious acquisitive crime
  - Non Principal Classified Road network resurfaced
  - Highways emergencies responded to within 2 hours
  - percentage of Highways customer requests for service investigated and/or closed - as recorded on weekly Highways Members Bulletin.

### **Areas for improvement**

6.
  - Council Tax collected
  - Clients receiving Self Directed Support
  - Carers receiving needs assessment
  - Road accident casualties

### **Exam Results**

7. Information concerning the provisional 2008/09 academic year exam results are now included in the outturn 08/09 column. Educational attainment results are mixed.

### **Conclusion and Next Steps**

8. The Executive notes and considers this report, including any recommendations from the Overview & Scrutiny Committees.
9. The Executive considers any issues from this report that could be referred to Overview & Scrutiny for further investigation.

**Appendices:**

Appendix 1 – (Quarter 2 Performance Report)

**Background Papers:** (open to public inspection)

None