
Meeting: Sustainable Communities Overview & Scrutiny Committee
Date: 16 November 2010
Subject: Quarter One Performance Report
Report of: Cllr Tom Nicols, Cllr David McVicar, Cllr Budge Wells, Cllr Ken Matthews
Summary: The report highlights the Quarter One performance for Sustainable Communities

Advising Officer: Gary Alderson, Director of Sustainable Communities
Contact Officer: Calum Clements, Performance Improvement Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The quarterly performance report underpins the delivery of the Council's priorities

Financial:

No Direct Implications

Legal:

No Direct Implications

Risk Management:

Areas of ongoing under performance are a risk to both service delivery and the reputation of the Council

Staffing (including Trades Unions):

No Direct Implications

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 where further action is required to improve outcomes for vulnerable groups.

Community Safety:

No Direct Implications

Sustainability:

No Direct Implications

RECOMMENDATION(S):

- 1. That the committee notes and considers this report.**

Background

1. The Council's framework for performance management supports the deliver of the Council's priorities
2. Those indicators identified by the Director as 'critical' from the quarterly corporate performance suite – included at Appendix A
3. The start to 2010/11 has resulted in a stable start to the year. The economic climate continues to have an impact across the services and the new Coalition Government actions in cutting costs has resulted in a knock on effect on data sources used for some of the indicators. The indicators identified at the beginning of the year will be amended to take account of these changes.

Director's Summary

4. Areas of Economic Growth continue to show a declining performance as the data has a significant time lag and is currently showing what occurred during the recession.
5. The satisfaction level with the Planning Services at CBC have shown an increase in performance on last year, The number of respondents to the satisfaction questionnaire has increased and will be useful to identify problem and success areas. Overall, Planning continues to provide robust data with a consistent level of performance.
6. Highways and Transport data has shown improvement and the novation of the AMEY contract to CBC will enable more depth of information to be used to support the performance from the Contract.
7. The areas around Community Safety, Public Protection, Waste and Leisure have continued to perform consistently across the service. The data management of waste has been improved and will soon appear in the quarterly report to which the performance relates

Areas of Strong Performance

8. The level of customer satisfaction for planning continues to increase.
9. Data management for waste is undergoing a review for data quality and processing to obtain more robust and reliable information for forecasting and reporting
10. Bedfordshire Police are now supplying additional data on the statistics for Killed and Seriously Injured. This will help support the methods used in continuing to seek to reduce this figure.

Conclusion and Next Steps

11. That Sustainable Communities Overview and Scrutiny Committee notes and considers this report.

Appendices:

Appendix A – (Quarter 1 Performance Indicators)

Background Papers: (open to public inspection)

None

Location of papers: Priory House, Chicksands