
Meeting: Corporate Resources Overview and Scrutiny Committee
Date: 18 December 2012
Subject: Quarter 2 Performance Report
Report of: Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Resources

Summary: The report highlights Quarter 2 performance 2012/13 for the indicators that have been introduced to support the monitoring of the Medium Term Plan, that are recorded by Corporate Services - Resources and Corporate Services - People and Organisation.

Advising Officer: Deb Clarke, Assistant Chief Executive. Charles Warboys, Chief Finance Officer.
Contact Officer: Giles Probert, Programme and Performance Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The quarterly performance report that goes to Executive underpins the delivery of all Council priorities. The information contained in this report is an extract from the quarterly performance report containing those indicators that are produced by Corporate Services - Resources and Corporate Services - People and Organisation.

Financial:

None directly but the revised indicator set does monitor annually the percentage increase in Council Tax.

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 a sickness absence indicator.

Equalities/Human Rights:

This report highlights performance in respect of 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.

Community Safety:

None

Sustainability:


No direct implications.

RECOMMENDATIONS:

- That the Overview and Scrutiny Committee notes the performance update for the two indicators in the revised Quarterly Performance Indicator Set that are covered by the Corporate Resources Overview and Scrutiny Committee.**

- In Quarter 2 the set of indicators that make up the Executive Quarterly Performance report were revised to focus on monitoring progress against the Medium Term Plan. This has resulted in a change to the indicators that are reported to the Overview and Scrutiny Committees. In the revised set there are two indicators covered by this Committee. The first is A1 MTP which monitors the percentage of Central Bedfordshire residents satisfied with the local area as a place to live, which is reported every six months and is reported this quarter. The second is F1 MTP Percentage increase in Council Tax, which will be reported annually in Quarter 4 so there is no update this quarter.
- More detail on indicator A1 MTP percentage of Central Bedfordshire residents satisfied with the local area as a place to live, is included in Appendix A.

Corporate Services - People and Organisation

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Enhance your local community					
A 1 MTP	Percentage of Central Bedfordshire residents satisfied with the local area as a place to live.	Quarter 1 & Quarter 2	Quarter 2 2012/13		Not scored

- In September 2012 the six monthly telephone tracker update of the Resident's Survey was undertaken. This showed a one percent increase to 91% in the proportion of Central Bedfordshire residents who are satisfied with the local area as a place to live. The size of the change is not statistically significant so in performance terms it has been recorded as no change however the similarity between the latest result and that of the one carried out in April 2012 provides validation of the new results following a move from postal to telephone methodology. These telephone tracker surveys are designed to provide an

indication of direction of travel in between the main postal surveys. The next resident's postal survey will be carried out in autumn 2014. (A1 MTP).

Corporate Services - Resources

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Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Value for money					
F 1 MTP	Percentage increase in Council Tax	Annually in Quarter 4			

6. Performance for indicator F1 MTP The percentage increase in Council Tax, is an annual indicator and will be reported in Quarter 4.

Appendices:

Appendix A – Quarter 2 2012/13 indicators for Corporate Services - People and Organisation and Corporate Services - Resources.

Background Papers: (open to public inspection) - Quarter 2 2012-13 Performance Report that went to Executive on the 4 December 2012.

Location of papers: Priory House