










Action Tracker Guidance

Introduction

The ‘Action Trackers’ are mostly prepared on a half yearly basis (at quarters 2 and 4)* and are intended to give an organisational ‘snapshot’ view of the progress against the city’s top level priorities as set out in the Leeds Strategic Plan and Council Business Plan. They provide a broader range of information and progress than is provided in the performance indicator results alone. Each improvement priority within the Leeds Strategic Plan and Council Business Plan has been allocated to an **Accountable Officer** whose role is to provide leadership, co-ordinate the activities of contributing officers/partners and evaluate the performance information to ensure the delivery of the improvement priority. An action tracker has been completed for every improvement priority by the Accountable Officer who has provided an overall evaluation of progress to date and an assessment of the direction of travel. Please see below a brief summary of the information that has been provided in each of the sections of the action tracker template.

*For areas of under-performance, or where issues have been highlighted under CAA, the trackers are provided quarterly. Within these “tagged” trackers at quarters 1 and 3 Accountable Officers are given the option to provide a more focused update based on any specific issues raised under CAA where this is appropriate.

Overall Progress Traffic Light and Direction of Travel Ratings Explained

	Progressing as expected – on schedule to complete key actions and meet the targets for key performance indicators. Overall the direction of travel is improving.		Minor delays/issues are having an impact on delivery but remedial action is underway/planned and the key performance indicators results are likely to be on, or close to, target. Overall the direction of travel is improving.		Significant delays or issues to address and unlikely to meet targets for key performance indicators. Overall the direction of travel is improving.
	Progressing as expected – on schedule to complete key actions and meet the targets for key performance indicators. Overall the direction of travel is static.		Minor delays/issues are having an impact on delivery but remedial action is underway/planned and the key performance indicators results are likely to be on, or close to, target. Overall the direction of travel is static.		Significant delays or issues to address and unlikely to meet targets for key performance indicators. Overall the direction of travel is static.
	Progressing as expected – on schedule to complete key actions and meet the targets for key performance indicators. Overall the performance is deteriorating.		Minor delays/issues are having an impact on delivery but remedial action is underway/planned and the key performance indicators results are likely to be on, or close to, target. Overall the performance is deteriorating.		Significant delays or issues to address and unlikely to meet targets for key performance indicators. Overall the performance is deteriorating.




Appendix 1 & 2 Guidance Notes

Why is this a Priority?	This section provides a brief comment on why this improvement area is a priority. For example it may be to address poor performance particularly in comparison to other similar cities, be a Government priority or it may address a specific local need / inequality etc. A black diamond denotes that this is a “tagged” or high risk tracker which is produced quarterly.
Graphs	This section presents one or two of the aligned performance indicators as a graph. The graph will include information such as past and present performance and future targets
Overall Summary	This section provides an overall summary analysis of the progress to date - taking a view based on all the information provided in the action tracker including the results for the aligned performance indicators. This section should provide a clear explanation for the overall traffic light and direction of travel ratings.
Achievements since the last report	This section provides details of the key achievements/outcomes delivered in the last 6 months. For many improvement priorities there will be a large number of actions and activities but this section will only include the most important high level achievements.
Challenges/Risks	This section sets out any key risks or challenges that may prevent the delivery of the improvement priority.
Council/Partnership Groups	This outlines at which key council or partnership group the Action Tracker has been discussed and/or approved.
Key Actions for the next 6 months	This section provides a summary of next steps/key actions which are due to be carried out over the coming 6 months. Again these are limited to the most important and high level activities and where possible focus on what the impact/outcome will be. For each action/activity the contributory officer/partner responsible for leading this work, any milestones and timescales are included.
Performance Indicator Information	In this section the results for the aligned performance indicators for this improvement priority are presented including the target and are traffic lighted both for the result itself and for data quality. NB Additional performance information is presented in appendix 4.

Accountability Reporting Guidance

Column Title	Description
PI Type	<p>The PI Type column describes which basket each indicator belongs to. A basket is a set of indicators which we use to report on progress relating to different plans or frameworks, such as the Leeds Strategic Plan.</p> <p>Leeds Strategic Plan Government Agreed - These indicators show progress against the Leeds Strategic Plan and also form our Local Area Agreement.</p> <p>Leeds Strategic Plan Partnership Agreed - These indicators are the locally agreed priorities included in the Leeds Strategic Plan.</p> <p>Business Plan - These are indicators that form part of the Council Business Plan.</p> <p>National Indicator - These indicators are part of the set that are used to measure local government performance.</p> <p>Local Indicator - These are local key indicators for Leeds set by specific service areas.</p>
Reference	Each indicator has a unique reference number.
Title	This is the title given to the indicator.
Service	The service column identifies which team within the Council is responsible for service delivery, monitoring the performance and data quality of each indicator.
Frequency & Measure	<p>The top line in this column identifies how often we collect this information. This may be every month, every three months (quarterly) or once a year (annually). We only report annual indicators at the end of quarter 4 (after the end of March).</p> <p>The second line in this column identifies what measure we use to check on progress. For example, we might measure this result in the number of days or weeks we should take to finish something, such as a planning application. In another case, we might measure the percentage, such as the percentage of enquiries we respond to within five minutes.</p>
Rise or Fall	The good performance column identifies if the results should go up or down to show whether we are doing well. For example, if this is set to rise, you would expect the figures to increase.
Baseline	The baseline column provides a base result for the indicator against which progress can be measured. This is usually based on performance at a specific time in the past. E.g. a previous year.
Last Year Result	This column displays the result at the end of the previous financial year (31 March 2009).
Target	This column shows the target we have agreed for this financial year.
Quarter	This column identifies the result at the end of the quarter.

Appendix 1 & 2 Guidance Notes

Predicted Full Year Result	Directorates use this column to show how well they expect to do at the end of the year. They forecast this position depending on the current performance of each indicator. This figure may change each quarter depending on the performance over time of the indicator. We use this figure as one method to inform whether an indicator is red, amber or green.	
	The green light shows that the Directorate predicts this indicator WILL meet its target. The Directorate uses current performance information to make this forecast.	
	An amber traffic light shows that the Directorate predicts this indicator will not meet its target. However, the performance for this indicator is still acceptable and will not result in significant problems. The Directorate uses current performance information to make this forecast.	
	The red lights shows that the Directorate predicts this indicator WILL NOT meet its target at the end of the year. The Directorate uses current performance information to make this forecast.	
Direction of Travel	An upwards arrow indicates that the 2009/10 result is forecast to be an improvement in performance compared to the 2008/09 result	
	A sideways arrow indicates that the 2009/10 result is forecast to be at the same level of performance compared to the 2008/09 result.	
	A downwards arrow indicates that the 2009/10 result is forecast to be decline in performance compared to the 2008/09 result	
Data Quality	To know we can rely on the information in these reports, it has to be of good quality. Directorates use this column to identify indicators where they have concerns about the quality of the information or data in the report. If a Directorate has Some or Significant concerns regarding Data Quality there will be an explanation in the comments field.	
	No Concerns indicates that the Directorate has signed off the data as accurate.	No Concerns
	If Some Concerns has been chosen, the Directorate has concerns about the data and are working to ensure it is accurate and reliable.	Some Concerns
	If Significant Concerns has been chosen, the Directorate thinks that the quality of the data may not be good or that maybe they have not got the correct data.	Significant Concerns
Comments	The comments for each indicator should explain why performance varies. They should also highlight if there are any problems with the quality of the data and what steps the Directorate is taking to improve it. This section will also focus on what will be done to improve the actions and state what outcomes they have achieved.	