



Report of the Head of Policy, Performance and Improvement

Meeting: Central and Corporate Functions Scrutiny Board

Date: 2nd March 2009

Subject: Performance Report Quarter 3 2008/09

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1 Executive Summary

- 1.1 This report discusses the key performance issues considered to be of corporate significance identified for each of the Directorates as at 31st December 2008.

2 Purpose of the Report

- 2.1 The purpose of this report is to present the key areas of under performance at the end of Quarter 3 (1st October to 31st December 2008).

3 Background Information

- 3.1 This 'highlight report' has been prepared in readiness for the Accountability process, which included the CLT meeting on 17th February, Leader Management Team on 19th February 2009 and the Scrutiny Boards in the March/April cycle.
- 3.2 The issues discussed in this report have been identified because performance in these areas impacts upon one of the following, the delivery of our corporate priorities, performance against the National Indicator set which will be reflected in our CAA judgement or the lack of assurance relating to data quality.

4 Central and Corporate Functions Performance Issues

Planning, Policy and Improvement

BP-10/11 Customer Correspondence Indicators

Overall the quarter 3 performance remains strong for both letter and email response rates. However, although there remain some concerns about the completeness of the data underpinning these indicators significant improvements have continued to be made quarter on quarter. Since the last report Customer Strategy Board initiated a piece of work covering all directorates, to ensure that the data used for this indicator was useful and appropriate. This sought to improve the data quality in two ways – firstly an audit of current arrangements and volumes showed that some service areas dealt with very small volumes of correspondence. It was agreed that while they should continue to ensure that corporate standards are met, there was little value in including their returns in a corporate indicator. Therefore, those areas receiving less than 100 items of correspondence a month have now been excluded from the indicator so that the information provided really focuses on the council's principal customer-facing services. Secondly, there has also been an improvement in the proportion of services who have provided a return for quarter 3 and this is set to improve further, as many services which have not yet provided any data have committed to implementing an approach to provide a return in quarter 4. Finally, the on-going project to develop our approach to NI 14 - which seeks to measure and reduce avoidable customer contact - is also supporting the delivery of these indicators. There is an on-going risk with these indicators that those services which are not currently reporting may be performing poorly so by improving the coverage of data we may not meet the targets.

Resources

No significant issues of performance to highlight.

Corporate Governance

No significant issues of performance to highlight.

5 Recommendation

That the Central and Corporate Functions Scrutiny Board note the Quarter 3 performance information and highlight any areas for further scrutiny.