

Annual Performance Report  
Performance Management Unit  
31st March 2009

Service Area	Performance Indicator	Frequency of data collection	Annual Performance for 2007/08	2008/09 Qtr 1	2008/09 Qtr 2	2008/09 Qtr 3	2008/09 Qtr 4	Annual Performance for 2008/09	Target for 2008/09	All Wales Average 2007/08	Is Performance Improving on Last Year?
<b>Directorate of Corporate Services - Performance Management Unit</b>											
Risk identification and management to all services	% SIP threat assessments good or better	Yearly	88%					78.26%	100%	N/A	
	Number of PMU risks classed as high or significant	Quarterly	4	4	4	4	4	4	2	N/A	
Developing highly skilled and motivated staff	% sickness absence	Monthly	3.32%	0.5%	0%	4.20%	0%	1.54%	4%	N/A	
	% of Learning and Development delivered from service training plan	Yearly	43.3%					85%	85%	N/A	
	% PMU PDRs undertaken and completed during the year	Yearly	100%					100%	90%	N/A	Cannot improve
	Number Monthly 1 to 1 meetings undertaken and completed between manager and member of staff	Monthly	37	5	12	6	6	29	48	N/A	
Ensuring effective challenge and scrutiny	Number of quarterly service support meetings held	Quarterly	59	11	19	17	16	63	84	N/A	
	% of customers satisfied with PMU service	Yearly	65%					100%	95%	N/A	
	Percentage of Improvement Plan PIs Audited by PMU and WAO	Yearly	40%					43%	43%	N/A	

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Meeting the requirements of the WPI	Percentage of Nat Pls disqualified by Wales Audit Office	Yearly	0%					0%	5%	N/A	
	% of SIPS rated as good or better	Yearly	91%					82.6%	95%	N/A	
	% customer satisfaction of the Public Summary	Yearly	88.5%					No consultation undertaken	95%	N/A	
	% increased public accessibility of the Improvement Plan	Yearly	26.9%					No consultation undertaken	90%	N/A	
	% increased public accessibility of the Public Summary	Yearly	No consultaion undertaken					No consultation undertaken	90%	N/A	
	% of National Performance Indicators Improved	Yearly	62.26%					2008/09 National data available June	80%	N/A	
	% of National Performance Indicators Deteriorated	Yearly	22.64%					2008/09 National data available June	10%	N/A	
	% of National Performance Indicators remained static	Yearly	15.09%					2008/09 National data available June	10%	N/A	
Review and Promote Annual Service Self Assessments	% of CDRIVER staff satisfaction results which are good, very good or excellent	Yearly	86.08%					No consultation undertaken	95%	N/A	
	The number of annual self assessments sessions undertaken - CDriver	Yearly	30					4	120	N/A	

RAG Key:			
On / above Target		Better than All Wales Average	Improved Performance
Below target		Similar to All Wales Average	Same level of Performance
Well below Target		Worse than All Wales Average	Declining Performance