



POLICY AND RESOURCES (PERFORMANCE MANAGEMENT) SCRUTINY COMMITTEE – 25TH NOVEMBER 2010

SUBJECT: PERFORMANCE REPORT FOR CORPORATE SERVICES

REPORT BY: DEPUTY CHIEF EXECUTIVE

1. PURPOSE OF REPORT

1.1 To inform members of the Directorate's performance information up to 30th September 2010.

2. SUMMARY

2.1 The performance information contained in this report represents a cross-section of business and service activities for each of the services reported on, using locally created performance indicators.

3. LINKS TO STRATEGY

3.1 Improving council services links to the council's Annual Improvement Plan.

4. THE REPORT

4.1 Performance information is taken from the service performance scorecards up to **30th September 2010**. The report gives details of specific performance indicators and how they have performed against their targets. (See appendix A)

4.2 Legal Services –

4.2.1 Of the 6 performance measures chosen to represent Legal services 4 are on or above target and 2 are close to target.

4.3 Performance & Policy –

4.3.1 Of the 5 measures chosen to show both Performance and Policy 3 are on or above target for quarter 2 and 1 was close to target.

4.4 Corporate Finance –

4.4.1 Of the 5 quarterly measures chosen from the Corporate Finance service all are on or above target.

4.5 Procurement –

4.5.1 Of the 4 measures chosen from the Procurement service 3 are on or above target.

4.6 HR & Organisational Development –

4.6.1 Of the 8 measures for HR and Organisational Development 3 are being used as metrics and give an indication of workload, therefore no targets have been set. Of the other 5 measures 2 are on or above target and improving and 1 was close to target.

4.7 ICT & Property –

4.7.1 Of 15 measures taken from the ITC & Property service 9 are on or above target and 5 are close to target.

4.8 Undisputed Invoices –

4.8.1 There are 6 quarterly measures, which record the time taken to pay undisputed invoices across the 6 service areas, under Corporate Services. Of the 6, 5 were on or above target, 1 was close to target and 3 of the 6 have improved.

4.9 Sickness Absence –

4.9.1 Of the 6 service areas 5 are on or above target and 1 was close to target. 3 have improved and 3 have maintained.

4.10 Complaints –

4.10.1 These 4 measures record how long it takes for the directorates to respond to complaints. All 4 measures are on or above target and all 4 maintained performance.

5. FINANCIAL IMPLICATIONS

5.1 None

6. PERSONNEL IMPLICATIONS

6.1 None

7. CONSULTATIONS

7.1 The results of all consultations have been incorporated into this report.

8. RECOMMENDATIONS

8.1 To note the performance information contained within the report.

9. REASONS FOR THE RECOMMENDATIONS

9.1 To provide members with performance information on the relevant services.

10. STATUTORY POWER

10.1 The Council has a duty to improve its services as part of the statutory requirements of the Local Government Measure 2009.

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Appendices:
Appendix A Corporate Services Performance Dashboards