

Performance Management Report
Performance Select Committee, item 8

Committee: PERFORMANCE SELECT COMMITTEE **Agenda Item**
Date: 14 August 2008
Title: PERFORMANCE MANAGEMENT REPORT
Underperforming Performance Indicators
2007/08 **8**
Author: Debra Collins, Performance Improvement Officer, 01799 510569 **Item for information**

Summary

1. This report presents further explanations for the underperformance of a number of 2007/08 Performance Indicators as requested at the last Performance Select Committee on the 24th June 2008.
2. The comments detailed in the attached spreadsheet were obtained by the Performance Improvement Officer and Business Improvement Manager conducting face-to-face interviews with the officer(s) responsible for the collection of the indicator data.

Recommendations

3. That the Committee review and comment on the further explanations and comments provided by the relevant Heads of Division and Collection Officers.

Background Papers

4. The following papers were referred to by the author in the preparation of the report:
 - Uttlesford District Council Best Value Performance Plan 2008
 - Performance Improvement Team internal files 2007 and 2008

Impact

Communication/Consultation	Communication on performance is carried out via Utterings, Uttlesford Life, Members' Bulletin and specific service briefings
Community Safety	None
Equalities	None
Finance	Performance Improvement Plans cover any additional funding associated with recovery of performance
Human Rights	None

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Legal implications	The Audit Commission’s focus on data quality, will require consideration and quality assurance controls
Sustainability	No direct impact resulting from report findings

Situation

5. At Performance Select Committee on the 24th June 2008 members requested further written explanation highlighting the actions being undertaken to address underperformance in the areas represented by several Best Value and Local Performance Indicators from 2007/08.
6. Following interviews with all relevant Officers, a spreadsheet detailing the explanations and comments regarding the underperformance of the identified indicators was compiled by the Performance Improvement Officer. See Appendix One attached.
7. As instructed, details of both why the 2007/08 outturn figures for the indicators were below target and the corrective actions that are/will be progressed to improve future performance have been captured.
8. It should be noted that in some instances the officers responsible for a number of these 2007/08 underperforming indicators have been made redundant and it has therefore proved difficult to obtain further information, particularly where indicators have not been retained in 2008/09.

Risk Analysis

The following have been assessed as the potential risks associated with this issue:

Risk	Likelihood	Impact	Mitigating actions
That performance will fail to meet all set targets	1	3	Performance is considered and commented on by SMB on a quarterly basis. Performance Select Committee will focus on corporate performance issues. The Performance Management Framework is established and has been communicated throughout the authority.