

**Committee:** Performance and Audit

**Agenda Item**

**Date:** 12 February 2013

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**Title:** Quarter 3 Performance 2012/13

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Item for information

### Summary

1. This report presents the Q3 results for quarterly collected indicators.

### Recommendations

2. None

### Financial Implications

3. None. There are no costs associated with this report.

### Background Papers

4. None

### Impact

- 5.

Communication/Consultation	None
Community Safety	None
Equalities	None beyond service improvement on the equality and diversity performance indicators
Health and Safety	None beyond service improvement on the health and safety performance indicators
Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

## Situation

6. Attached as Appendix A are the Key Performance Indicators (KPIs) and Performance Indicators (PIs) for Quarter 3 of 2012/13 (1 October to 31 December).
7. Also appended to the report are two letters from the Assistant Director – Planning and Building Control to the Chairman of the committee, giving further information about current Planning performance, and an update note from the Director of Public Services regarding missed bins.
8. Following a request from the Chairman of the committee, the report format has been altered so it now includes the quarterly target for each of the five quarters of performance detailed in the report. Previously, only the current quarter's target was given.

## Risk Analysis

9.

Risk	Likelihood	Impact	Mitigating actions
That performance indicators will not meet quarterly/ annual targets	2 – The majority of Performance Indicators perform on or above target	3 – In some areas the risk of not meeting targets could impact on areas such as customer satisfaction and statutory adherence to government led requirements	Performance is monitored by SMB and the committee on a quarterly basis.  Inclusion of five quarters of data helps identify trends.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.