

## EXETER CITY COUNCIL

### SCRUTINY COMMITTEE - RESOURCES 25 November 2009

#### HALF YEAR RESULTS OF PERFORMANCE MONITORING 2009/10

#### 1. PURPOSE OF REPORT

- 1.1. To report the half year figures for those statutory and local performance indicators that relate to services provided by the Corporate Services Directorate.

#### 2. BACKGROUND

- 2.1. Performance indicators are used to measure progress against the Council's strategic objectives and regular monitoring ensures that the Council is on track to meet its targets, or that remedial action is taken where necessary. Performance results are also compared annually with similar councils to assess the efficiency and effectiveness of services.
- 2.2. Local indicators are chosen by the council to reflect specific priorities and to provide useful management information. National indicators are prescribed by the Government. In October 2007, the Government published a new single set of 198 national indicators (NIs). The NIs replace all previous indicators, including best value performance indicators, but the majority apply to single tier/county councils.
- 2.3. Members play an important role in reviewing performance and data quality. The attached tables contain the figures for those national and local performance indicators that relate to services provided by the Corporate Services Directorate. Commentary is provided on the results to provide context and to explain any variance from targets and any remedial action taken or planned.

#### 3. RECOMMENDATION

- 3.1. That members consider the report and indicate whether they wish to receive any further information on any particular issue(s).

#### DIRECTOR CORPORATE SERVICES

Local Government (Access to Information) Act 1985 (as amended).

Background papers used in compiling the report:

None