

EXETER CITY COUNCIL
SCRUTINY COMMITTEE - ECONOMY
3 June 2010

ANNUAL RESULTS OF PERFORMANCE MONITORING
2009/10

1. PURPOSE OF REPORT

- 1.1. To report the annual figures for those statutory and local performance indicators that relate to services provided by the Economy and Development Directorate.

2. BACKGROUND

- 2.1. Performance indicators are used to measure progress against the Council's strategic objectives. 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 table contains the figures for those national and local performance indicators that relate to services provided by the Economy and Development 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. SUMMARY OF RESULTS

- 3.1 For the most part, services within the Directorate are either meeting their targets (indicated by a green star) or, if they are falling short, they are within acceptable tolerances (indicated by a blue circle).
- 3.2 The only exceptions are:-
- 3.2.1 Building Control fee income which has fallen below target, due to the recession and increased price competition from approved inspectors;
- 3.2.2 The decline in numbers of visitors to Exeter Visitor Information and Tickets is believed to be due to the recession as well as poor weather during the peak summer period. There is also an increased trend for accommodation booking to be made directly with accommodation providers and information downloaded from the internet. It is intended that a review of the operation of the facility will take place by the autumn to recommend the best way forward for the centre.

- 3.3 Action was taken to address the under recovery of income against target when one Building Control officer was made redundant in February.

4. RECOMMENDATION

- 4.1. That Members consider the report and indicate whether they wish to receive further information on any particular issues.

**KARIME HASSAN
INTERIM DIRECTOR ECONOMY AND DEVELOPMENT**

ECONOMY AND DEVELOPMENT DIRECTORATE

**Local Government (Access to Information) Act 1985 (as amended).
Background papers used in compiling the report:**

None