

EXETER CITY COUNCIL

**SCRUTINY COMMITTEE - RESOURCES
17 JUNE 2009**

ANNUAL RESULTS OF PERFORMANCE MONITORING 2008/09

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 Corporate Services Directorate.

2. BACKGROUND

- 2.1. The Council's Corporate Plan sets out the Council's priority work areas (corporate objectives) for 2008-09. Performance indicators are used to measure progress against these 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. 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.
- 2.4. In addition, the tables also include the national indicators which have been collected through the new Place Survey. This is because all services can have a positive impact against these indicators.
- 2.5. Three year targets for many of the national indicators have not been agreed. This is because, in most cases, there is no baseline data available against which targets can be set. Further work will be undertaken during the course of the year to agree challenging three-year targets against each of these new indicators.

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

CORPORATE SERVICES DIRECTORATE

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

Background papers used in compiling the report:

None