



Reviewing Performance Eye Scorecards

RECOMMENDATIONS

- 1.1 To review the list of relevant performance indicators for the Scrutiny Management Commission in **Appendix 2** and identify a basket of key performance indicators or KPI's to be included in the Commission's Performance Eye scorecard for 2006/07.

SUPPORTING INFORMATION

- 2.1 The Change Management and Performance Unit is in the process of updating Performance Eye, the Council's performance management system, to reflect a number of key changes...
- The Council's new directorate structure and incorporation of directorate business plans into Performance Eye (to be piloted in 2006-07).
 - The Council's new Corporate Plan for 2006-09.
 - The refreshed Local Area Agreement incorporating our second generation Local Public Service Agreement or LPSA2, Neighbourhood Renewal targets and Community Strategy indicators.
- 2.2 This provides an opportunity for each commission to review their scorecard within Performance Eye to consider whether existing indicators are still appropriate and identify any additional indicators for inclusion.
- 2.3 Existing indicators within the Scrutiny Management Commission scorecard are based solely on the Audit Commission's Best Value Performance Indicators.
- 2.4 A list of Best Value Performance Indicators and measures from the new Corporate Plan and Local Area Agreement that are relevant to the Scrutiny Management Commission have been listed in **Appendix 2**. Unlike previous years, the Audit Commission has not issued a new set of PI's for 2006/07 but will send updates on any additions/deletions. We are not aware of any changes to the Scrutiny Management BVPIs at this stage.
- 2.5 At its last meeting, the Commission also agreed to monitor relevant Community Strategy indicators.

- 2.6 The Commission needs to think carefully about the criteria for including key performance indicators or KPI's in its scorecard. We suggest that the scorecard should contain no more than 15-20 indicators to allow members to focus on key areas and become familiar with issues affecting performance in these areas. Selecting indicators which are monitored on a quarterly or six monthly basis would allow more regular updates on progress. Annual performance is reported in the Council's Best Value Performance Plan.
- 2.7 Following the Commission's decision to select the 2006/07 KPI's, we will update the Performance Eye scorecard during April/May to reflect this.

For more information contact: Heather Greenan on 01332 256259 heather.greenan@derby.gov.uk

Background papers:

List of appendices:

Appendix 1 – Implications

Appendix 2 – List of relevant indicators from Audit Commission, Corporate Plan and Local Area Agreement

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| IMPLICATIONS |
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Financial

1. In some areas such as Local Public Service Agreement targets, performance is directly related to the achievement of additional income through performance reward grants.

Legal

2. None directly arising from this report.

Personnel

3. None directly arising from this report.

Equalities impact

4. None directly arising from this report.

Corporate objectives and priorities for change

5. Monitoring key indicators to improve performance will help the Council take forward all of its objectives and priorities.

List of relevant indicators for Scrutiny Management Commission

This list includes relevant indicators from:

- Audit Commission Best Value Performance Indicators - BVPI
- Corporate Plan - CP
- Local Area Agreement - LAA

| Indicator | Description | Reporting Frequency | Included in 05/06 Scorecard | BVPI | CP | LAA |
|-----------|---|---------------------|-----------------------------|------|----|-----|
| BV10 | % of Non-Domestic Rates collected | Quarterly | ✓ | ✓ | | |
| BV11a | % of top 5% of earners that are women | Quarterly | ✓ | ✓ | | |
| BV11b | % of top 5% of earners from black and minority ethnic communities | Quarterly | ✓ | ✓ | | |
| BV11c | % of top 5% of earners with a disability | Quarterly | ✓ | ✓ | | |
| BV12 | No. of working days/shifts lost due to sickness absence | Quarterly | ✓ | ✓ | | |
| BV14 | % of employees retiring early (excl. ill-health) as a % of total workforce | Quarterly | ✓ | ✓ | | |
| BV15 | % of employees retiring on ill health as a % of total workforce | Quarterly | ✓ | ✓ | | |
| BV156 | % of authority buildings open to the public which are accessible to disabled people | Annually | ✓ | ✓ | | |
| BV157 | No. of types of interactions that are enabled for electronic delivery | Annually | ✓ | ✓ | | |
| BV16a | % of employees declaring they meet DDA | Quarterly | ✓ | ✓ | | |
| BV16b | % of economically active disabled people in the council area | Annually | ✓ | ✓ | | |
| BV179 | % of standard searches carried out in 10 working days | Quarterly | ✓ | ✓ | | |
| BV17a | % of employees from minority ethnic communities | Quarterly | ✓ | ✓ | | |
| BV17b | % of economically active minority ethnic community population | Annually | ✓ | ✓ | | |

| Indicator | Description | Reporting Frequency | Included in 05/06 Scorecard | BVPI | CP | LAA |
|------------------------|---|---------------------|-----------------------------|------|----|-----|
| BV2a | The level of the Equality Standard for Local Government to which the authority conforms | Annually | ✓ | ✓ | | |
| BV2b | The duty to promote race equality | Annually | ✓ | ✓ | | |
| BV8 | % of invoices paid within 30 days | Quarterly | ✓ | ✓ | | |
| BV9 | % of Council Tax collected | Quarterly | ✓ | ✓ | | |
| LAA 2.1 CP 1.5a (i) | % of adults who feel they can influence decisions in their local area | Annually | | | ✓ | ✓ |
| CP 1.5d (i) | Number of website hits on Council website | Quarterly | | | ✓ | |
| CP 1.5d (ii) | Number of Area Panels webcast | Quarterly | | | ✓ | |
| CP 4.1d (i) | Procurement savings achieved | Annually | | | ✓ | |
| CP 4.2a (i) | Gershon efficiency savings achieved | Annually | | | ✓ | |