



DERBY CITY COUNCIL

COMMUNITY REGENERATION COMMISSION 14 FEBRUARY 2006

Report of the Director of Corporate Services

Performance Eye

RECOMMENDATION

1. To a) consider the attached Performance Eye commentaries for Quarter 3 2005 – 06, b) interview Mr Don McLure, Assistant Director – Revenue and Benefits, in respect of the Housing Benefit indicators BV 79 a plus BV 79 b i and ii on Performance Eye and c) decide which performance areas(s) to focus on at the March meeting.

SUPPORTING INFORMATION

- 2.1 The Community Regeneration Commission resolved to have Performance Eye as a standing agenda item and have brought to its attention areas of weak performance or where significant trends are identified. The Commission may be satisfied by the proposed actions shown in the commentaries or may decide that a chief/senior officer or Council Cabinet member should be interviewed to explore the matter further. There is also the opportunity to re-visit an issue perhaps six or nine months later to see whether any corrective action has proven successful.
- 2.2 Attached are the newly available 3rd quarter reports from Performance Eye for 2005 - 06. If after perusing the attached commentaries you have concerns about the clarity of explanation or the adequacy of the action to improve performance, please the co-ordination officer know by 9 February and appropriate officers will be asked to attend your 20 September meeting.
- 2.3 The Commission also resolved to have a rolling series of interviews about areas of interest or concern; at this meeting it will be with Mr Don McLure about three inter-related benefit administration targets: BV 79 a, 79 bi and 79 b ii.

For more information contact: Rob Davison 01332 255596 e-mail rob.Davison@derby.gov.uk
Background papers: None
List of appendices: Appendix 1 – Implications; Appendix 2 – The Role of Performance Eye
Appendix 3 – Extracts from Performance Eye 3rd Quarter Reports;

IMPLICATIONS

Financial

1.1 None directly arising.

Legal

2.1 None directly arising

Personnel

3.1 None directly arising.

Equalities impact

4.1 None directly arising.

Corporate objectives and priorities for change

5.1 Performance Eye is a major tool that can beneficially assist the overview and scrutiny function in monitoring the Council Cabinet's delivery of all of the Corporate objectives and priorities.

Performance Management and the Role of Performance Eye

Performance management is a fundamental part of our corporate planning process. It is made up of the culture and systems that we put in place to help us manage, monitor and continuously improve our performance, and achieve our priorities.

To underpin the culture and systems we monitor our performance continually so we identify areas of service where good progress is being made and those that are not performing as well as expected. Demonstrating effective performance management is an important element in delivering good and improving services to the people of Derby and is featured in the Comprehensive Performance Assessment – CPA - framework.

The indicators that are managed through Performance Eye are the main mechanism in which performance is monitored corporately. BVPIs, are also used by Government to compare our performance to other Local Authorities and are integral to the national inspection framework. Our performance against key BVPIs contributed to the Council's standing as an 'excellent' council. Future CPA assessments will have an increased emphasis on progress made against these indicators. Therefore the way in which we set targets and actions and continue to drive our improvement is increasingly important.

Performance Eye – Quarter 3 2005 - 06

Please see separate bundle, which should be retained following the meeting