

LONDON BOROUGH OF HARROW

Meeting:	CABINET
Date:	13 January 2004
Subject:	Best Value Performance Indicators – Quarterly Monitoring Report
Key decision:	No
Responsible Chief Officer:	Executive Director, Organisational Development
Relevant Portfolio Holder:	Finance, Human Resources & Performance Management
Status:	PART 1
Ward:	All
Enclosures:	Appendix 1 - First Quarterly Performance Monitoring Statement

1. Summary

- 1.1 This report presents the first quarterly monitoring report of Best Value Performance Indicators for 2003-04.
- 1.2 The detailed information is contained in the appended spreadsheet, which provides data for Quarter 2, 2003/04 (July – September) and, where available separately, Quarter 1 (April – June).

2. Recommendations (for decision by Cabinet)

- 2.1 To note the report

REASON: To note the report as the first step of our approach for the corporate monitoring and reporting of the Best Value Performance Indicators on a quarterly basis.

3. Consultation with Ward Councillors

Not applicable

4. Policy Context

- 4.1 A quarterly monitoring of the best value performance indicators for 2003-04 was originally requested by the Corporate Management Team (CMT) on 24 September 2003. The attached monitoring report was first considered by CMT on 5th November 2003.




4.2 Overview & Scrutiny Committee have since expressed an interest in seeing quarterly BVPI data. CMT, however, have indicated that the appropriate route for this information would be CMT – Executive – Scrutiny.

5. **Relevance to Corporate Priorities**

5.1 This data can be used to provide information on progress towards achieving corporate priorities both directly and indirectly.

6. **Background Information**

6.1 The symbols in the Target and Trend columns have the following meanings:

Symbol	In the Target column	In the Trend column
	Performance in the quarter has surpassed the target plus tolerance*	Performance in the quarter is better than that in the previous quarter
	Performance is on target or within tolerance*	No change in performance from previous quarter/no clear trend
	Performance is below target and tolerance*	Performance is worse than in previous quarter(s)

6.2 When reporting the quarterly data, managers have been asked to provide an exception report where variance from target exceeds tolerance and these commentaries appear in the rightmost column of the spreadsheet. In some cases the word “Exception” appears on its own: this is generated by a formula, which compares Q2 performance with target, and indicates that an exception report is due but has yet to be received.

6.3 A ‘tolerance’ has initially been set at $\pm 5\%$ from target. CMT gave authority for this to be varied in appropriate individual cases, but no exceptions have been requested as yet.

6.4 Prima facie, managers should be most concerned with those indicators displaying two red/downward arrows.

6.5 In the process of preparing this report it should be borne in mind that a considerable number of BV indicators are not (or are not currently) capable of quarterly reporting. These have been left in for completeness, although they take up space without providing current data. If preferred in the future, they could be omitted, or listed in a more condensed way.

6.6 Where performance data was not supplied at the time of preparing the data table, an update will be given orally.

6.7 A meeting of the small cross-departmental ‘reference group’ of officers has been convened to consider issues arising from the practicalities of this first quarterly monitoring exercise. The outcome of this meeting will be reported to CMT at the

time of the next quarterly monitoring report and used to refine the presentation of this kind of data wherever appropriate.

6.8 It is proposed that the next monitor (Quarter 3) will be reported to CMT in early February 2004.

7. **Consultation**
Not applicable

8. **Finance Observations**

8.1 No comments

9. **Legal Observations**

9.1 No comments

10. **Conclusion**

10.1 All services have set targets for improvement for 2003/04 to 2005/06 in the Best Value Performance Plan. Quarterly reporting of performance on the Best Value Performance Indicators enables the Authority to monitor progress on achieving targets in a more effective way and will highlight potential problem areas in advance. This is the first quarterly monitoring report by managers. As with this report, future quarterly data will be reported to CMT and then to members in this format.

11. **Background Papers**

11.1 None

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