

TONBRIDGE & MALLING BOROUGH COUNCIL

CABINET

30 March 2010

Report of Central Services Director

Part 1- Public

Matters for Information

1 PERFORMANCE INDICATORS - 2009/10

This report presents the results for those National Performance Indicators (NPIs) and Local Performance Indicators (LPIs) that are monitored regularly, for the third quarter, and cumulatively, the first three-quarters of the current financial year.

1.1 Results

1.1.1 The Council has set a range of NPI and LPI targets for 2009/10, as published in our 2009/10 Corporate Performance Plan. This report presents the NPI and LPI results for the third quarter, 1 October to 31 December 2010. It compares our results against targets and shows our 'direction of travel'. The NPI results are presented in Annex 1 and the LPI results in Annex 2. Both of these annexes are A3 documents and they are circulated along with the main papers as separate documents.

1.1.2 In overall terms, for the NPIs we:

- Met our targets for 9 of the 15 indicators monitored in the quarter.
- Achieved a positive/equal direction of travel for 6 of the 14 indicators where performance can be compared between the first three-quarters of 2008/09 and the first three-quarters of 2009/10.

1.1.3 In overall terms, for the LPIs we:

- Met our targets for 9 of the 29 indicators monitored in the quarter.
- Achieved a positive/equal direction of travel for 12 of the 26 indicators where performance can be compared between the first three-quarters of 2008/09 and the first three-quarters of 2009/10.

1.2 Legal Implications

1.2.1 None

1.3 Financial and Value for Money Considerations

1.3.1 Quarterly reporting and review of both the NPIs and LPIs provide a significant opportunity to influence and improve performance thereby achieving our targets and a positive direction of travel and, in the process, also improving value for money.

1.4 Risk Assessment

1.4.1 The targets for both NPIs and LPIs are designed to 'stretch' the organisation and they are extremely challenging. Hence, although each individual target is realistic, collectively there is therefore a real risk that some targets will not be achieved. Quarterly reporting enables managers and Members to influence performance regularly during the year and reduce this risk.

Background papers:
Nil

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