

# TONBRIDGE & MALLING BOROUGH COUNCIL

## CABINET

16 June 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 fourth quarter and, cumulatively, for the whole of the previous 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 fourth quarter, 1 January to 31 March 2010, and the whole of the previous financial year, 1 April 2009 to 31 March 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 2009/10 targets for 8 out of 15 indicators.
- Achieved a positive/equal direction of travel for 5 out of 15 comparable indicators between 2008/09 and 2009/10.

1.1.3 In overall terms, for the LPIs we:

- Met our 2009/10 targets for 9 out of 30 indicators.
- Achieved a positive/equal direction of travel for 16 out of 27 comparable indicators between 2008/09 and 2009/10.

1.1.4 The full set of available NPI results and a wider set of our LPI results will also be published during July in our Corporate Performance Plan (2010/11), along with targets for 2010/11 and beyond. A copy of our Corporate Performance Plan, *Spotlight*, is being provided to each Member as part of this agenda.

## **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. This is the case for 2009/10. Quarterly reporting enables managers and Members to influence performance regularly during the year and reduce this risk.

Background papers:  
Nil

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