

TO: ECONOMIC OVERVIEW AND SCRUTINY 14th December 2004
SUBJECT: PERFORMANCE MANAGEMENT – HALF YEAR RESULTS 2004/05
FROM: ECONOMIC AND CULTURAL SERVICES PORTFOLIO HOLDERS

1. PURPOSE OF REPORT

- 1.1. To present a performance reports from the Economic Services and Cultural Services Portfolio Holders (see appendices 1 and 2) and progress on the Corporate Strategy key indicators (see appendix 3)
- 1.2. To ensure the committee has the necessary information to effectively challenge the portfolio holders regarding the performance of their areas of responsibility and make comments to the Executive

2. BACKGROUND

- 2.1. The regular and systematic reporting of performance results against target, trended over time and compared with other authorities is a fundamental element of the Councils integrated performance management framework. The performance management framework in turn is a key tool in ensuring the Council stays focussed on what matters to ensure it delivers its services efficiently and effectively.
- 2.2. This report provides results for period April to September 2004 for all the Corporate Strategy, Best Value and Service Area Plan Dashboard indicators that have been identified for quarterly reporting.
- 2.3. When examining performance results for any given area the following points should be considered with relation to the results achieved and used to evaluate the appropriateness of any corrective action proposed:
 - Result against target
 - Result compared to best in class (where available)
 - Result compared to previous results - trend over time.
- 2.4. In most cases, out of tolerance information and corrective action are required where results miss target by more than 10%.

3. SUMMARY OF RESULTS

Economic Services Portfolio: Of 17 indicators reported this quarter, 12 (71%) are performing at or above target. The remaining 5 (29%) all relate to Regenesi s indicators. Following discussion with the portfolio holder, senior officers and Regenesi s management, it has been agreed to reduce the number of indicators reported quarterly and to report only those which are considered to be key indicators of performance by Advantage West Midlands, the funding body for the regeneration scheme. These are reported quarterly to AWM. This brings Regenesi s' performance management reporting in the context of the Economic Services portfolio into line with the existing system for the SRB scheme.

- 3.1. The following mitigating factors are offered for those which are out of tolerance:
- **Number of jobs created and number of residents accessing employment** : the overall scheme targets are now considered to be over-ambitious and this is being addressed in discussions with the funding body
 - **Number of community groups supported** : report refers only to new groups supported in this quarter; ongoing work continues to support existing and new groups and it is noted that the overall scheme target for this indicator has already been reached
 - **Number of jobs safeguarded** : data not collected; however a forthcoming survey of businesses will provide information on this indicator
 - **Number of businesses surviving 52 weeks** : this is dependent on the original start-up dates of new businesses, which are unpredictable
- 3.2. **Cultural Services Portfolio:** Nine indicators are reported of which 5 (55%) are performing at or above target. Of the four (44%) which are out of tolerance the reasons are understood. Two of these relate to numbers participating in sport or physical activity and corrective action is proposed to increase uptake. The other two relate to bookings at the Royal Spa Centre over the traditionally quiet summer period.
- 3.3. **Progress against the Corporate Strategy** : Corporate Strategy Targets are generally reported annually at Quarter 4, however an overview of progress at the half-year point is attached at the request of CMT - see Appendix 3. Attention is drawn to the strategic objectives CO.4 and CO.5 which are overseen by this committee

4. **POLICY AND BUDGET FRAMEWORK**

This report is consistent with the Council's Corporate Strategy. There are no budget implications associated with it.

5. **OUTCOMES REQUIRED**

- 5.1. That the Committee scrutinises performance over the last 6 months and makes comments to the Executive in relation to this performance report

5.2. **BACKGROUND PAPERS**

Performance management – full year results 2003/04 – June 2004
 First Quarter Performance Report - September 2004.

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 Policy and Performance

Areas in District Affected: All
Executive Portfolio Area and Holder: Economic Services
 Cultural Services

APPENDIX 1 - ECONOMIC SERVICES PORTFOLIO RESULTS
 APPENDIX 2 - CULTURAL SERVICES PORTFOLIO RESULTS
 APPENDIX 3 - CORPORATE STRATEGY PROGRESS REPORT