

Strategic Performance Report

Status Criteria (Revised October 2009)

1. **Finance**

Revenue Forecast Outturn

Red - above or below budget by 2%

Amber - above or below budget by 1 – 2%

Green - within plus or minus 1%

Housing Revenue Outturn

Red - above or below budget by 2%

Amber - above or below budget by 1 – 2%

Green - within plus or minus 1%

Capital Programme Spend

Capital programme spend against capital programme profile.

Red - above or below budget by 10%

Amber - above or below budget by 5% - 10%

Green - within plus or minus 5%

Value for Money Including Efficiency Savings

Progress against achieving savings targets.

Red - over 10% shortfall

Amber - within 10% of target

Green - on or above target

Collection Performance

a) **Current**

- Relates to Council Tax collection (CFLPI 9)
- Non-Domestic Rates collection (NNDR) (CFLPI 10)
- Rent collection (HLPI 14)
- Sundry debt collection (CFLPI 6)

Red - two or more of the indicators are below target

Amber - one of the four indicators is below target

Green - none of the four indicators are below target

b) Previous

Relates to former debts collection:

- Council Tax (CFLPI 2)
- Non-Domestic Rates (CFLPI 4)
- Former Tenant Arrears (HLPI 13)
- Sundry debtors (CFLPI 5)

Red - two or more of the indicators are below target

Amber - one of the four indicators is below target

Green - none of the four indicators are below target

2. Performance

Warwickshire Local Area Agreement

This relates to achievement against the six themed blocks.

Red - 3 or more themed blocks are off target

Amber - 1 – 2 themed blocks are off target

Green - 0 themed blocks are off target

National Indicators

This relates to those indicators that the Council is directly responsible for reporting.

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are on or above target

Green - above 80% are on or above target

Local Indicators

Relates to key indicators reported monthly to CMT/EMT.

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are on or above target

Green - above 80% are on or above target

Service Standards Achieved

This is a summary of Service Standards across all Service areas.

Red - 60% or below are achieved

Amber - above 60% and up to 80% are achieved

Green - above 80% are achieved

3. Corporate Health

Employee Survey Action Plan

The percentage of Service area actions on target/completed to comply with the Employee Survey Action Plan.

Red - 50% or less completed

Amber - 50% - 75% completed

Green - 75% and above completed

Employee Reviews to Date

The overall percentage of Employee Reviews completed across all Service areas. Relates to a rolling monthly figure of those employees who had a review in the last 12 months.

Red - 60% or below are completed

Amber - above 60% and up to 80% are completed

Green - above 80% are completed

Sickness Absence Level

This is former BVPI 12.

Red - below target

Amber - not applicable

Green - on or above target

Health and Safety

Assessment by the Health and Safety officer of the overall status of actions reported bi-monthly to Corporate Management Team (as recommended by H.A.S.C.O.G.).

Note: Subject to review based on feedback from CMT of reports received.

Red - unsatisfactory progress - with key issues

Amber - unsatisfactory progress - with no key issues

Green - satisfactory progress

Staff Turnover

Rolling twelve month percentage of staff turnover.

Red - 15% and above

Amber - 10% - 15%

Green - 0% - 10%

4. Asset Management

Action Plan

Red – the number of action plan outcomes on target or completed is less than 60%.

Amber – the number of action plan outcomes on target or completed is above 60% and up to 80%

Green – the number of action plan outcomes on target or completed is above 80%.

Annual Use of Resources Assessment

This relates to the Asset Management element of the Annual Use of Resources Assessment.

Red – Level 1

Amber – Level 2

Green – Level 3 or 4

5. Risk

Relates to the exposure of the Council to risk. The Strategic Risk Register will be reviewed quarterly by Extended Management Team (EMT). EMT will assess if the register is comprehensive and if mitigation measures are adequate to minimise/control each risk.

Any significant risks identified and remedial actions will be monitored through an action plan.

The assessment of this plan will inform the Strategic Report using the following criteria:

Red - less than 60% of the significant risks are being satisfactorily managed

Amber - above 60% and up to 80% of the significant risks are being satisfactorily managed

Green - above 80% of the significant risks are being satisfactorily managed

6. Customer Satisfaction

Satisfaction with the Council

The benchmark for this measure is the overall satisfaction with the Council (former BVPI 3) at 2006/07 – 65%.

It is proposed that any consultation/survey carried out by the Council shall contain questions relating to “overall satisfaction with the Council” and “overall satisfaction with the area they live in”.

These will be reported as a variance to the baseline figures of 2006/07.

Red - 60% or less satisfaction

Amber - above 60% and up to 80% satisfaction

Green - satisfaction is above 80%

Satisfaction as a Place to Live

The benchmark for this measure is the 2006/07 (former BVPI 3) result of 66%.

Red - 60% or less satisfaction

Amber - above 60% and up to 80% satisfaction

Green - satisfaction is above 80%

7. **Customer Perception (at the first point of contact)**

The objective is to achieve “green” in all areas that receive feedback :

Overall Summary (from all sources combined : face-to-face, telephone, e-mail and internet)

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are completed

Green - above 80% are on or above target

Face-to-Face

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are completed

Green - above 80% are on or above target

Telephone

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are completed

Green - above 80% are on or above target

E-Mail

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are completed

Green - above 80% are on or above target

Internet

Red - 60% or below are on or above target

Amber - above 60% and up to 80% are completed

Green - above 80% are on or above target

8. Corporate Plan Delivery Plan

The criteria for each of the four aims is based on the action plan outcomes:

- Aim 1 - 10 outcomes
- Aim 2 - 2 outcomes
- Aim 3 - 6 outcomes
- Aim 4 - 7 outcomes

- Red** - less than 60% on target/achieved
- Amber** - above 60% and up to 80% on target/achieved
- Green** - above 80% on target/achieved

9. Service Delivery Plan Priority Actions

Relates to the 80% target for Service Delivery Plan priority actions being on target or achieved.

- Red** - less than 60% on target or achieved
- Amber** - above 60% and up to 80% on target or achieved
- Green** - above 80% on target or achieved

10. Key Projects

An assessment of the status of the project by the relevant project manager.

- Red** - off target - with major issues
- Amber** - off target - with no major issues
- Green** - on target