

## REPORT TO THE EXECUTIVE



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|----------------------|----------------------------------|
| <b>DATE</b>          | <b>24<sup>th</sup> June 2008</b> |
| <b>PORTFOLIO</b>     | <b>Resources</b>                 |
| <b>REPORT AUTHOR</b> | <b>Fleur Vickery</b>             |
| <b>TEL NO</b>        | <b>(01282) 425011 ext 2184</b>   |
| <b>EMAIL</b>         | <b>fvickery@burnley.gov.uk</b>   |

## 2007/08 Performance Summary

## PURPOSE

1. To provide a summary of the performance of the Council's Best Value Performance Indicators (BVPIs)<sup>1</sup> for 2007/ 08.

## RECOMMENDATION

2. Executive members note the significant improvements in Council performance achieved in the last year and that;
3. Executive members task officers with developing plans to ensure that improvements continue through 2008/09 and beyond, as BVPIs are replaced with new National Indicators (NI) and as the Council enters into the new Local Area Agreement (LAA).<sup>2</sup>

## REASONS FOR RECOMMENDATION

4. To ensure the Council continues to improve its services, and is recognised as providing good value for money

## SUMMARY OF KEY POINTS

5. As planned, during 2007/ 08 the Council has narrowed the gap between Burnley and the top 25% of high performing District Councils.
6. Our overall BVPI year on year improvement rate hit **58%** during 2007/08, this is the Council's best performance in 5 years.
7. **63%** of BVPIs have ended the year in Top or Upper Mid Quartiles (i.e. amongst the top 25% or 50% of Districts nationally) as compared to 42% in 2006/07.
8. Notwithstanding this excellent performance there are areas where further improvements are required, for example:
9. Levels of staff sick absence are not where we want them to be. In 2007/08 absences reduced to 10.4 days per employee (from over 11 days in 06/07). The target for this year is 9 days.

<sup>1</sup> BVPIs - statutory indicators on which the Government and Audit Commission judge our overall performance

<sup>2</sup> Detailed Exec briefing on new National Indicators replacing BVPIs and the new LAA will be produced shortly

10. We will be maintaining our focus on improvement through manager training and use of new absence management procedures.
11. We have seen significant improvements in the levels of cleanliness in the Borough but more needs to be done. Actions are in place to further improve performance and the Council have brought in an additional Clean Team this year as one of the measures to further drive improvement.
12. Appendix 1 contains a detailed summary of performance as reported in the full year Management Information Report (MIS).

#### **FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

13. Maintaining improved Performance has financial implications in some areas, these include:
  - Planning Application processing – improved processing times contribute towards maximising the amount of Planning Delivery Grant received
  - Benefit Claim processing – improved processing times and accuracy can help maximise subsidy from government

#### **POLICY IMPLICATIONS**

14. Improving performance forms part of the judgement that the Audit Commission makes of the Authority in the Comprehensive Performance Assessment (CPA) including Use of Resources, Direction of Travel and Value for Money assessments

#### **DETAILS OF CONSULTATION**

15. None

#### **BACKGROUND PAPERS**

16. Full Year MIS Report 2007/ 08

#### **FURTHER INFORMATION**

**PLEASE CONTACT:**

**Fleur Vickery ext 218**

**ALSO:**

**Chris Gay ext 2120**

[Appx 1](#)