

2011/12 Quarter One Performance Report

1.0 YEAR END PERFORMANCE UPDATE

- 1.0.1 This section provides a high level summary of the key performance headlines at the end of the first quarter of 2011/12.
- 1.0.2 During 2011/12, the Performance & Partnerships Team are centrally monitoring a range of measures underpinning service objectives across the organisation. Many of these are newly developed local performance measures, and these will be developed and managed internally throughout 2011/12 in order to establish baseline data to inform future target-setting.
- 1.0.3 For external reporting purposes, the Council will report on a basket of measures retained within service plans from the former National Indicator Set, and former Best Value performance measures – 60 measures in total. Of these 60 measures, 23 can be reported on a quarterly basis.

PERFORMANCE AGAINST TARGET

Performance assessments (red; amber; green) have been made wherever possible based on performance against target. Performance assessment rankings against target for the first quarter of 2011/12 are:

Performance Assessment	Number
Green	10
Amber	2
Red	9
Data lagged	2
Total	23

Detailed data and supporting commentary can be found in Appendix One.

1.1 Performance Measure Tolerances (Red/Amber/Green ratings)

The Council's electronic Monitoring and Performance System (CorVu) was pre-populated with a five percent tolerance against the targets set by service areas, meaning that the system assigns a 'red' assessment to performance data 5% (or more) short of the target, an 'amber' assessment to data within 5% of the target, and a 'green' assessment to data performing on or above target.

Where strong cases are made for the revision of tolerances in 2011/12 (e.g. where a 5% tolerance is not appropriate due to a measure's data return format), the Team revised tolerances to support individual targets. In all other circumstances, the 5% tolerance will remain in place for performance measure reporting in 2011/12.