

ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING**Report By: Improvement Manager****Wards Affected**

Countywide

Purpose

1. To report on the performance indicators position and other performance management information for the Economic and Community Services Division within the Adult and Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. The Performance Improvement Framework of the Council requires regular reporting to the Scrutiny Committee. This report covers the first and second year quarters.
4. However, due to the nature of many of the PIs within Economic and Community Services many of these are calculated on an annual basis and therefore do not provide in-year results.
5. These indicators as listed here are either Best Value Performance Indicators (BVPIs which are nationally set indicators) for Local Public Service Agreement 2 indicators (LPSA2) agreed as specifically important to the County. These are not all the indicators for the division, but a broad range which reflects the services undertaken. The indicators, where data is available, are benchmarked against national standards. Many of the cultural services indicators are used to "score" the service by the Audit Commission, using a lower and upper threshold. Other indicators are measured on where they are positioned within the lower, median and upper quartiles as compared with other local authorities. This should be considered along side spend to give a full picture of how an authority is performing next to the resources available.
6. The Status column indicators set out in Appendix 1 (using traffic lighting) show whether the current position demonstrates progress in line with the agreed target – Green, Amber, Red. Where there is an annual figure comparison is made with previous years results and in relation to lower or upper benchmark.
7. It is proposed that future reports will only raise exception reporting, specifically focusing on where improvement needs to be made.
8. Areas of performance to note are:
9. Generally, compared to the national average Herefordshire is a low crime area.

10. Actions against domestic violence is particularly well performing and on track for 2007/8 target.
11. However, records of criminal damage are heading in the wrong direction and will not meet the 2007/8 target and violent crimes are increasing.
12. Satisfaction with libraries by users has increased and is close to the national comparison position. However, opening hours, annual items added through the purchase per 1,000 and active borrowers per % population are in the lower threshold.
13. Satisfaction overall of cultural services has increased apart from theatres and concert halls.
14. Population volunteering in sport is high compared to thresholds, but % of adults participating in sport at least three times a week could improve.
15. There has been a drop in community regeneration indicators that reflect satisfaction and involvement with communities.
16. PROW indicators remain around the lower threshold.

RECOMMENDATION

THAT (a) the report on performance be noted;

and

(b) areas of concern and exception continue to be monitored.

BACKGROUND PAPERS

- None Identified