



## **Report to Cabinet**

**Subject** National Performance Indicator Comparisons 2003/04

**Date** 3 March 2005

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### **1. Purpose of the Report**

§ To inform Cabinet of the Council's comparative performance against itself over time and against other local and comparative authorities.

### **2. Background**

The Audit Commission has recently published 2003/04 performance indicator results for all authorities.

It has also produced a profile for GBC, showing how performance has moved year-on-year.

This has been supplemented by comparative analysis of performance against Nottinghamshire, Family and all district authorities, carried out internally.

Details of both are attached as **Appendix A** to this report.

### **3. Summary of Results**

The comparisons show that the Council continues to perform well overall, albeit with some pockets of areas for improvement.

It has four times as many indicators in the upper quartile than in the lower quartile, at a time when those standards are of themselves rising.

Comparisons over time show that, for service related indicators, more indicators are improving than deteriorating. This suggests a positive “direction of travel”. (This excludes satisfaction measures which are currently only sampled every three years).

Senior Management Team has given initial consideration to the results and has resolved to concentrate efforts on indicators in the lower quartile; in the 3<sup>rd</sup> and 4<sup>th</sup> quartile and falling back, and on ensuring that current upper quartile performance is maintained.

These issues will be considered when revised targets are proposed for member consideration later this year.

A summary of comparative data will also be presented in the revised Strategic Corporate Plan, for publication in June 2005.

#### **4. Resource Implications**

There may be resource implications in areas where performance needs to improve. In most instances (e.g. Planning) these are already being addressed.

#### **5. Recommendation**

Cabinet is recommended to note the report.