

# **WIRRAL COUNCIL**

## **COUNCIL EXCELLENCE OVERVIEW AND SCRUTINY COMMITTEE**

### **REPORT OF THE DEPUTY CHIEF EXECUTIVE/DIRECTOR OF CORPORATE SERVICES**

**17 March 2010**

#### **2009/10 THIRD QUARTER PERFORMANCE REPORT BY EXCEPTION**

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### **1. EXECUTIVE SUMMARY**

1.1 The report presents the Council's third quarter performance for 2009/10, by exception, as requested by the Committee at its meeting of 1 February.

1.2 Performance overall against the 2009/10 Corporate Plan at quarter three was good with 71% or 47 of performance indicators rated as green or over-performing and 75% or projects rated as green or completed. However, a number of performance indicators were projected not to reach the expected or desired performance and further detail on these was requested.

1.3 The appendix to the report outlines those indicators that are:

- Currently red and not projected to meet their end of year target, such as Social care clients receiving self directed support (NI130)
- Indicators that were amber at quarter 3 and are projected to remain this way at the year end, such as all-age, all cause mortality (NI 120a / b) and NI 93, Progression by 2 levels in English between Key Stage 1 and Key Stage 2
- Indicators that were red at quarter 3 although predicted to meet their year end target, e.g. time taken to process housing benefit / council tax claims (NI 181) and Council employees aged 65 and over (Local 7000)

1.4 Corrective action is outlined in some detail and the end of year position will be reported in due course.

1.5 It is important that we continue to highlight good performance in order that we can capture and share good practice and learning across the organisation. Exception reporting identifies where the improvement activity should be focused and what more or what else the organisation needs to do to increase the likelihood of achieving its targets.

1.6 Comprehensive performance and financial reports are produced on a quarterly basis and these are available in the library.

### **2. RECOMMENDATION**

2.1 The Committee is requested to consider and comment on the information contained within the appendix to the report.