

Appendix A: ORGANISATION INDICATORS AND LAA TARGETS: PERFORMANCE STATUS AND IMPROVEMENT REPORT

This exception report provides an update on performance covering the period up to 30th November 2010. It comprises of exceptions from both the Corporate Balanced Scorecard and the LAA Balanced Scorecard. This report relates to performance indicators selected by members of CMT to determine the organisational health of the council and those related to indicators in the LAA.

For a full list of indicators please visit: <http://sbcinsite.ad.slough.gov.uk/3709.aspx>

The LAA target set comprises of 48 indicators including 4 local targets on priority areas (based on NI's 124, 59, 32 and 187). These are linked to Slough's key local priorities. Below is a summary of the RAG status for the 48 National Indicators as at 30th November 2010.

	Rag Status			Awaiting Final Results/Target not set
	Green	Amber	Red	
Total*	14	6	9	19
Percentage	29%	13%	19%	40%

Currently a RAG status can only be assigned to 29 of the 48 indicators. The proportion of indicators categorised as Green is 29% whilst those classified as Amber is 13% and those classified as Red is 19%. There are currently 19 indicators where the RAG status could not be allocated due to awaiting data/results to be released or where targets were not set for 2009/10 which equates to 40%.

EXCEPTION SUMMARY

INDICATORS WITH RED RAG STATUS
NI 157(A): Processing of planning applications

NI 157: Processing of Planning Applications

Figures for "Minor" and "Other" applications continue to be processed in a timely manner. Planning Delivery Grant now abolished. As a result there are no financial incentives for LA's to adhere to timescales for targets set by previous Government.

AREAS OF SIGNIFICANT IMPROVEMENT (GREEN RAG STATUS)
NI 75: Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths
NI 156: Households in Temporary accommodation
NI 191, 192 and 193: Waste Management
Local H 27: Proportion of rent collected
Local H28: Average re-let time for void properties
Local H29: Percent of urgent repairs done within 3 days

NI 75: Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths [LAA Target]

Slough's LA's provisional 2009/10 performance of 62.7% is a 3.4% improvement from the previous year's figure of 59.3% and marginally exceeds our 2009/10 target of 62%. Slough's performance is 7.8% above the England average of 54.9% and 5.6% above the South East average of 57.1%. Provisionally Slough LA is ranked 14th national placing Slough in the top quartile and 2nd out of 11 in our Statistical Neighbours Group.

NI 156: Households in Temporary Accommodation

Target for 2010/11= 100. To date we have supported 97 households in temporary accommodation; this continues to reduce (down by two from the first quarter).

NI 191, 192 and 193: Waste Management

These show good results for the first quarter - (the most recent quarter for which data is available).

Local H27: Proportion of rent collected

For the first quarter this is reported as 101.5%. Arrears of rent due from the previous year have been included. From the 1st of September the key indicator will be reduction of all current tenant arrears which currently stand at £950,000 with a target of £875,000. The rent collection team will continue to collect a % figure which we will report on locally, however the key performance area of the team will be the arrears indicator.

Local H28: Average Re-let times for Void Properties

This has improved from 42 days for 2009/10 to just over 22 days for the period April to June 2010.

Local H29: Percent of urgent repairs done within 3 days

This has remained high at 99.82% of all urgent repairs.