

**EXTRACT A**

**THE EXECUTIVE**

**MEETING, 29TH SEPTEMBER, 2008**

Councillor Morris	Leader of the Council – Strategy and External Relationships
Councillor Mrs. Thomas	Corporate Resources
Councillor Adia	Children's Services
Councillor Peel	Environmental Services
Councillor Murray	Health and Adult Social Care
Councillor Sherrington	Cleaner, Greener, Safer
Councillor Kay	Human Resources and Diversity
Councillor J. Byrne	Development
Councillor Ibrahim	Culture, Young People and Sport
Councillor Zaman	Housing and Regeneration

Non-Voting Members

Councillor Hornby	
Councillor R. Allen	
Councillor Shaw	
Councillor Morgan	
Councillor Rushton	As deputy for Councillor J. Walsh
Councillor Mrs Ronson	
Councillor D. A Wilkinson	

Officers

Mr. S. Harriss	Chief Executive
Mr. A. Eastwood	Director of Legal and Democratic Services
Mr. S. Arnfield	Director of Corporate Resources

Mr. K. Davies	Director of Development and Regeneration
Ms. M. Asquith	Director of Children's Services
Mr. A. Donaldson	Assistant Director

Councillor Morris in the Chair

Apologies for absence were submitted by Councillors Mrs Brierley, Hayes, Spencer and J. Walsh.

### **33. MINUTES**

The minutes of the proceedings of the meeting of the Executive held on 24th September, 2008 were submitted and signed as a correct record, subject to the inclusion of Councillor Hornby in the attendance list.

### **34. CORPORATE PERFORMANCE DASHBOARD REPORT, QUARTER 1 2008-09**

The Chief Executive submitted a report that provided the Executive with an overview of the Council's performance and improvement actions for endorsement, at the end of quarter 1, 2008-09.

An initial report on the Council's quarter one performance had already been presented to the Executive Member for Corporate Resources. The report now submitted built upon the early analysis, drawing on the full range of data available to present a more complete picture of performance over the first quarter of 2008-09.

As well as an assessment against the main aims and priority themes, the report updated the Executive on the progress the Council was making in delivering its value for money (VFM) strategy.

The data also reflected changes to the local and national performance frameworks and included:

### A3

- A first chance to assess performance against Bolton's new Community Strategy 3 year plan, agreed as a key part of the new local performance framework by the Executive in April; and
- The replacement of the long-standing set of Best Value Performance Indicators (BVPIs) with a new National Indicator Set. No benchmark comparisons with other councils could yet be made against these new indicators

The changes had enabled officers to use a more accessible data set, chiefly focused on the Council's community strategy 3 year plan targets, service improvement action plan (SIAP) tasks, customer service standards and financial updates. Taken together, this information informed the key decisions taken by Members and officers to improve the value for money of Bolton Council's services.

Progress overall was good and the key findings included:

- Most major programmes – such as the redevelopment of Bolton Town Centre and the Building Schools for the Future – were on track ;
- The overwhelming majority of tasks and targets set out in Service Improvement Action Plans (SIAPs) were on track ;
- Good performance against a number of the key outcomes, although challenges remained in a handful of areas ;
- Financially, the Council continued to be in good health;
- While customer service overall was good, actions were in place to improve complaints management further. Compliance with telephone standards was improving; and
- More performance data would be available from quarter 2 onwards, as work continued to embed new systems in line with the changed national performance framework.

Recommended actions to deliver improvements for those targets not on track were included in Appendix B.

Furthermore, future quarterly performance reports would be able to present a fuller set of information against which the progress of the Council and its partners could be evaluated. Features that would be added to future reports included:

- Analysis of progress in delivering the Community Strategy 3 Year Plan against a fuller set of quarterly data;
- Information on performance against the remainder of indicators contained in the new National Indicator Set;
- Progress against the six month milestones in departmental strategic plans;
- Quarterly updates of progress against the new Bolton Plan; and
- Improvements to the format of the report to make data more clearly understandable for Members and managers.

The Chief Executive explained that, following the CPA inspection and their observations, the performance management process had been developed to allow the Executive to assess performance in the key areas strategically as well as operationally, particularly with respect to the Council's three main aims and six priority themes.

Following members questions the Director of Legal and Democratic Services explained that a system to deal with members complaints was currently being examined and would be the subject of a meeting with members.

A5

**Resolved – That the progress against the Borough’s main aims and priority themes, as set out in the report’s strategic analysis, be noted and that the recommended improvement actions in appendices A and B be approved.**