

**30th July 2004**

**Update on Performance –  
Corporate and Best Value  
Performance Plan**

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**Report of the Head of Corporate Policy**

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**Purpose of the Report**

- 1 The purpose of this report is to provide an update end of year (2003/4) performance for the Best Value Performance Indicators for corporate indicators.

**Comments**

- 2 Attached is the Effective Corporate Management section from the Corporate and Best Value Performance Plan, published at the end of June 2004. This gives a summary of performance of the County Council in progressing actions and meeting targets for our priority areas of concern.
- 3 The reports focuses on key achievements over the last year for our key priority areas, and details performance under the relevant Best Value Performance Indicators. As Members will see there has been good progress in most areas.
- 4 The second part of the section gives our Plans for 2004/5 – 2006/7, and details planned actions and targets for our priority areas. There is a detailed Action Plan for giving actions and targets for our Medium Term Priorities for Improvement for 2004/7. This incorporates planned work under the Embracing Change programme.
- 5 Also enclosed is the table of BVPIs, with 2003/4 out-turn figures for all Corporate indicators and targets for the next 3 years. Good overall progress can be seen, with some notable successes (BV12 – sickness absences). However, there was a particularly disappointing result for the User Satisfaction Survey for overall satisfaction with Council services.

**Recommendations**

- 6 That :
  - (i) Members note the contents of this report
  - (ii) Monitor progress for the Medium Term Improvement Action Plan and towards meeting BVPI targets over the next year

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