

SECTION 1

EFFECTIVE CORPORATE MANAGEMENT

Strategic Objectives

- To promote community involvement and ensure that the aims and actions of the Council are effectively presented and communicated
- To take a leading role in building and supporting partnerships to deliver better services
- To promote economic, social and environmental well being in the planning and development of services to meet strategic and community needs
- To ensure economy, efficiency and effectiveness in the management of the Council's resources
- To continually improve the delivery of high quality services and implement innovative solutions to meet changing local needs and community aspirations

Performance Indicators - progress against targets

This section summarises improving performance and those areas where improvement is most needed. Full details of progress at the half-year point for all relevant performance indicators is contained in Table 1.

Overall, performance of indicators supporting this objective is a mixture of slight improvements and slight deteriorations. Of particular note is:

- BV8** **% of invoices for commercial goods & services which were paid by the authority within 30 days.** The first quarter improvement of more than 1% has not been maintained in the second and performance has dropped back by 0.99%. Performance at less than 90% is well below the annual target for 2004/05 of 95%.
- BV11a** **% of top 5% earners that are women.** Improved first quarter performance against this indicator has further enhanced in the second with the annual 2004/05 target being slightly exceeded at this point.
- BV11b** **% of top 5% of earners from black and minority ethnic communities.** At this point in the year performance exceeds the annual target.
- BV15** **% of employees retiring on grounds of ill health as a % of the total workforce.** Much improved performance since the baseline of 2000/01 has been further improved this year so far. Performance is on track to achieve its 2004/05 target.

BV156 **% of the authority's buildings open to the public in which all public areas are suitable for and accessible to disabled people.** Improved performance in the second quarter is encouraging although at 28.1% this falls short of the 35% target for 2004/05.

BV157 **The number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery.** Performance has improved in the second quarter although remains short of the 95% target for 2004/05. Only with sustained improvements in this area will the 100% target for 2005/06 be achieved.