

# **Maidstone Borough Council**

## **Corporate Services Overview and Scrutiny Committee**

**Tuesday 7 July 2009**

### **Best Value Performance Plan**

**Report of:** Acting Overview and Scrutiny Manager &  
Policy and Performance Officer

#### **1. Introduction**

- 1.1 Best Value Performance Indicators were replaced by a new set of 198 statutory national indicators (NIs) from 1 April 2008. However, not all of these NIs apply to the Council as several cover services provided by Kent County Council.
- 1.2 An increasing proportion of the national indicator data is now derived directly from government departments which means that there is a delay in reporting the 2008/09 results. Because the majority the indicators for 2008/09 are also new this year the data is not readily available to inform target setting. Targets for those national indicators adopted through the Local Area Agreement have been negotiated between service leads in MBC and the Kent Partnership working groups. Targets for indicators not in the LAA have been set by MBC where the data has been released. Where data has not been released the BVPP contains a timetable setting out when data should be available.
- 1.3 The NIs will form part of the annual assessment of public services in areas. The new Comprehensive Area Assessment (CAA) framework which replaced the Comprehensive Performance Assessment (CPA) will also draw on this information. Under CAA all local authorities are subject to an organisational assessment. Each authority will be assessed on the following themes:
  1. Managing finances;
  2. Governing the business;
  3. Managing resources; and
  4. Managing performance.
- 1.4 Themes 1-3 are assessed under the use of resources assessment, Theme 4 is assessed separately. The assessments will be scored separately, with authorities being given a score of between 1 and 4 for the use of resources assessment and the managing performance assessment.

#### **Retained Best Value Performance Indicators**

- 1.5 With the introduction of the new national indicators the statutory requirement to report on Best Value Performance Indicators (BVPIs) was removed in 2007/08. However, the Council has retained a number of

these BVPIs as they are closely linked to key business activity. Appendix A sets out further details on the remaining best value performance indicators and also if the indicator has been retained for further years. Where a BVPI is being retained from 2008/09 it will be absorbed into the other sets of indicators (KPIs and LPIs), targets have been set for the next three years.

### **Key Performance Indicators (KPIs)**

- 1.6 The Best Value Performance Plan also contains details on the Council's progress against Key Performance Indicators (KPIs). These relate directly to the Key Objectives set out in the Strategic Plan and are linked to the delivery of the Council's priorities.

### **Local Performance Indicators (LPIs)**

- 1.7 A Local Performance Indicator is used to describe any other performance indicator used by the authority to assess performance towards strategic and service objectives.
- 1.8 In the past few months officers have been reviewing the range of performance indicators that have been collected in the past and rationalising these where there is no longer a business need for this information.
- 1.9 However, there is still a requirement to collect and report national indicators and measures within the Kent Local Area Agreement which are not necessarily a priority for Maidstone.

## **2. Scrutiny of the Best Value Performance Plan**

- 2.1 There are a number of issues that Members should consider in their scrutiny of the BVPP. These can include, but are not limited to:
- Whether the targets are appropriate, and both realistic and challenging;
  - Which areas the Council is not performing in and why;
  - Which targets have or have not been retained and whether this is appropriate.
- 2.2 Scrutiny of the BVPP should focus on the issues raised above, rather than specific performance results, which are the responsibility of the appropriate officer. If Members have concerns with regard to the performance of a specific service in relation to the targets, it is recommended that the appropriate officers are invited to report back to the Committee when the quarterly performance reports are considered.