

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SERVICES
SCRUTINY COMMITTEE**

TUESDAY 2 NOVEMBER 2004 AT 10. 00 AM

**LOCAL PUBLIC SERVICE AGREEMENT 1 (LPSA 1) – ‘TRAFFIC LIGHT’
MONITOR FOR 2004-05**

Agenda Item No.

8(a)

Report of Head of Performance Improvement

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1 Purpose of Report

To report the latest data for the LPSA for member scrutiny. This gives the estimated end of year (outturn) positions based on the latest available data.

2 Summary

Scrutiny Committee Members can refer to the LPSA 1 target list for 2004/05 to identify which promises each Committee scrutinises.

Further to Scrutiny Member comments we have replaced the yellow traffic lights with amber in an attempt to make the colours more visible on reproduction.

The LPSA 1 monitor (circulated separately to all Members of the Council) shows:

- i) An overview of the targets for 2004/05, showing the number of LPSA 1 targets ‘on target’, under-performing, giving cause for concern or where data is not available, compared to targets for 2004/05. In addition, bar charts showing the performance of indicators are presented.
- ii) The target by target list compared to targets for 2004/05
- iii) The detailed LPSA 1 monitor - additionally this shows performance against target for each indicator used to measure the target for 2004/05

As discussed with members previously the LPSA runs for 3 years and so LPSA targets need to be met in 2005/06. Due to this, additional information has been made available on the summary charts to show where performance is currently achieving the 2005/06 (final) target levels or where performance is already within 5% of the final target, or still over 5% under the final target. However, members will be aware that where we are already achieving the final target levels, these must be maintained for 2005/06 in order to be eligible for the reward grant.

3 Conclusion

The Scrutiny Committee is invited to note the monitor and identify issues for future scrutiny as appropriate

4 Traffic Light Monitor and LPSA Monitor Rules

The rules determining whether a promise is on target or not are attached as Appendix 1.

5 Access to Service implications

Members attention should be drawn to target 7 “increasing access to Council services by means of electronic service delivery” in particular, which indicates that we are expecting to meet our interim targets.

APPENDIX 1

TRAFFIC LIGHT MONITOR RULES

- a) The status, on target (Green) or under-performing/causing concern (Amber/Red) of the majority of PIs measuring that promise determines the overall status of that promise. The number of PIs that are Amber and are Red are added together, as these may prompt remedial action.
- b) If the number of Ambers and Reds is the majority, then it shows the predominant category.
- c) If there is no majority, then the status of the promise is determined in the order, Red and Amber then Green; i.e. if there are 2 red/amber indicators and 2 green indicators, the overall status would be red/amber. This is again based on the premise that this will provide a prompt for action.
- d) Only if all the indicators for a promise are not available/not comparable does the promise show as White.

Other rules (unchanged)

- e) Variance to targets is shown, with a positive result indicating good performance and a negative result indicating poor performance.
- f) All parts of performance indicators are shown as separate indicators.
- g) Weightings for each indicator are applied. The standard weighting is 1. Where an indicator has been split between its parts, the weightings are equally distributed (adding up to 1). Thus at present, no indicator has more or less effect on the overall result than any other.