

Item No:	Classification: OPEN	Committee: EXECUTIVE	Date: 8 TH OCTOBER 2002
From: EXECUTIVE MEMBER FOR SERVICE DELIVERY EXECUTIVE MEMBER FOR FINANCE		Title of Report: QUARTERLY PERFORMANCE REPORT – QUARTER 1	

1. EXECUTIVE MEMBER COMMENTS – SERVICE DELIVERY

- 1.1 Performance management is one of the key tools available to the Council in pursuit of long term and quantifiable improvement in the delivery of service to Southwark's citizens. It is also the key means of identifying areas of weakness or considerable under-performance. Performance management is therefore a clear priority for the Council.
- 1.2 Rather than view this process as being an exercise in self serving bureaucracy the emphasis must be on identifying areas for Executive intervention and reward as appropriate. The basket of indicators also clearly and transparently addresses the Council's progress against key strategic objectives identified by the new Administration. To this end local performance indicators will continue to be developed to further enhance the relevance of the reporting structure.
- 1.3 The basket of indicators provides a snapshot on a quarterly basis for the public and Executive alike. Importantly it should not be seen as replacing the detailed examination which individual Members of the Executive, together with Officers, will give to their respective areas. With this in mind, relevant Executive Members and Officers will need to pay particular attention to addressing poor performance in the following areas set out in the report:
- Planning; and
- Childcare.
- 1.4 This process is accessible, transparent and more understandable. I expect that the Scrutiny function may wish to view aspects of this process and this would certainly be in keeping with my view of the performance management approach adopted by this Executive.

Councilor James Gurling
Executive Member for Service Delivery

2. EXECUTIVE MEMBER COMMENTS - FINANCE

2.1 It is encouraging to see that Southwark Council is beginning to show clear increases in its performance indicators and its performance against annual targets:

- According to a recent MORI poll, resident satisfaction increased for all services, although some started from an extremely low baseline.
- Across the Council in 2001/02, Southwark met or exceeded nearly 60% of its performance targets and increased its performance over the previous period in more than half its performance indicators.
- On a national level, Southwark achieved top quartile performance in 28 indicators, eight of which were in Social Services. In all areas except housing, the top quartile score improved from the previous year. In a comparison of Inner London Boroughs, clearly more like for like, Southwark's performance is more favorable.

2.2 By close monitoring of the chosen basket of indicators, including the new local ones and taking appropriate action, we hope to make solid progress in improving overall performance.

Councillor Lorraine Zuleta
Executive Member for Finance