

COUNCIL

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Performance review

For consideration

Issue:

The Council agreed at its April 2009 meeting that, from September 2009 onwards, the Executive would report quarterly on its delivery of the annual business plan measured against performance indicators (measures of success).

It was agreed a traffic light system would be employed whereby projects going to plan would be indicated as 'green'; where a project plan is not being maintained but the maintenance is not critical this would be indicated with 'amber'; and projects with significant issues would be highlighted as 'red' and brought forward to Council for discussion with an indication as to how the risks will be mitigated.

Attached is the schedule of the performance indicators by which the Executive will be held to account for the delivery of the 2009/10 Plan.

Council is asked to note that **Annex 1**, being a report on the progress of the implementation of the Online Retention Process, will be issued following the meetings of the Registration Committee and Project Board who will meet Thursday 17 September and Friday 18 September, respectively.

Annexes 2 & 3 form part of the Performance Indicator spreadsheet.

Recommendation(s):

Council is invited to review progress of the 2009/10 Business Plan to date, as measured against the agreed KPIs and project milestones.

Annexes:

The following annexes are attached to this paper:

Annex 1: Online Retention Process project report (*to follow*)

Annex 2: Registration Fees/Differential Payments project report

Annex 3: Communication Department Key Performance Indicators report

Further information:

If you would like further information about this paper please contact:

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