

To: REGENERATION SERVICES COMMITTEE		Subject: QUARTERLY PERFORMANCE MANAGEMENT EXCEPTIONS REPORT
From: HEAD OF REGENERATION SERVICES		
Date: 17 February 2010	Ref: 1483	

1 Purpose of the Report

- 1.1 The purpose of this report is to inform members of service performance within this quarter which falls out with agreed thresholds. The report will provide members with information relating to performance issues and advise members of planned action to bring performance back within acceptable thresholds.

2 Background

- 2.1 At the beginning of the year, the Chief Executive reviewed the Council's Performance Management Framework. The revised framework was approved by the Policy and Resources Committee in March 2009.
- 2.2 The framework outlines key performance information which is suitable for all services to record and monitor. Each service manages their performance through a performance portfolio which includes targets and acceptable thresholds for each indicator being measured.
- 2.3 Services are required to report to members when actual performance falls into one of three key areas:
- 2.3.1 Indicators not meeting the target set and performance is below the acceptable threshold.
- 2.3.2 Indicators surpassing the target set and performance above the acceptable thresholds.
- 2.3.3 Indicators previously reported to committee as requiring improvement or surpassing targets which are now 'back on track'.
- 2.4 The Regeneration Service must report on the following Key Service Measures:
- Number of people supported through training, guidance, advice
 - Number of people supported into employment
 - Number of business we have advised or supported
 - Number of new start businesses supported
 - Number of North Lanarkshire Partnership Board meetings
 - Number of Local Area Partnership meetings
 - Number of Local Area Team meetings
 - Number of Community Forums supported
 - Number of Community Engagement activities undertaken
 - Number of Community Forum meetings
 - Number of NLP Officers Group meetings
 - Number of Community Engagement Sub-group meetings

3. Indicators surpassing target

3.1 Key Service Measure

Number of people supported through training, guidance, advice

Quarter 3 Target	Threshold	Actual	Variance
3,000	+/- 100	4,351	+1,351 (Above target)

This target measures the number of unemployed people that the Service has supported since April 2009. The above target performance of assisting 4,351 individuals can be explained by:

- The current economic downturn which has resulted in an increasing number of people being made redundant who are in turn looking for assistance and support to return to employment;
- The success of the North Lanarkshire's Working engagement campaigns.

There is still an ever increasing demand for the Services that North Lanarkshire's Working provides, as almost 800 new individuals were registered with the Employability Service between October and December 2009.

3.2 Key Service Measure

Number of people supported into employment

Quarter 3 Target	Threshold	Actual	Variance
750	+/- 20	996	+246 (Above target)

Since April 2009, 996 individuals have been supported into employment. The third quarter of this financial year saw 374 employment outcomes being achieved, which is higher than the previous two quarters, where 340 and 282 employment outcomes were recorded. The Service's target for the full financial year is to achieve 1,000 employment outcomes and it is very likely that this will be significantly exceeded.

5. Recommendation

- i) It is recommended that members note the content of this report and the current position of the indicators outlined above.



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Head of Regeneration Services

Local Government Access to Information Act: for further information on this report please contact Stuart MacMillan, Regeneration Strategy Officer (Tel: 01698 302814).