

FOREWORD

By Councillor Paul Warrick, Cabinet Member for Service Improvement

The Royal Borough takes the collection and presentation of good quality performance information seriously. We are strong believers in the maxim that "if you want to manage it, you have to measure it".

Timely and accurate performance information is vital to the way we run our services. It helps us to measure progress against the targets we have set ourselves, to compare ourselves with other councils and organisations and to decide where more effort or investment is needed, or adjustments need to be made, to improve our services. Above all, it helps us to live up to the expectations that residents have – and which we share – that the Council should be among the best service providers in the country.

As well as being valuable for us in the Council, accurate performance information also provides an opportunity for tax payers and others with an interest to look at how well the Council is doing, and to hold us to account if they feel we are falling short.

That is why I am very pleased to see the publication of "The Performance of Your Council: Fact, Figures and Targets 2006/07". This publication fulfils the Council's duty in law to publish its performance against a range of nationally set performance indicators. It also provides an opportunity for the Council to present data on a range of locally set indicators which we find helps us to manage.

This year we have sought to improve the report in the following ways:

- the most useful national indicators have been brought together with the local indicators we use to form a suite of "Royal Borough Performance Indicators". Indicators that we are required to publish, but find less useful, have been separated out and put at the back of the report.
- we have provided a glossary to help readers to understand exactly what each indicator measures. This is our attempt to make the indicators easier to understand – we would be interested in your views on whether we have succeeded!

This is not the only way in which we publish performance information. Regular reports to various Council committees also contain important information, as do the reports presented to or produced by the various partnerships that the Council is involved in with the Police, the Primary Care Trust and other local partner organisations. If you are interested in

obtaining any of this information, log on to the Council's website or contact officers at the Council via the details given at the start of this report.

I hope you find the report useful.

Councillor Paul Warrick