

Agenda Item No: **Report No:**

Report Title: **Performance Indicators 2007/08 – Monitoring Report
1st April to 30th September 2007 (the 2nd Quarter)**

Report to: **Cabinet** **Date: 21st November 2007**

Lead Councillor: **Councillor Ann De Vecchi**

Ward(s) Affected: **All**

Report By: **Director of Finance and Community Services**

Contact Officer(s): **Sue Harvey, Corporate Performance Officer**

Purpose of Report:

1. To update on progress with key Council Plan targets and performance indicators for 2007/08 and inform Cabinet of any performance or data quality issues arising therefrom; and
2. To update councillors on changes to the national performance framework from 2008/09.

Officers' Recommendations:

To consider whether any issues relating to the Council Plan milestones or performance indicators are required to be referred to the Scrutiny Committee.

Reasons for Recommendations

- 1 A key part of the Council's performance management arrangements is to keep Lead Councillors informed of progress towards the key actions and performance targets set out in the Council Plan for 2007/08 and to report any significant data quality issues which may arise.

Background Information

- 2 This report focuses on a basket of key national and local performance indicators (PIs) contained in the Council Plan for the period 1st April to 30th September 2007 along with related milestones. Attached at Appendix A is a high level summary showing performance at the end of the 2nd quarter against planned targets for the year, along with any relevant officer comments and/or action that may be required. This is intended to help Councillors to focus on areas of under-performance and to ensure that, where necessary and appropriate, remedial action can be taken. This is an important aspect of performance 'management' as distinct from performance 'monitoring'.
 - 'Above target' means performance levels are expected to exceed the year end target set out in the Council Plan (shown highlighted in Green).
 - 'On target' means that performance is within tolerance levels and likely to meet year end target (shown highlighted in Green).

- ‘Below target’ means performance levels are below tolerance levels and unlikely to meet the year end target set out in the Council Plan (shown highlighted in Amber).
 - ‘Significantly below target’ means performance is not expected to meet year end targets as set out in the Council Plan (shown highlighted in red).
- 3 Councillors are reminded that, as previously agreed by Cabinet, some PIs contained in the Council Plan are not included in this report. They include PIs calculated at the end of the financial year, those for which there is little or no change in performance from one quarter to the next and those which are the primary responsibility of another agency. More detailed performance indicator information showing annual trends, comparisons with other councils and quarterly comparisons with the previous year is available to all Councillors via the Council’s website (<http://www.lewes.gov.uk/council/5444.asp>). Further guidance on accessing and using this information is available by contacting the Head of Audit & Performance.
- 4 It is important that councillors, senior managers, partner agencies and organisations and the general public can place reliance on the accuracy and reliability of the performance data reported. There are a number of mechanisms in place to ensure Data Quality both corporately and within individual service departments. The Audit Commission has recently carried out a review of Data Quality at the Council. Its formal report is awaited and will be reported in due course.
- 5 Although Cabinet has overall responsibility for the performance of services and the achievement of Council Plan targets and data quality, it may wish to consider referring any specific issues or areas of concern to the Scrutiny Committee.

Council Priorities and Performance

- 6 The Council Plan 2007/08 sets out key milestones and activities towards meeting the Council’s priorities. Set out below is a brief summary of progress as at the end of the second quarter. ‘Red’ indicates the milestone is unlikely to be met within the current financial year; ‘Amber’ indicates the milestone is behind schedule but likely to be met by the year end and ‘Green’ indicates the milestone is on track and is likely to be completed by the end of the financial year.

Priority: To improve waste management, recycling and street cleaning services		
Council Plan milestone	Progress	Officer Comment
Commence a review led by the Lead Councillor for Environment		The review has commenced and two meetings (with all Members invited) have been held.

Priority: To work in partnership with Housing Associations and others to deliver affordable housing		
Council Plan milestone	Progress	Officer Comment
Complete mediation service review.		Review completed. Lack of take-up has resulted in the budget reduced by 50% from £5,000 to £2,500. This will continue to be kept

		under review.
Complete scheme for 12 affordable homes at Sandringham Close, Seaford.		The scheme of 12 shared ownership homes was completed in August 2007 and is fully occupied.
Participate with ESCC on provision of 'extra care' housing for older people in Peacehaven.		A formal planning application was approved by the Planning Committee on 24 th October. Funding has also been allocated by ESCC and others. The scheme is due to be completed in 2009/10.

Priority: To improve public access to services and information supported by information technology systems

Council Plan milestone	Progress	Officer Comment
Public access to Council Tax records enabled		Further security testing is due to be completed in November. It is now expected that public access to individual council tax accounts will be achieved by the end of the financial year.
Commence corporate records management project in financial services		Work on the manual records in Finance is underway as part of the planned move from 3A Fisher Street. We planned to introduce electronic records management to Finance as part of that move, but advice from our software suppliers is that another, smaller, service should be used as the pilot. The project requires some spending decisions which are "on hold" until the budget process is complete.
Enable public access to online licensing system		The security issues for the planning on-line system have been resolved and now provide a framework for the introduction of the online licensing system. Development work is expected to start by December, and subject to testing, the system should 'go live' in April 2008.

The Local Area Agreement – Performance Monitoring

- 7 Councillors will be aware that with effect from 1st April 2006, the Council, along with a number of other statutory agencies and other organisations has signed up to delivering a number of targets in the East Sussex Local Area Agreement (the LAA). The LAA is an Agreement drawn up between Government and East Sussex County Council and its partners to achieve a set of outcomes and improvements to benefit the citizens of East Sussex, particularly in areas with high levels of deprivation.
- 8 A number of national and local performance indicators and targets are being used to measure progress of the LAA on a quarterly basis. LAA indicators are marked with an asterisk in the table at Appendix A.

The National Performance Framework from April 2008

- 9 The 2006 Local Government White Paper, Strong and Prosperous Communities, promised to comprehensively review the performance framework for the public sector. One of the proposals was to reduce the overall number of national performance indicators from around 1,200 to around 200. In October 2007 the Department of Communities and Local Government issued a high level document setting out 198 national headline indicators, developed as part of the Comprehensive Spending Review 2007 and thereby reflecting national priorities for the next 3 years.
- 10 From April 2008 this 'National Indicator Set' (NIS) will be the only measures on which central government will performance management outcomes delivered by local government working alone or in partnerships. Best Value Performance Indicators and Performance Assessment Framework indicators will be abolished and to 35 targets (plus 17 statutory targets on educational attainment) from the NIS will be negotiated through new Local Area Agreements.
- 11 Consultation on the detailed definitions is expected shortly. Councillors are advised that the document recognises that many other services and activities valued by local people are not directly reflected in the NIS. There is an expectation that local authorities will want to set their own priorities and monitor performance for themselves. In light of the above, it is intended to review the Council's core performance indicators as part of the preparations for next year's Service Plans and Council Plan. A further report on this will be presented to a future meeting.

Risk Appraisal

- 12 **Risks identified are:-** the Council fails to achieve its corporate objectives; poor or under-performance attracts a poor Direction of Travel/Use of Resources judgement; poor data quality leads to flawed decision-making and may attract criticism from the Audit Commission. **Mitigation:-** Effective performance monitoring and management arrangements help to ensure that the Council remains on track to meet its objectives for delivering efficient and cost effective services which meet customer needs and supports wider improvements in the quality of life of local communities. The timely identification of variances and under performance enables appropriate action to be taken. Sound performance management, risk management and data quality arrangements are key elements of demonstrating good corporate governance arrangements as required by the Audit Commission.

Financial Appraisal

- 13 Monitoring and reporting Council Plan and performance indicator information is contained within existing estimates.

Environmental Implications

- 14 I have completed the Environmental Implications questionnaire and there are no significant effects as a result of the recommendations in this report.

Background Papers: Specific departmental performance indicator data

Appendices: Appendix A – 2nd Quarter 2007/08 Monitoring Report

Performance Indicators 2007/08 –2nd Quarter Monitoring Report

(P = Polarity – whether good performance is shown by an increase ↑ or decrease ↓ in the indicator. ↔ indicates no particular polarity.)

	Meet or exceed target		Below tolerance levels		Not expected to meet target
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CORPORATE HEALTH						
Annual Target	Quarter 2	Indicator Reference	Description of Indicator	P	Comment	Note
2.14	1.07	BV174	Racial incidents recorded by the Council per 100,000 pop where the authority had some measure of involvement in remedying the situation.	↔	On target	1
100%	100%	BV175	% of the above racial incidents that resulted in further action.	↑	On target	1
95%	90%	L91	% of telephone calls answered within 20 seconds.	↑	Below target	2
85%	82.7%	L92	% of letters answered within 7 working days.	↑	Below target	3
98.5%	58.73%	BV9	% of Council Tax collected.	↑	On target	
99%	60.87%	BV10	% of Business Rates collected.	↑	On target	
9.5 days	5.56 days	BV12	Days sick per member of staff.	↓	Below target	4
98%	97.73%	BV8	% of invoices paid on time.	↑	On target	

PROTECTING & ENHANCING THE QUALITY OF THE ENVIRONMENT						
Annual Target	Quarter 2	Indicator Reference	Description of Indicator	P	Comment	Note
340 kg	173 (est)	BV84a	Kgs of household waste collected per head of population.	↓	On target	5a
32.2%	23% (est)	BV82a (i)	% of household waste recycled.	↑	Below target	5b
No target set	3,710 (est)	BV82a (ii)	Tonnage of household waste recycled.	↑	No target set	
90.2%	90.27% (est)	BV91a/b	% of population served by kerbside recycling.	↑	Above target	
21%	15.64% 1 st period	BV199a	% of sites surveyed which had unacceptable levels of litter and detritus.	↓	Above target	
5%	0.33% 1 st period	BV199b	% of sites surveyed which had unacceptable levels of graffiti.	↓	Above target	6
5%	0.0% 1 st period	BV199c	% of sites surveyed which had unacceptable levels of fly-posting.	↓	Above target	

PROTECTING & ENHANCING THE QUALITY OF THE ENVIRONMENT						
Annual Target	Quarter 2	Indicator Reference	Description of Indicator	P	Comment	Note
1	2154 637 1	BV199d	The year-on-year reduction in the number of fly tips and the increase in the number of actions taken. Weighted incidents (Q2 last year = 2784). Weighted actions (Q 2 last year = 80). Performance score.	↓ ↑ ↓	On target	7
2 days	1.51 days	L03b	The average time taken to remove reported fly tips.	↓	Above target	
750	189	L04	The number of abandoned vehicles reported.	↓	Above target	
95%	95%	BV218a	% of abandoned vehicles investigated within 24 hours of being reported.	↑	On target	
95%	58%	BV218b	% of abandoned vehicles removed within 24 hours of obtaining legal power.	↑	Below target	8
99%	97.4%	L63	Dog nuisance complaints responded to in 48 hours.	↑	Below target	
97%	91.1%	L05	Noise complaints responded to in 48 hours.	↑	Below target	
64%	70%	BV109a	% of major planning applications determined in 13 weeks.	↑	Above target	
70%	70%	BV109b	% of minor planning applications determined in 8 weeks.	↑	On target	
88%	83.3%	BV109c	% of other planning applications determined in 8 weeks.	↑	Below target	9
84%	82.2%	L29	Letters requesting pre-application/policy advice answered within 15 days.	↑	Below target	10
90%	91.9%	L109	% of decisions delegated to officers.	↑	Above target	
30%	28.6%	BV204	% of appeals allowed against a decision to refuse.	↓	Above target	
70%	77.0%	L35	Plans checked for compliance with Building Regulations in 15 days.	↑	Above target	
90%	90.91%	L33	Percentages of breaches of planning control resolved within 6 months of notification.		On target	

SUPPORTING LOCAL HOUSING, HEALTH AND SOCIAL NEEDS

Annual Target	Quarter 2	Indicator Reference	Description of Indicator	P	Comment	Note
97%	78.13%	L32	Percentage of complaints of unauthorised development inspected within five working days.		Below target	11
90%	32.22%	L38	Percentage of applications to carry out works to protected trees determined within 8 weeks.		Below target	12
82%	55%	BV225	The number of services provided by the authority to help victims of domestic violence as a percentage of a checklist of 11 services.	↑	On target	13
20	6	BV64	Private vacant dwellings returned to use or demolished.	↑	Below target	
2	0.7	BV213	Number of cases where advice resolved homelessness per 1000 households.	↑	Below target	14
5%	0%	BV214	No. of cases of repeat homelessness as a % of acceptances.	↓	Above target	
3 weeks	1 week	BV183a	Length of stay in B&B for families with children.	↓	Above target	
22 days	23 days	BV212	Average relet times for Council dwellings.	↓	Below target	15
3.5%	3.7%	BV66b	% of tenants with more than 7 weeks in arrears.	↓	Below target	
20%	12.2%	BV66c	% of tenants in arrears served with a notice of possession.	↓	On target	
0.2%	0.4%	BV66d	% of tenants evicted as a result of arrears.	↓	Below target	
98%	99.2%	L98	Urgent repairs carried out within government time limits.	↑	Above target	16
98%	98.4%	L84	Repairs requested completed within local targets.	↑	Above target	16
98%	98%	L85	Repairs noted as good or satisfactory by tenants.	↑	On target	16
47	16	BV76c	The no. of fraud investigations per 1000 caseload.	↑	Below target	17
4.0	2.92	BV76d	The no. of prosecutions/ Sanctions per 1000 caseload.	↑	Above target	18
30 days	27.8 days	BV78a	Average time taken to process new benefit claims.	↓	Above target	

SUPPORTING LOCAL HOUSING, HEALTH AND SOCIAL NEEDS

Annual Target	Quarter 2	Indicator Reference	Description of Indicator	P	Comment	Note
12 days	9.7 Days	BV78b	Average time to process changes to circumstances.	↓	Above target	19
98%	96.8%	BV79a	% of cases where the calculation of benefit was correct.	↑	Below target	20
70%	63.79%	BV79b(i)	Overpayments recovered (current year).	↑	On target	21
47%	18.33%	BV79b(ii)	Overpayments recovered (including arrears).	↑	On target	21
3.5%	3.71%	BV79b(iii)	Overpayments written off.	↓	On target	22

SUPPORTING AND PROMOTING THE LOCAL ECONOMY

Annual Target	Quarter 2	Indicator Reference	Description of Indicator	P	Comment	Note
5,500	3877	BV170a	Newhaven Fort: visits/hits per 1000 population.	↑	Above target	
405	206	BV170b	Newhaven Fort: visits in person per 1000 population.	↑	Below target	23
8,300	3,605	BV170c	Newhaven Fort: visits by pupils in organised school groups	↑	Below target	23

Explanatory Notes:

Note	Ref	Explanation and action
1	BV174/175	Sompriti reported that 56 racist incidents reported in Lewes in the first two quarters but in only one case did Lewes DC have some measure of direct involvement in remedying the situation. This was followed up but no further action was deemed necessary.
2	L91	Performance is unlikely to be improved within current resources and arrangements.
3	L92	Overall performance is affected by significant under-performance in one or two areas.
4	BV12	Performance is significantly affected by counts of long term sickness i.e. sickness absence for longer than 20 days. 5% of absences accounts for 50% of the total days lost. The most common causes of absence are muscular injury, depression and recovering from surgery. The Council has a follow up procedure which seeks to support people to return to work as soon as practicable.
5a	BV84a	The target is difficult to achieve and represents a real reduction in waste. Waste has reduced from last year but not as much as would be liked. This is difficult when recycling weights are rising constantly.
5b	BV82a	The target was based on the optimum recycling rate set out in the Council's Sustainable Waste Management Strategy which was dependent on a number of factors including a higher level of kerbside participation. A review of recycling by the Lead Councillor for Environment is currently underway.

Note	Ref	Explanation and action
6	BV199b	Increased graffiti activity has been noticed and action taken through the Clean & Green team, including a clean up, publicity, and a reward for information received.
7	BV199d	Flytipping is measured by a performance score from 1 (very effective) to 4 (poor) based on whether the <i>weighted</i> number of flytipping incidents has gone down and the <i>weighted</i> number of enforcement actions has gone up. Weighting for incidents ranges from single item (1) through car boot load (4) to tipper lorry load (16), and for actions from investigation (1) through warning letter (10) to prosecution (100).
8	BV218b	There were 12 vehicles sanctioned for removal in quarter 2 of which 7 were collected within 24 hours, 4 within 48 hours and 1 (a caravan) took more than 4 weeks to remove due to its inaccessible location.
9	BV109c	Caused by a higher proportion of major and minor applications and missing one planning officer until very recently has meant a loss of resources for this area of work.
10	L29	The department was one planning officer short until very recently.
11	L32	Loss of part time enforcement officer has put extra work on the remaining two officers.
12	L38	The tree officer has experienced delays in putting through applications.
13	BV225	Funding for a sanctuary scheme has now been set aside and publicised, meaning we now provide 6 of the 11 specified services. Work is progressing within the authority and with partners towards meeting the other 5.
14	BV213	Homelessness applications increase in the latter half of the year, particularly just before Christmas and after; we therefore expect to reach the target by the year end. BV213 had previously been incorrectly calculated. This has now been corrected.
15	BV212	Although below target this is an improvement on the first quarter. Lewes DC's performance is in the top 30 authorities and the target is challenging.
16	L98, 84, 85	Contractors are working well.
17	BV76c	This remains below target although the quality of investigations has greatly improved (see BV76d). Potential prosecution cases take longer to investigate because of the level of detail required for presentation in court.
18	BV76d	Well above target and hoping to reach the national standard for excellence rating (4.3).
19	BV78b	Benefits section have stayed on top of work throughout the second quarter and are comfortably within the Council target and are hopeful of achieving the national target of 10 days.
20	BV79a	Although below target this is an improvement on last year. The improvement is also reflected in the internal accuracy checks.
21	BV79bi & ii	Difficult to predict as can be impacted on by large overpayments. In target as actual overpayments are very low this year.
22	BV79b iii	Difficult to forecast outturn – the Income Section have had a purge on old debts hence the current levels.
23	BV170bc	Visitor numbers are showing a similar trend to last year – external factors such as weather and economic climate have an effect on business. Research has shown that it has been a bad year for visitor attractions.