

**PERFORMANCE AND MANAGEMENT SCRUTINY COMMITTEE**  
**22nd March 2005**

**Report of the Assistant Chief Executive (Risk Management)**

ITEM10 PERFORMANCE INDICATORS

Purpose of Report

In accordance with the procedures established by Scrutiny Commission at its meeting in February 2004, the Committee is invited to consider comparative performance results published by the Audit Commission. These show the Council's performance across the range of nationally prescribed Performance Indicators for 2003/04 in relation to other English District/Borough Councils and in relation to Audit 'near neighbours' comprising authorities with similar characteristics.




Recommendation

The Committee is invited to consider the levels of performance and to take any steps that it considers appropriate.

Reason

The Committee has a general responsibility to scrutinise achievement of targets.



Background















The information presented is in the format used for Chief Executive's team with directional arrows showing whether performance has improved since 2002/03 () , has remained the same () or has deteriorated () . Quartile positions are similarly denoted.















Background papers: Minute 43 - Scrutiny Commission - 10<sup>th</sup> February 2004











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Performance Indicators Table Showing the numbers within each Quartile Range		
	2003/04	(2002/03)
Quartile 1 (Highest)	18 (23%)	17 (27%)
Quartile 2	27 (35%)	18 (29%)
Quartile 3	22 (29%)	16 (25%)
Quartile 4 (Lowest)	10 (13%)	12 (19%)
	77	63
<i>Note: For 2003/04 the ODPM reduced the number of PIs which Councils were required to record.</i>		













Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
<b>ACX - Change Management</b>								
New PI	New PI	The duty to promote race equality. Authorities are to 'score' one point for each of series of questions to which they can say 'yes' and the item score should then be expressed as a % for reporting against the PI.	2003/04	68%	55%	1 (Highest)	21= out of 233	5 out of 16
New PI therefore no comparisons possible								
		The percentage of citizens satisfied with the overall service provided.	2003/04	57%	61%	2	102= out of 236	6= out of 16
<i>Note: Previous survey undertaken in 2000/01</i>								
			(2000/01)	(61%)	(72%)	(4 (Lowest))	(187 out of 234)	11 out of 14















Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		The percentage of complainants satisfied with the handling of their complaint.	2003/04	37%	37%	1 (Highest)	49= out of 236	4= out of 16
			<i>Note: Previous survey undertaken in 2000/01</i>					
			(2000/01)	(42%)	(45%)	(2)	(92= out of 232)	6 out of 13
		The number of working days/shifts per employee lost due to sickness absence	2003/04	10.5	8.93	3	113= out of 211	9 out of 14
			(2002/03)	(9.6)	(8.5)	(2)	(86= out of 204)	5= out of 11
		The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	2003/04	0.6%	0.14%	3	134= out of 230	7 out of 15
			(2002/03)	(0.15%)	(0%)	(2)	(67= out of 230)	2 out of 15
		The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce	2003/04	0.33%	0%	2	110= out of 229	10 out of 16
			(2002/03)	(0.15%)	(0.14%)	(2)	(59= out of 232)	2 out of 15
		The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the total number of authority employees	2003/04	2.4%	4.11%	3	132= out of 225	12 out of 16
			(2002/03)	(1.3%)	(3.8%)	(4 (Lowest))	(177 out of 221)	13 out of 15
		The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	2003/04	4%	15.09%	4 (Lowest)	229 out of 232	16 out of 16
			(2002/03)	(4%)	(15.2%)	(4 (Lowest))	(237 out of 238)	15 out of 15
		Minority ethnic community staff as a percentage of the total workforce	2003/04	5.9%	2.4%	1 (Highest)	12 out of 230	2 out of 16
			(2002/03)	(4.9%)	(2.1%)	(1 (Highest))	(20 out of 229)	4 out of 15











Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	2003/04	7.32%	3.4%	1 (Highest)	20= out of 234	2 out of 16
			(2002/03)	(7.32%)	(3.4%)	(1 (Highest))	(19 out of 238)	2 out of 15
		Percentage of standard searches carried out in 10 working days	2003/04	99.9%	100%	2	88= out of 232	8= out of 16
			(2002/03)	(98.9%)	(100%)	(2)	(92 out of 234)	7 out of 15
		Domestic burglaries per 1,000 households	2003/04	15.4	7.45	4 (Lowest)	194 out of 237	14 out of 16
			(2002/03)	(15.1)	(7.6)	(4 (Lowest))	(186= out of 237)	13 out of 14
		a) Violent offences committed by a stranger per 1,000 population	2003/04	9.1	2.27	4 (Lowest)	180 out of 202	12 out of 13
			(2002/03)	(7.2)	(1.8)	(4 (Lowest))	(138 out of 163)	7 out of 11
		b) Violent offences committed in a public place per 1,000 population	2003/04	7.5	4.6	3	124 out of 198	8 out of 13
			(2002/03)	(5.8)	(3.8)	(3)	(90 out of 168)	5 out of 19
		c) Violent offences committed in connection with licensed premises per 1,000 population	2003/04	1.1	0.56	3	110= out of 188	8 out of 13
			(2002/03)	(1.1)	(0.6)	(3)	(93= out of 157)	6 out of 8
		Vehicle crimes per 1,000 population	2003/04	14.3	8.1	4 (Lowest)	179 out of 238	12 out of 16
			(2002/03)	(14.8)	(8.5)	(3)	(173= out of 237)	10 out of 14









Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		The number of racial incidents recorded by the authority per 100,000 population.	2003/04	2	0	3	134= out of 205	8= out of 12
			(2002/03)	(1.3)	(0)	(3)	(123 out of 194)	10 out of 12
		The percentage of racial incidents that resulted in further action	2003/04	100%	100%	1 (Highest)	1= out of 184	1= out of 11
			(2002/03)	(100%)	(100%)	(1 (Highest))	(1= out of 90)	1= out of 7
<b>ACX - Risk Management</b>								
		Percentage of authority expenditure (whether in-house or external) on legal and advice services which is spent on services that have been awarded the Quality Mark and meet legal needs identified in the Community legal Service Partnership strategic plan.	2003/04	77.97%	100%	2	81 out of 208	4 out of 14
			(2002/03)	(82.43%)	(100%)	(2)	(60 out of 163)	4 out of 11
<b>Benefits and Revenue Services</b>								
		Percentage of Council Tax collected	2003/04	98.1%	98.5%	2	104= out of 237	8= out of 16
			(2002/03)	(97.9%)	(98.4%)	(2)	(110= out of 238)	9 out of 15
		The percentage of non-domestic rates due for the financial year which were received by the authority	2003/04	99.47%	99.12%	1 (Highest)	26 out of 236	2 out of 16
			(2002/03)	(99.7%)	(99.1%)	(1 (Highest))	(5= out of 238)	1 out of 15
New PI		Housing Benefit Security: The number of claimants visited, per 1,000 caseload	2003/04	135.5	304	3	129 out of 205	11 out of 15
			New PI therefore no comparisons possible					
New PI		Housing Benefit Security: The number of fraud investigators employed per 1,000 caseload	2003/04	0.3	0.48	3	139= out of 225	11= out of 16
			New PI therefore no comparisons possible					











Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
New PI		Housing Benefit Security: The number of fraud investigations per 1,000 caseload	2003/04	31	61.7	4 (Lowest)	170= out of 219	15 out of 16
			New PI therefore no comparisons possible					
New PI		Housing Benefit Security: The number of prosecutions and sanctions per 1,000 caseload	2003/04	7.5	5.83	1 (Highest)	32 out of 224	4 out of 16
			New PI therefore no comparisons possible					
		Speed of processing:a) Average time for processing new claims.	2003/04	32 days	31 days	2	63= out of 220	
			(2002/03)	(35.3 days)	(30 days)	(2)	(80 out of 200)	6 out of 15
		Speed of processing:b) Average time for processing notifications of changes of circumstance.	2003/04	8.5 days	7.2 days	2	89= out of 219	7= out of 16
			(2002/03)	(10 days)	(7 days)	(2)	(103= out of 211)	8 out of 15
		Speed of processing: Percentage of renewal claims processed on time	2003/04	92.5%	81.08%	1 (Highest)	20 out of 221	2 out of 14
			(2002/03)	(90%)	(85%)	(1 (Highest))	(36= out of 219)	2 out of 14
		Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision, for a sample of cases checked post-decision.	2003/04	98.75%	99%	2	74= out of 229	5 out of 16
			(2002/03)	(98%)	(99%)	(2)	(96= out of 228)	7 out of 15
		The percentage of recoverable overpayments (excluding Council Tax) that were recovered in the year.	2003/04	93.5%	55.6%	1 (Highest)	1 out of 184	1 out of 14
			(2002/03)	(95%)	(61%)	(1 (Highest))	(1 out of 169)	1 out of 11
2002/03 Not reported		Benefits - overall satisfaction	2003/04	48%	84%	4 (Lowest)	199 out of 199	15 out of 15
			2000/01	Not reported separately				







Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		Benefits User satisfaction survey Percentage stating that they strongly agree/agree with the following statements:  <i>(Note: Previous survey undertaken in 2000/01)</i>						
		The facilities to get in touch with the benefits office - overall	2003/04	79%	84%	3	118= out of 199	9 out of 15
			(2000/01)	(82%)	(85%)	(3)	(113 out of 216)	7 out of 12
		The service in the actual office - overall	2003/04	83%	86%	2	91= out of 199	9= out of 15
			(2000/01)	(76%)	(88%)	(4 (Lowest))	(182 out of 216)	12 out of 12
		The telephone service - overall	2003/04	72%	80%	3	112= out of 199	10= out of 15
			(2000/01)	(62%)	(82%)	(4 (Lowest))	(186 out of 215)	11 out of 12
		The staff in the benefits office - overall	2003/04	84%	86%	2	77= out of 199	7 out of 15
			(2000/01)	(83%)	(88%)	(3)	(141 out of 215)	10 out of 12
		The clarity and understandability of the forms, leaflets and letters - overall	2003/04	66%	68%	2	65= out of 199	7 out of 15
			(2000/01)	(71%)	(67%)	(1 (Upper))	(13 out of 215)	1 out of 12
		The amount of time it took them to tell me whether my claim was successful - overall	2003/04	74%	77%	2	79= out of 199	6 out of 15
			(2000/01)	(79%)	(78%)	(1 (Highest))	(36 out of 215)	2 out of 12











Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
<b>Contract and Public Services</b>								
		Percentage of responsive (but not emergency) repairs for which the authority both made and kept an appointment.	2003/04	0%	83.2%	3	70= out of 100	6= out of 7
			(2002/03)	(1.07%)	(57%)	(3)	(65= out of 116)	5= out of 8
<b>Cultural and Leisure Services</b>								
		The adoption by the Authority of a Local Cultural Strategy Score against a checklist of the guidance in 'Creating Opportunity' guidance issued in December 2000	2003/04	100%	100%	1 (Highest)	1= out of 230	1= out of 16
			(2002/03)	(100%)	(100%)	(1 (Highest))	(1= out of 234)	1= out of 15
		The percentage of residents satisfied with the Local Authority Cultural services:						
		Sports and leisure facilities	2003/04	55%	60%	2	110= out of 236	9 out of 18
			(2000/01)	(53%)	(58%)	(2)	(110 out of 230)	10 out of 14
		Museums	2003/04	43%	50%	2	79= out of 180	9 out of 12
			(2000/01)	(50%)	(55%)	(2)	(52 out of 137)	7 out of 10
		Theatres and concert halls	2003/04	45%	56%	3	99= out of 181	8 out of 11
			(2000/01)	49%	59%	3	72 out of 138	8 out of 10
		Parks and open spaces.	2003/04	78%	77%	1 (Highest)	47= out of 229	4 out of 16
			(2000/01)	(64%)	(68%)	(2)	(90= out of 219)	8 out of 14
		The number of visits to/usages of museums per 1000 population.	2003/04	287	670	2	65 out of 143	11 out of 12
			(2002/03)	(304)	(697)	(3)	(66 out of 129)	9 out of 10







Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
<b>Environmental Health Services</b>								
		The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	2003/04	5.33%	3.75%	1 (Highest)	25 out of 213	3 out of 16
			(2002/03)	(10.8%)	(4%)	(1 (Highest))	(5 out of 208)	1 out of 13
		Score against a checklist of enforcement best practice for environmental health	2003/04	85.6%	90%	2	91 out of 238	7 out of 16
			(2002/03)	(70%)	(84%)	(2)	(111= out of 236)	9= out of 15
<b>Financial Services</b>								
		The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority	2003/04	85.8%	96.74%	4 (Lowest)	193 out of 210	13 out of 14
			(2002/03)	(85.7%)	(96%)	(4 (Lowest))	(178 out of 200)	11 out of 12
<b>Housing Services</b>								
		Rent collection and arrears: proportion of rent collected	2003/04	96.62%	98.6%	4 (Lowest)	109 out of 136	7 out of 9
			(2002/03)	(96.6%)	(98.7%)	(4 (Lowest))	(110= out of 135)	9 out of 10
		Satisfaction of tenants of council housing with the overall service provided by their landlord:						
		All tenants	2003/04	77%	85%	3	89= out of 122	8 out of 10
			2000/01	(75%)	(86%)	(4 (Lowest))	(121= out of 148)	10 out of 11
2002/03 Not reported		Black and minority ethnic tenants.	2003/04	73%	86%	3	62= out of 113	5= out of 9
			2002/03	Not reported				
2002/03 Not reported		Non-black minority ethnic tenants.	2003/04	76%	85%	4 (Lowest)	92= out of 122	8= out of 10
			2002/03	Not reported				

Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord:						
		All tenants	2003/04	62%	70%	3	91= out of 122	8= out of 10
<i>Note: Previous survey undertaken in 2000/01</i>								
			(2000/01)	(45%)	(70%)	(4 (Lowest))	(135 out of 140)	11 out of 11
2002/03 Not reported		Black and minority ethnic tenants.	2003/04	64%	76%	3	57= out of 110	5= out of 9
			2002/03	No requirement to report PI in 2002/03				
2002/03 Not reported		Non-black minority ethnic tenants.	2003/04	61%	70%	4 (Lowest)	95= out of 121	9 out of 9
			2002/03	No requirement to report PI in 2002/03				
		The average length of stay in bed and breakfast accommodation	2003/04	4.71 weeks	1.18 weeks	2	105 out of 222	9 out of 15
			(2002/03)	(4.12 weeks)	(0.6 weeks)	(3)	(114 out of 222)	7 out of 11
		The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	2003/04	7.62 weeks	0 weeks	2	96 out of 213	7 out of 15
			(2002/03)	(8.8 weeks)	(0 weeks)	(3)	(120 out of 223)	6 out of 14
		The number of domestic violence refuge places per 100,000 population which are provided or supported by the authority.	2003/04	10.37	0.64	1 (Highest)	2 out of 232	1 out of 16
			(2002/03)	(3.22)	(0.65)	(1 (Highest))	(2 out of 259)	1 out of 14

Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
<b>Information and Communication Services</b>								
2002/03 Not reported		The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	2003/04	60%	72%	3	130= out of 228	8 out of 16
			2002/03	<i>No comparison possible as the external auditor has advised that the estimate provided for 2002/03 is not adequate.</i>				
<b>Planning Services</b>								
		Percentage of new homes built on previously developed land.	2003/04	84%	86%	2	66= out of 222	4 out of 15
			(2002/03)	(75%)	(82%)	(2)	(68= out of 220)	1 out of 13
		Planning cost per head of population	2003/04	£12.33	£10.39	2	94 out of 233	7 out of 16
			(2002/03)	(£8.91)	(£9.57)	(1 (Highest))	(47 out of 235)	2 out of 15
		Percentage of planning applications determined in line with the Government's new development control targets to determine:						
		(a) 60% of major applications in 13 weeks	2003/04	44%	63.58%	3	145= out of 218	10 out of 14
			(2002/03)	(33.8%)	(56%)	(3)	(159 out of 212)	8 out of 14
		(b) 65% of minor applications in 8 weeks	2003/04	59.52%	71%	3	117 out of 217	5 out of 13
			(2002/03)	(45.8%)	(64%)	(3)	(160 out of 251)	9 out of 14
		(c) 80% of other applications in 8 weeks	2003/04	83.64%	86%	2	81 out of 216	4 out of 13
			(2002/03)	(77.6%)	(82%)	(2)	(90 out of 212)	5 out of 14

Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		<b>Planning</b> Percentage of applicants satisfied with the service received. Overall percentage of those satisfied/very satisfied.	2003/04	77%	81%	2	88= out of 219	8 out of 15
			<i>Note: Previous survey undertaken in 2000/01</i>					
			(2000/01)	(78%)	(84%)	(3)	(120= out of 216)	8 out of 13
		The number of decisions delegated to officers as a percentage of all decisions	2003/04	93.3%	91%	1 (Highest)	28 out of 236	3 out of 15
			(2002/03)	(91%)	(89%)	(1 (Highest))	(27= out of 230)	4 out of 15
<b>Property Services</b>								
		The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	2003/04	52%	67%	2	101= out of 231	7 out of 16
			(2002/03)	(30%)	(60%)	(3)	(136= out of 234)	8 out of 14
		The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole:						
2002/03 Not reported	i) electricity		2003/04	29.42%	74%	1 (Highest)	4 out of 101	1 out of 7
			2002/03	<i>No comparison possible as the external auditor has advised that the information provided for 2002/03 is not adequate.</i>				
2002/03 Not reported	ii) fossil fuels		2003/04	106.42%	63%	3	66= out of 93	4 out of 6
			2002/03	<i>Information not collected</i>				
<b>Comments of Kevin Biddulph</b>								
In 2002/03 the data recorded by Council's Energy Efficiency Officer was incorrect. item ii) fossil fuels was not collected individually but included within item i) electricity, thus corrupting the collected PI data.								
In 2003/04 the actuals for fossil fuels and electricity were 6.42% & 29.42% respectively over the national typical targets for local authorities i.e.100%. In 2004/5 Energy Management was transferred to Asset Services which has since actively pursued Energy Efficiency through lighting audits, revised heating settings, new optimisers, time clocks for Photostat machines etc, and it is hoped that these measures will reduce typical usage to the 100% target.								

Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
<b>Technical Services</b>								
		The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (eg sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy).	2003/04	14%	12.7%	2	51= out of 158	3 out of 11
New PI			New PI therefore no comparisons possible					
		Percentage of the total tonnage of household waste arisings which have been sent for recycling	2003/04	16.03%	13.52%	2	70 out of 228	4 out of 16
			(2002/03)	(16.52%)	(14%)	(1 (Highest))	(26 out of 222)	1 out of 13
		Percentage of the total tonnage of household waste arisings which have been sent for composting.	2003/04	0.49%	6.53%	3	143 out of 229	12 out of 16
			(2002/03)	(0.29%)	(2.2%)	(2)	(108 out of 226)	8 out of 14
		Number of kilograms of household waste collected per head.	2003/04	323.83	489.2	1 (Highest)	7 out of 234	1 out of 16
			(2002/03)	(306.99)	(367)	(1 (Highest))	(4 out of 236)	1 out of 15
		Cost of waste collection per household.	2003/04	£37.67	£33.17	2	113 out of 230	9 out of 15
			(2002/03)	(£37.57)	(£29.64)	(3)	(167 out of 236)	12 out of 15
		Percentage of people satisfied with cleanliness standards.	2003/04	64%	68%	2	94= out of 236	5= out of 16
			<i>Note: Previous survey undertaken in 2000/01</i>					
			(2000/01)	(68%)	(72%)	(2)	(103 out of 234)	5 out of 14

Relative Performance	Relative Quartile Position	Description	Year	Actual	National Upper Quartile	National Quartile	League Place	Near Neighbour position
		The % of people satisfied with household waste collection	2003/04	86%	90%	3	127= out of 236	8= out of 16
			<i>Note: Previous survey undertaken in 2000/01</i>					
			(2000/01)	(81%)	(91%)	(4 (Lowest))	(207 out of 234)	11 out of 14
		The % of people satisfied with waste recycling	2003/04	80%	76%	1 (Highest)	13= out of 235	1 out of 16
			<i>Note: Previous survey undertaken in 2000/01</i>					
			(2000/01)	(88%)	(74%)	(1 (Highest))	(6 out of 234)	2 out of 14
		Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	2003/04	100%	100%	1 (Highest)	1= out of 232	1= out of 15
			(2002/03)	(100%)	(100%)	(1 (Highest))	(1= out of 228)	1= out of 15