

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

INFORMATION

Agenda Item No 15

meeting date: 9 SEPTEMBER 2014
title: 2013/2014 YEAR-END PERFORMANCE INFORMATION
submitted by: DIRECTOR OF RESOURCES
principal author: MICHELLE HAWORTH

1 PURPOSE

- 1.1 This is the year-end report of 2013/2014 that details performance against our local performance indicators.
- 1.2 Regular performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.
- 1.3 Relevance to the Council's ambitions and priorities:
 - Community Objectives -
 - Corporate Priorities -
 - Other Considerations –Monitoring our performance ensures that we are both providing excellent services for our community as well as meeting corporate priorities.

2 BACKGROUND

- 2.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors, elected members and service users to judge how well services are performing.
- 2.2 A rationale has been sought for maintaining each indicator – with it either being used to monitor service performance or to monitor the delivery of a local priority.
- 2.3 The report attached at Appendix 1 comprises the following information:
 - The outturn figures for all local performance indicators relevant to this committee for 2013/14. Some notes have been provided to explain significant variances either between the outturn and the target or between 2013/2014 data and 2012/2013 data. A significant variance is greater than 15% (or 10% for cost PIs).
 - Performance information is also provided for previous years for comparison purposes (where available) and the trend in performance is shown.
 - Targets for service performance for the year 2013/2014 are provided and a 'traffic light' system is used to show variances of actual performance against the target as follows: Red: Service performance significantly below target (i.e. less than 75% of target performance), Amber: Performance slightly below target (i.e. between 75% and 99% of target), Green: Target met/exceeded.
 - Targets have been provided for members to scrutinise for the following three years. A target setting rationale was sought from each Head of Service.
- 2.4 These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and objectives, as listed in the Corporate Strategy.
- 2.5 Analysis shows that of the 13 indicators that can be compared to target:
 - 46.2% (6) of PIs met target (green)

- 53.8% (7) of PIs close to target (amber)
 - 0% (0) of PIs missed target (red)
- 2.6 Analysis shows that of the 15 indicators where performance trend can be compared over the years:
- 20.0% (3) of PIs improved
 - 6.7% (1) of PIs stayed the same
 - 73.3% (11) of PIs worsened
- 2.7 Where possible audited and checked data has been included in the report. However, some data may be corrected following work of Internal Audit and before the final publication of the indicators on the Council's website. In addition, some of the outturn performance information has not been collected/not yet available before this report was produced.
- 2.8 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.

3 GENERAL COMMENTS ON PERFORMANCE AND TARGETS

3.1 In respect of PIs for Financial Services, Lawson Oddie, Head of Financial Services, has provided the following information regarding performance and targets:

- **PI FS7 – Percentage of Invoices paid within 30 days** - Whilst the current performance in the annex is shown as amber, actual performance is only 0.62% below the target of 99%. However, we continuously strive to improve our performance, and this has become ever more important in light of the recasting of Directive 2011/7/EU on combating late payment in commercial transactions.

3.2 In respect of PIs for Revenues and Benefits, Mark Edmondson, Head of Revenues and Benefits services, has provided the following information regarding performance and targets:

- **PI RB3 - NNDR Direct Debit take-up as a percentage of chargeable properties** - Targets are set expecting gradual improvement, however it is difficult to predict take up of Direct Debit for businesses.
- **PI RB5 - % of Council Tax collected** – Despite the changes to Council Tax Benefits on 1/4/13 the target was not revised for 2013/14. Actual outcome was therefore an improvement as number of Council Tax payers increased in 2013/14.
- **PI RB6 - Percentage of Non-domestic Rates Collected** – A large rateable value increase came through for one ratepayer late in the financial year that was backdated. An arrangement has been made for them to spread this additional charge over the next financial year.
- **PI RB10 - Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period** - Level of HB overpayments increased due to increases in rents and number of claims. However, the level of overpayments recovered relate to past overpayments.
- **PI RB11 - HB overpayments recovered as % of the total amount of HB overpayment debt outstanding** - Level of HB payments identified in 2013/14 was higher than normal due to increasing rents and claims. Therefore percentage recovered lower due to increase in amount due.
- **PI RB14 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events** - Outturn above target due to increase in workloads.
- Targets were not set for **PI RB7 (Housing Benefits Security number of fraud investigations)** or **PI RB8 (Housing Benefits Security number of prosecutions and**

sanctions) due to the HB Fraud Investigation transferring to Single Fraud Investigation Service (SFIS) at DWP in May 2015. Therefore no targets set after this year.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources - None
- Technical, Environmental and Legal – None
- Political - None
- Reputation – It is important that correct information is available to facilitate decision-making.
- Equality & Diversity – None

5 CONCLUSION









5.1 Consider the 2013/2014 performance information provided relating to this committee.

PRINCIPAL POLICY AND
PERFORMANCE OFFICER





DIRECTOR OF RESOURCES

PF40-14/MH/AC
29 August 2014





For further information please ask for Michelle Haworth.

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Legal Services Performance Information 2013/2014

PI Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
PI LD1 (BV179)	Standard searches carried out in 10 working days	64.49%	55.40%	98.75%	60.00%	65.00%	70.00%			To improve performance.	
PI LD3	Number of corporate complaints received	15	16								

Financial Services Performance Information 2013/2014

PI Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
PI FS6	Accrued interest earned	£32,521	£31,155	£30,000	£28,790	£30,000	£60,000			Surplus funds shall be invested via the money market at the best rate of interest available, with the minimisation of risk to the capital sum. Target based on budget and MTFS	
PI FS7 (BV8)	% of invoices paid on time	98.53%	98.38%	99.00%	99.00%	99.00%	99.00%			99% deemed to be an achievable target	

Revenues and Benefits Services Performance Information 2013/2014

PI Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
PI RB1	CTAX direct debit take-up as a percentage of chargeable accounts	70.65%	72.3%	71.5%	72.4%	72.5%	72.6%			DD Take up has recovered to the pre-CTB changes level. Targets revised to show continuous improvement.	
PI RB3	NNDR Direct Debit take-up as a percentage of chargeable properties	53.39%	53.36%	53.5%	53.5%	53.6%	53.7%			To continue to increase DD take up	
PI RB5 (BV9)	% of Council Tax collected	99.0%	99.0%	99.1%	99.0%	99.1%	99.1%			Continuous improvement	
PI RB6 (BV10)	Percentage of Non-domestic Rates Collected	98.1%	97.9%	98.3%	98.0%	98.1%	98.2%			Continuous improvement	
PI RB7 (BV76c)	Housing Benefits Security number of fraud investigations	93.51	69.53	55.00	13.75					HB Fraud Investigation transferring to Single Fraud Investigation Service (SFIS) at DWP in May 2015. Therefore no targets set after this year.	
PI RB8 (BV76d)	Housing Benefits Security number of prosecutions & sanctions	.70	2.58	1.00	.25					HB fraud Investigation transferring to Single Fraud Investigation Service (SFIS) at DWP in May 2015	
PI RB10 (BV79b1)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	76.93%	72.37%	85.00%	75.00%	75.00%	75.00%			Targets set to achieve continuous improvement	
PI RB11 (BV79b2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	44.57%	38.93%	45.00%	40.00%	40.00%	40.00%			Targets reduced as amount of HB increasing in proportion to total debt so percentage recovered will decline.	
PI RB12 (BV79b3)	Percentage of Recoverable Overpayments Recovered (HB)	1.30%	1.05%							Targets not required	
PI RB13 (BV78a)	Speed of processing - new HB/CTB claims	22.6	22.4	23.0	23.0	23.0	23.0			Target is to maintain performance as Benefits is due to have many changes in the next few years	
PI RB14 (NI 181)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.3	11.5	10.0	11.0	11.0	11.0			Major changes to HB/CTB have been announced which will impact on performance.	