

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No. 24

meeting date: 8 SEPTEMBER 2015  
 title: 2014/2015 YEAR-END PERFORMANCE INFORMATION  
 submitted by: DIRECTOR OF RESOURCES  
 principal author: MICHELLE HAWORTH

## 1 PURPOSE

- 1.1 This is the year-end report of 2014/2015 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 2014/15. Some notes have been provided to explain significant variances either between the outturn and the target or between 2014/2015 data and 2013/2014 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 2014/2015 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:
  - 76.92% (10) of PIs met target (green)
  - 23.08% (3) 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:
- 73.33% (11) of PIs improved
  - 0% (0) of PIs stayed the same
  - 26.66% (4) 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** - Variance against target – This is due to a lack of planning to cover for leave/sickness leading to delays in inputting in other departments.
- 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 RB5 (BV9) - % of Council Tax collected** - Variance against target - Council Tax collection slightly down this year due to the increase in reduction of local Council Tax support, and the impact of no longer giving a 50% discount to long-term empty properties. The collection rate is still predicted to be in top 25 in country.
  - **PI RB7 (BV76c) - Housing Benefits Security number of fraud investigations** - Variance against target - there has been a reduction in the number of investigations in 2014/2015 due to the introduction of Single Fraud Investigation Service (SFIS). Also a post was vacant between 01/12/2014 and 31/03/2015.

### 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 2014/2015 performance information provided relating to this committee.









PRINCIPAL POLICY AND  
PERFORMANCE OFFICER

DIRECTOR OF RESOURCES















PF44-15/MH/AC  
26 August 2015

For further information please ask for Michelle Haworth.

# APPENDIX 1

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

## Revenues and Benefits Services Performance Information 2014/2015

PI Code	Short Name	2013/14		2014/15		2015/16	2016/17	2017/18	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Strategy Objective
		Value	Target	Value	Target	Target	Target	Target				
PI RB1	CTAX direct debit take-up as a percentage of chargeable accounts	72.3%	71.5%	73.54%	72.4%	73.6%	73.65%	73.7%			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	53.36%	53.5%	56.15%	53.5%	56.2%	56.25%	56.3%			To continue to increase DD take up	
PI RB5 (BV9)	% of Council Tax collected	99.00%	99.10%	98.80%	99.00%	98.90%	98.90%	98.90%			Continuous improvement	
PI RB6 (BV10)	Percentage of Non-domestic Rates Collected	97.90%	98.30%	98.20%	98.00%	98.25%	98.30%	98.35%			Continuous improvement	
PI RB7 (BV76c)	Housing Benefits Security number of fraud investigations	69.53	55.00	41.86	55.00						HB Fraud Investigation transferring to Single Fraud Investigation Service (SFIS) at DWP in May 2015. Therefore no targets set.	
PI RB8 (BV76d)	Housing Benefits Security number of prosecutions & sanctions	2.58	1.00	2.65	1.00	Performance indicator to be removed - fraud is now investigated by SFIS					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	72.37%	85.00%	81.67%	75.00%	75.00%	75.00%	75.00%			Targets set at 75% due to implementation of R7i and FERIS	

PI Code	Short Name	2013/14		2014/15		2015/16	2016/17	2017/18	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Strategy Objective
		Value	Target	Value	Target	Target	Target	Target				
<b>PI RB11 (BV79b2)</b>	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	38.93%	45.00%	48.22%	40.00%	40.00%	40.00%	40.00%			Target set at 40% due to implementation of FERIS and R7i	
<b>PI RB12 (BV79b3)</b>	Percentage of Recoverable Over payments Recovered (HB)	1.05%		1.56%							Targets not required	
<b>PI RB13 (BV78a)</b>	Speed of processing - new HB/CTB claims	22.4	23.0	18.1	23.0	23.0	23.0	23.0			Target set due to implementation of FERIS	
<b>PI RB14 (NI 181)</b>	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	11.5	10.0	8.3	11.0	11.0	11.0	11.0			Target set at 11.0 - backlogs will increase due to FERIS generating more work	

## Legal Services Performance Information 2014/2015

PI Code	Short Name	2013/14		2014/15		2015/16	2016/17	2017/18	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Strategy Objective
		Value	Target	Value	Target	Target	Target	Target				
<b>PI LD1 (BV179)</b>	Standard searches carried out in 10 working days	55.40%	98.75%	76.71%	60.00%	70.00%	75.00%	75.00%			To improve performance.	
<b>PI LD3</b>	Number of corporate complaints received	16		14							Targets not required.	

## Financial Services Performance Information 2014/2015

PI Code	Short Name	2013/14		2014/15		2015/16	2016/17	2017/18	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Strategy Objective
		Value	Target	Value	Target	Target	Target	Target				
<b>PI FS6</b>	Accrued investment interest earned	£31155	£30000	£36369	£28790	£25260	£26000	£40000			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	
<b>PI FS7 (BV8)</b>	% of invoices paid on time	98.38%	99.00%	98.17%	99.00%	99.00%	99.00%				99% deemed to be an achievable target	