

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No. 21

meeting date: 12th SEPTEMBER 2017
title: 2016/2017 YEAR-END PERFORMANCE INFORMATION
submitted by: DIRECTOR OF RESOURCES
principal author: MICHELLE HAWORTH – PRINCIPAL POLICY AND PERFORMANCE OFFICER

1 PURPOSE

- 1.1 This is the year-end report of 2016/2017 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 2016/2017. Some notes have been provided to explain significant variances either between the outturn and the target or between 2016/2017 data and 2015/2016 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 2016/2017 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 11 indicators that can be compared to target:
- 63.64% (7) of PIs met target (green)
 - 36.36% (4) of PIs close to target (amber)
 - 0% (0) of PIs missed target (red)
- 2.6 Analysis shows that of the 14 indicators where performance trend can be compared over the years:
- 71.43% (10) of PIs improved
 - 7.14% (1) of PIs stayed the same
 - 21.43% (3) 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 FS6 - Accrued investment interest earned** - Reduced level of interest earned due to the fall in bank base rate (August 2016) 0.5% to 0.25%
 - **PI FS7 - % of invoices paid on time** - Whilst showing as an amber variance, the variance from target is actually only 0.08% below, and this is an improvement on last year.
- 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** - Q4 actual is based on annual billing figures for 2017/18. The revaluation of business rates and substantial increase in the number of businesses getting 100% relief has resulted in a realignment of the target.
 - **PI RB5 - % of Council Tax collected** - Target only missed by 0.01%
- 4 CONCLUSION
- 4.1 Consider the 2016/2017 performance information provided relating to this committee.

Michelle Haworth
PRINCIPAL POLICY AND
PERFORMANCE OFFICER









Jane Pearson
DIRECTOR OF RESOURCES

BACKGROUND PAPERS:





REF: MH/P&F/

For further information please ask for Michelle Haworth, extension 4421







APPENDIX 1

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



















Legal Services Performance Information 2016/2017

PI Code	Short Name	2015/16		2016/17		2017/18	2018/19	2019/20	Current Performance	Trend year on year	Target setting rationale
		Value	Target	Value	Target	Target	Target	Target			
PI LD1 (BV179)	Standard searches carried out in 10 working days	96.73%	70.00%	97.10%	75.00%	85.00%	85.00%	85.00%			To improve performance.
PI LD3	Number of corporate complaints received	12		12							Targets not required.

Financial Services Performance Information 2016/2017

PI Code	Short Name	2015/16		2016/17		2017/18	2018/19	2019/20	Current Performance	Trend year on year	Target setting rationale
		Value	Target	Value	Target	Target	Target	Target			
PI FS6	Accrued investment interest earned	£34184	£25260	£22308	£28730	£15660	£30000	£50000			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	98.58%	99.00%	98.89%	99.00%	99.00%	99.00%	99.00%			99% deemed to be an achievable target
PI IT1	Number of unique website visitors (excluding authorities own staff)	241,528		243,681							

Revenues and Benefits Services Performance Information 2016/2017

PI Code	Short Name	2015/16		2016/17		2017/18	2018/19	2019/20	Current Performance	Trend year on year	Target setting rationale
		Value	Target	Value	Target	Target	Target	Target			
PI RB1	CTAX direct debit take-up as a percentage of chargeable accounts	74.17%	73.6%	74.88%	74.2%	74.9%	75%	75.1%			To continue to increase DD take up
PI RB3	NNDR Direct Debit take-up as a percentage of chargeable properties	56.98%	56.2%	52.96%	57.1%	53%	53.1%	53.2%			To continue to increase DD take up
PI RB5 (BV9)	% of Council Tax collected	98.75%	98.90%	98.79%	98.80%	98.80%	98.81%	98.82%			Continuous improvement
PI RB6 (BV10)	Percentage of Non-domestic Rates Collected	98.38%	98.25%	98.52%	98.50%	98.53%	98.54%	98.55%			Continuous improvement
PI RB10 (BV79b1)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	77.66%	75.00%	95.67%	75.00%	75.00%	75.00%	75.00%			Targets set at 75% due to implementation of R7i and FERIS
PI RB11 (BV79b2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	42.94%	40.00%	46.98%	40.00%	40.00%	40.00%	40.00%			Target set at 40% due to implementation of FERIS and R7i
PI RB12 (BV79b3)	Percentage of Over Payments Written Off in period (HB)	1.72%		1.98%							Targets not required
PI RB13 (BV78a)	Speed of processing - new HB/CTB claims	22.5	23.0	17.8	23.0	23.0	23.0	23.0			Target set due to implementation of FERIS
PI RB14 (NI 181)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	7.1	11.0	6.3	11.0	11.0	10.0				Target set at 10.0 - backlogs will increase due to FERIS generating more work