

OVERVIEW & SCRUTINY
11 JUNE 2013

***PART 1 – PUBLIC DOCUMENT**

AGENDA ITEM No.

14

TITLE OF REPORT: PERFORMANCE INDICATOR MONITORING REPORT – APRIL 2012 TO MARCH 2013

REPORT OF THE HEAD OF FINANCE, PERFORMANCE & ASSET MANAGEMENT

1. SUMMARY

- 1.1 To report progress against performance indicators (PIs) for the period April 2012 to March 2013. The full list of 2012/13 performance indicators is presented at Appendix A.

2. RECOMMENDATIONS

- 2.1 That the Overview & Scrutiny Committee notes and comments as necessary on the year-end figures relating to corporately reported PIs, for the period from April 2012 to March 2013.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To enable the Overview & Scrutiny Committee to fulfil its Terms of Reference to review the performance of the Council in relation to its performance targets.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None applicable

5. CONSULTATION WITH EXTERNAL ORGANISATIONS AND WARD MEMBERS

- 5.1 Not applicable

6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

7. BACKGROUND

- 7.1 The targets for the required level of performance against the Council's PIs for 2012/13 were agreed at a Member workshop held on 28 February 2012. The appendix to this report, by the use of "traffic light status", enables the Committee to monitor performance against these targets. The definition of each of the symbols and terms used can be found on the first page of Appendix A.
- 7.2 Appendix A provides performance information up to 31 March 2013, where available. The Committee are able to view complete information for each PI, including historical performance and future targets, by using Covalent, the Council's performance and risk management software.
- 7.3 Of the 27 PIs due to be reported for 2012/13, in-year data was available, either monthly or quarterly, for 20 indicators. The other seven were annual returns only.
- 7.4 Currently, 2012/13 data is not available for all of the annual PIs. Appendix A includes these indicators but displays data for the previous year (2011/12). This report focuses only on the year-end performance of the 24 PIs that have 2012/13 data available. The Committee will receive details of the remaining three annual indicators (CP LI042, CP LI045 and LI033) when data is available later in 2013/14.
- 7.5 Throughout the year, where performance was below target, responsible officers for the relevant PIs provided reasons for the under performance and details of any remedial action to be taken. The Committee considered and noted these explanations via the quarterly monitoring reports.

8. 2012/13 PERFORMANCE

8.1 Performance Comparison – Traffic Light Status

Out of the 27 PIs for 2012/13, the Committee agreed targets for 15. The remainder that had no targets agreed are reported as data only.

8.1.1 For the 24 PIs that have 2012/13 data available:

- 6 indicators met or exceeded the annual target - "Green"
- 4 indicators did not achieve the annual target but performance was within the agreed tolerance level – "Amber"
- 3 indicators did not achieve the annual target and performance was outside the agreed tolerance level – "Red"
- 11 indicators were recorded as data only and had no target

8.2 Performance Comparison - Direction of Travel

The direction of travel compares performance with the level of performance achieved in 2011/12.

8.2.1 For the 24 PIs that have 2012/13 data available:

- 6 indicators had an improved or optimum level of performance
- 11 indicators showed a decline in performance (albeit some were marginal changes)
- 1 indicator showed no change in performance (BV213)
- 6 indicators did not have comparable data or a direction of travel was not applicable

8.3 Good Performance

The four PIs detailed in Table 1 below have achieved target and performance has improved compared with 2011/12.

Table 1 - PIs that have achieved target and shown an improved direction of travel

PI Code	PI Title	2011/12 Data	2012/13 Data
BV8	Percentage of invoices paid on time	99.69%	99.83%
BV12	Working days lost due to sickness absence	7.79 days	4.51 days
MI LI015	Number of swims and other visits	1,213,625	1,232,987
NI157c	Percentage of other planning applications determined within 8 weeks	89.25%	90.21%

8.3.1 BV8 - Percentage of invoices paid on time

Officers paid only eight invoices late out of the total of 4,643 invoices during the whole of 2012/13. The breakdown of the late payments by service area is detailed below:

Building Control – 1

Finance – 1

Housing Needs – 2

Parking Services – 1

Property Services – 3

There are various reasons for the late payments, primarily staff resource pressures, misfiling or the application/misunderstanding of the relevant internal processes. The Payment and Reconciliations Team clarified the necessary requirements with the officers concerned to address any potential ongoing issues.

8.3.2 BV12 - Working days lost due to sickness absence

2012/13 has seen NHDC's best performance yet, with short-term absence ending at 3.09 days and long-term at just 1.42 days. In 2010/11, short-term absence was running at 3.88 days, so the Council has seen a reduction over a two-year period of 0.79 days per person. Long-term sick was very low in 2012/13, with four months where there was no long-term absence at all. Sickness rates are well below industry average. There are robust arrangements in place for the management of cases but NHDC is unlikely to sustain such low rates, with cases of more serious illness inevitable.

8.4 Positive Direction of Travel

The two PIs detailed in Table 2 have also improved compared with 2011/12 or have maintained an optimum level of performance.

Table 2 – Other PIs that have shown an improved direction of travel or have maintained an optimum level of performance

PI Code	PI Title	2011/12 Data	2012/13 Data
BV175	Racial incidents resulting in further action	100%	100%
NI157a	Percentage of major planning applications determined within 13 weeks	55.56%	66.67%

8.5 Performance Below Expected Levels

The 6 PIs detailed in Table 3 have not achieved target and have shown a decline in performance or have maintained the same level of performance compared with 2011/12.

Table 3 – PIs that have not achieved target and have shown a decline in performance or have maintained the same level of performance

PI Code	PI Title	2011/12 Data	2012/13 Data
BV9	Percentage of council tax collected	98.4%	98.18%
BV213	Number of households where homelessness was prevented, per 1,000 households	5	5
NI157b	Percentage of minor planning applications determined within 8 weeks	67.16%	66.52%
NI191	Kg residual waste per household	451kg	452kg
NI192	Percentage of household waste sent for reuse, recycling and composting	49.52%	47.92%
NI193	Percentage of municipal waste sent to landfill	52.27%	54.14%

8.5.1 BV9 Percentage of Council Tax collected

Whilst 98.18% represents a reduction of 0.22 percentage points on collection for 2011/12, this needs to be put into perspective in terms of the current economic position.

Collection rates generally throughout Hertfordshire have reduced. Seven Hertfordshire authorities saw a reduction in in-year collection rates ranging from 0.1 to 0.6 percentage points. Two authorities saw an increase of 0.1 percentage points each and one remained the same.

North Hertfordshire's collection rate was still the second best in the county and overall collection rates (rather than in-year) continue to exceed 99%.

With the welfare changes implemented this financial year, the pressures on collection rates are expected to increase even more. The Council has reviewed its collection strategy to ensure early intervention in new cases to mitigate against this but further reductions in in-year collection rates are almost inevitable.

8.5.2 BV213 Number of households where homelessness was prevented, per 1,000 households

288 cases for the year 2012/13; 285 cases for the year 2011/12.

This indicator narrowly missed its target and early indications suggest that difficulties accessing private rented sector accommodation and more people approaching the Council for help after they have become homeless have influenced the end of year position.

8.5.3 NI157b Percentage of minor planning applications determined within 8 weeks

155 decisions out of 233 were made within the eight-week statutory period.

As with previous years, this continues to be a difficult group of applications to determine within the eight-week statutory period, particularly as many involve legal agreements, submission of additional information following negotiation or referral to committee. There were approximately 14% less decisions made in 2012/13 compared with 2011/12 with a fall in performance of 0.64 percentage points.

8.5.4 NI191, NI192 and NI193 - Waste and Recycling Indicators

Members should note that the year-end results for these indicators are currently estimates and are subject to change. However, any amendments to the current data are likely to be relatively small. The changes to the Waste and Recycling service that will be introduced in 2013 will have an impact on NI191 and NI192. Although the

estimated year-end figures are disappointing, there should be a significant improvement in 2013/14.

NI191 Kg residual waste per household

Although the year-end result of 452kg is not the final figure, it will be roughly where NHDC sits regarding final end of year performance. The difference between the year-end result and target is a very slim margin (2kgs), which as the yearly tonnage has to be estimated at the start of the year should not be considered an issue.

NI192 Percentage of household waste sent for reuse, recycling and composting

Although the year-end result of 47.92% is not the final end of year figure, it is unlikely that the target (51%) will be met. This is a national downward trend, as the economic situation continues to effect how and what people purchase.

NI193 Percentage of municipal waste sent to landfill

NHDC and Veolia have been very proactive this year with additional programs of work including street cleansing, which have all contributed to the additional tonnage of municipal waste. The inclusion of all autumn/winter street leaves during the leafing season due to the Ash Dieback disease also is reflective in this indicator.

8.6 Additional Information - LI035 Number of households accepted by the Council as homeless

Reasons why households became homeless:

- Parents, other relatives or friends no longer willing or able to accommodate – **20**
- Non-violent breakdown of relationship with partner – **4**
- Violent breakdown of relationship involving partner, associated persons or other forms of violence – **9**
- Mortgage arrears (repossession or other loss of home) – **3**
- Rent arrears on private sector dwellings – **4**
- Loss of rented or tied accommodation due to termination of assured shorthold tenancy – **10**
- Loss of rented or tied accommodation due to reasons other than termination of assured shorthold tenancy – **6**
- Left hospital, other institution or LA care – **4**
- Other reason for loss of last settled home (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad) - **5**

9. LEGAL IMPLICATIONS

- 9.1 There are no direct legal implications arising from this monitoring report. It is the role of this Committee to review the Council's performance.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no direct implications from this report.

11. RISK IMPLICATIONS

- 11.1 Failure to perform against those indicators which pose significant financial or reputation risk to the Council, such as increasing Council Tax collection rates versus the higher cost implications of taking full recovery action, are further managed through the Council's risk management framework. The risks are recorded on Covalent and linked to the relevant performance indicator.

12. EQUALITIES IMPLICATIONS

- 12.1 The Equality Act 2010 came into force on the 1st October 2010, a major piece of legislation. The Act also created a new Public Sector Equality Duty, which came into force on the 5th April 2011. There is a General duty, described in 12.2, that public bodies must meet, underpinned by more specific duties which are designed to help meet them.
- 12.2 In line with the Public Sector Equality Duty, public bodies must, in the exercise of its functions, give **due regard** to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.3 Performance reporting provides a means to monitor whether the Council is meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriate services to the community to meet different people's needs. Although data is collected for BV174 and BV175 (racial incidents and resulting actions), this is only one aspect of ensuring that NHDC is offering equality of opportunity in its service provision.

13. SOCIAL VALUE IMPLICATIONS

- 13.1 As the recommendations made in this report do not constitute a public service contract, the measurement of 'social value' as required by the Public Services (Social Value) Act 2012 need not be applied, although equalities implications and opportunities are identified in the relevant section at paragraphs 12.

14. HUMAN RESOURCE IMPLICATIONS

- 14.1 There are no additional Human Resource implications.

15. APPENDICES

- 15.1 Appendix A – 2012/13 Corporate PI Data

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17. BACKGROUND PAPERS

17.1 Data and information recorded on Covalent, the Council's performance and risk management software.