

**CABINET
26 MARCH 2019**

PART 1 – PUBLIC DOCUMENT

**TITLE OF REPORT: ITEM REFERRED FROM OVERVIEW AND SCRUTINY COMMITTEE:
19 MARCH 2019 2019 - NEW YEAR PERFORMANCE INDICATORS TO BE MONITORED**

Extract from the draft Minutes of the Overview and Scrutiny Committee meeting held on 19 March 2019

NEW YEAR PERFORMANCE INDICATORS TO BE MONITORED

The Controls, Risk and Performance Manager presented the report entitled New Year Performance Indicators to Be Monitored and drew attention to the following:

Target Setting

Targets were set by Officers and Executive Members and approved by Cabinet following consideration by this Committee.

Targets were SMART rather than aspirational.

NI 191 - Kg residual waste per Household & NI 192 - Percentage of household waste sent for reuse, recycling and composting

Members recognised that targets should be achievable, but felt that the proposed targets were not ambitious enough.

The Controls, Risk and Performance Manager advised that targets in previous years had rarely been met and they had been identified as amber each year.

Following detailed discussion, Members requested that, prior to the Cabinet meeting, the Controls, Risk and Performance Manager identify the outturn figure for the last 3 years and that:

- If the trend was downwards then the Committee recommended a target for NI 192 that was in the middle of the last three years outturn figures or
- If the trend was upwards the the Committee recommended a target for NI 192 that was one percent above the highest outturn figure.

LI035a - Number of households living in temporary accommodation

REG1 Rate of homelessness prevention N/A – Data

REG2 Rate of homelessness relief

Members were advised that Homelessness data had been collected in a different way since April and there was potential that benchmarking data could be available by the end of the year.

BV9 - Percentage of council tax collected in year

Members debated this indicator in some depth. They noted that collection rates had historically been high although were concerned about the potential impact of Universal Credit on collection rates.

They were informed that a policy was being drawn up regarding debt collection and asked that this Committee have sight of this document at an early stage.

They also requested a report regarding the impact of Universal Credit, the Council Tax Reduction Scheme and other benefits.

They agreed that the target should be reviewed mid year in order to take into account the effect of Universal Credit on collection rates.

RESOLVED:

- (1) That, prior to the Cabinet meeting, the Controls, Risk and Performance Manager be requested to identify the outturn figure for the last 3 years.
- (2) That the Service Director – Customers be requested to present the planned policy on debt collection to this Committee at an early stage of development.
- (3) That the Service Director - Customers be requested to present a report regarding the impact of Universal Credit, the Council Tax Reduction Scheme and other benefits to this Committee

RECOMMENDED TO CABINET:

- (1) That, in respect of NI 192, based on the figures identified from resolution (1) above:
 - If the trend was downwards then the Committee recommends a target for NI 192 that is in the middle of the last three years outturn figures or
 - If the trend was upwards then the Committee recommends a target for NI 192 that is one percent above the highest outturn figure;

NB: Following the meeting outturn figures regarding NI 192 for years 2015/16, 2016/17 and 2017/18. These figures are attached to the referral to Cabinet.

- (2) That, in respect of LI035a, REG1 and REG2, Cabinet be requested to set targets as soon as data is available;
- (3) That, in respect of BV9, the target be reviewed mid year in order to take into account the effect of Universal Credit on collection rates.

REASON FOR DECISIONS: To enable the Overview and Scrutiny Committee to consider the report entitled New Year Performance Indicators to be Monitored prior to consideration by Cabinet.

NB to be considered with Item 10 - Performance Management Measures for 19/20