

Report to: **Audit Committee**
Date: **12th February 2009**
Report of: **Principal Corporate Development Officer**
Subject: **Corporate performance report for third quarter 2008/9**
Ward: **All**

1.0 Purpose of the Report

- 1.1 To present the Council's performance against the new National Indicator set and the Corporate local PI's for the third quarter of 2008/9.

2.0 Consultation

The performance information in this report has been gathered from managers from across the Council. Data has also been entered in relation to the County Wide and Local Area Agreement performance and targets; this has been obtained from the County Council Corporate Performance Officers.

3.0 Background

- 3.1 This report is the third routine quarterly performance report for 2008/9 and provides the latest information in relation to our overall performance in terms of both the local Corporate PI's and the new National Indicator (NI) set.
- 3.2 The new NI set was introduced from 1st April 2008, replacing the previous National Performance Framework presented through the BVPI's. Many of the NI's are brand new indicators with no baseline data, therefore in these areas, it is difficult to gauge the level of performance or carry out any trend analysis at this stage.

4.0 Performance summary

- 4.1 For 2008/9 there are a total of 198 National Indicators. From this national set, the Council previously agreed a Corporate reporting set, for performance management and monitoring purposes during the transitional year, based on:
- 19 Place Survey Indicators
 - 24 Indicators for which the District Council has responsibility for collection and reporting
 - 39 Key Local Area Agreement Indicators
- 4.2 The Council's set also includes 11 Corporate Local Indicators, comprising ex Corporate Health BVPI's and key indicators from the Council's Corporate Plan.
- 4.3 Appendices 1 and 2 show the current data available for the local and district level national indicators for the end of the third quarter, 2008/9. The Place Survey has been completed; the results for these indicators will be reported once they are available, which is expected to be within the next couple of weeks.
- 4.4 With nine months' worth of data for the new set now being available, it is possible to determine some improvement trends, giving an emerging picture of performance across the new National Performance Framework. The following paragraphs describe the Council's performance across these data sets for the period April to end of December 2008:

Local Indicators

4.5 Of the 11 Local key Corporate Indicators, 3 are cumulative, although one of these, Secondary and deliberate fires, continues to show a massive reduction after nine months of the year (288 so far against 569 for the same period last year). Of the remaining 8 indicators, 7 have improved since year-end and the other indicator has remained static at 0% (Top 5% of earners from Ethnic Minority backgrounds). The following indicators are worthy of consideration:

4.6 **Ex BVPI 12** – Sickness figures have further reduced from 9.12 days at the end of the last quarter, and from 9.27 days at year end, to an average of 8.47 days per employee at the end of the third quarter (Top Quartile is 8.4 days).

Ex BVPI 212 – average re-let times for Council Owned Homes has further improved to 22 days, which puts it in top quartile position.

4.7 New National Indicators

The new National Indicator set for all Councils came into effect on 1st April 2008, replacing the previous Best Value Performance Indicators. As previous reports have outlined, the new set retains some of the ex BVPI's but also introduced a number of brand new indicators. The Council previously agreed a set of Indicators to be reported through Council for both Management, Monitoring and Information purposes.

There are 24 indicators for which the District Council has responsibility for collecting and reporting on – information in relation to the performance of each of these indicators, is provided below:

NI 14 – Avoidable Contact. This indicator measures, across a number of services, the number of contacts made by a customer which could have been avoided by either the provision of better information, improved service standards or improved systems when processing transactions. This indicator came into force on 1st October 2008 and we have worked to introduce mechanisms to measure this indicator. Links to the Policy and Partnerships Workstream have enabled these mechanisms to be applied County Wide.

We have used two methods for collecting the data. The first measures customer transactions, which are being continuously recorded on the CRM, and the second uses a sample over a two week period. With regard to the former, data was collected for the three month period from October to December 2008. This information relates to avoidable contact recorded through missed bin collections, abandoned calls, failure to empty kerbit boxes and the like. From this data it has been calculated that 2.07% of contact was classed as “avoidable” over this 3 month period.

In relation to the sample method, we measured avoidable contact covering 2 periods of two weeks, in November 2008 and January 2009. For the first sample period, in November, this found 23% of contact to be categorised as avoidable.

From the information collected in relation to this indicator, and the difference in the two measuring methods it is clear that further work is needed to better understand effective mechanisms. There also needs to be further analysis carried out to determine the reasons for the avoidable contact and to highlight service areas where more work needs to be done to improve customer contact.

NI 154 – Net Additional Homes provided. This indicator measures the increase in the number of dwellings within the District, as a result of new build completions, minus demolitions, plus any gains or losses through change of use and conversions. A target of 370 additional homes by the end of March 2009 has been set for this indicator. At the end of Quarter 3, the total stands at **182** homes

(please note that this is a gross figure, and does not include demolitions). This result is due in part to the slow down in the housing market due to the current economic conditions, which has impacted housing development; discussions with housing developers show that sites under construction now are being completed cautiously and new sites are not being commenced.

NI 155 Number of affordable homes provided. This indicator measures the numbers of affordable housing units supplied within the District each year, including newly built, gains from conversions and acquired housing. The definition includes social rented and intermediate (shared equity/low cost home ownership/Intermediate rent). By the end of December 2008, **8** affordable homes have been completed. There are several factors affecting the performance of this indicator at present. As the Council's affordable Housing Policy is relatively new, most of those sites now being completed had their schemes agreed before the policy took effect; the criteria for a development to have affordable homes included relates to schemes with more than 15 Units; and nationally Councils are faced with the challenges of currently enforcing Affordable Homes Policies due to both the current Housing climate and recent case law.

NI 156 Number of households living in Temporary Accommodation. This indicator measures the numbers of households living in temporary accommodation provided in accordance with the homelessness legislation. This indicator measures the situation on a given date (the last date of the month of the quarter in question).

For the third quarter, at the end of December 2008, there were **4** households living in temporary accommodation in accordance with the homelessness legislation. In overall terms, the numbers of those households presenting themselves as homeless have reduced when compared to the same period last year.

NI 157 Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types. These were previously measured as BVPI's.

The results from the third quarter continue to show improvement in performance, with turnaround times for majors at **77.27%** (year end 69.44%, Government minimum target is 60%), minors at **80.14%** (year end 78.08%, Government minimum target is 65%) and others at **90.75%** (year end 90.75%, Government minimum target is 80%)

NI 158 Percentage of non-decent council homes This indicator measures the number of non decent Council homes and the proportion this represents of the total Housing stock.

At the end of the third quarter, this remains at **90%**, showing a 1% rise from year end.

NI 159 Supply of ready to develop housing sites This indicator measures the total number of additional dwellings that are deliverable within the district, as a percentage of the planned housing provision (as detailed by the Local Development Framework). It includes future new build plus future gains and losses from conversions, change of use and demolitions. At the end of the third quarter we continue to operate at **105%**. All Durham Authorities are in the process of preparing a joint Strategic Housing Land Availability Assessment to more fully inform the future County-Wide position

NI 160 Local Authority tenants' satisfaction with landlord services .This indicator measures the percentage of EDH tenants who say they are "Very satisfied" or "fairly satisfied" with the overall service provided by EDH – measured through a standard satisfaction survey.

Results from the survey show that 78.9% of tenants are satisfied with the overall Housing Service. Previous results are shown below:

<i>BVPI Number and description</i>	<i>2003-4 result</i>	<i>2005-6 result (EDH Annual survey)</i>	<i>2006-7 result</i>	<i>National Indicator</i>	<i>2008/9 result</i>
BVPI 74 (i) Percentage of tenants satisfied with the overall service provided	66.3%	68.6%	72%	NI 160 Percentage of tenants satisfied with the overall service provided	78.9%

NI 170 Previously developed land that has been vacant or derelict for more than 5 years . This indicator monitors the success of the Council in re-using Brownfield Land – it shows the percentage of vacant developed land, vacant buildings, derelict land and buildings against the total area of developed land within the district.

The latest data available for this indicator shows that Easington currently has **5.99%** of land, which falls within the definition of this indicator; this data relates to March 2008. This shows a reduction in the amount of land which has been vacant or derelict for more than 5 years across the district, as previous data from 2007 puts this figure at 6.11%.

NI 179 Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year. This indicator shows a single aggregate amount for the value for money gains achieved and sustained since the start of the financial year – service delivery costs compared to the previous year.

The indicator is made up of 2 parts – in October 08 the Council determined that the **forecast** is **£3.01million**. In July 09 the Council will report **actual** gains achieved for the year 08/09.

NI 180 Changes in Housing Benefit/ Council Tax Benefit entitlements within the year This indicator measures the number of changes of circumstances affecting HB/CTB entitlement that are identified and processed by the Council, per 1,000 caseload. Data provided to the Council by the DWP shows that **606.6** changes per 1,000 caseload were processed by the benefits service from April to September 2008 (latest available data).

NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events. This indicator measures the average time taken in calendar days to process all new claims and change events in HB and CTB. This is a new indicator, combining 2 previous BVPIs.

The result for the third quarter of the year shows the turnaround time is an average of **9 days**, exceeding the target originally set by the Council, of 10 days.

NI 182 Satisfaction of businesses with local authority regulation services. This indicator measures the satisfaction of business customers with the “regulatory” (Environmental Health and housing standards) services of the Council – including Licensing, Housing Standards, Food Safety, animal welfare, smoke free premises (Inspection programme). The data is stratified according to compliant and non compliant then combined to give an overall result.

Satisfaction levels for the end of the third quarter have dipped slightly from 86% to **83%**.

NI 184 Food establishments in the area which are broadly compliant with food hygiene law. This indicator measures the percentage of food establishments within the District which score “broadly compliant” against the Food Standards Agency classification, following inspection by the Council’s Environmental Health Inspector.

At the end of the third quarter, **79%** of businesses across the district were found to be compliant, the target is 80% .

NI 185 CO₂ reduction from Local Authority operations. This indicator measures the reduction in CO₂ emissions (Carbon Footprint), emitted as a result of energy and fuel use in the Council's buildings and transport, including outsourced services (eg Greencycle). Excludes social housing. A working group was set up to enable measurement against the definition to be carried out; the Energy Manager has offered to coordinate this information, which is derived from a number of sources.

This is an annual return, calculated through a DEFRA spreadsheet.

NI 186 Per capita CO₂ emissions in the LA area. This indicator measures CO₂ emissions within the District from – Business and public sector, domestic housing (all housing, including EDH) and road transport.

The result for this District will be reported to us through DEFRA on an annual basis.

NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating. This indicator measures the percentage of households on income related benefits where the energy (SAP) rating of their home is less than 35 (low levels of insulation/inefficient heating system). Fuel poverty is the requirement to spend more than 10% of household income on fuel for warmth and other purposes.

At the end of the third quarter, the district had **12.2%** of applicable households which fall within this indicator – we have set an annual target of 10.2%.

NI 188 Adapting to climate change. This indicator measures progress on assessing climate risks and opportunities and incorporating action into Council and Partners' strategic planning. There are 4 levels of Performance, where 0= baseline and 4= Implementation, monitoring and continuous review.

This Council currently operates at **level 1**, which is the year end target.

NI 191 Residual household waste per head. This indicator monitors the amount of waste from within the District that is sent to landfill, incineration or energy recovery. It shows the average amounts of kgs of residual waste, per household. It does not include any household waste arising sent for re-use, recycling or composting.

For 9 months of this year, an average of **586kg** per household was collected. This is on track to reach a year end target of 790kgs, provided outlets are secured for the recyclable materials collected.

NI 192 Household waste recycled and composted. This indicator measures the percentage of household waste sent by the Council for reuse, recycling, composting or anaerobic digestion.

The Council achieved a result of **15.38%** for the end of the third quarter, Performance is being affected by current market trends for sale of recyclable materials. It is anticipated that most of the material will be processed by the end of March.

NI 194 Level of air quality – reduction in NO_x and primary PM₁₀ emissions through local authority's estate and operations. This indicator measures the Nox and PM10 emissions caused by the Council's buildings, structures (lighting) and direct emissions caused by service delivery (vehicles, use of energy). Measured by the input of data onto a DEFRA spreadsheet "toolkit".

Data on this indicator is recorded on an annual basis.

NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting). This indicator measures the percentage of relevant land and highways assessed as having deposits of litter, detritus, graffiti and fly posting that fall below an acceptable level. Each component part is graded, by means of a survey, and according to industry standards.

The first of the 3 surveys has now been completed and the results show that there have been good improvements in the levels of cleanliness across the district, with graffiti now at **2%** (year end 4%), Fly Posting at **0%** (same as year end), Litter at **7%** (11% at year end) and Detritus at **9%** (14% at year end).

NI 196 Improved street and environmental cleanliness – fly tipping. This indicator measures the effectiveness of the Council in dealing with incidents of illegally dumped waste by combining the year on year change in the total incidents of fly tipping dealt with compared with the year on year change in enforcement actions taken against fly tipping.

Incidents and enforcement actions are input into the “Flycapture” database and Councils are graded accordingly. There are 4 gradings. 1=Very Effective, 2= Effective, 3= Not Effective, 4 = Poor.

At the end of December 2008, the Council’s performance stands at a 3. An explanation for this performance is given in the table below in paragraph 4.8

4.8 Areas identified for particular focus to improve performance

Following significant improvements in lifting the Council’s overall performance over the last 4 years, the Council agreed in June last year to put the main focus for continued improvement during the transitional year, into the areas of Housing and Environmental Services, particularly Waste Management and Fly Tipping. The picture of performance against these after the third quarter is as follows:

National Indicator	Improving	On target?	Comments
NI 158 Percentage of non-decent homes	↓	√ current performance 90%	Support to EDH continues, leading to AC inspection in June
NI 160 Satisfaction of tenants with Landlord Services	↑	√ Achieved 78.9%	Original target of 77% has been exceeded. This is the highest ever level of satisfaction achieved from the national survey of Council owned housing tenants
NI 191 Kgs of Household Waste collected (residual)	N/A	√ 586kg for 3 rd quarter – cumulative figure	Waste collected in line with expectations
Ni 192 Household Waste recycled and composted	↓	X Year end target is 30% current performance is 15.38%	The current world wide economic downturn has impacted the demand for recyclable materials, causing recycaltes to be stockpiled. The Council can only claim recycling credits once the material collected has been turned into recycled material. It is envisaged that all materials collected will be processed by the end of March 09
NI 196 Fly Tipping	↑	X Score of 3 – Not Effective	Although the rate of enforcement activity has increased; there is greater awareness of fly tipping, resulting in an increased number of reported incidents, which have returned a score of “3”

4.9 Conclusions

As this is a new data set, including a number of brand new National Indicators, introduced on 1st April 2008, much of the data being gathered will provide baseline information, which can only be properly analysed from next year.

The Council has continued to maintain its focus on Performance Management during the transitional year to ensure effective delivery of services to the public and to manage any areas highlighted as needing action. In relation to the information where we have established data sets, we have seen generally positive continued improvement across most areas, however, it is recognised that in some areas there is some cause for concern, such as in relation to recycling and affordable housing. As described within the report, the issues surrounding the performance within these areas are in the main, caused by the current economic climate and are being experienced by other Councils across the Country. Whilst the context for the drop in performance is clearly understood, the Council will continue to monitor and manage the situation, taking remedial action where necessary and in line with the priorities of the Council during its transitional year. In addition, Officers on the Workstreams are working to ensure that the new Council is fully informed of the key performance issues so that the new Cabinet Members are aware of the situation within the districts and how this affects the county-wide picture.

5. Implications

5.1 Financial Implications

This report has no financial implications.

5.2 Legal Implications

This report has no direct legal implications

5.3 Policy Implications

Performance is a key component of the Audit Commission's CPA/CAA framework

5.4 Risk Implications

A risk assessment has been carried out.

6. Communications

Highlight messages about the current performance are being developed for communication to all staff. Directors are continuing to discuss performance in their own Directorates and management teams.

7. Corporate Implications

7.1 Corporate Plan and Priorities

Performance against BVPIs contributes directly to Quality Services outcome 3 in the Corporate Plan: A consistently high level of service across the Council. High service performance contributes to all the Corporate Plan objectives.

7.2 Service Plans

Performance targets are embedded in specific teams' Service Plans. Improving service performance is a driver of teams' priorities in any given year.

7.3 Performance Management and Scrutiny

This report presents the quarterly position in terms of the Council's performance up to end of December 2008. This information will be used to determine what further work needs to be carried out in those areas, which may need special attention to generate further improvement.

7.4 Sustainability

There are no sustainability implications.

7.5 Expenditure related to 'well-being' powers

There are no direct well being implications.

7.6 Human Resource Implications

There are no HR implications.

7.7 Information Technology

There are no I.T. implications.

7.8 Equality and Diversity

There are no direct Equality and Diversity implications.

7.9 Crime and Disorder

There are no direct crime and disorder implications.

7.9 Human Rights

There are no human rights implications.

7.10 Social Inclusion

There are no direct social inclusion implications.

7.11 Procurement

There are no specific procurement issues.

7.12 Local Government Review

The new Council's arrangements for Performance Management are being progressed by the Policy and Partnerships Workstream. The data relating to each Council's performance will be reported through to the new cabinet to give a County Wide picture of performance; in particular, the information relating to the progress of the Local Area Agreement Indicators will be highlighted. Responsibility for Monitoring and Management of each Council's performance remains within the individual Authorities until vesting day.

8. Recommendations

Members are asked to consider the report and comment on the Council's performance across the Corporate Indicators for the third quarter of 2008/9.

Background Papers

Corporate Plan 2007-2010

Best Value Performance Plan 2008

Performance Washup Report June 2008

Quarterly NI/Local indicator pro formas