

## **Appendix B:**

### **Overview and Scrutiny (Resources) - Quarter 3**

#### **Performance Indicators Exception Report**

This Appendix reports performance of indicators against the targets set for the first three quarters of 2007/08. Indicators relevant to this Committee are reported by exception.

- 1) Data Quality
- 2) Personnel Indicators from Community Wellbeing
- 3) Corporate Resources

## **1) Data Quality**

As part of the Council's Data Quality processes, any changes to data relevant to this Committee, or other data quality issues are reported here.

There were no changes to data relevant to this Committee reported in the third quarter.

## 2) Personnel Indicators From Community Wellbeing Directorate

- BV011a The percentage of top 5% of earners that are women - (**on target**) there are now 8 women within the top 5% of earners in the Council (27 people). This represents 30% of our top earners, which is better than our 21% target, and one more than at the start of the year.

For the remaining equalities targets there is no significant change from the position last quarter (the percentage may vary slightly due to changes in overall staff levels):

- BV011b The percentage of top 5% of earners that are from black & ethnic minority backgrounds (**below target**) - 3.7% vs target 6% (1 in 27 staff)
- BV011c The percentage of the top paid 5% of staff who have a disability (**below target**) - 3.7% vs target 5% (1 in 27 staff)
- BV016a - The percentage of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition (**on target**) - 5.9% vs target 5% (34 in 572 staff)
- BV017a - The percentage of employees from minority ethnic communities within the authority's workforce (**below target**) - 3.85% vs target 4.3% (22 in 572 staff)

### Hothouse

- BV012 The proportion of working days / shifts lost due to sickness absence (**on target**). An average of 7.05 days were lost from Q1 to end of Q3. The target for Q3 is 7.5 days, and the target for the year is 10 days (smaller is better).

### 3) Corporate Resources

#### Exceeded target

- L075 % new Housing Benefit claims determined within 14 days of receipt of all information – 97.6% of the 3421 claims in the first three quarters were determined within 14 days, exceeding the 90% target, and the 86% for this time last year.
- L106&7 Use of Council website - unique visits to the Council websites increased by 19% from this time last year to 973,058, and the total number pages served increased 43% to 9,661,383, both ahead of their second quarter targets.

Also the following hothouse indicators:

- BV078a Average time for processing new claims
- BV076d Housing Benefit Security - Number of successful prosecutions and sanctions, per 1,000 caseload
- BV008 Invoices paid within 30 days

It was agreed that these three indicators should be removed from the hothouse due to their continued good performance.

#### Below target

- BV079a % Benefit calculations correct - 95.2% of cases checked for the year to the end of December were correct, not meeting the 99% target. This has increased from 93.6% in the first quarter, however the quarterly figure of 96% is still below the 99% target (120 cases correct of the 125 sample for the quarter).

As noted above, the definition for the BVPI requires a random sample of cases to be checked, which may not reflect current accuracy. A new system will be put in place from next year to give better information on current / ongoing areas of weakness, assess training needs and address problem areas more swiftly.

Also the following hothouse indicators:

- BV009 % Council Tax collected
- BV078b Average time for processing notification of changes of circumstance
- BV076c Housing Benefit Security - Number of fraud investigations, per 1,000 caseload
- BV079bi % Housing Benefit overpayments recovered (in year overpayments)
- BV078b Average time for processing notification of changes of circumstance
- BV079bi % Housing Benefit overpayments recovered (in year overpayments)

## Hothouse

- BV008 Invoices paid within 30 days (**exceeded target**) - 94.9% of invoices have been paid within 30 days over the first three quarters, which is better than the target of 92% and last year's figure of 90.25% for the whole year. Performance has been better than 95% for 6 of the past 7 months.
- BV009 % Council Tax collected (**on target**) - 89.5% of the £34,852,000 tax collectable for the year has been collected in the first three quarters. This is over 1% higher than the collection rate for this point last year, and it is expected that the yearend target of 95.5% will be met.
- BV078a Average time for processing new claims (**exceeded target**) - the average time to process new claims for the first three quarters was 24.2 days, which is much better than the 29 day target and the figure for 2006/07 of 31 days. The average for the third quarter alone was just under 22 days.
- BV078b Average time for processing notification of changes of circumstance (**below target**) - the average time to process changes of circumstances for the first three quarters of the year was 12.72 days, just outside our 12 day target. Performance for this indicator has improved through the year, and it is expected that the target will be met by the end of the year.
- BV079bi % Housing Benefit overpayments recovered (in year overpayments) (**below target**) - 62.8% of the amount of overpayment created in the third quarter (£215,000) has been recovered this quarter. Recovery figures for the 1<sup>st</sup> and 2<sup>nd</sup> quarters were 64.5% and 69.7%, all below our target of 77%, and the overall recovery figure for last year of 76%.

We are actively pursuing overpayment debtors, however as the Regulations state we may recover & our customers are very transient, these debts are very difficult to recover. We are now focusing more on prevention & will continue to do so in the coming 12 months.

- BV076c Housing Benefit Security - Number of fraud investigations, per 1,000 caseload (**below target**) - there have been 24.9 investigations carried out per 1,000 (281 investigations total) for the first three quarters, which is below our target for this point of 30. This reflects the reduction in numbers of investigators in the service.
- BV076d Housing Benefit Security - Number of successful prosecutions and sanctions, per 1,000 caseload (**exceeded target**) - there have been 3.9 successful prosecutions and sanctions per 1,000 caseload for the first three quarters of the year (total cases 44). This is better than the yearend target of 3 per 1,000, and the total for the whole of 2006/07 of 2.5 per 1,000. It should be noted that there is a time lag in delivery for this indicator due to the work involved in achieving a successful prosecution or sanction. The good result for this year has depended on good casework started last year.