

Appendix C: New National Indicators and review of existing Performance Indicators

1.0 Introduction

- 1.1 From April 2008 a new set of 198 National Indicators (NIs) will replace the current Best Value Performance Indicators (BVPIs). They will apply to all local services (police, health, local authorities) and be the "*only set of indicators that performance of local services will be assessed against by Central Government*".
- 1.2 The indicators have been developed following the publication of the Government's Comprehensive Spending Review (CSR 07) last autumn. The purpose of NIs is to manage performance against the priorities set out in the review. The 198 NIs represent a significant reduction from the 1,000+ indicators the public sector were previously required to report. This reduction in numbers represents Government's efforts to reduce the central reporting burden in order to allow greater focus on local priorities.
- 1.3 Although a few of the new NIs replace existing BVPIs the new set has a greater focus on outcomes for local residents than on satisfactory service provision. Some of the new indicators will require more coordinated work across the Council or with partners to deliver than was the case for BVPIs.
- 1.4 The Department for Communities and Local Government conducted a six-week consultation on the new indicators before Christmas. The final technical details about calculating 138 of the indicators were published at the end of February; the details for the remaining 60 indicators will be published at the end of March.

2.0 NPIs relevant to Hastings Borough Council

- 2.1 Of the 198 indicators around 60 - 70 relate to the District/Borough Councils (the final number will not be known until the full set is published), and performance on these will be assessed annually. (Please also see 3.6)
- 2.2 The new Local Area Agreements (LAA) will include up to 35 indicators from the new set as well as statutory education indicators from 2008/09 onwards. The new East Sussex LAA is currently being developed and will include the most appropriate indicators for our area in negotiation with the Government Office for the South East (GOSE).

3.0 Review of Existing Indicators

- 3.1 Officers have undertaken a review of our current BVPIs to identify which ones we would want to keep reporting locally, and whether to revise any of our current Local Performance Indicators.
- 3.2 Part III of the Council's Corporate Plan needs to be developed and agreed by 30th June 2008. Part III will contain a report back on performance in 2007/08 and will identify the three-year performance targets for 2008/09 – 2010/11. Therefore it is important to gain O & S views about which indicators should be kept as local indicators to complement the smaller number of National Performance Indicators.

- 3.3 Once the list of new Local Indicators is finalised, targets will be set, informed by 2007/08 year-end performance, and the final list and targets will be subject to consultation with O & S and approval by Cabinet on 9th June 2008.
- 3.4 Heads of Service's proposals for indicators to keep, change or remove are listed below, identifying reasons for the changes suggested. Where a BVPI is felt to be of use and is indicated to keep, it is proposed to adopt it as a local indicator.
- 3.5 Communities and Local Government Department have produced a list of all indicators for Districts, which is included at the end. This includes some indicators such as mortality levels that they have stated that performance will be judged on at District level. It has not been made clear what the mechanism for judging performance will be, or which organisations will be involved yet, and more information is expected to follow on this.

Corporate Resources

- 4.1 **Significant issues relating to new or existing indicators:**
Benefit Fraud Investigation
From next year we will be entering into a joint arrangement with Rother District Council for benefit fraud investigation. As a part of this arrangement the investigations strategy will be reviewed, with an aim of maximising the effective outcome of prosecutions, rather than overall numbers (i.e. focussing resources on the most significant cases). Targets for future years will be reviewed to reflect these changes.

Financial Services

- 4.2 **National Indicators** (subject to final publication):
NI 180 Changes in Housing Benefit / Council Tax Benefit entitlements within the year
NI 181 Time taken to process Housing Benefit / Council Tax Benefit new claims and change events
- 4.3 **Existing indicators proposed to keep:**
BV008 - The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority
BV156 - The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people
BV009 - Percentage of Council Tax collected within the year.
BV010 - The percentage of non-domestic rates due for the financial year which were received by the authority
BV078a - Speed of processing: Average time for processing new claims
BV078b - Speed of processing: Average time for processing notifications of changes of circumstances
New national indicator NI 181 measures the combined time to process new claims and changes. In order to manage our performance for these two areas, we will keep reporting this information separately as well.
- 4.4 **Indicators proposed to be changed:**
BV079bi The amount of Housing Benefit overpayments (HB) recovered as a percentage of HB overpayments

To provide more informative figures it is proposed to replace this indicator by reporting the number and value of overpayments made each quarter, and the value of overpayments recovered.

4.5 Indicators proposed to be dropped:

BV079a - Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination

This indicator is not included in the new national set, and from April, will be monitored by service managers using a new more rigorous system of routine monitoring which will represent a higher level of checking giving more meaningful results.

BV079bii Housing Benefit (HB) overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year

Recovery of outstanding debts can be very slow, as repayments are often made in small amounts over a long time, or debts kept 'live' for debtors that we do not have current contact information for in case becomes available in the future. This information is therefore not felt to be a useful performance indicator, and it proposed to be dropped, though the information will be monitored within the service. The focus for debt recovery will be maintained on minimising overpayments.

BV079biii Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year

This indicator provided contextual information to Government about overpayments write offs, but has not been included in the new national set. It is therefore proposed to be dropped.

L075 % new Housing Benefit claims determined within 14 days of receipt of all information.

The majority of new claims are determined within this time frame, and this indicator has not been included in the new national set. It is therefore proposed to be dropped in line with the Government's intention of reducing reporting burden, and to help focus on our priority areas.

Internal Audit, Investigations and Procurement

4.6 Indicators to keep / change:

BV076d Housing Benefit Security: The number of successful prosecutions & sanctions, per 1,000 caseload

It is proposed to keep this indicator as a key outcome indicator. As comparative information will not be available in future, it is proposed to report the number of prosecutions and sanctions, instead of the number per 1,000 for clarity.

4.7 Indicators proposed to drop:

BV076b Housing Benefit Security: The number of fraud investigators employed, per 1,000 caseload

Without comparative information from other Councils once the reporting BVPIs stops, this is not of use as a performance indicator, and it is proposed to be dropped.

BV076c Housing Benefit Security: The number of fraud investigations, per 1,000 caseload

This information gives an indication of activity, rather than outcome. It is therefore proposed that this information will be monitored internally for managing workload, but only the prosecutions and sanctions be reported as the key indicator of outcome for the service.

Legal and Democratic Services

There are no National, Community Strategy or Local Area Agreement Indicators for this service

Information Technology

4.8 Existing indicators proposed to keep:

L106 Unique visits to Borough website

4.9 Indicators proposed to be dropped:

L107 Total number of pages served

Figures for the total number of pages served can vary according to changes in the design of the site, and higher or lower figures do not necessarily reflect better performance (i.e. improved layout making content easier to find may reduce the figure, but increasing content is likely to raise it). It is therefore proposed to drop this indicator, keeping the number of unique visitors as the indicator of the use of Council websites.

4.10 Policy and Performance

National Indicators (subject to final publication):

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

NI 185 CO2 reduction from Local Authority operations

NI 186 Per capita CO2 emissions in the LA area

NI 188 Adapting to climate change

NI 194 Level of air quality – reduction in NOx and primary PM10 emissions through local authority's estate and operations

Community Wellbeing

Personnel & Organisational Development

4.11 Existing indicators to be kept with changes:

BV011a The percentage of top 5% of earners that are women

BV011b The percentage of top 5% of earners that are from black & ethnic minority backgrounds

BV011c The percentage of the top paid 5% of staff who have a disability

Proposed to change to:

The percentage of top management that are women

The percentage of top management that are from black & ethnic minority backgrounds

The percentage of top management who have a disability

For clarity we suggest these be changed to refer to the percentage of top management, defined as Head of Service level and above.

BV014 - The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce
BV015 - The percentage of employees retiring on grounds of ill health as a percentage of the total workforce
BV016a - The percentage of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition
BV017a - The percentage of employees from minority ethnic communities within the authority's workforce
For clarity we propose these be changed to report actual staff numbers, rather than % of workforce, and additionally to report the number of staff (headcount) to give context.

4.12 Indicators proposed to be kept without changes:

BV012 Working days / shifts lost due to sickness absence

4.13 Indicators proposed to be dropped:

BV002a Equality Standard Level

This is reported as a Corporate Plan target. There is no benefit in reporting the same information as a performance indicator as well, so it is proposed that it be dropped.

BV002b The duty to promote race equality

We are on target to complete all the items for this indicator by the end of this year, after which there is no benefit in keeping it, and it is proposed that it be dropped.

BV016b % Economically active disabled people in the authority area

The information for this indicator is taken from the 2001 census. Because the information referred to is now quite old, it is proposed that this be dropped because it does not provide useful comparative information. Future comparisons for the composition of our workforce will be made in relation to change over time, rather than in comparison with other organisations.

CLG list of indicators for Districts

NI No	Definition of indicator
NI 1	% of people who believe people from different backgrounds get on well together in their local area
NI 2	% of people who feel that they belong to their neighbourhood
NI 3	Civic participation in the local area
NI 4	% of people who feel they can influence decisions in their locality
NI 5	Overall / general satisfaction with local area
NI 6	Participation in regular volunteering
NI 8	Adult participation in sport
NI 10*	Visits to museums or galleries
NI 14	Avoidable contact: The average number of customer contacts per resolved request
NI 15	Serious violent crime
NI 16	Serious acquisitive crime
NI 17	Perceptions of anti-social behaviour
NI 20	Assault with injury crime rate
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area
NI 23	Perceptions that people in the area treat one another with respect and consideration
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police
NI 29	Gun crime rate
NI 30	Re-offending rate of prolific and priority offenders
NI 32	Repeat incidents of domestic violence
NI 34	Domestic violence - murder
NI 35*	Building resilience to violent extremism
NI 36	Protection against terrorist attack
NI 37	Awareness of civil protection arrangements in the local area
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem
NI 118	Take up of formal childcare by low-income working families
NI 119	Self-reported measure of people's overall health and wellbeing
NI 120	All-age all cause mortality rate
NI 121	Mortality rate from all circulatory diseases at ages under 75
NI 122	Mortality from all cancers at ages under 75
NI 137	Healthy life expectancy at age 65
NI 138	Satisfaction of people over 65 with both home and neighbourhood
NI 139	The extent to which older people receive the support they need to live independently at home
NI 140	Fair treatment by local services
NI 151	Overall employment rate
NI 152	Working age people on out of work benefits
NI 154	Net additional homes provided
NI 155	Number of affordable homes delivered (gross)
NI 156	Number of households living in Temporary Accommodation

NI 157	Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types
NI 158	% decent council homes
NI 159	Supply of ready to develop housing sites
NI 160	Local authority tenants' satisfaction with landlord services
NI 170	Previously developed land that has been vacant or derelict for more than 5 years
NI 172	VAT registered businesses in the area showing growth
NI 173	People falling out of work and on to incapacity benefits
NI 179	Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events
NI 182	Satisfaction of businesses with local authority regulation services
NI 184	Food establishments in the area which are broadly compliant with food hygiene law
NI 185	CO2 reduction from Local Authority operations
NI 186	Per capita reduction in CO2 emissions in the LA area
NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating
NI 188	Adapting to climate change
NI 189	Flood and coastal erosion risk management
NI 191	Residual household waste per head
NI 192	Household waste recycled and composted
NI 193	Municipal waste landfilled
NI 194	Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations
NI 195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
NI 196	Improved street and environmental cleanliness - fly tipping
NI 197	Improved local biodiversity – active management of local sites

Please note that this is not a complete list of the new indicators – others such as indicators from a new survey that will replace the BVPI satisfaction survey are still the subject of consultation.