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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM:</b> <b>7</b>
<b>DATE OF MEETING:</b>	<b>7<sup>TH</sup> SEPTEMBER 2006</b>	
<b>REPORT FROM:</b>	<b>DEPUTY CHIEF EXECUTIVE</b>	
<b>MEMBERS' CONTACT POINT:</b>	<b>IAN REID (5790)</b>	<b>DOC:</b> s:\cent_serv\committee reports\finance and management\2006\7th september 06\pm report (a) first quarter 2006-071.doc
<b>SUBJECT:</b>	<b>'ACHIEVING MORE' - PERFORMANCE MANAGEMENT FRAMEWORK SERVICE REPORTS FIRST QUARTER 2006/07</b>	<b>REF: IR/SAC</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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### **1.0 Recommendations**

1.1 The committee notes the performance information in the report and takes the opportunity to discuss the report and any issues arising at the meeting.

### **2.0 Purpose of Report**

2.1 To report current performance levels in relation to this Committee's contribution to the Council's Corporate and Improvement Plans, the Community Strategy Action Plan as well as the Best Value Performance Indicators for which it is responsible. Service level performance is also reported, and will be strengthened in future reports when Service Plans have been formally agreed by policy committees at their October meetings.

### **3.0 Detail**

3.1 This performance report builds on our approach to performance reporting and management that will be familiar to Members. This format has been designed to provide an approach that is consistent across all services and linked into the work of the Improvement Panel, who are working to improve performance across the whole of the Council.

3.2 The tables attached to this report, at Annexe A, provide information on actual performance at the end of the first quarter, 30 June 2006. The information is summarised from the report to the Improvement Panel in relation to the Corporate Plan, Improvement Plan, Community Strategy and Best Value Performance Indicators, and is presented for each service area that reports to this committee.

These are

- Finance & Property Services
- Human Resources
- IT & Customer Services
- Legal and Democratic Services
- Policy & Economic Regeneration
- Revenues

There are some performance indicators within the tables that are the responsibility of another committee. These are shown shaded and in italics so that the responsibilities of this committee are clear.

- 3.3 Service level performance information will also be included in future reports for all services, based on the agreed Service Plans. The Service Plan format has recently been reviewed and refreshed to ensure it still meets current the best practice available, and Service Plans for 2006/09 will be submitted to Policy Committees for approval at their October meetings. Where information is available in advance of the agreement of the Service Plans, it has been included in the Service Level reports in these tables.
- 3.4 This report allows the committee to review the performance information presented and any ideas that they wish to be considered for further improvements. It also provides an opportunity for Members to discuss service issues with the relevant Head of Service and celebrate successes.
- 3.5 Heads of Service are asked to provide a summary of their service's achievements in the period, which can be considered by the committee in conjunction with their service report. The relevant senior officers will attend the meeting to present their report and discuss any issues with the committee. The summary of achievements is attached within the table of performance measures in Annexe A.

#### **4.0 Financial Implications**

- 4.1 There are no specific financial implications relating to this report.

#### **5.0 Corporate Implications**

- 5.1 It is important that Corporate and Service Plans are incorporated into our performance management arrangements with regular reports to policy committees. This standard corporate reporting arrangement to all policy committees will assist Members in undertaking their key role in managing our performance.

#### **6.0 Conclusions**

- 6.1 The corporate and service level performance information is extremely promising and indicates that previously strong improvements in performance are continuing.

## KEY ACHIEVEMENTS - FINANCE & PROPERTY SERVICES

### FIRST QUARTER 2006/2007

- Draft Statement of Accounts 2005/06 for Audit completed and reported within the required timescale
- Big improvement in the percentage of payments made to suppliers within 30-day limit
- Audit Committee established and first quarterly meeting undertaken



Description	Ref No.	05/06 Outturn	AC Quarterly Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>HEAD OF FINANCE AND PROPERTY SERVICES</b>										
<b>CORPORATE PLAN</b>										
Monitor and review our Financial Strategy and Medium Term Financial Plan (MTFP)	29			Financial Strategy reviewed and updated. MTFP reviewed and updated.					<b>GREEN</b>	Mid-year review of MTFP reported to F & M Committee. Review of Financial Strategy due in September. Further review of MTFP as part of 2007/08 budget round.
Review funding arrangements with Parish Councils for the delivery of local priorities	43			Information about existing funding arrangements collected and analysed. Initial consultation with Parish Councils about a fair and streamlined funding regime.					<b>AMBER</b>	IPF report re funding arrangements undertaken. Further consultation required following budgets. <b>Change in funding regime will not be available until 2007/08.</b>
<b>IMPROVEMENT PLAN</b>										
Improve the efficiency of our services	12			Approach and project plan for reviewing service efficiency agreed. Key actions for Year 1 delivered.					<b>GREEN</b>	Approach agreed at F & M 22 June 06.
Deliver the Use of Resources Action Plan	13			Key actions delivered. Progress formally reviewed by Members (ahead of next assessment).					<b>GREEN</b>	Substantially this is on target, but one or two actions still need to be completed. These should be achieved within the set date.
Review the operation of major partnerships	16			Programme and assessment toolkit agreed. First review completed.					<b>GREEN</b>	Review of Governance arrangements in Internal Audit plan to be followed by wider VFM review.
Implement and keep under review the Risk Management Strategy	17			Progress on implementation reported quarterly to Council. Review and update of the Strategy finalised.					<b>GREEN</b>	Quarterly reporting now in progress.

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Deliver key stages in the Asset Management Plan	18			Options appraisal for delivering property management produced. An annual programme of planned maintenance for the Councils property portfolio established and delivered. Disposals Policy implemented.					<b>GREEN</b>	Mainly those relating to the Use of Resources Assessment of 2006/07, which are largely in place. Update report scheduled for October 2006.

**COMMUNITY STRATEGY**

NONE										
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**BEST VALUE PERFORMANCE INDICATORS**

The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of receipt or within the agreed payment terms	8	91.56%	95.97% 92.90% 88.65%	93% (2nd quartile)	93.85%				<b>GREEN</b>	
The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	156	57.73%		70.00%	N/A				<b>AMBER</b>	2nd Phase of DDA works now let. Upon completion, the percentage will then be recalculated.

**LOCAL PERFORMANCE INDICATORS**


Description	Ref No.	05/06 Outturn	AC Quantile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>SERVICE LEVEL MONITORING - KEY TASKS</b>										
Statement of Accounts - summary publicised	CG1			End June 06					<b>GREEN</b>	Reported to F & M on 29.6.06
Review of Base Budget	CG2			End November 06					<b>GREEN</b>	Plan and resources being put in place (as part of Shifting Resources Project) for late Summer for completion ahead of the 2007/08 budget round
Review of Members Allowance Scheme	CG3			End November 06					<b>GREEN</b>	Schedule to be completed by October 2006
Audit Sub-Committee	CG4			End June 06					<b>GREEN</b>	First meeting 28 June 2006
Publicise Whistle Blowing Policy	CG5			End November 06					<b>GREEN</b>	This is one of the actions still to be completed for Use of Resources (above)
Efficiency Review of Financial Services				End March 07					<b>GREEN</b>	Areas have been identified and initial plan to being set during July and August
Review Provision of Property Services				End October 06					<b>GREEN</b>	Committee report schedule for September 2006





## **KEY ACHIEVEMENTS - HUMAN RESOURCES**

### **FIRST QUARTER 2006/2007**

- Increased the portfolio of Human Resources employment polices with agreement reached with the Trades Unions for procedures on the use of fixed terms workers and the management of organisational change
- Progressed the national pilot programme for the management of stress in the workplace working in partnership with the Health & Safety Executive and ACAS
- Made continued progress with the Council's Pay & Grading Review including the completion of a pilot programme for the introduction of job evaluation
- Commenced work on the priority actions within the Council's People Strategy



Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>HEAD OF HUMAN RESOURCES</b>										
<b>CORPORATE PLAN</b>										
Provide child protection training to councillors and employees	34			Training programme developed and rolled out across the organisation.					<b>GREEN</b>	Will be included in Member Training Programme.
<b>IMPROVEMENT PLAN</b>										
Implement Year 1 Actions in the People Strategy	10			Key actions delivered.					<b>GREEN</b>	Initial actions delivered and progress being made on the other key actions to be delivered in the 1 <sup>st</sup> year.
Deliver Leadership and Management Development Programme	11			Training provider identified. Programme rolled out.					<b>GREEN</b>	Review of pilot programme being completed. Recruitment into a key post within Human Resources should enable continued progress in this area.
<b>COMMUNITY STRATEGY</b>										
NONE										
<b>BEST VALUE PERFORMANCE INDICATORS</b>										
The percentage of top 5% of earners that are women	11a	23.39%	40.23% 29.63% 19.63%	23% (3rd quartile)	23.40%				<b>GREEN</b>	
The percentage of top 5% of earners who are from ethnic minority communities	11b	0.00%	3.48% 0.79% 0.00%	0.00% (bottom quartile)	0.00%				<b>GREEN</b>	
The percentage of top 5% of earners who have a disability	11c	0.00%		6.00%	0.00%				<b>RED</b>	The Council has recently achieved the Disability Two Ticks symbol and this will be used on all recruitment material. (6% = 1 person).
The number of working days/shifts lost due to sickness absence	12	9.38	8.40 9.56 11.10	8.5 (2nd quartile)	2.37				<b>RED</b>	Review of currently policy being undertaken.

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Early retirements (excluding ill-health retirements) as a percentage of the total workforce	14	0.30%	0.16% 0.41% 0.84%	0.3% (2nd quartile)	0.00%				<b>GREEN</b>	
Ill-health retirements as a percentage of the total workforce	15	0.00%	0.12% 0.26% 0.44%	0.3% (3rd quartile)	0.00%				<b>GREEN</b>	
The percentage of staff declaring that they meet the Disability Discrimination Act definition	16a	4.04%	3.73% 2.47% 1.49%	4.3% (top quartile)	2.92%				<b>AMBER</b>	Downturn in performance following resignation of staff who had classed themselves as disabled in accordance with the DDA.
The percentage of local authority employees from ethnic minority communities	17a	0.60%	4.6% 1.9% 0.9%	0.9% (3rd quartile)	0.6%				<b>AMBER</b>	Performance is consistent with previous years out-turn figure. Continue to use range of options to advertise vacancies including dedicated sites linked to our e-recruitment website.
<b>LOCAL PERFORMANCE INDICATORS</b>										
<b>SERVICE LEVEL MONITORING - KEY TASKS</b>										
Establish Members Training needs	CG3			End December 06					<b>GREEN</b>	Initial overview being completed. Need to co-ordinate further actions with nominated Lead Members in this area
Review Officer Code of Conduct	CG3			End March 07					<b>GREEN</b>	Initial overview has been completed and waiting on further national advice
Efficiency Review of HR				End March 07					<b>GREEN</b>	To be progressed later in the year

Description	Ref No.	05/06 Outturn	AC Quandle Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Complete Single Status				End April 07					<b>GREEN</b>	Progress being maintained in accordance with the agreed action plan. Next stage is to complete job evaluation of all posts in the Council that is scheduled for completion at the end of quarter 3



## **KEY ACHIEVEMENTS - IT & CUSTOMER SERVICES**

### **FIRST QUARTER 2006/2007**

#### **Customer Services**

- Customer First programme ongoing, Some of the Waste and Cleansing services taken into Contact Centre
- Contact Centre/Reception ceremony took place
- Customer Service Standards now on website
- Promoting Complaints/compliments on website
- Website had 88,290 visitors in the first quarter

#### **IT**

- Stable IT Infrastructure in place
- Review of ICT Division planned to take place in August
- eProcurement project progressing

#### **Procurement**

- 4 out of 7 key actions completed from Procurement strategy





Description	Ref No.	05/06 Outcome	AC Quamille Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>HEAD OF IT AND CUSTOMER SERVICES</b>										
<b>CORPORATE PLAN</b>										
Deliver a plan for establishing service standards (in consultation with service users) across all service areas	24			Plan produced and key actions delivered.					<b>GREEN</b>	Plan reported to June F & M. Customer Service Standards on website. Further standards and method of consultation being developed.
Actively promote our complaints/compliments procedure (so that we can learn from our customers)	25			Publicity campaign launched. Details of complaints/compliments reported twice a year to Council along with planned improvements. Feedback provided to local people.					<b>GREEN</b>	Now on website. In South Derbyshire District News. Reporting framework in place. Feedback to be provided via South Derbyshire District News.
Continue to work with the Derbyshire E-Government Partnership to expand the number of services that can be delivered electronically	30			Delivery of the Council's contribution to the Derbyshire E-Government Partnership programme delivered.					<b>GREEN</b>	Attend IEG meetings, lead on CRM project. Active in project delivery.
Consult older people about the services they need from the Council	33			Consultation programme developed and rolled out. Results evaluated and potential areas for improvement identified.					<b>GREEN</b>	Programme developed in Benefits. Discussions with CVS taking place for further development.
<b>IMPROVEMENT PLAN</b>										
Bring more services within the scope of the 'Customer First' Contact Centre	1			65% of initial enquiries answered at first point of contact.					<b>GREEN</b>	Customer First project ongoing.
Progress Charter Mark accreditation for Council services	2			Plans in place to achieve Charter Mark accreditation in two areas (Customer First and Environmental Services).					<b>GREEN</b>	Joint initiative with Environmental Health ongoing.
Deliver key stages of the Corporate Procurement Strategy	14			Key actions delivered.					<b>GREEN</b>	4 actions completed to date. Out of 7.







## KEY ACHIEVEMENTS - LEGAL & DEMOCRATIC SERVICES

### FIRST QUARTER 2006/2007

- Members and the Chief Executive have been nominated to positions on the Local Area Agreement Board and Executive. Meetings are regularly attended by Officers and Members, ensuring that county, regional and national Local Government Associations are lobbied on issues affecting South Derbyshire.
- The Council has resisted changes to the bus route to Melbourne and Nottingham East Midlands Airport, ensuring that plans to make adverse changes to key local services are challenged.
- The Leader is a representative on the East Midlands Regional Assembly and the Chief Executive works closely with the East Midlands Development Agency on all inward investment opportunities. Both attend and represent the Council at all important meetings, ensuring that the Council's voice is heard.
- The work of the Council is made known through 'The News' which is published on a quarterly basis. In addition, the use of the website, the local media, press releases and radio networks provides other channels of communication for the work of the Council.



Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>HEAD OF LEGAL &amp; DEMOCRATIC SERVICES</b>										
<b>CORPORATE PLAN</b>										
Lobby county, regional and national Local Government Associations on issues affecting South Derbyshire	47			Local views put forward on all key issues.					<b>GREEN</b>	Members are nominated for positions on the Local Area Agreement (LAA) Board and Executive. The Chief Executive is a member of the LAA Board. Meetings are regularly attended by Officers and Members.
Resist changes in the delivery of services by other agencies, which will have an adverse impact on local people and communities	48			All plans to make adverse changes to key local services challenged.					<b>GREEN</b>	In this quarter the Council has resisted changes to the bus route to Melbourne and Nottingham East Midlands Airport.
Ensure that the Council's voice is heard at meetings of the East Midlands Regional Assembly, the East Midlands Development Agency and the Derbyshire Partnership Forum	49			Attendance or representation achieved at all important meetings.					<b>GREEN</b>	The Leader is a representative on the East Midlands Regional Assembly and the Chief Executive works closely with the East Midlands Development Agency on all inward investment opportunities. Both attend and represent the Council at all important meetings.
Provide details of the work we are doing to represent South Derbyshire interests	50			Details published in 'The News' (our newsletter) and on our web site.					<b>GREEN</b>	The work of the Council is made known through 'The News' which is published on a quarterly basis. In addition, the use of the local media, Press Releases and radio networks provides other channels of communication for the work of the Council.
Institute an annual award for good citizenship	53			Award established.					<b>GREEN</b>	The Chief Executive is to raise this item with the Corporate Management Team.

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>IMPROVEMENT PLAN</b>										
Commission a Peer Review of the organisations	7			Review completed. Results evaluated and used to inform improvement planning.					<b>GREEN</b>	The Council has made contact with and produced a Scoping Document for IDa in preparation for detailed consideration by the Corporate Management Team.
Deliver actions arising from the Corporate Governance evaluation framework	19			Quarterly progress reports provided to the Standards Committee and Council. Annual review of framework completed.					<b>GREEN</b>	The quarterly Progress Report was considered by the Standards Committee on 04 July 2006 and will be submitted to full Council on 17 August 2006. The Annual review of the framework has been completed.
<b>COMMUNITY STRATEGY</b>										
NONE										
<b>BEST VALUE PERFORMANCE INDICATORS</b>										
NONE										
<b>LOCAL PERFORMANCE INDICATORS</b>										



## **KEY ACHIEVEMENTS - POLICY & ECONOMIC REGENERATION DIVISION**

### **FIRST QUARTER 2006/2007**

#### **Policy**

- Development and launch at a Public Forum event for the Second Community Strategy Action Plan
- Publication of the statutory Best Value Performance Plan and Annual Report for the Race Equality Scheme
- Finalisation and publication of the new Corporate Plan and the preparation of promotional material for the 'Ideas into Action' Campaign
- Collation of the Best Value Performance Indicators for audit and preparation of supporting material for the Audit Commission's Data Quality audit



Description	Ref No.	05/06 Outcome	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>HEAD OF POLICY &amp; ECONOMIC REGENERATION</b>										
<b>CORPORATE PLAN</b>										
Improve arrangements for reporting racial incidents and supporting victims	3			Agreement with Derby Racial Equality Council for Caseworker support finalised. Arrangements for reporting incidents reviewed.					GREEN	Preliminary discussion have been held with the DREC.
Develop a corporate communications and consultation strategy	10			Strategy approved.					GREEN	Initial scoping is underway.
Do more to consult with 'hard to reach' groups	11			Agreement with South Derbyshire CVS (for specialist support) finalised. Agreed programme delivered.					GREEN	Consultation is taking place with stakeholders to determine priorities for support.
Establish a rolling programme of local Community Plans	18			Programme finalised and resources in place.					GREEN	This work is planned for later in the year.
Establish a rolling programme of customer satisfaction surveys	26			Programme finalised. Year 1 surveys completed and evaluated.					GREEN	Arrangements are well advanced for the Best Value User Satisfaction Surveys that will form the core of the 2006 programme.
Agree improvement priorities with Audit Commission and deliver required actions	28			Improvement plan agreed. Performance monitored and reported to Council on a quarterly basis.					GREEN	The Improvement Plan has been incorporated in the 2006 BVPP and the first quarter monitoring report has been produced.
Develop a strategic approach to social inclusion	31			Strategy adopted.					GREEN	The project brief has been agreed and consultation has taken place with stakeholders on the issues that will need to be addressed in the Strategy

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Develop a Corporate Equalities Plan	32			Plan adopted.					GREEN	The work programme to develop the Corporate Equalities Plan will continue to be implemented by the Corporate Equalities Group.
Develop a new Strategy for economic regeneration in South Derbyshire	41			Vision agreed with key stakeholders. Strategy approved.					GREEN	The project brief has been agreed and consultation has taken place with stakeholders on the issues that will need to be addressed in the strategy.
Work with investors to bring more higher skilled jobs to the areas	42			Implementation of 'Tractivity' (an electronic property enquiry system for inward investors). Marketing campaign launched.					GREEN	Staff have been trained in the operation of 'Tractivity' and implementation is underway.
Deliver our contribution to the Community Strategy	51			Delivery of actions linked to the Council's planning and performance management processes					GREEN	The remaining actions in the year 1 Action Plan have been rolled over to the 2nd Action Plan 2006 to 2008.
Assist the South Derbyshire Local Strategic Partnership (SDLSP) to operate effectively	52			Community Strategy Year 2 Action Plan approved by Partnership Forum. Review of SDLSP operating arrangements completed and resource requirements addressed by partners.					GREEN	The Year 2 Action Plan was launched at a Forum event in July.
<b>IMPROVEMENT PLAN</b>										
Initiate a pilot project for collecting and analysing service delivery data at a local level	3			Brief for project agreed. First performance report produced and results evaluated					GREEN	This work is currently planned for later in the year.

Description	Ref No.	05/06 Outcome	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Continue to deliver and develop our 'Achieving More' performance management framework	4			Achievement of agreed targets, reported regularly to Members and stakeholders. Framework developed to include a 'value for money' component. Format for Service Plans refreshed. Procedures/protocol for ensuring data quality established. Performance Management training provided to members and employees across the organisation.					<b>GREEN</b>	First quarterly report (June) presented to Members; the format for Service Plans has been refreshed and initial work on data quality has been completed.
Improve performance against the national Best Value Performance Indicators (BVPIs)	5			All national standards achieved. For priority areas, no bottom quartile performance by March 2007. For non priority areas, at least 90% of indicators improving and/or staying the same at March 2007.					<b>GREEN</b>	On track to achieve all 3 targets (see June 06 performance management report).
Identify a suitable Performance Improvement Tool and prepare to 'roll out'	6			Improvement tools reviewed. Training of assessors completed. Roll out plan in place.					<b>GREEN</b>	This work is planned for later in the year. Possible use of iDeA or similar.
Prepare for the Direction of Travel Assessment	8			Progress formally reviewed by Members (ahead of next assessment). Self assessment completed.					<b>GREEN</b>	This work is planned to commence after the completion of the Use of Resources Value for Money component (end September).
Develop a good practice protocol for partnership working	15			Protocol approved and rolled out across the organisation.					<b>GREEN</b>	Initial scoping (including review of best practice) is underway.
<b>COMMUNITY STRATEGY</b>										
Prepare 'healthier living' guide lines and distribute through the Council Tax bills				Guides produced and distributed. Target date Mar 06					<b>GREEN</b>	Guides to be produced by PCT. Arrangements in hand for distribution.





Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures



## **KEY ACHIEVEMENTS - REVENUE SERVICES**

### **FIRST QUARTER 2006/2007**

#### **Revenue Billing and Collection**

- The collection of the Council Tax and the National Non-Domestic Rate is on target at the end of the quarter
- Work is well advanced for the introduction of “paperless” direct debits to increase the take-up of this method of payment
- Continued recovery action in accordance with timetables taken for both Council Tax and National non-Domestic Rate

#### **Housing and Council Tax Benefits**

- The reporting of overpayment recovery statistics has now been achieved and work is progressing to identify the individual cases in the various categories
- Continuing joint working with the Pensions Service to provide comprehensive visiting arrangements across both services
- Introduction of revised application form based on the approved recommendations of the Benefit Fraud Inspectorate

#### **Fraud Investigation**

- The preparation for a number of successful prosecutions in the Crown Court along with ongoing investigation work.
- Preparation for the launch of the SMS Text fraud reporting service

## **Revenue - General**

- Initial work to identify the provision of replacement revenues and benefit computer systems and arrangements for the delivery of the service

Description	Ref No.	05/06 Outcome	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
<b>HEAD OF REVENUE</b>										
<b>CORPORATE PLAN</b>										
NONE										
<b>IMPROVEMENT PLAN</b>										
NONE										
<b>COMMUNITY STRATEGY</b>										
NONE										
<b>BEST VALUE PERFORMANCE INDICATORS</b>										
The % of Council Tax collected	9	98.82%	98.30% 97.60% 96.36%	98.85% (top quartile)	30.73%				<b>GREEN</b>	
The % of non-domestic rates due for the financial year which were received by the authority	10	99.46%	99.14% 98.60% 98.00%	99.50% (top quartile)	31.79%				<b>GREEN</b>	
The number of housing benefit claimants in the local authority area visited per 1,000 caseload	76a	188.48	282.16 217.12 155.86	190.00% (3rd quartile)	62.45				<b>GREEN</b>	
The number of fraud investigators employed by the local authority per 1,000 caseload	76b	0.56		0.56	0.56				<b>GREEN</b>	
The number of Housing Benefit and Council Tax benefit fraud investigations per 1,000 caseload	76c	33.35	53.40 36.59 24.01	35.00 (3rd quartile)	10.47				<b>GREEN</b>	

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
The number of prosecutions and sanctions, per year, per 1,000 caseload	76d	3.74	5.31 3.53 2.06	3.75 (2nd quartile)	1.31				<b>GREEN</b>	
Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	78a	24.5	29.38 35.35 44.55	24.0 (upper quartile)	29.3				<b>AMBER</b>	Resource difficulties in May and June Plans in place to recover in July/August.
Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	78b	5.4	7.4 9.9 14.9	5.2 (upper quartile)	5.9				<b>AMBER</b>	Resource difficulties in May and June Plans in place to recover in July/August.
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 decision for a sample of cases checked post-decision	79a	97.40%	99.00% 97.95% 96.20%	98.00% (2nd quartile)	98.40%				<b>GREEN</b>	
The amount of Housing Benefit overpayments (HB) recovered during the period being reported as a percentage of HB deemed recoverable over payments during that period	79b(i)	No data collected		35.00%	86.37%				<b>GREEN</b>	
HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	79b(ii)	No data collected		22.00%	15.34%				<b>AMBER</b>	Calculated for the first time this quarter. Review of processes to be undertaken.

Description	Ref No.	05/06 Outturn	AC Quartile Data	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	79b(iii)	No data collected		20.00%	0.05%				<b>AMBER</b>	No cases put for write-off yet.
<b>LOCAL PERFORMANCE INDICATORS</b>										
Direct Debit Take up		New indicator		55.00%	53.37%				<b>GREEN</b>	Increase of 493 cases during the quarter
<b>SERVICE LEVEL MONITORING - KEY TASKS</b>										
Joint Working feasibility				End March 07					<b>GREEN</b>	Project proceeding - meetings taking place - investigations into a number of options being considered
Move to Customer First				End March 07					<b>GREEN</b>	Project proceeding - work taking place to identify duties to be transferred and possible establishment of an intermediate revenues and benefits customer facing facility

