

**BASSETLAW DISTRICT COUNCIL**

**CABINET**

**14 JULY 2016**

**REPORT OF THE DIRECTOR OF CORPORATE RESOURCES**

**PERFORMANCE INDICATOR OUTTURN REPORT 2015/16**

Cabinet Member: Policy, Strategy  
& Communications

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**1. Public Interest Test**

- 1.1 The author of this report has determined that the contents are not of a confidential nature.

**2. Purpose of the Report**

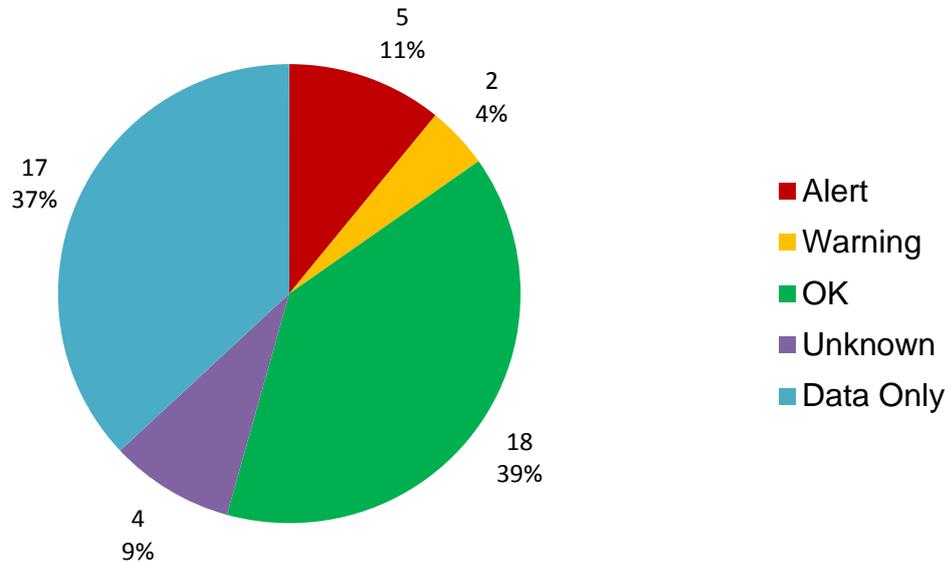
- 2.1 To present the end of year analysis of the Performance Indicator Outturn for 2015/16 to Cabinet.
- 2.2 For Cabinet to consider the analysis of our performance in 2015/16 and how this compares to previous years, and agree any further actions to be taken in areas of poor performance.

**3. Background and Discussion**

**General Analysis**

- 3.1 In previous years this report has focussed on the entire indicator set monitored by the authority through our performance management framework. It was agreed that for 2015/16, this should be revised to focus on statutory performance standards and 'required returns' to government as noted on the Single Data List. This provides Cabinet with a streamlined report focussed on core responsibilities which we have a duty to deliver on.
- 3.2 The report attached at Appendix A covers 46 indicators in total, across four of the five service areas:
- Corporate Services;
  - Finance & Property;
  - Neighbourhoods;
  - and Regeneration
- 3.3 The following chart summarises our performance against these PIs:

## Performance Outturn 2015/16



- 3.4 For the 17 'Data Only' PIs, the following additional comments should be noted:  
 CPI027 – this will be completed as part of the Annual Monitoring Report is likely to be available from September 2016.  
 CPI098 – this outturn is outstanding at this time. Reductions in staffing resource during 2014/15 have impacted on capacity to complete this return, a return has not been completed since 2012/13. Further clarification should be sought from the service.

- 3.5 Of the 4 indicators with an 'Unknown' status, the following additional comments should be noted:  
 CPI026 and CPI031 – these two PIs will be completed as part of the Annual Monitoring Report and are likely to be available from September 2016.  
 CPI015 and CPI016 – these two PIs are currently outstanding due to service capacity.

### Analysis of Exceptions

- 3.6 The following bullet points provide a précis of the PIs which failed to meet target:

#### PIs at Red

- The statutory time limit for dealing with FOI requests was not met, due to increased service demand.
- The percentage of planning appeals allowed exceeded our local and national targets; however our performance is in line with national trends and not of concern. Additional controls are in place through Officer and Member training to ensure a sound decision-making process at Committee.
- Our statutory processing of Full Plans applications was below target due to poor response times by applicants or agents to requests for information by BDC in order to process the application in a correct and timely manner. This is out of the Council's control and is not a reflection on our processes/resources allocated to this service area.

- The statutory time for land searches failed to meet target due to in-year internal resourcing issues and poor response times from third parties.
- We did not meet our target for waste recycling, however additional plans are currently being formulated for a revised recycling service including garden waste collection and it is hoped this will improve figures in the long-term.

#### PIs at Amber

- The % of electoral canvass forms returned was only marginally below target. It should be noted that following the introduction of the Household Enquiry Forms, which replaces the former annual canvass, national trends have shown a reduction in forms returned. While we have not met our local target, our return rate was higher than the national average showing good performance.
- While fly-tipping enforcement remains at a high level, the number of incidents did not decrease enough to trigger a change in the score causing this indicator to fail its target. This mirrors national trends.

- 3.7 Over recent years we have had a number of statutory services with poor performance, most notably planning processing and benefits processing which have both been turned around due to additional resources and a review of internal processes.

We are currently experiencing a significant increase in service demand for Data Protection and FOI requests, both of which are under-performing against their targets. Resourcing of these areas will need to be considered, particularly in light of new data protection legislation which comes in to force in 2017.

#### **Comparison with Previous Years**

- 3.8 When analysing PIs 'with target', the following table shows how we compare with last year. The figures show we have significantly decreased the number of areas under-performing in the last 12 months.

#### By Status

Year	Alert	Warning	OK	Unknown	No Comparable Data	Data Only	TOTAL
2014-15	11	3	12	2	1	17	<b>46</b>
2015-16	5	2	18	4	0	17	<b>46</b>

#### **4. Implications**

- a) For service users

It is important for us to understand how our services are performing, if we are delivering our ambitions and making a positive difference in our communities. We first need to measure performance and then understand and manage that information, taking corrective action where necessary. As a District Council we are customer focussed. Either directly or indirectly our actions should be having a positive impact on our service users and citizens.

b) Strategic & Policy

Our approach to performance management allows us to focus on the delivery of our key ambitions set out in the Council's Corporate Plan and a suite of performance indicators that are most critical to the overall delivery of our ambitions.

However, the presentation of this suite of Council indicators enables Members to robustly scrutinise statutory areas of performance, thus making it easier to make strategic decisions about performance management issues.

c) Financial - Ref: 17/290

None from this report.

d) Legal – Ref: 523/07/16

None from this report.

e) Human Resources

None from this report.

f) Community Safety, Equalities, Environmental

None from this report.

g) Whether this is a key decision, and if so the reference number.

This is key decision 578.

**5. Options, Risks and Reasons for Recommendations**

5.1 In presenting performance reports to Cabinet we ensure Portfolio-holders take responsibility and are committed to ensuring the Council is properly managing corporate performance.

5.2 Effective monitoring of performance allows us to respond to both under-performance and over-performance. The risk associated with the failure of this monitoring is that poor performance may be adversely affected without regular scrutiny.

**6. Recommendations**

6.1 That Cabinet note the contents of the report and appendices analysing our performance for 2015/16.

6.2 That Cabinet determine if any further action is required to address areas of performance that are currently off target.

**Background Papers**

**Location**

Covalent reports

Policy and Scrutiny, Corporate Services

## PI Outturn 2015-16

A summary of statutory performance standards and required returns monitored as part of the Council's Performance Management Framework.

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
CPI009 % of electoral canvass forms returned								93.00%	94.00%	There was 93% return of the Household enquiry forms which has replaced the former annual canvass.
CPI012 Standard land searches carried out in 10 working days		92.78%		96.58%		95.12%		96.13%	100.00%	YTD = 721/750 (96.13%). During Q4, a total of 156/156 searches were completed to timescale.
CPI015 % of data protection subject access requests dealt with in the designated time (40 day rule)		100.00%		100.00%		100.00%			100.00%	Due to staff sickness PI data not available.
CPI016 % of data protection requests dealt with in designated time (10 day rule)		87.50%		90.00%		91.75%			100.00%	Due to staff sickness PI data unavailable.

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
CPI017 % of FOI requests dealt with in the designated time		96.52%		96.40%		92.00%		93.80%	100.00%	Q4 has seen an overall improvement in response times for FOI requests. Of 160 FOI requests received, 150 were responded to within 20 days. The 10 which were over 20 days were predominantly responded to in the region of 21-23 days.
CPI026 Net additional homes provided (taken from new builds and demolitions)									617	The data for this indicator is analysed after 31 March 2016. Based on current data available, it is unlikely that housing completions in this monitoring period will meet the target set. Final data expected to be reported by September 2016.
CPI027 Number of affordable homes delivered (gross)									N/A	The data for this indicator is analysed after 31 March 2016. Final data expected to be reported by end of September 2016.
CPI028 Processing of planning applications: Major applications		84.62%		86.67%		83.78%		86.27%	65.00%	<b>Data amended following quality check (May 2016) due to one application being miscoded.</b> 44 out of 51 decided within 13 weeks or within agreed extension of time
CPI029 Processing of planning applications: Minor applications		89.87%		85.28%		89.18%		90.18%	75.00%	257 out of 285 decided within 8 weeks or within agreed extension of time
CPI030 Processing of planning applications: Other applications		90.16%		91.61%		92.79%		93.69%	85.00%	475 out of 507 decided within 8 weeks or within agreed extension of time
CPI031 Supply of ready to develop housing sites to meet 5yr demand									100.00%	The data for this indicator is analysed after 31 March 2016. Final data expected to be reported by end of September 2016.
CPI033 Planning appeals allowed		.00%		44.44%		35.00%		35.29%	20.00%	End of year data quality check noted a reporting error. Discrete figure for Q4 is 5 out of 14 appeals allowed (35.71%), however the YTD position is 12 out of 34 appeals allowed (35.29%). Figure amended from 35.71% to 35.29%.
CPI034 Building Control – % of Full Plans applications processed within the statutory time		97.90%		91.40%		96.00%		93.50%	100.00%	The Christmas and New Year period has an effect on our decision-making because applicants or agents might not respond to our requests for information within the time specified.

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
CPI043 Residual household waste per household		170.08kg		334.71 kg		489.16kg		646.01kg	670kg	<p>Quarter 4 data will not be available until June 2016 (may possibly be earlier) due to information required from external sources.</p> <p><b>This PI Return has now been submitted and has met the target set for the reduction of residual waste for 2015/16. Cumulative data for this Qtr is JAN = 542.68KG FEB = 590.99KG MAR = 646.01KG. Calculated using household figure of 51,450 properties. Monthly data for this Qtr is JAN = 53.52KG, FEB =48.30KG, MAR = 55.02KG.</b></p>
CPI044 Percentage of household waste sent for reuse, recycling and composting		18.55%		19.35%		19.85%		20.11%	22.50%	<p><b>This PI Return has now been submitted and has not met the target set for the improvement of reuse, recycling and composting for 2015/2016. Cumulative data for this Qtr is JAN = 20.13% FEB = 20.12% MAR = 20.11%. Monthly data for this Qtr is JAN = 22.57%, FEB =20.06%, MAR = 19.95%.</b></p>
CPI049 Household waste collected per head, in kilos		94.06kg		186.95kg		274.96kg		364.31kg	365.00kg	<p><b>This PI Return has now been submitted and has met the target set for the reduction of household waste collected per head (kg) for 2015/2016. Cumulative data for this Qtr is JAN = 306.11KG FEB = 333.35KG MAR = 364.31KG. Calculated using population figure of 114,143. Monthly data for this Qtr is JAN = 31.15KG, FEB = 27.23KG, MAR = 30.97KG.</b></p>
CPI063 Improved street and environmental cleanliness – fly tipping		1		3		2		3	2	<p>The whole year outturn for this indicator shows that the Environmental Health Neighbourhood Team have increased the level of fly-tipping enforcement by a massive 22% this year when compared to the level of enforcement last year. This has resulted in a 1.7% reduction in fly-tipping incidents. However, under the Indicator Guidance, an "increase" or "decrease" is only recognised if it is more than 5%. Unfortunately, this results in the level of fly-tipping being categorised as "the same", hence only a level 3 "not effective" score is possible. Nevertheless, there is still a reduction in fly-tipping and the Team have applied significant effort to enforcement, without which, there may have been a rise in fly-tipping.</p> <p>Interestingly, if no enforcement had been carried out, the outturn, level 3 "not effective", would have been the same.</p>

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
CPI068 Food establishments in the area which are broadly compliant with food hygiene law								97.04%	93.00%	Exceeded target set. This represents a period of very hard work by the team that has been depleted by long term sickness of some team members and resources being focused on a large court case.
CPI072b % of properties which do not currently meet the agreed decency standard		5.46%		4.83%		4.58%		4.93%	7.50%	The original spending profile was reviewed and the internal target was increased from the planned 220 to 350 properties. This in itself has been exceeded by 26 properties. The Major Improvements Programme included an additional £1m investment in window and door replacements and re-roofing.
CPI075 Number of homelessness preventions achieved through casework (DATA ONLY)		24		66		96		138	N/A	Q4 - 42 prevention cases in total - 39 Housing Needs cases/3 DHP cases - increase in number of successful cases overall but also substantial increase in number of housing needs cases when compared to Q3.
CPI076 Number of cases of homelessness accepted by the Council (DATA ONLY)		19		31		46		65	N/A	Q4 - 54 homeless decisions made during Q4 of which 19 households were accepted as homeless - no increase in number of decisions taken but increase in number of acceptances when compared to Q3.
CPI080 Current Rent Arrears (£'s)		£291,743.00		£353,918.00		£310,216.00		£248,969.00	£278,592.00	Performance is in line with 2014/15. The target for 2015/16 was set to take account of the anticipated increase in arrears as Universal Credit was introduced and Housing Benefit was paid directly to claimants rather than A1 Housing. The impact of UC was lessened by the smaller than expected number of cases, preventive action by the Income Recovery Officers, financial advice, and support from the A1 Money Advisors. A continuing emphasis on early action and improving communication with tenants has reduced escalation in outstanding arrears and redirected resources away from time intensive legal action.
CPI085 Number of households living in temporary accommodation (DATA ONLY)		0		2		1		2	N/A	Q4 - 2 households in temporary accommodation on the last day of the quarter ie 31.3.16 - 2 x households with dependant children - both subsequently accepted as homeless - increase of 1 when compared to Q3.
CPI098 Reduction of total gross Green House Gas emissions from Local Authority operations									N/A	This is an annual PI, which is yet to declare an outturn for 2015/16.

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
CPI100 Forecast Capital outturn as a % of original Capital budget	✓	-5.77%	✓	-1.59%	✓	-3.59%	✓	-33.46%	.00%	Q4 spend of £2,631m against a budgeted spend of £3,954m.
CPI101 Forecast Revenue outturn as a % of original Revenue budget	✓	-.69%	✓	-.18%	✓	-1.00%	✓	-.60%	.00%	There is an estimated £100k underspend.
CPI102 Time taken to process Housing Benefit/CTR new claims and change events	✓	9.47 days	✓	9.48 days	✓	9.56 days	✓	8.30 days	14.00 days	Current work plans on target
CPI102a Average number of days to complete and process new Housing Benefit/Council Tax Reduction claims	✓	27.72 days	✓	22.75 days	✓	20.68 days	✓	19.91 days	32.00 days	Current work plans on target
CPI102b Average number of days to complete and process Housing Benefit/Council Tax Reduction changes in circumstances	✓	7.93 days	✓	8.34 days	✓	8.60 days	✓	7.46 days	10.00 days	Current work plans on target
CPI104 % of Council Tax collected	✓	25.18%	✓	51.11%	✓	77.19%	✓	96.90%	97.00%	During 2015/16 we raised Council Tax debts totalling £56.167M, we collected £54.424M leaving £1.743M unpaid. Considering the on-going impact of Council Tax reduction, we have to expect that collection %age will fall, as we are raising debt against the most vulnerable members of public. During the past year we raised £1.8m in Council Tax to benefit claimants, £1.4m of this has been collected
CPI105 Percentage of Non-domestic Rates (NNDR) Collected	✓	25.92%	✓	52.00%	✓	78.61%	✓	99.42%	99.00%	During 2015/16 we raised £53.990m in Business Rates. At year end all but £315k had been collected. Collection at 99.42% is the highest collection figure achieved at Bassetlaw during the last 10 years

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
CPI106 Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period		75.18%		52.43%		63.58%		75.40%	60.00%	Recovery project ongoing, use of Direct Earnings Attachments have also resulted in increased recovery
CPI128 Number of category 1 hazards removed from private sector housing (DATA ONLY)		7		14		24		29	N/A	YTD = 29 Q4 there have been a further 5 properties improved (works are still ongoing in a further 48) works are related to damp, mould and problems with heating. Due to Q3 & Q4 being the busiest time of year for housing disrepair a number of follow up visits are still required before other data can be added. These works have all been completed informally
CPI129 Amount of New Homes Bonus generated (DATA ONLY)								£1,590,282.00	N/A	Note £1.59m received. £1.0m used to fund General Fund in year £0.590m to earmarked reserve.
NEW073a Average time taken to re-let Standard Voids		18.62 days		17.54 days		17.69 days		17.78 days	24.73 days	A1 continue to exceed the target in re-letting a void property requiring standard works.
SPI001a Election turnout - Parliamentary								65.02%	N/A	The turnout for the Parliamentary Election across the District was 65.02%. The District is covered by two Parliamentary constituencies – the turnout for Bassetlaw was 64.42% (49,469 out of 76,796) and the turnout for Newark area was 71.71% (4,977 out of 6,940).
SPI001b Election turnout - District								63.68%	N/A	The turnout for the District Election was 63.70% (54,465 out of 85,529).
SPI001p Election turnout - Parish								53.3%	N/A	The turnout for the Parish Elections based on the total electorate of the two Parishes subject to an election (Lound and Elkesley) was 66.2% (662 out of 1000).
SPI002aa Method of voting - % of votes cast by post (Parliamentary)								81.38%	N/A	The total number of postal/postal proxy votes cast in the Parliamentary election was 12,227 out of a possible 15,024 eligible voters (81.38%). The percentage of votes cast by post in the Bassetlaw Constituency was 11458 out of 14105 (81.23%). In the areas covered by the Newark Constituency there were 769 out of 919 (83.68%).

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
SPI002ab Method of voting - % of votes cast by post (District)								80.27%	N/A	The total number of postal/postal proxy votes cast in the District election was 12042 out of 15002 eligible voters (80.27%).
SPI002ap Method of voting - % of votes cast by post (Parish)								69.35%	N/A	Of the two Parish elections during 2015/16, a total of 129 out of 186 were cast by postal/postal proxy. In Elkesley 69 out of 103 (66.99%), and in Lound 60 out of 83 (72.29%) were cast.
SPI002ba Method of voting - % of votes eligible to be cast by proxy (Parliamentary)								0.38%	N/A	0.38% of the District's electorate were eligible to vote by proxy. A total of 287 out of 76,796 voters in the Bassetlaw Constituency (0.37%) were eligible to cast their vote by proxy. For the Newark Constituency, 33 out of 6940 were eligible proxies (0.48%). However, there is no way to distinguish these ballot papers, therefore this is an estimate of this method of voting.
SPI002bb Method of voting - % of votes eligible to be cast by proxy (District)								0.28%	N/A	A total of 240 out of 85,529 voters (0.28%) were eligible to cast their vote by proxy. However, there is no way to distinguish these ballot papers, therefore this is an estimate of this method of voting.
SPI002bp Method of voting - % of votes eligible to be cast by proxy (Parish)								0.4%	N/A	A total of 4 out of 1000 voters (0.4%) were eligible to cast their vote by proxy. However, there is no way to distinguish these ballot papers, therefore this is an estimate of this method of voting.
SPI002ca Method of voting - % of votes cast in person (Parliamentary)								61.44%	N/A	The total number of votes in person cast in the Parliamentary election was 42,219 out of a possible 68,712 eligible voters (61.44%). The percentage of votes cast in person in the Bassetlaw Constituency was 38,011 out of 62,691 (60.23%). In the areas covered by the Newark Constituency there were 4,208 out of 6,021 (69.89%).
SPI002cb Method of voting - % of votes cast in person (District)								60.15%	N/A	The total number of votes cast person in the District election was 42,423 out of 70527 eligible voters (60.15%).
SPI002cp Method of voting - % of votes cast in person (Parish)								53.3%	N/A	Of the two Parish elections during 2015/16, a total of 533 out of 1000 were cast in person. In Elkesley 304 out of 493 (61.66%), and in Lound 229 out of 321 (71.34%) were cast in person.

PI Code & Name	Q1 2015-16		Q2 2015-16		Q3 2015-16		Q4 2015-16			
	June 2015		September 2015		December 2015		March 2016			
	Status	Value	Status	Value	Status	Value	Status	Value	Target	Note
SPI003a Meet Electoral Commission ERO Standards								100.00%	100.00%	We are meeting the Electoral Commission Electoral Registration Officer Performance Standards
SPI012 Applications Determined Total		196		253		203		172	N/A	172 applications determined as per planning PS2 report - between 01/01/2016 and 31/03/2016
SPI027 No. of Awards of Discretionary Housing Payments from April to March		214		330		505		679	N/A	Trends continuing - all of DHP fund has been allocated or spent.