

2007/08 Performance Indicators requiring further explanation

Performance Indicator	Officer	Retaining 08/09 (Y/N)	Comments
BV64 – No. of private sector vacant dwellings that are returned into occupation or demolished	Geoff Smith	Y (CI 18)	As per the recommendation agreed at the last Communities Committee, a survey has been sent to all vacant dwelling owners to establish the cause of them being vacant. Prior to this survey, the reasons for the vacancy could only be speculated. Of the 250 surveys sent, 100 have been returned (to date) and for a number of these it will be feasible for the authority to approach the owner and offer support in either returning the property into occupation or demolishing it. A full report of the findings and next steps will be presented to the next Communities Committee meeting in September.
BV66b - Rent collection and arrears recovery: No. LA tenants with >7wks arrears	Roz Millership	Y (CI 21)	<p>As per the comments in the 2007/08 Best Value Performance Plan, due to staff shortages towards the end of the year and limited arrears monitoring and subsequent recovery action, performance of this indicator was adversely affected. In addition the current economic climate has increased the number of housing applications being processed and potentially put additional financial constraints on tenants thus making maintaining rental payments more difficult. The authority is making a concentrated effort to proactively chase arrears early before a tenant's situation worsens and the arrears collection becomes even harder to achieve. This action should help to alleviate poor performance of the indicator in the future.</p> <p>It should also be noted that there has already been a 5% reduction from 192 to 182 accounts in the 1st quarter of 2008/09.</p>
BV78b - Speed of processing - changes of circumstances for HB/CTB claims	Simon Martin	N	<p>Performance against target has been adversely affected by:</p> <ul style="list-style-type: none"> - An increase in demand for Housing & Council Tax Benefit during difficult economic conditions. - Vacant posts in the team being held open to allow redeployment during the recent staff reductions. <p>A service improvement plan has been developed (derived from the Divisional Plan) that includes specific actions to address this matter during 2008/09. An Audit Commission performance diagnostic has confirmed good prospects for improvement.</p>

<p>BV79b(ii) - Housing Benefit (HB) recovered as a percentage of the total amount of recoverable HB overpayments</p>	<p>Simon Martin</p>	<p>Y (SI 05)</p>	<p>The DWP introduced a new measure which drove up the number of recoverable overpayments. Overpayments are generally not recovered quickly as claimants are permitted to make modest repayments from ongoing benefit or by invoice. Performance will continue to be monitored as a service indicator during 2008/09.</p>
<p>BV199d - Improved street and environmental cleanliness – fly tipping</p>	<p>Chris Demmer</p>	<p>Y (NI 196)</p>	<p>The performance of this indicator was affected in 2007/08 by a reduction in staff resources and subsequently limited enforcement actions being taken against fly-tipping. The responsibility for undertaking enforcement action now lies with the newly formed central enforcement team which potentially will have the resources and necessary support systems to meet the performance criteria. The new national indicator that replaces BVPI 199d will be reported on a yearly basis.</p>
<p>BV212 - Average time taken to re-let local authority housing</p>	<p>Roz Millership</p>	<p>N</p>	<p>As per the explanation in the 2007/08 BVPP the introduction of the Choice Based Letting (CBL) scheme improved the lettings situation last year resulting in the letting of some of the Council’s sheltered accommodation that had remained void for a long period under the old allocations system. However as the indicator calculation included the whole time these properties remained empty the average time to let for all properties increased significantly.</p> <p>Even though the indicator is not required to be collected at a national level (nor is it included in the corporate or service indicator sets) the Housing Department are still monitoring the indicator internally with the average re-let times of sheltered hard-to-let properties assessed separately from normal lettings.</p> <p>The CBL process will eventually reduce the number of days a property remains vacant as multiple offers are no longer being made on some properties - as used to happen under the old allocation system. Therefore we are anticipating an improvement in the performance of this indicator in the coming year.</p>
<p>BV226c - Advice & Guidance Services: direct provision</p>		<p>N</p>	<p>The Officer (Alex Stewart) responsible for collection of this indicator has been made redundant. At the time of this report being submitted the Performance Improvement Team is chasing Gaynor Bradley who we believe now has responsibility for this data.</p>

BV218b - Abandoned Vehicles - % removed within 24 hours of required time	Chris Demmer	N	The occurrence of an abandoned vehicle is very rare in the District and therefore small numbers can affect the performance of the indicator adversely. In 2007/08 a contractor was being used to remove abandoned vehicles but there appears to have been a breakdown in the initial notification and administration processes that would have instigated the removal. Recently the responsibility for administering the notification has been given to the central enforcement team who will potentially have the ability to monitor each case through to a satisfactory conclusion to agreed service levels.
DS5 - % of full plan applications checked within 3 weeks of receipt	Keith Osborne	Y (SI 25)	This indicator was affected by a Senior Surveyor post becoming redundant as well as the identification of a process problem in the recording of telephoned/emailed application checks. The majority of these types of checks were not being recorded on the Ocella system and were therefore not being included in the statistics that were being used to calculate the performance indicator. Investigations are currently underway to determine which controls can be implemented to both the manual and system processes to prevent these figures being excluded in the future. It is anticipated more accurate data will be provided for Q2 reporting. As volumes are always small (due to the size of the District) any non-compliances will make a significant impact on the performance outcome. This indicator will also form part of a set of Building Surveying indicators that will be collected and reported to an external body regularly.
EC2 - % of food premises inspections carried out for Other Risk Premises	Geoff Smith	N	Following the recent staff reductions the Commercial Team lost 1.5 FTE EHO posts and there has been a lack of direct admin support leading to Officers having to complete administrative tasks themselves. Best use of the limited resources was therefore made to ensure all high risk premises were inspected. This indicator has now been withdrawn following new guidance from the Foods Standards Agency which seeks to direct inspection resources towards non-compliant premises. Premises that comply with the law will receive a 'lighter touch' form of intervention rather than an inspection. This re-focussing of resources will enable better use of the current EHO resource. In addition, the department are recruiting a temporary 6 month clerical officer post to provide admin support to the department.
H1a - Average re-let times (weeks) for general local authority dwellings let in the financial year	Roz Millership	N	As per the explanation above for BV212

H1b - Average re-let times (weeks) for sheltered local authority dwellings let in the financial year	Roz Millership	N	As per the explanation above for BV212
H3 - Average time taken (days) to complete non-urgent repairs	Roz Millership	N	Although the repairs process has been improved by operatives now having hand-held devices to receive and manage their workloads, there have been some problems with the system (receiving information in remote areas of the district) that have not been easy to rectify. In these instances, operatives have had to resort to manual processes being completed. This and a shortage of staff, adversely affected this indicator last year. Although the indicator is not being monitored this year, fortnightly review meetings have been set-up where all issues, both personnel and system, are discussed and remedial actions identified.
HR4a - % of employees who have had an appraisal for current year	Claire Baeza/ Carol Bell	N	The appraisal system was previously based on a cascade approach whereby line managers would not usually start appraising their staff until they had received their own appraisal. There was a bottle neck of appraisals during 2007/08 compounded by the staff redundancies. This resulted in many appraisals simply not being held. A new performance review approach is being implemented in 2008/09 (U Perform). All manager training sessions for this new approach have taken place and managers have been requested to set up meetings with their staff as soon as possible. This should allow for all staff to be appraised by the end of March 2009.
HR4b - % employees who have had Interim appraisal for current year	Claire Baeza/ Carol Bell	N	As above
HR4c - % employees with current training plan	Claire Baeza/ Carol Bell	N	The Officer responsible for training plans during 2007/08 was on a temporary contract which was not renewed due to the financial situation. As a result there were no resources to pursue this aspect of HR last year. Individuals and their line managers will be assuming responsibility for the production of training plans under the new appraisal system (see above) and it is therefore anticipated that there will be a marked improvement in this area during 2008/09.
SP8 - Number of Corporate compliments received	Linda Dobson/ Sue Kempster	N	This indicator's performance reflects the compliments received in several key areas of the authority. Data is collated corporately by the PA group and numbers reported accordingly. One of these key areas is Housing Repairs where compliments are received via the repairs satisfaction

surveying process. The Housing admin team, which was set up in April 2008, are now responsible for recording all survey results. Prior to that surveys were monitored by the repairs section and unfortunately, due to the exceptionally large number of surveys being sent out and shortage of staff available to analyse a survey of this size, a large number of surveys were not recorded. The number of surveys being sent out now are of a much more manageable size.

The Business Improvement team is currently developing a recommendations report regarding Customer Complaints management which will incorporate suggested indicators for managing performance – monitoring the number of compliments is likely to be one of these.