

**Committee:** Scrutiny 2  
**Date:** 6 July 2005  
**Agenda Item No:** 4  
**Title:** Performance Management Report  
Performance Indicators April 2004 - March 2005  
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### **Summary**

- 1 The report outlines performance against Best Value Performance and local Indicators currently off target or outside the top 25% figure for district councils.

### **Background**

- 2 Best Value Performance Plan (BVPP) 2005-2006 provided Outturn data against targets for Best Value Performance Indicators and Local Performance Indicators for 2004-2005, BVPP 2005-2006 performance section attached at Appendix B. Additionally, targets are set for the next three years, namely 2005-06, 2006-07 & 2007-08.
- 3 To improve performance, any national or local performance indicators that have not met their target or are outside the top 25% figure for district councils have been identified and appropriate Performance Improvement Plans have been established, and relevant officers asked to attend Scrutiny 2 Committee.
- 4 Performance Indicators listed in Appendix A will have associated reports presented to the committee. These reports will outline performance improvements and/or clarify specific performance issues

RECOMMENDED that Scrutiny 2 Committee question relevant officers on performance improvement of identified indicators currently off target or outside the top 25% figure for district councils.

Background Papers: ODPM Best Value Performance Indicator guidance  
2004/05 and 2005/06

APPENDIX 1 PERFORMANCE INDICATORS FOR REVIEW

BEST VALUE PERFORMANCE INDICATOR (BVPI) LIST

PI No	Description	Contact	2004/05 Outturn	2004/05 Target
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**CORPORATE HEALTH**

8	Invoices paid on time	Nick Harris	93.78%	100%
157	Types of interaction delivered electronically	Adrian Webb	77.3%	90% or greater
64	Private dwellings - returned to occupation or demolished	Will Cockerell	0	5 dwellings or greater

**HOUSING**

66a	Rent collection	Robert Patterson-Smith	97.45%	98.25% or greater
66c	% of LA tenants in arrears who have had Notices Seeking Possession served	Robert Patterson-Smith	10.35%	9.06% or less

**BENEFITS**

76c	Number of fraud investigations/1000 caseload	Paul Woolcott	59.66	80 or greater
76d	No. of prosecutions & sanctions/1000 caseload	Paul Woolcott	16.67	60 or greater
79b	Recovery of overpaid benefit	Julian Sayer	34%	55% or greater

**PLANNING**

106	New homes on brown field sites	Sarah Nicholas	58%	60% or greater
109b	Planning minor apps in 8 weeks	Lynn Rusling	55.77%	58% or greater
170c	School pupil visits to museums	Carolyn Wingfield	6463	7000 or greater
174	Racial incidents involving the local authority	Alex Stewart	2.8	0
175	Racial incidents resulting in further action	Alex Stewart	100%	0%

APPENDIX 1 PERFORMANCE INDICATORS FOR REVIEW

LOCAL PERFORMANCE INDICATOR LIST

**CORPORATE GOVERNANCE**

CG3	% of minutes from meetings to be available to the public within 10 days	Mick Purkiss	97%	100%
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**CUSTOMER SERVICES**

CS1	% of letters responded to within 10 days	Mike Brean	95.9%	100%
CS2	% of telephone calls answered within 15 seconds (6 rings)	Claire Croft	92.75%	95% or greater

**DEVELOPMENT SERVICES**

DS1	% of planning applications determined within 8 weeks	Lynn Rusling	71.16%	75% or greater
DS2	Average time taken (weeks) to determine all planning applications	Lynn Rusling	14.83 wks	10.71 weeks or less
DS3	% of building control applications determined within five weeks	Ernie Spencer		
DS4	% of valid planning applications registered in five days	Lynn Rusling	99.5%	100%
DS5	% of full plans applications checked within three weeks of receipt	Ernie Spencer	96.03%	100%

**ENVIRONMENT AND CULTURE**

EC3	Average time taken to remove fly-tips	Ron Pridham	3.68 days	3 days or less
EC4	Removal of abandoned vehicles	Ron Pridham	10.66 days	8 days or less
EC5	Number of collections missed per 100,000 collections of household waste	Ron Pridham	21.5	12 or less

**HOUSING**

H1	Average relet times (weeks) for local authority dwellings let in the financial year	Suzy Arnold	3.4 weeks	2.8 weeks or less
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## Performance

### Performance Management Framework

External audit reports have demonstrated that we need to improve our performance management framework and focus on performance issues. Therefore during 2005/06 we will be:

- Introducing a performance management framework and instilling a performance culture
- Reporting performance regularly to service committees
- Ensuring exception and recovery reporting to service committees, and when requested to scrutiny
- Adopting innovative approaches to performance through improvement clinics, and regular focus on performance at Executive Management Team meetings
- Reviewing internal performance indicators

By the autumn of 2005 we will have closely inspected each statutory performance indicator we report, comparing our own performance with the top quartile for districts and planning how we can raise our performance to match the standard of the best.

## How we performed

The following tables set out the Council's performance. The information is split into sections showing the statutory Best Value Performance Indicators (BVPI) followed by the local indicators. Statutory Indicators must be collected by all District Councils and reported annually to the Audit Commission. Local indicators have been selected by Uttlesford District Council in addition to the statutory indicators as they are considered to be useful, measurable and meaningful.

Our performance is shown on a yearly basis from 1st April to 31st March each year.

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/4 Top 25% 'District'	Performance	L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
Ref No.	Brief Description	What we achieved in 2003/04	What we aimed to achieve	What we actually achieved	Top 25% information for 'District Councils' has been taken from the Audit Commission publication '2003/2004 local authority performance indicators'	How well did we do	If the target is nationally(N) or locally set (L), or we need to aim for the upper quartile (UQ)	What we aim to achieve in these years			Commentary to explain performance where necessary

We use 😊 indicator to show where we are on target and 😐 indicator to advise if a service is within 5% of their target. The ☹️ indicator warns that a service is 5% or more below its target. The information contained in the tables will be audited in the autumn of 2005. The following information seeks to be as accurate, robust and informative as possible.




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV1a	Does the authority have a 'community strategy' developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	Yes	Yes	Yes	Yes	☺	L	Deleted by ODPM for 2005/06			
BV1b	By when (mm, yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	Nov 03	Nov 04	July 05	No data	☹	L	Deleted by ODPM for 2005/06			
BV1c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm, yy) will this be undertaken?	Yes	Yes	Yes	Yes	☺	L	Deleted by ODPM for 2005/06			Essex County Council have contributed and agreed to on-going Partnership funding of £10K towards a post of Funding and Strategic Partnerships Officer




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	The Council has not adopted the Equality Standard for Local Government	Level 1 or greater	Level 1	No data	☺	L	Level 2	Level 3	Level 3	
BV2b	The duty to promote race equality (% score)	63.16%	73.68% or greater	63.16%	55%	☹	L	73.68% or greater	84.21% or greater	84.12% or greater	We anticipate working through the official toolkit ( <a href="#">e-s@t DIALOG</a> ) during 2005/06 to develop a race equality scheme
BV8	The % of invoices for commercial goods & services paid by the authority within 30 days of receipt or within the agreed payment terms	91.79%	100%	93.78%	96.74%	☹	UQ	100%	100%	100%	Target not met due to new financial information system, which resulted in a temporary reduction of performance.
BV9	The % Council Tax collected	98.97%	98.98% or greater	98.88%	98.50%	☹	L	98.98% or greater	98.99% or greater	99.00% or greater	
BV10	The % of non-domestic rates due for the financial year which were received by the authority	99.49%	99.75% or greater	99.9%	99.12%	☺	L	99.89% or greater	99.90% or greater	99.91% or greater	
BV11a	The % of top 5% earners that are women	11.76%	17.65% or greater	23.5%	26.69%	☺	L	Indicator amended for 2005/06			


BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments	
BV11b	The % of top 5% earners from black and minority ethnic communities	0%	5.88% or greater	5.8%	2.2%	☺	L	Indicator amended for 2005/06				
BV11 05/06	a. The % of top 5% of local authority staff who are women	Amended indicator for 2005/06						L	17.65% or greater	23.53% or greater	23.53% or greater	
	b. The % of the top 5% of local authority staff who are from an ethnic minority	Amended indicator for 2005/06						L	5.88%	5.88%	5.88%	
	c. The % of the top 5% paid staff who have a disability. (excluding those in maintained schools)	New indicator for 2005/06						L	5.88%	5.88%	5.88%	
BV12	Number of working days/shifts lost due to sickness absence	8.57 days	7.0 days or less	9.40 days	8.93 days	☹	L	7.0 days or less	6.5 days or less	6.5 days or less	Target not met due to four long-term sickness cases.	
BV14	The % of employees retiring early (excluding ill health retirements) as a % of total workforce	0.7%	0.7% or less	0.67%	0.14%	☺	L	0.7% or less	0.7% or less	0.7% or less	Two early retirement leavers	
BV15	The % of employees retiring on grounds of ill health as a % of total workforce	0.35%	0.35% or less	0.67%	0%	☹	L	0.35% or less	0.35% or less	0.35% or less	Two ill health early retirement leavers	








BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV16	A - % of employees declaring they meet the Disability Discrimination Act 1995 disability definition, compared with	5.69%	5.99% or greater	6.9%	4.11%	☺	L	6.9% or greater	6.9% or greater	6.9% or greater	The % will potentially change depending on time and the number of staff who leave and whether any new employees are so classified.
	B - % of economically active Disabled people in the authority area	9.31%	N/A	9.31%	15.1%	No data	No targets required				
BV17	X - % of employees from minority ethnic communities compared with	0.6%	0.9% or greater	0.28%	2.4%	☹	L	Indicator amended for 2005/06			
	Y - % of economically active minority ethnic population in the authority area	1.84%	N/A	1.84%	3.4%	No data	No targets required				
BV17 05/06	A - The % of employees from minority ethnic communities	Amended indicator for 2005/06					L	0.9% or greater	1.2% or greater	1.2% or greater	
	B – The % of economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	Amended indicator for 2005/06					No targets required				



BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV62	The proportion of unfit private sector dwellings made fit by the local authority	0%	1% or greater	0.2%	3.75%		Deleted by ODPM for 2005/06				New Private Sector housing survey currently being commissioned. Survey will help to identify the scale of housing unfitness in Uttlesford. Previous Survey carried out in 1993 identified 2.1% compared with 6% national average.
BV63	Energy Efficiency – the average SAP rating of local authority owned dwellings	71.32	72.5 or greater	72.54	65		L	73.5 or greater	74.0 or greater	74.5 or greater	Figure reflects improvements in central heating systems, loft insulation and window replacement programs.
BV64	The number of private dwellings that are returned into occupation or demolished during 2004/05 as a direct result of action by the local authority	0	5 dwellings or greater	0	20		L	5 dwellings or greater	5 dwellings or greater	5 dwellings or greater	Target not met since no opportunities were identified to influence the re-occupation of long-term empty properties during 04/05. The powers in the Housing Act 2004 are still to come into force, currently anticipated during Summer 2005.

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV66a	Proportion of rent collected	97.84%	98.25% or greater	97.45%	98.6%		L	98.25% or greater	98.25% or greater	98.25% or greater	Target not met due to end of financial year coinciding with a Bank Holiday. Rent payments were affected and the number of tenants in significant arrears has increased. All appropriate action has been made on these accounts.
BV66b	Number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	New for 2004/05	5.31% or less	5.31%	N/A		L	5.07% or less	4.82% or less	4.66% or less	
BV66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	New for 2004/05	9.06% or less	10.35%	N/A		L	10.09% or less	9.87% or less	9.68% or less	Target not met since more notices issued than anticipated. Current Council policy states that when a tenant is in 8 to 10 weeks arrears, a Notice Seeking Possession is automatically issued.

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV66d	Percentage of local authority tenants evicted as a result of rent arrears	New for 2004/05	0.16% or less	0.13%	N/A		L	0.13% or less	0.13% or less	0.13% or less	The number of tenanted properties is conditional on the number of tenants during the year and is outside the Council's control. The number of tenants who are evicted historically remains static year on year.
BV74	Tenant satisfaction: a. of all council tenants with overall service provided by their landlord	98.0%	N/A			L	N/A	90.0% or greater	N/A	Previously surveyed in 2000/01. The outcome was 87.4%. The next survey is due in 2006/07	
	Tenant satisfaction: b. of black and minority ethnic tenants with overall service provided by their landlord	100%	N/A			L	N/A	100%	N/A	Previously surveyed in 2000/01. The outcome was 0.4%. The next survey is due in 2006/07	
	Tenant satisfaction: c. of non-black and minority ethnic tenants with overall service provided by their landlord	87.0%	N/A			L	N/A	90.0% or greater	N/A	Previously surveyed in 2000/01. The outcome was 86.9%. The next survey is due in 2006/07	
BV75	a. Satisfaction of tenants of council housing with overall service provided by their landlord	74.0%	N/A			L	N/A	75.0% or greater	N/A	Previously surveyed in 2000/01. The outcome was 68.4%. The next survey is due in 2006/07	


BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
	b. Satisfaction of black and minority ethnic tenants of council housing with opportunities for participation in relation to housing services provided by their landlord	50.0%			N/A		L	N/A	75.0% or greater	N/A	Previously surveyed in 2000/01. The outcome was 0.31%. The next survey is due in 2006/07
	c. Satisfaction of non-black and minority ethnic tenants of council housing with opportunities for participation in relation to housing services provided by their landlord	69.7%			N/A		L	N/A	75.0% or greater	N/A	Previously surveyed in 2000/01. The outcome was 68.1%. The next survey is due in 2006/07
BV76	Housing Benefit Security: a. No of claimants visited per 1000 caseload	Data not collected	243 or greater	243	304		L	360 or greater	360 or greater	360 or greater	
	b. No of fraud investigators employed per 1000 caseload	0.91	0.9	0.67	0.48	N/A	L	0.67	0.67	0.67	Target not realistic since structure changed & staffing issues currently being dealt with


BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
	c. No. of fraud investigations per 1000 caseload	74.41	80.00 or greater	59.66	61.70		L	60 or greater	60 or greater	60 or greater	The Fraud Team consisted of only one FT investigator from April 2004 to Oct 2004. There has been no official Fraud Manager during 2004, the Investigations Officer assumed this role, therefore the number of caseloads has been reduced.
	d. No. of prosecutions and sanctions per 1000 caseload	13.6	60 or greater	16.67	5.83		L	15 or greater	15 or greater	15 or greater	Target was unrealistic. Our Performance was almost 3 times better than the District Upper Quartile.
BV78a	Speed of processing: Average time for processing new claims	26.48 days	22 days or less	23.78 days	31 days		L	21.5 days or less	21 days or less	20 days or less	Although this target was just missed, the performance was good when compared to the District Upper Quartile figure.
BV78b	Speed of processing: Average time for processing notifications of change of circumstance	6.98 days	5 days or less	4.37 days	7.2 days		L	4.0 days or less	3.75 days or less	3.5 days or less	Our performance was good when compared to the Districts Upper Quartile figure.

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV78c	% of renewal Housing Benefit and Council Tax Benefit claims processed on time	85.72%	Deleted by ODPM for 2004/05		81.08%	N/A	Deleted by ODPM for 2004/05				
BV79a	Accuracy of processing: % 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	96.2%	98.5% or greater	97.4%	99.0%		L	Indicator amended for 2005/06			Target not met since performance improvement was dependant on workflow technology being introduced for some benefits processes. The delay was due to staff leaving. The workflow process for new claims is now being tested and is due to go live in July 2005
BV79b	Accuracy of processing: % of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	50.27%	55% or greater	34%	55.6%		L	Indicator amended for 2005/06			Accuracy of processing has fallen this year due to software issues that have now been rectified.
BV79a O5/06	a. The % of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HT/CTB) is found to be correct	Amended indicator for 2005/06					L	98.5% or greater	99.2% or greater	99.5% or greater	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV79 05/06	bi. The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a % of HB deemed recoverable overpayments during that period	Amended indicator for 2005/06					L	41% or greater	48% or greater	55% or greater	
	bii. During the period as a % of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	New indicator for 2005/06					L	35% or greater	42% or greater	49% or greater	




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV79 05/06	Biii. Housing Benefit (HB) overpayments written off during the period as a % of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	New indicator for 2005/06					L	5% or less	4% or less	3% or less	
BV82	a. The % of the total tonnage of household waste which have been sent by the Authority for recycling	19.15%	20.5% or greater	23.28%	16.86%		Indicator amended by ODPM for 2005/06			This is in line with our prediction for the DEFRA funding of £245,000. This is due to additional green waste, wood and metal at the recycling centres at Dunmow, Stansted and Thaxted. Refuse and Recycling contract is out to tender in 2006	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV82	b. The % of total tonnage of household waste which have been sent for composting including waste treated by anaerobic digestion	Amended for 04/05	2.5% or greater	1.77%	5.14%		Indicator amended by ODPM for 2005/06				Refuse and Recycling contract is out to tender in 2006.
BV82 05/06	a i. The % of waste arisings which have been sent by the Authority for recycling	Indicator amended by ODPM for 2005/06					L	25.6% or greater	25.6% or greater	25.6% or greater	
	a ii. The total tonnage of household waste arisings which have been sent by the authority for recycling	Indicator amended by ODPM for 2005/06					L	7000 tonnes or greater	7200 tonnes or greater	7400 tonnes or greater	
	b i. The % of household waste sent by the Authority for composting or treatment by anaerobic digestion	Indicator amended by ODPM for 2005/06					L	2.6% or greater	2.6% or greater	2.6% or greater	
	b ii. The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	Indicator amended by ODPM for 2005/06					L	600 tonnes or greater	620 tonnes or greater	640 tonnes or greater	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV84	Number of kilograms of household waste collected per head of population	466 kg	460 kg or less	457.9 kg	371.7 kg	☺	L	455 kg or less	455 kg or less	455 kg or less	Refuse and Recycling contract is out to tender in 2006
BV86	Cost of waste collection per household	£42.43	£47.04 or less	£43.36	Average district £39.18	☺	L	£48.49 or less	£49.80 or less	£51.15 or less	
BV91	The % of population resident in the authority's area, which is served by a kerbside collection of recyclables. (Number of household/dwellings used as proxy)	90%	90% or greater	96%	100%	☺	Indicator amended by ODPM for 2005/06				
BV91 05/06	a. The % of households resident in the Authority's area served by a kerbside collection of recyclables	Indicator amended for 2005/06					L	91% or greater	95% or greater	95% or greater	
	b. The % of households resident in the Authority's area served by a kerbside collection of at least two recyclables	New Indicator for 2005/06					L	91% or greater	95% or greater	95% or greater	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV106	The percentage of new homes built on previously developed sites	77%	60% or greater	58%	86%	☹️	L	60% or greater	60% or greater	60% or greater	This is the gross figure which excludes conversion of agricultural barns (non-Previously Developed Land) to residential
BV107	Planning cost per head of population	£15.87	Target Deleted by ODPM for 2004/05								
BV109	a. The percentage of planning applications determined in line with development control targets to determine 60% of major applications in 13 weeks	29%	52% or greater	78.95%	63.58%	😊	N	54% or greater	60% or greater	60% or greater	Government Planning Standard for Uttlesford is 52% major applications in 13 weeks
	b. The % of planning applications determined in line with development control targets to determine 65% of minor applications in 8 weeks	54%	58% or greater	55.77%	71%	☹️	N	58% or greater	65% or greater	65% or greater	Government Planning Standard for Uttlesford is 58% minor applications in 8 weeks



BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV109	c. The % of planning applications determined in line with development control targets to determine 80% of other applications in 8 weeks	76%	73% or greater	76.69%	86%	☺	N	73.7% or greater	80% or greater	80% or greater	Government Planning Standard for Uttlesford is 73% other applications in 8 weeks
BV114	Adoption of a Local Cultural strategy	100%	Target Deleted by ODPM for 2004/05								
BV126	Domestic burglaries per 1000 households	6.91	5.87 or less	4.05	N/A	☺	Indicator amended by ODPM for 2005/06				
BV126 05/06	Domestic burglaries per 1000 households	Indicator amended for 2005/06					L	4.99 or less	4.24 or less	Target not set by Essex Police	Discussions ongoing between Essex Police, Go East and the Crime Disorder Reduction Partnership, Uttlesford and Braintree (CDRP) to set 2007/08 target.
BV127	Violent crimes per 1000 population: a. committed by a stranger	6.02	Target not set by Essex Police	Figures not recorded by Essex Police	N/A	No data	Indicator amended by ODPM for 2005/06				
	b. committed in a public place	7.7	Target not set by Essex Police	6.56	N/A	No data	Indicator amended by ODPM for 2005/06				




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments	
	c. committed in a connection with licensed premises	0.16	Target not set by Essex Police	Figures not recorded by Essex Police	N/A	No data		Indicator amended by ODPM for 2005/06				
	d. committed under the influence	0.65	Target not set by Essex Police	1.07	N/A	No data		Indicator amended by ODPM for 2005/06				
BV127 05/06	a. Violent crimes per 1000 population in the LA area	Indicator amended for 2005/06					L	Targets to be agreed			Ongoing discussions between Essex Police, Go East and the Crime Disorder Reduction Partnership, Uttlesford and Braintree (CDRP) to agree targets.	
	b. Robberies per 1000 population in the LA area	Indicator amended for 2005/06					L	Targets to be agreed			Ongoing discussions between Essex Police, Go East and the Crime Disorder Reduction Partnership, Uttlesford and Braintree (CDRP) to agree targets.	
BV128	Vehicle crimes per 1000 population	6.38	5.3 or less	4.7	No data		L	4.4 or less	3.65 or less	Target not set by Essex Police	Ongoing discussions between Essex Police, Go East and the Crime Disorder Reduction Partnership, Uttlesford and Braintree (CDRP) to set 2007/08 target.	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	41.18%	55% or greater	59%	67%	☺	L	88.24% or greater	88.24% or greater	88.24% or greater	88.24% of authority buildings is the maximum number that can be made suitable and accessible to disabled people
BV157	The number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery	61.76%	90% or greater	77.3%	72%	☹	L	100%	100%	100%	Target not met since indicator was amended by Central Government during 2004/05 and 17% of staff left over a 3-month period. Significant progress has been made rectifying the situation. Consistent progress has been made with this target and it has good performance against the Districts Upper Quartile

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	Yes	Yes	Yes	☺	N	Yes	Yes	Yes	UDC implemented Policy in 2002/03
BV166	Score against a checklist of enforcement best practice for environmental health	100%	100%	95.76%	90%	☹	L	95% or greater	95% or greater	95% or greater	100% is rarely achievable due to businesses closing down or the risk rating of the premises, which dictates the frequency of inspections changing.
BV170	a. Number of visits to/usages of museums per 1000 population	459	360.98 or greater	318	670	☹	L	376.8 or greater	389.9 or greater	390.5 or greater	Target not met since it was dependent on completion of new website for Museum and inclusion of number of hits. Further development of web pages to come.




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
	b. Number of those visits that were in person per 1000 population	298	303.2 or greater	302.7	427		L	317.7 or greater	317.7 or greater	317.7 or greater	21,000 plateau difficult to increase while admission charges remain. Increasing number of visits significantly depends on future increase in facilities and resources. Additional funds for marketing and new Marketing Strategy should improve 2005/06 figures
	c. Number of pupils visiting museums and galleries in organised school visits	6523	7000 or greater	6463	2754		L	5500 or greater	5500 or greater	5500 or greater	Target not met as Museum is running at maximum capacity. Numbers are unlikely to increase much until building, facilities and staffing are extended. Trends towards smaller class sizes and rising transport costs affect this indicator, but are beyond the Museum's control




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV174	The number of racial incidents recorded by the authority per 100,000 population	0	0	2.8	N/A		L	0	0	0	Incidents dealt with by Essex Police have established a reporting framework and case conference facility within the Community Support Group. Uttlesford want to ensure that all racial incidents are recorded, but no racial incidents are wanted.
BV175	The % racial incidents that resulted in further action	0%	0%	100%	100%		L	100%	100%	100%	Incidents dealt with by Essex Police have established a reporting framework and case conference facility within the Community Support Group.
BV176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority	1	1	1	0.64		L	Amended for 2005/06			Indicator renumbered BV225 for 2005/06

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV177	The % of authority expenditure (in-house or external) on legal services which is spent on those awarded the quality mark and meet needs identified in the Community Legal Service Partnership strategic plan	56.5%	53.1% or greater	60.18%	100%	☺	L	Amended for 2005/06			Indicator renumbered BV226 for 2005/06
BV179	The % of standard searches carried out in 10 working days	100%	100%	100%	100%	☺	L	100%	100%	100%	
BV180	Typical energy consumption in LA buildings	No data available					L	Deleted by ODPM for 2005/06			
BV183	Average length of stay in: a. B&B accommodation	5.9 weeks	5.0 weeks	5.6 weeks	1.18 weeks	☹	L	4.9 weeks or less	4.7 weeks or less	4.5 weeks or less	Target not met since suitable accommodation is not always available or suitable for immediate occupation when it is available.

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
	b. Hostel accommodation which include dependent children or a pregnant woman and which are unintentionally homeless	0	0	0	0	☺	L	0	0	0	Uttlesford do not use Hostel accommodation
BV184a	The % of non-decent LA homes at beginning of 2004/05	10.93%	8.30% or less	8.3%	15%	☺	L	5.3% or less	2.6% or less	0%	By 2007/08 there will be no non-decent homes in Uttlesford
BV184b	The % change in the proportion of non-decent homes	29.89%	27.59%	52%	26.6%	☺	L	51%	100%	0%	Large amount of decent homes work completed due to additional funding. By 2007/08 there will be no non-decent homes in Uttlesford
BV185	The number of responsive appointments (non-emergency) made and kept	100%	100%	100%	83.2%	☺	Deleted by ODPM for 2005/06				
BV188	Number of Planning applications delegated to Officers as a % of all decisions	84.87%	Deleted by ODPM for 2004/05		91%	No data	Deleted by ODPM for 2004/05				
BV199	Cleanliness of relevant land and highways as defined under EPA 1990 part IV section 86 (as a %)	5%	5% or less	7%	12.7%	☹	Indicator amended by ODPM for 2005/06			Target measures the % of District that falls below Grade B (ECC model). 7% fell below target from 999 inspections made during 2004/05	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV199 05/06	a. Proportion of relevant land and highways as % that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	Indicator amended for 2005/06					L	7%	7%	7%	
	b. Proportion of relevant land and highways as % from which unacceptable levels of graffiti are visible	Indicator amended for 2005/06					L	3%	2%	1%	
	c. Proportion of relevant land and highways as % from which unacceptable levels of fly-posting are visible	Indicator amended for 2005/06					L	3%	2%	1%	
	d. The year on year reduction in total number of enforcement actions taken to deal with fly-tipping	Indicator amended for 2005/06					L	3%	2%	1%	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV200	a) Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?	No	Yes	Yes	42% Yes		L	Indicator amended by ODPM for 2005/06			
BV200 05/06	a. Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme?	Indicator amended for 2005/06					L	Yes	Yes	Yes	
	b. Has the local planning authority met the milestones, which the Local Development Scheme (LDS) sets out?	Indicator amended for 2005/06					L	Yes	Yes	Yes	
	c. Did the Local Planning Authority publish an annual monitoring report by December of the last year?	Indicator amended for 2005/06					L	Yes	Yes	Yes	

BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BV202	The number of people sleeping rough on a single night within the area of the local authority	New for 04/05	5 or less	2	No data		L	5 or less	5 or less	5 or less	Previous count carried out in October 2003
BV203	The % change in average number of families in temporary accommodation compared with average from previous year	New for 04/05	04/05 outturn to be used as baseline	- 6.32%	No data	N/A	L	- 5%	- 5%	- 5%	Aiming to have 5 less families in temporary accommodation year on year
BV204	The % of appeals allowed against the authority's decision to refuse planning applications	New for 04/05	30% or less	29.7%	N/A		L	25% or less	25% or less	25% or less	
BV205	Quality of service checklist	New for 04/05	85% or greater	89%	N/A		L	95% or greater	100%	100%	More supplementary planning documents are being drafted at the present time. Pendleton score will improve next year. We do not have a written policy for pre-application discussions but it has long been our practice




BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments	
BV213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	New Indicator for 2005/06							Targets to be agreed	Targets to be agreed	Targets to be agreed	
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	New Indicator for 2005/06							Targets to be agreed	Targets to be agreed	Targets to be agreed	
BV216	a. Number of 'sites of potential concern' (within the local authority area), with respect to land contamination	New Indicator for 2005/06							Targets to be agreed	Targets to be agreed	Targets to be agreed	












BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
	b. Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a % of all 'sites of potential concern'							Targets to be agreed	Targets to be agreed	Targets to be agreed	
BV217	% of pollution control improvements to existing installations completed on time							Targets to be agreed	Targets to be agreed	Targets to be agreed	
BV218	a. % of new reports of abandoned vehicles investigated within 24 hours of notification							Targets to be agreed	Targets to be agreed	Targets to be agreed	
	b. % of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle							Targets to be agreed	Targets to be agreed	Targets to be agreed	
BV219	a. Total number of conservation areas in the local authority area							Targets to be agreed	Targets to be agreed	Targets to be agreed	










BVPI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual	2003/04 Top 25% District	Performance	*L/N/UQ	2005/06 Target	2006/07 Target	2007/08 Target	Comments
	b. % of conservation areas in the local authority area with an up-to-date character appraisal							Targets to be agreed	Targets to be agreed	Targets to be agreed	
BV225	Actions against Domestic Violence							54.5%	63.6%	72.7%	
BV226	a. Advice and guidance services: total expenditure							£99,240 or greater	£102,217 or greater	£105,284 or greater	
	b. % of monies spent on advice and guidance services: CLS Quality Mark							61.36% or greater	61.36% or greater	61.36% or greater	
	c. Advice and guidance services: direct provision							£156,080 or greater	£160,762 or greater	£165,585 or greater	









## LOCAL PERFORMANCE INDICATORS







Local PI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual		*L/N/UQ	2005/06 Target	Comments
CG1	Number of complaints to the Ombudsman found against the Council	0	0	0		L	0	
CG2	The % of standard searches carried out in 6 days	94.91%	95% or greater	95%		L	100%	
CG3	The % of minutes to be available to the public within 10 days	98.07%	100%	97%		L	100%	Delay due to long term sickness absence.

Local PI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual		*L/N/UQ	2005/06 Target	Comments
CG4	The % of summons issued within 5 working days of instructions	100%	100%	96.25%	☹	L	100%	
CG6	The % of planned audits completed	83%	83% or greater	91%	☺	L	90%	
CG7	Nuisance possession cases/Notice to quit within 5 days	100%	100%	100%	☺	L	100%	
CS1	The % of letters responded to within 10 days	92%	100%	95.92%	☹	L	95% or less	Target not met since it was unrealistically ambitious.
CS2	The % of telephone calls answered within 15 seconds (6 rings)	93%	95% or greater	92.75%	☹	L	96% or greater	Includes Registrar, District Audit and Uttlesford Enterprise.
CS4	The % of help desk calls resolved within published targets	82.5%	85% or greater	86.6%	☺	L	90% or greater	
DS1	The % of planning applications determined within 8 weeks	69%	75% or greater	71.16%	☹	L	70% or greater	
DS2	The average time taken (weeks) to determine all planning applications	11 weeks	10.71 weeks or less	14.83 weeks	☹	L	14 weeks or less	Some complex major applications require more time than other applications and negotiations for applications can sometimes severely delay the few applications which affect this target.
DS3	The % of building control applications determined within 5 weeks	94.80%	98%	94.25%	☺	L	98%	
DS4	The % of valid planning applications registered in 5 days	97.5%	100%	99.5%	☹	L	100%	

Local PI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual		*L/N/UQ	2005/06 Target	Comments
DS5	The % of full plans applications checked within 3 weeks of receipt	94.53%	100%	96.03%		L	100%	
DS6	The % of site visits carried out on the day of request when received prior to 10am	100%	100%	99.85%		L	100%	
DS7	Number of Penalty Charge Notices issued	New for 2004/05	2717 (for Q3 & Q4)	2088 (for Q3 & Q4)		L	5433	Decriminalisation went live on 01/10/04. Targets set by ECC.
EC1	The % of food premises inspections that should have been carried out that were carried out for High Risk premises	100%	100%	103%		L	100%	The service is reactive to other demands and therefore fluctuations in delivery of work programmes will always occur.
EC2	The % of food premises inspections that should have been carried out that were carried out for Other Risk premises	97.3%	99% or greater	118%		L	99% or greater	The service is reactive to other demands and therefore fluctuations in delivery of work programmes will always occur.
EC3	Average time taken to remove fly tips	3.32 days	3 days or less	3.68 days		L	4 days or less	Target not met since it was unrealistic. Target amended for 2005/06.
EC4	Removal of abandoned vehicles (days)	5.86 days	8 days or less	10.06 days		L	8 days or less	This includes all surrender vehicles and is currently under review. Performance deteriorated due to vehicle being involved in a collision and being off-road. Vehicle now back in service.
EC5	Number of collections missed per 100,000 collections of household waste	13.5	12 or less	21.5		L	15 or less	Number of missed bins is high due to staffing changes on behalf of contractor. Waste Management will rectify this.
EC7	Number of swims and other visits	7609	5000 or greater	6633		L	5000 or greater	

Local PI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual		*L/N/UQ	2005/06 Target	Comments
EC8	Ensure Council vehicles are operational	New for 2004/05	90% of the time or greater	96.5%		L	96.5% or greater	Vehicle downtime is due to servicing.
EC9	Sports development activities	New for 2004/05	100 during the year or greater	709		L	600 or greater	Sports development activities refer to seasonal holiday programmes.
F1	Statutory deadlines missed for Government returns	0%	0%	0%		L	0%	
F2	Material financial penalties imposed by Inland Revenue or Customs & Excise for unsatisfactory tax compliance	1	0	0		L	0	
F3a	The % of debt outstanding greater than 30 days	New for 2004/05	19% or less	19%		L	20% or less	This includes two large debts that have been outstanding for some time and recovery is dependent on legal processes. Until these processes have been exhausted the debts will remain on our books and will not be written off.
H1	Average relet times (weeks) for local authority dwellings let in the financial year	New for 2004/05	2.8 weeks or less	3.4 weeks		L	3.0 weeks or less	Target not met due to staffing issues that are being resolved. This figure also includes a high number of void properties with tenants transferring to Housing Association properties.
H2 (BV72)	The % of urgent repairs completed within Government time limits	96%	97% or greater	99%		L	98% or greater	
H3 (BV73)	The average time taken (days) to complete non-urgent repairs	14.05 days	10 days or less	8 days		L	9.75 days or less	
H4	New tenants visits completed within 3 months	86.6%	88% or greater	97%		L	90% or greater	

Local PI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual		*L/N/UQ	2005/06 Target	Comments
H5	Number of homeless cases that present and where homelessness is either delayed or avoided by the direct intervention of the Housing Department	35.7%	20% or greater	23.70%		L	N/A	Indicator withdrawn and replaced with two new local homeless indicators for 2005/06.
H6	Delivering Decent Homes Standard	New for 2004/05	94% or greater	95.3%		L	97% or greater	Target exceeded since large amount of decent homes completed due to additional funding.
HR1	The % of typing completed within time bands	99.5%	95% or greater	97.98%		L	95% or greater	
HR2	The number of Services where flexitime has been introduced	91.7%	100%	100%		L	N/A	Target completed 2004/05.
HR3	The % of new staff receiving Induction training	100%	100%	100%		L	100%	
HR4	The % of staff receiving an appraisal within timetable and with a training plan	56%	100%	53%		L	100%	53% of staff had a recorded appraisal (this includes long term sickness absence but excludes new probationers who undertake Probation Review process and DLO staff for whom more appropriate scheme is being identified.
SP1	Monitor work of Community Support Officers	1850 hour pa	8000 hours on beat per year or greater	6584 hours on beat		L	Indicator to be reviewed	PCSOs carry out stop checks, get involved with the local community, attend Neighbourhood Watch meetings and must brief and de brief each other before and after each tour of duty. This is classed as important work with community involvement, which is not high foot patrol.
SP6	Introduction of electronic procurement	Nil	100%	100%		L	N/A	Target completed 2004/05

Local PI No.	Performance Indicator	2003/04 Actual	2004/05 Target	2004/05 Actual		*L/N/UQ	2005/06 Target	Comments
SP6a	The % of orders made electronically	New from Quarter 3 2004/05	100% orders raised by 31/03/05	98.2% (Q3 & Q4 only)		L	100%	Marketplace went live on 01/10/04. All suppliers on Marketplace now have an email address and all future orders generated on Marketplace will be sent electronically.
SP7	Number of corporate complaints upheld	60	50 or less	83		L	Indicator to be reviewed	
SP8	Number of corporate compliments received	198	250 or greater	3460		L	Indicator to be reviewed	
SP9	Complete 4 BV Reviews	4 Reviews completed	4 Reviews	2 complete, 1 in progress, 1 deferred		L	4 Reviews	Best Value Review timetable will be reviewed during 2005/06.
SP10	Issue 100 press releases per year directed towards local, national and professional press	New for 2004/05	100 or greater	104		L	100	
SP12	Monitoring CPA Improvement Plan	Completed	100%	100%		L	100%	

**Committee:** SCRUTINY 2 COMMITTEE  
**Date:** 6 July 2005  
**Agenda Item No:** 5  
**Title:** FRAUD INVESTIGATIONS  
**Author:** Michael Perry (01799) 510416

### Summary

- 1 The Performance Review analysis of benefit fraud investigations shows that the Authority is failing to meet its targets for the number of fraud investigations per 1000 case load and the number of prosecutions and sanctions per 1000 case load. This report has been requested by the Chairman of Scrutiny 2 to explain the apparent shortcomings.

### Background

- 2 Prior to 1 June 2004, the Benefit Fraud Team formed part of IT & Benefit Fraud. The Team structure was as follows:

Head of IT & Benefit Fraud

IT & Benefit Fraud Manager

Benefit Fraud Investigator      Benefit Fraud Investigator      Admin Officer (PT)

- 3 As part of the restructuring of the Council, the management of benefit fraud was transferred to the Executive Manager Corporate Governance. Shortly before this change, one of the Benefit Fraud Investigators left the Council. Difficulties were experienced with recruitment and a temporary Officer was appointed in September 2004. The vacant post has only just been filled.
- 4 As part of the cost saving initiatives in the budget setting process for the current financial year and following consultation with the Administrative Officer and the remaining Benefit Fraud Investigator, it was agreed that to reduce costs the post of Administrative Officer (vacated when the post holder transferred to another department within the Council), would not be filled and that her duties would be undertaken by the two Benefit Fraud Investigators. This has resulted in a reduction in time available for benefit fraud investigations but as will be seen, the Benefit Fraud Team continues to operate at a very high standard.
- 5 The Benefit Fraud Team have three Best Value Performance Indicators. In addition, the Benefit Fraud Team has a target of producing £120,000 per annum in sanction rewards. (Sanction rewards are paid by the Department of Work & Pensions on the basis of £1,200 for each administrative penalty imposed, caution administered or summons issued in respect of each benefit claim and a further £2,000 for each prosecution which results in a conviction). The Best Value Performance Indicators



were set by the former Head of IT & Benefit Fraud in conjunction with the former Performance Manager. The target of £120,000 was agreed between the former Head of IT & Benefit Fraud and the Benefit Fraud Investigators with performance related pay depending upon achievement of that target.

- 6 With regard to BV76c, the target agreed between the former Head of IT & Benefit Fraud and the Performance Manager was 80 investigations per 1000 claimants. It is the view of the Executive Manager Corporate Governance that such a target is wholly unrealistic. Indeed this was the case even before the reduction in the number of staff employed in the Benefit Fraud Team. It is to be noted that the District Council upper quartile for 2003-2004 was 61.7 investigations per 1000 claimants. Uttlesford District Council's Benefit Fraud Team achieved 59.66 investigations per 1000 claimants notwithstanding the reduction in the size of the Team and the fact that the Council only had one Investigator for 6 months. Given that the Investigators now have to carry out their own administrative tasks, and the fact that the new Investigator is not yet fully trained, it is considered that 60 investigations per 1000 claimants would be an appropriate target for the current year.
- 7 With regard to BV76d, the target agreed between the former Head of IT & Benefit Fraud and the former Performance Manager was 60 prosecutions and sanctions per 1000 claimants. It is the view of the Executive Manager Corporate Governance that this target is, and always was, wholly unrealistic. It is to be noted that the District Council upper quartile is 5.83 prosecutions and sanctions per 1000 caseload. The Benefit Fraud Team achieved 16.67 prosecutions and sanctions per 1000 claimants. This figure is almost 3 times higher than the District Council upper quartile. The Benefit Fraud Team has recently been subject to an inspection by the Benefit Fraud Inspectorate. The reason why this Council was selected for an inspection was that the Council is a high performing Council in terms of prosecutions and sanctions. Given the constraints of the service it is considered that 15 prosecutions and sanctions per 1000 is a reasonable target for the current year.
- 8 The Fraud Team achieved sanction awards of £122,800 for the year ending 31 March 2005 against a target of £120,000. For budget purposes, the target for the current year is £130,000.
- 9 In conclusion, it is considered that the fact that the Benefit Fraud Team did not meet its Best Value Performance Indicator targets was as a result of such targets being wholly unrealistic and that the Benefit Fraud Team is a high performing team which is a net income provider to the Council. It would only be possible to improve upon performance further if additional resources were made available, either in the form of an Administrative Officer to enable the Investigators to spend more time on investigations or in the form of a further Investigator to increase the number of investigations which can be undertaken. The Executive Manager Corporate Governance has no plans for bringing forward such proposals unless he is able to demonstrate that they would be self-financing.

RECOMMENDED that Members note the content of this report

Background Papers: None