

Report

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| Body: | SCRUTINY |
| Date: | 3 JULY 2006 |
| Subject: | 2005/6 Best Value Performance Indicator Outturns |
| Report Of: | Peter Finnis, Assistant Director Strategy and Democracy |
| Ward(s) | All |
| Purpose | To inform Members of the Council's performance as measured by Best Value indicators at the end of the 2005/6 |
| Recommendations: | <ol style="list-style-type: none"> 1. That Members note the outturns of the national BVPIs 2. That Members satisfy themselves with action being taken to improve performance/revise targets where appropriate |
| Contact: | William Tompsett, Policy & Performance Officer, Telephone 01323 415418 or internally on extension 5418. E-mail address william.tompsett@eastbourne.gov.uk |

1.0 Background

- 1.1 The Council report on a number of statutory Performance Indicators each year as set out by the ODPM (now DCLG) and administered by the Audit Commission.
- 1.2 Of these statutory indicators, Eastbourne Borough Council had 57 which we set annual targets for. The remainder were either new/amended PIs for which no targets were required, comparator PIs or not deemed suitable for target setting.
- 1.3 Assistant Directors are responsible for reporting PIs in their area on a quarterly basis where appropriate and at the end of the year. These are then compiled by the Policy and Performance Officer and reported to Scrutiny Committee & CMT, returned to the Audit Commission and published in our annual Performance Plan.

2.0 Performance Outturns

- 2.1 At this time, we are able to report on 56 of the 57 targeted Performance indicators.
- 2.2 25 of the Indicators have been reported as on target and 31 have failed to

meet their targets.

2.3 Full details of the outturns and commentary, where supplied, can be found in the attached spreadsheet. Details of previous years' performance (and quarterly figures where appropriate) can be supplied if requested.

2.4 Those PIs that have failed to reach their targets are:

- 2a - Equality standard for Local Government
- 9 - Percentage of council tax collected
- 11b - Top 5% earners: minority ethnic communities
- 14 - Percentage of early retirements
- 16a - Percentage of employees with a disability
- 17a - Percentage of black and minority ethnic employees
- 156 - Buildings accessible to people with a disability
- 157 - E-government: e-enabled interactions
- 63 - Energy efficiency of housing stock
- 64 - Number of private sector dwellings returned into occupation
- 66a - Rent collection and arrears recovery: rent collected
- 164 - Commission for racial equality's code of practice in rented housing
- 184a - Non-decent local authority dwellings
- 184b - Non-decent local authority dwellings, change
- 183a - Length of stay in temporary accommodation - B&B
- 76a - Housing benefit security, number of claimants visited per 1000 caseload
- 76b - Housing benefit security, number of investigators per 1000 caseload
- 76c - Housing benefit security, number of investigations per 1000 caseload
- 76d - Housing benefit security, number of prosecutions and sanctions per 1000 caseload
- 78a - Speed of processing new claim to HB/CTB
- 78b - Speed of changes in circumstances to HB/CTB
- 79a - Accuracy of HB/CTB claims
- 79bii - Accuracy of recovering overpayments
- 82ai - Percentage household waste (recycled)
- 82aiaii - Tonnage of household waste (recycled)
- 82bi - Percentage household waste (composted)
- 86 - Cost of waste collection per household
- 204 - Planning appeals
- 127a - Violent Crime per 1000 population
- 128 - Vehicle crime per 1000 population
- Affordable Housing (local PI) - Number of new affordable homes provided in 2005/6

3.0 Consultation

3.1 Outturns were reported by and discussed with Assistant Directors and responsible officers throughout the council.

4.0 Resource Implications

4.1 None

5.0 Other Implications

5.1 The outturns of the council's performance indicators are used to assess its performance overall. The next round of Comprehensive Performance Assessment (CPA) could be influenced by our PI results.

5.2 Performance indicators should be used by managers throughout the council to monitor their service delivery and identify areas in need of improvement/investment. Equally, they provide an opportunity to highlight what the council is doing well and identify areas of best practice that can be shared.

6.0 Conclusion

6.1 This year's Performance Indicator outturns show that Eastbourne Borough Council have failed to meet 55% of its targeted PIs in 2005/6. Members should take this opportunity to satisfy themselves that appropriate action is in place to improve performance in these areas over the coming year.

William Tompsett
Policy and Performance Officer

Background Papers:

The Background Papers used in compiling this report were as follows:

Officers performance indicators returns
ODPM BVPIs for 2004-5: Supplementary guidance & Feedback document

To inspect or obtain copies of background papers please refer to the contact officer listed above.