




Subject: **Performance Measures**

Information to: Scrutiny Committee – 22nd August 2013

The following refers to performance measures for 2013/14 across all Council services. It summarises performance in the first 3 months of 2013/14 (1<sup>st</sup> April to 30<sup>th</sup> June 2013 inclusive).

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM001a	Processing of planning applications: Major applications (13 weeks)	2012/13	75% (8)	71.43% (14)	68.75% (16)	65%	
	Service Purpose: To ensure all planning applications are treated in a timely and balance manner.	2013/14	100% (3)				
Commentary: All three major applications were dealt with in the 13 week timescale.							
PM001b	Processing of planning applications: Minor applications (8 weeks)	2012/13	75% (69)	83.9% (130)	82.63% (190)	83%	
	Service Purpose: To ensure all planning applications are treated in a timely and balance manner.	2013/14	66% (59)				
Commentary: Performance is down on previous trends. There has been a reduction in staffing levels within the planning team as a result of the restructure of the Council and the service has experienced higher than normal sickness within the section which has had an impact on service delivery.							
PM001c	Processing of planning applications: Other applications (8 weeks)	2012/13	84% (115)	86.64% (232)	86.92% (321)	88.64%	
	Service Purpose: To ensure all planning applications are treated in a timely and balance manner.	2013/14	84% (96)				
Commentary: Performance has been maintained at the same level as the first quarter during 2012/13. There has been a reduction in staffing levels within the planning team as a result of the restructure of the Council and the service has experienced higher than normal sickness within the section which has had an impact on service delivery.							

Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM002a	Percentage of appeals allowed against the decision to refuse planning applications.	2012/13	0%	33.3%	25%	26%	↓
	Service Purpose: To ensure all planning applications are treated in a timely and balance manner.	2013/14	66%				
Commentary: Of the 4 appeals allowed, two were from Banks that had put applications in for buildings in the Town centre.							
PM002b	Number of appeals against planning application refusals.	2012/13	2	12	20	23	↓
	Service Purpose: To ensure all planning applications are treated in a timely and balance manner.	2013/14	6				
Commentary: The number of appeals is relatively low compared to the number of applications we deal with.							
PM003	Percentage of Land Charges search returns sent within 10 working days.	2012/13	90%	94.4%	95.91%	96.88%	↑
	Service Purpose: To ensure all land searches are completed accurately and in a timely manner.	2013/14	100%				
Commentary: Although there has been a reduction in staffing levels within the team all land changes search returns were completed within the specified time.							
PM005b	Average Speed of Processing New Claims (the time taken to process housing and/or council tax benefit).	2012/13	32 days	29 days	26 days	26 days	↑
	Service Purpose: To provide a benefit service that helps claimants to live in decent housing and to minimise barriers to work	2013/14	25 days				
Commentary: A positive result for the first quarter with performance continuing to sustain through welfare reform changes. The figure of 25 days shows a 7 day improvement from the first quarter figure recorded in 2012/13. The section has also done some work around changing working practices to be more efficient and this work is continuing with the exploration of more automated processes which will help to free resource.							




Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM005c	Average Speed of Processing Changes in circumstances (the time taken to process housing and/or council tax benefit).	2012/13	11 days	9 days	9 days	9 days	↓
	Service Purpose: To provide a benefit service that helps claimants to live in decent housing and to minimise barriers to work	2013/14	14 days				
Commentary: Changes in Circumstances workload has increased with high volumes of tax credit award changes been notified to us from HMRC via DWP. Under the circumstances 14 days is a reasonable average timescale for the workload with the current resource. The team are still exploring ways to automate more of this work in order to reduce the amount of manual intervention and to improve processing times.							
PM006a	Percentage of Council Tax Collected.	2012/13	30.7%	58.3%	89.4%	97.5%	↓
	Service Purpose: To bill customers in a timely manner for them to pay their council tax in the correct timeframe and take appropriate action against those who do not pay	2013/14	30.5%				
Commentary: Performance is down 0.2% from the same period last year. The likely causes of this is the introduction of Local Council Tax Support, in that those of working age who previously got 100% Council Tax Benefit, if they did not work, now only receive a maximum of 91.5% and therefore now have to pay 8.5% of the council tax charge. This was not unexpected and reminders for these small amounts have recently been issued.							
PM006b	Percentage of Business Rates Collected.	2012/13	30.6%	61.0%	90.2%	98.6%	↑
	Service Purpose: To bill customers in a timely manner for them to pay their Business Rates in the correct timeframe and take appropriate action against those who do not pay	2013/14	30.8%				
Commentary: Business Rates Collection is slightly up on last year at 30.8% compared to 30.6% for the first quarter of 2012/13.							
PM007a	Average Time to Re-let Local Authority Housing	2012/13	62 days	50 days	57 days	59.15 days	↑
	Service Purpose: Make my new home suitable for me (arrived at from the customer's perspective).	2013/14	57.85 days				
Commentary: The improvement in the voids figures is welcome although they remain higher than desired. New methods of working are being rolled out to increase the rate of improvement.							

Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM007c	Time taken for Housing Options to match property	2012/13	27 days	Not available	Not available	20 days	↑
	Service Purpose: Make my new home suitable for me (arrived at from the customer’s perspective).	2013/14	14.7 days				
Commentary: The social sector size criteria (under occupancy) has led to delays in finding tenants for some properties. AS these properties are allocated, the average time to nominate will rise over the coming year before returning to a lower figure.							
PM008b	Rent arrears of current tenants as a proportion of the rent roll.	2012/13	1.29%	1.23%	0.99%	1.24%	↓
	Service Purpose: To help tenants pay their rent on time	2013/14	1.43%				
Commentary: The introduction of the social sector size criteria together with other economic factors has had an impact on rent collection. The new trial structure of a separate rent income team will begin to address these issues.							
PM008c	Local authority rent collection and arrears: proportion of rent collected.	2012/13	95.85%	98.39%	99.59%	99.67%	↑
	Service Purpose: To help tenants pay their rent on time	2013/14	98.74%				
Commentary: See commentary on PM008b.							
PM009c	Food safety - Percentage of food businesses moved down a risk rating band after assessment (Band A high risk – Band E low risk)	2012/13	47%	45%	53%	36%	↑
	Service Purpose: To ensure food for public consumption is safe	2013/14	48%				
Commentary: The outturn indicates a continued improvement in performance, which will with time plateau as businesses have inherent risk that is considered as part of the risk rating, we will therefore never achieve “No risk”. The figure continues to show downward movement indicating that input from officers at initial assessments is achieving the identified outcome. This figure needs to be considered as part of the overall picture of movement, which shows that currently 38% of businesses are remaining within the same risk band. A number of premises that cater for vulnerable groups such as hospitals and care homes due to the nature of their risk rating tend to remain within the same risk band. In an ideal world, with no business operator changes, we would expect this to sit at 100%.							

Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM009d	Food safety - Percentage of food businesses moved up a risk rating band after assessment (Band A high risk – Band E low risk)	2012/13	16%	14%	20%	17%	
	Service Purpose: To ensure food for public consumption is safe	2013/14	14%				
Commentary: We have seen 14% upward movement in risk rating after assessments. This is a 3% reduction in premises for the previous quarter. If we were achieving our purpose with all food businesses, we expect to see this figure at 0%. We are therefore exploring each individual case where we have seen an upward move, and we have established that in some cases this is due to officer inconsistency with scoring, this has been addressed by internal training. We are also finding changes in business managers can have an affect on business performance. We will continue to explore reasons for upward movement on a case by case basis to try to understand where improvements can be made.							
PM010b	The percentage of working hours lost due to sickness absence.	2012/13	3.65%				
	Service Purpose: To help GYBC do the right thing at the right time in the right way.	2013/14	2.70%				
Commentary: This is an amended measure which will give the Council a more accurate figure and takes less time to calculate. The figure of 2.70% shows a reduction in sickness compared to the same period in 2012/13.							
PM011a	Percentage of new reports of abandoned vehicles investigated within 24 hours.	2012/13	100%	100%	98.92%	98.52%	
	Service Purpose: To remove all genuinely abandoned vehicles as quickly as able.	2013/14	97.87%				
Commentary: 46 of the 47 vehicles reported were investigated within 24 hours. The number of reports of abandoned vehicles has increased in this quarter compared to previous reduction in reported numbers over the last few years.							

Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM011b	Percentage of abandoned vehicles removed within 24 hours of the authority being legally able to do so.	2012/13	100%	66.67%	66.67%	53.33%	↓
	Service Purpose: To remove all genuinely abandoned vehicles as quickly as able.	2013/14	80%				
Commentary: 4 out of the 5 abandoned vehicles, where we were legally able to do so, were removed within 24 hours.							
PM012a	Percentage of Contact Centre calls dealt with at first point of contact	2012/13	75.47%	74.49%	72%	73.45%	↑
	Service Purpose: To deliver an effective and efficient service to all our customers, where possible, dealing with the customer enquiry at the first point of contact.	2013/14	81.81%				
Commentary: A good result for the first quarter considering the number of call received. The figure demonstrating a good majority of enquiries are being dealt with at the first point of contact.							
PM012b	Percentage of Contact Centre calls answered as a % of all calls offered	2012/13	87.60%	86.32%	88.09%	86.67%	↑
	Service Purpose: To deliver an effective and efficient service to all our customers, where possible, dealing with the customer enquiry at the first point of contact.	2013/14	64.44%				
Commentary: The service level has been heavily affected by the welfare reform changes including the introduction of a new local council Tax Support scheme from April. The team have also had a number of vacancies to fill and new staff to train at one of the teams' busiest times of year. Improvement is sought for the second quarter.							
PM013b	Number of complaints received at Stage 2 of 'Complaints procedure'	2012/13	2	4	4	4	↑
	Service Purpose: To ensure 'complaints' are dealt with promptly, effectively and in a fair way.	2013/14	0				
Commentary: No Stage 2 'complaints' have been received during the first quarter.							

Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM014a	Percentage of Freedom of Information, Data Protection and Environmental Information requests responded to within the statutory timescales.	2012/13	84%	87%	84%	87%	↑
	Service Purpose: To ensure all valid requests for information are treated in a timely and accurate manner.	2013/14	91%				
Commentary: Performance has improved as this measure is being actively managed with regular reminders being sent to outstanding requests.							
PM014b	Number of Freedom of Information, Data Protection and Environmental Information requests where response was not satisfactory and have resulted in request moving to stage 2.	2011/12	4	10	14	16	↑
	Service Purpose: To ensure all valid requests for information are treated in a timely and accurate manner.	2012/13	2				
Commentary: Only 2 requests have moved on to stage 2.							
PM014c	Number of Freedom of Information, Data Protection and Environmental Information requests where response was not satisfactory and respondent has reported to the Information Commissioner.	2011/12	0	0	0	0	↔
	Service Purpose: To ensure all valid requests for information are treated in a timely and accurate manner.	2012/13	0				
Commentary: No cases have been reported to the Information Commissioner.							
PM015a	Percentage of Ombudsman complaints responded to within specific timescales	2012/13	100%	100%	100%	100%	N/A
	Service Purpose: To ensure all valid requests for information are treated in a timely and accurate manner.	2013/14	N/A				
Commentary: No complaints have been received from the Ombudsman during the first quarter.							






Trend – measures current performance against performance over a three year period, if available.

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend
PM015b	Number of Ombudsman complaints received	2012/13	1	2	3	4	↑
	Service Purpose: To ensure all valid requests for information are treated in a timely and accurate manner.	2013/14	0				
Commentary: No complaints have been received from the Ombudsman during the first quarter.							
PM016a	Building Control: Building Regulation Full Plans applications checked within 15 working days.	2012/13	73.7%	81.2%	81.7%	82.9%	↓
	Service Purpose: To ensure that the environment in which we live is a safe and healthy place.	2013/14	68.7%				
Commentary: Drop in performance in the first quarter due to increase in application numbers and pressure on the Service generally.							
PM016b	Building Control: Inspection of dangerous structures carried out within 2 hours of report being received (Number of reported dangerous structures shown in brackets)	2012/13	100% (9/9)	85.7% (21/23)	80% (24/30)	81.82%	↓
	Service Purpose: To ensure that the environment in which we live is a safe and healthy place.	2013/14	66.7% (2/3)				
Commentary: The first quarter figure looks poor as there were only 3 reported dangerous structures in this period (the one which was not visited within two hours was an old wall which did not need an 'immediate' inspection).							

Trend – measures current performance against performance over a three year period, if available.

**Key to Trend 'Arrows'**

The arrows reflect performance trends over 3 year period, if available.

-  Improving substantially
-  Improving
-  No change
-  Deteriorating
-  Deteriorating substantially

Trend – measures current performance against performance over a three year period, if available.