

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO OVERVIEW AND SCRUTINY COMMITTEE

Agenda Item No.

meeting date: 6th December 2011
title: Quarterly Performance Indicators Report – Quarter 2
submitted by: Director of Resources
principal author: Michelle Haworth – Principal Policy and Performance Officer

1 PURPOSE

- 1.1 This is the second report of 2011-12 that details our performance against our local performance indicators.
- 1.2 Regular performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.

2 RELEVANCE TO THE COUNCIL'S AMBITIONS AND PRIORITIES:

- Council Ambitions: Monitoring our performance allows us to ensure that we are
- Community Objectives: both providing excellent services for our community as well as ensuring we meet the Council's ambitions and objectives,
- Corporate Priorities: which together formulate the corporate priorities. Monitoring the performance of our locally provided services provides the
- Other Considerations: key means of assessing how well we are meeting our corporate ambitions and objectives.

3 BACKGROUND

- 3.1 Performance Indicators are an important driver of improvement and allow authorities, their customers and service users, and auditors to judge how well a service is performing.
- 3.2 Following the recent deletion of the National Indicator set a full review has been carried out of all the performance information that we collect, monitor and report. A rationale has been sought for maintaining each indicator - it is either being used to monitor service performance or is monitoring a local priority. A new revised set of local performance indicators has now been compiled and it is against these that we are now reporting information for 2011/2012.
- 3.3 The report comprises the following information:
 - The quarterly figures for all of our local performance indicators, reported by exception. Data and targets for performance for the quarter, cumulatively and the year 2011/12 are provided and a 'traffic light' system is used to show variances of actual performance against the quarterly target as follows: Red: Service performance significantly below target (i.e. less than 75% of target performance), Amber: Performance slightly below target (i.e. between 75% and 99% of target), Green: Target met.
 - Some notes have been provided within this report to explain significant variances ie current performance is red. Some brief notes have been provided in the Appendix attached where current performance is amber.
 - Performance information is also provided for previous years for comparison purposes.
- 3.4 These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and against our ambitions and objectives, as listed in the current Corporate Strategy.

- 3.5 Councils are increasingly expected to include an element of prediction in their performance reporting. We have included a column to show expected outcomes, ie is the PI expected to hit the target for the year or not.

4 FURTHER INFORMATION

- 4.1 In order to provide as full an explanation as possible on the performance of those indicators with a red icon, the latest notes field for the PIs in the red are provide below:

- **PI EH1 - The percentage of food premises' inspections that should have been carried out that were carried out** - There have been two long-term vacancies in the Environmental Health section. A consultant has been taken on, on a short-term basis (extended until end of December), to concentrate on the backlog of food premises inspections. Policy and Finance Committee have recently given approval for a post to be filled and this will be advertised shortly. Hopefully the post will be filled early in the New Year and the backlog cleared.
- **PI EH2 - The percentage of Health and Safety initial inspections that should have been carried out that were carried out** - Unfortunately there have been two long-term vacancies in the Environmental Health section, one of which is the Environmental Health Officer (Health & Safety). As such the section is currently unable to meet the proactive inspection target. Inspections are by necessity being limited to reactive response to notified complaints and accidents. New guidance from the Health and Safety Executive is expected to be received shortly which will suggest a move from proactive to reactive inspection work. In addition, the agreed policy is for food inspections to take priority in times of unusual demands or limited resource.
- **PI EH16 - Number of 'Out of Hours' surveillance patrols undertaken** – The section has not received a high enough volume of complaints to justify 'Our of Hours' surveillance patrols. It is predicted that more 'Out of Hours' patrols will be undertaken in the winter months as this is when dog walkers usually curtail distances walked and results in more complaints being received.
- **PI FS2 - % of Final audit reports issued within 25 days of completion of audit** – Performance is due to the long-term sickness absence of the Principal Auditor – audit reports were completed, but were not signed off and were therefore not issued. Performance will improve over the remainder of the year.
- **PI FS6 - Accrued interest to date from lending** - It is essential in our treasury management activities that we minimise the risk to any capital sum being invested. This is taking precedence over the interest rates we are obtaining from investments. With interest rates remaining at low levels the amount of income we receive from investing our surplus balances is fairly inconsequential when compared to previous years. Recent months and weeks have seen increased turmoil in the financial markets due to concerns in the Eurozone. Both Moodys and Fitch have downgraded the credit ratings of a number of UK banks and building societies in the past few weeks. This has seen the council investing increasingly with the Debt Management Office, where risk is minimal but returns low.
- **PI PL2 (BV204) - Planning appeals allowed** – This is partly a reflection of Planning Committee overturning officer's recommendations.
- **PI RH1 (BV64) - No of private sector vacant dwellings that are returned into occupation or demolished** - see minutes of Performance Clinic.
- **PI RH5 (BV183b) - Length of stay in temporary accommodation (Hostel)** - see minutes of Performance Clinic.
- **PI RH7 (NI 155) - Number of affordable homes delivered (gross)** - see minutes of Performance Clinic.
- **PI CL6 - Number of people joining physical activity programmes** – Fewer people have joined the walking programme during the first two quarters of this year. However,

the new self-referral scheme has seen increased numbers joining activity programmes during October which should hopefully be reflected in increased numbers during the second half of the year. Changes to the PCT have also had an impact.

5 UPDATE FROM PERFORMANCE CLINIC

- 5.1 A performance clinic was held on 18th October to look at several Housing PI's and the following recommendations were made:
- PI RH1 (BV64) - No of private sector vacant dwellings that are returned into occupation or demolished - To be discussed further at the next Health and Housing Committee (17th November). The target is to be reviewed, ensuring it remains realistic, and suggestions are to be made for a way to proceed with improving the number brought back into occupation. The discussion will be fed back to the next O&S Committee in December.
 - PI RH5 (BV183b) - Length of stay in temporary accommodation (Hostel) - To revisit this indicator in the New Year - when national policy may be made clearer.
 - PI RH7 (NI 155) - Number of affordable homes delivered (gross) - Review how delivery is monitored – to consider monitoring on a six monthly basis instead of quarterly.
- 5.2 A full copy of the minutes of the performance clinic are attached at Appendix A.

6 RISK ASSESSMENT

- Resources: None
- Technical, Environmental and Legal: None
- Political: None
- Reputation: It is important that correct information is available to facilitate decision-making.

7 IT IS RECOMMENDED THAT COMMITTEE

- 7.1 Consider the performance information provided.
- 7.2 Identify any indicators where further information or discussion may be required either in the form of a Performance Clinic or a report to the next meeting of this committee.
- 7.3 Decide if any action is required to improve the poor performing Performance Indicators.

Michelle Haworth
Principal Policy and Performance Officer

For further information please ask for Michelle Haworth, extension 4421

MINUTES

PERFORMANCE CLINIC TO LOOK AT THE FOLLOWING HOUSING PERFORMANCE INDICATORS - RH1, RH5 and RH7

Tuesday, 18th October 2011, 5:00 pm

1. In Attendance:

- Chair of O&S Cttee (Member Champion for Performance) - Cllr Mike Thomas
- Members of O&S - Cllrs Bibby, Dowson, Ross and Sayers
- Chair of Health and Housing Committee - Cllr Stuart Hirst
- Vice-Chair of Health and Housing Committee - Cllr Bridget Hilton
- Head of Regeneration and Housing - Colin Hirst
- Head of Legal Services - Diane Rice
- Principal Policy and Performance Officer - Michelle Haworth

Apologies were received from Marshal Scott, Cllr Carefoot, Cllr S Knox, Cllr A Knox, Cllr N Walsh, Cllr J White, Cllr R Bennett, and Cllr J Hill.

2. Why did we have a performance clinic?

Cllr Mike Thomas chaired the meeting and explained the reasons why we were holding a performance clinic.

A lengthy discussion took place at Overview and Scrutiny Committee on 25 August in relation to the following housing performance indicators - RH1, RH5 and RH7 - number of empty private dwellings brought back into occupation, the length of stay in hostel accommodation and affordable housing provision. Committee felt that if drastic action was not taken some of these figures would only get worse.

It was resolved: that a performance clinic looking at these performance indicators be convened for Tuesday, 18 October 2011, starting at 5pm. Those to be invited to include Chairman and Vice-Chairman of Health and Housing Committee, all Members of this Committee and relevant Officers including the Head of Regeneration and Housing and the Head of Legal and Democratic Services.

3. Information Provided Before the Meeting

- Covalent report of performance over the last few years, current year and guidance for the collection of the indicators.
- Information from the Strategic Housing Officer

4. What was discussed?

Each of the three indicators was discussed in turn. Colin Hirst and Cllr Stuart Hirst provided explanations to the members present for current performance. The following information was provided and discussed.

NUMBER OF PRIVATE SECTOR VACANT DWELLINGS THAT ARE RETURNED INTO OCCUPATION

Number of private sector vacant dwellings returned to occupation over the past 3 years:

- 2008/07 - 7

- 2009/10 - 25
- 2010/11 - 11

For the past 4 years Adactus Housing Association has operated a purchase and repair scheme with which we have always targeted investment at empty properties. This is the first year that there will have been no grants and therefore the scheme is not operating in the borough. This scheme has successfully brought back into use 7 or 8 properties each year.

In terms of this year's overall performance to date, we are confident a further 7 units will be brought back into use in the third or fourth quarter. The majority of these units (5) have been brought back into use through the Landlord Tenant Grant Initiative. Therefore we may achieve the target of 10 or just under.

To achieve a higher number of units brought back into use, it is not due to lack of capacity or capability. Addressing empty properties in Ribble Valley is very different than in neighbouring housing markets. All properties in the borough retain a comparably high value. There is very little property that is under the value of £100,000. Therefore there are no issues of abandonment and owners are usually relatively easy to establish. Owners are also aware of the asset and have every intention of realising its potential. However the owners' time schedules are often long and the renovation is a long-term plan.

The Landlord/Tenant Grant is becoming less attractive to Landlords as the housing market in the borough remains at the same high value whilst the rental income on completion is considerably lower than the market value.

Of the 322 units reported as being empty for more than 6 months, only 73 units have been empty for over 4 years. A list of all long-term empty properties has been split into towns and villages. All the properties on this list have received a letter from the Council stating the Council's position and the importance it places on utilising existing housing stock.

As Members are aware, there is also an agreed priority empty list and currently 6 properties on that list have secured approval from Health and Housing Committee to consider a Compulsory Purchase Order if they cannot agree on a reasonable occupation date.

Addressing empty properties in the current economic climate is becoming a very slow process. Owners are determined to realise the properties maximum potential but many are renovating the units themselves. Therefore these properties are not an option to consider enforcement.

Cllr Sue Bibby queried how many properties are classed as 'derelict' if any.

Cllr Hirst and Colin Hirst both stressed that the nature of empty properties in the Ribble Valley was very different to Manchester, and even our neighbouring authorities.

RECOMMENDATION

- To be discussed further at the next Health and Housing Committee (17th November). The target is to be reviewed, ensuring it remains realistic, and suggestions are to be made for a way to proceed with improving the number brought back into occupation. The discussion will be fed back to the next O&S Committee in December.

LENGTH OF TIME IN TEMPORARY ACCOMMODATION

Of the current tenants in temporary accommodation one household has been resident since March, 2 households since May and 3 households since July. This currently gives them an average length of stay of 13.2 weeks and to date only one household has secured permanent accommodation and is due to move out of the temporary accommodation in 2 weeks. No household has moved from temporary accommodation within the quarter. This is evidence of the very limited housing options available to families in housing need. Many people felt that the situation is only likely to get worse over the coming 12 months and especially around Christmas time.

The household types currently in temporary accommodation are as follows:

- 2 single over 65 year olds.
- 3 single parents with children.
- 1 pregnant mother.
- 1 young person.

This is a typical picture of household types using temporary accommodation. All households in temporary accommodation receive additional homeless points, ensuring they are given priority on the allocation at Ribble Valley Homes stock. They are also given priority for any landlord tenant properties completed. The long length of stay in temporary is due to the main reliance on social housing and the low turnover of this stock. The private sector is an unaffordable option to households in receipt of benefit.

RECOMMENDATION

- To revisit this indicator in the New Year - when national policy may be made clearer.

AFFORDABLE HOMES COMPLETED

The quarter July to September 2011 had low numbers of completions, just 1 in total. The two large schemes that were planned to be completed within that quarter at Barrow Brook and Primrose Village, Clitheroe, totalling 44 units will fall into the third quarter of the year. Quarterly monitoring of this target is not appropriate as delivery on a quarterly basis is out of the Council's control. The total affordable units completed in the year may be less than the target due to the change in funding from the HCA and not securing the 12 Purchase and Repair units affordable units.

RECOMMENDATION

- Review how delivery is monitored – to consider monitoring on a six monthly basis instead of quarterly.

Members also expressed an interest in having a tour of affordable housing sites and homeless units. Colin Hirst agreed to organise a tour.

Quarterly Performance Indicators report – Quarter 2 (April – September 2011)

PI Status			
	Alert		Unknown
	Warning		Data Only
	OK		

Traffic Light Red

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target					
PI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	Percentage	76.8%	100%	9.5%	25%	30.7%	50%	30.7%	50%	100%			See main report	To help make peoples lives safer and healthier
PI EH2	The percentage of Health and Safety initial inspections that should have been carried out that were carried out	Percentage	16%	100%	3%	5%	3%	5%	6%	10%	20%			See main report	To help make peoples lives safer and healthier
PI FS2	% of Final audit reports issued within 25 days of completion of audit	Percentage	98%	100%	100%	100%	43%	100%	71.5%	100%	100%			See main report	To ensure a well-managed Council providing efficient services based on identified customer needs
PI FS6	Accrued interest to date from lending	Money	£15,627	£15,000	£1,355	£4,000	£4,027	£8,000	£4,027	£8,000	£16,000			See main report	To ensure a well-managed Council providing efficient services based on identified customer needs
PI PL2 (BV204)	Planning appeals allowed	Percentage	28.6%	40.0%	11.1%	25.0%	58.3%	25.0%	34.7%	25.0%	25.0%			See main report	To protect and enhance the existing environmental quality of our area

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target					
PI RH1 (BV64)	No of private sector vacant dwellings that are returned into occupation or demolished	Number	11	15	2	3	3	5	3	5	10			See main report	To match the supply of homes in our area with the identified housing needs
PI RH5 (BV183b)	Length of stay in temporary accommodation (Hostel)	Number	11.75	6.00	20.00	10.00	N/A	10.00	20.00	10.00	10.00			See main report	To match the supply of homes in our area with the identified housing needs
PI RH7 (NI 155)	Number of affordable homes delivered (gross)	Number	65	55	0	15	20	30	20	30	60			See main report	To match the supply of homes in our area with the identified housing needs

PI Code	Short Name	Type	2010/11		Half year 2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target					
PI CL6	Number of people joining physical activity programmes	Number	480	560	203	280	560			See main report	To help make peoples lives safer and healthier
PI EH16	Number of 'Out of Hours' surveillance patrols undertaken	Number	26	100	14	25	50			See main report	To protect and enhance the existing environmental quality of our area

Traffic Light Amber

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target					
PI CL2a	Visits to and use of Museums & galleries - Visits in Person - paid visits	Number	841.81	897.5	79.09	89.75	180.38	179.5	259.47	269.25	359			No cause for concern	
PI CL9b	Attendances at Longridge Gym	Number	7910	8057	1757	2000	3535	4000	3535	4000	8000			PI proposed for deletion.	To help make peoples lives safer and healthier

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target					
PI CL14	Attendances at the Platform Gallery	Number	30673	35208	7416	9243	16871	18485	16871	18485	36970			Christmas exhibitions during November and December usually result in high attendances during qtr3.	
PI EH6	The percentage of air pollution complaints responded to within 2 days	Percentage	85.25%	90%	89%	90%	90%	90%	89.5%	90%	90%			No cause for concern	
PI EH7	The percentage of noise complaints responded to within 2 days	Percentage	88%	90%	80%	90%	89%	90%	84.5%	90%	90%			No cause for concern	
PI ES9 (NI 191)	Residual household waste per household	Number	495	414	121	120	120	120	241	240	480			No cause for concern	To protect and enhance the existing environmental quality of our area
PI FS3	Percentage of Audit Plan covered	Percentage	80%	90%	18%	22.5%	40%	45%	40%	45%	90%			No cause for concern	To ensure a well-managed Council providing efficient services based on identified customer needs
PI FS7 (BV8)	% of invoices paid on time	Percentage	99.09%	98%	98.31%	99%	98.07%	99%	98.19%	99%	90%			No cause for concern	
PI FS8	% of invoices paid within 10 days	Percentage	45.53%	40%	45.13%	45%	38.74%	45%	41.94%	45%	45%			No cause for concern	
PI PL14b (N157b)	Processing of planning applications: Minor applications	Percentage	53.50%	70%	65.38%	60%	52.46%	60%	58.92%	60%	60%			Large numbers of applications continue to be received and due to the scheme of delegation being limited many minor and other applications need to be	To protect and enhance the existing environmental quality of our area

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target					
PI PL14c (N157c)	Processing of planning applications: Other applications	Percentage	77.52%	85%	71.03%	80%	65.79%	80%	68.41%	80%	80%			determined by committee which hinders determination rates.	To protect and enhance the existing environmental quality of our area
PI RB3	NNDR Direct Debit take-up as a percentage of chargeable properties	Percentage	54.36%	57%	38.37%	54.5%	37.43%	38.5%	37.43%	38.5%	54.5%			The target was revised following Qtr1 when Small Business Rate Relief (SBRR) was increased for 2 years (October 2010 to September 2012) meaning fewer rate payers have a charge to pay over this period. The original target was set when we believed that this temporary measure would last for 12 months only. NB the number of chargeable accounts is calculated as at 1 st April each year.	To ensure a well-managed Council providing efficient services based on identified customer needs
PI RB10 (BV79b1)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	Percentage	91.09%	85%	83.57%	85%	64.86%	85%	74.22%	85%	85%			A backlog of new claims arose due to a combination of turnover of staff and staff absence. Clearing this backlog was a higher priority.	To ensure a well-managed Council providing efficient services based on identified customer needs
PI RB13 (BV78a)	Speed of processing - new HB/CTB claims	Number	18.9	21.0	21.0	19.0	20.0	19.0	20.5	19.0	19.0			Turnover of staff and staff absence led to a backlog of new claims which is now being cleared.	

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target					
PI RH6 (BV213)	Preventing Homelessness - number of households where homelessness prevented	Number	2	8	1	1	2	2	2	2	4				To match the supply of homes in our area with the identified housing needs

PI Code	Short Name	Type	2010/11		Half year 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target					
PI CL7	Retention rate of people completing physical activity programmes	Percentage	67%	68%	65%	68%	65%	68%	68%			No cause for concern	To help make peoples lives safer and healthier
PI CL8	Percentage of people completing physical activity programmes who maintain healthy lifestyle changes after 6 months	Percentage	76.5%	78%	77%	78%	77%	78%	78%			No cause for concern	To help make peoples lives safer and healthier
PI EH17	Number of school presentation runs in order to raise awareness of dog fouling	Number	3	7.5	2	2.5	2	2.5	5			Dog Warden will be approaching schools in the new year to gauge level of interest in further school presentations	To protect and enhance the existing environmental quality of our area
PI ES5	Percentage of households receiving a three-stream collection service	Percentage	96.46%	97%	96.5%	97%	96.5%	97%	97%			No cause for concern	To protect and enhance the existing environmental quality of our area

Traffic Light Data Only

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Current Performance	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target		
PI FS9	Total value of 'other' sales made	Money	£21,500		£0.00		£25,000		£25,000			To ensure a well-managed Council providing efficient services based on identified customer needs

PI Code	Short Name	Type	2010/11		Q1 2011/12		Q2 2011/12		2011/12		Current Performance	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target	Value	Target		
PI FS10	Total value of surplus land sales made	Money	£17,000		£14,500		£6,000		£20,500			To ensure a well-managed Council providing efficient services based on identified customer needs
PI HR24	Number of training days provided	Number	220.5		33.5		21		54.5			
PI LD3	Number of corporate complaints received	Number	16		2		5		7			To ensure a well-managed Council providing efficient services based on identified customer needs
PI PL3	Applications refused by committee but recommended for approval	Number	5		3		1		4			To protect and enhance the existing environmental quality of our area
PI PL4	Applications approved by committee but officers recommended for refusal	Number	2		1		0		1			To protect and enhance the existing environmental quality of our area
PI RH2	Homeless: Number of applications for assistance	Number	283		50		63		113			To match the supply of homes in our area with the identified housing needs
PI RH3	Homeless: Number of applications accepted	Number	13		3		6		9			To match the supply of homes in our area with the identified housing needs

PI Code	Short Name	Type	2010/11		H1 2011/12		2011/12		Current Performance	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target			
PI PL10	Number of new homes granted planning permission	Number	N/A		216		216				To match the supply of homes in our area with the identified housing needs

Traffic Light Unknown

PI Code	Short Name	Type	2010/11		H1 2011/12		2011/12		Annual 2011/12	Current Performance	Expected Outcome Icon	Latest Notes	Link to Corporate Priority
			Value	Target	Value	Target	Value	Target					
PI PL11	Number of new homes constructed	Number	69	80.5	67		67		80			To match the supply of homes in our area with the identified housing needs	