

## RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No. 15

meeting date: 24<sup>th</sup> SEPTEMBER 2019  
 title: 2018/2019 YEAR-END PERFORMANCE INFORMATION  
 submitted by: DIRECTOR OF RESOURCES  
 principal author: MICHELLE HAWORTH – PRINCIPAL POLICY AND PERFORMANCE OFFICER

### 1 PURPOSE

- 1.1 This is the year-end report of 2018/2019 that details 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.
- 1.3 Relevance to the Council's ambitions and priorities:
  - Community Objectives –
  - Corporate Priorities –
  - Other Considerations -

Monitoring our performance ensures that we are both providing excellent services for our community as well as meeting corporate priorities.

### 2 BACKGROUND

- 2.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors, elected members and service users to judge how well services are performing.
- 2.2 A rationale has been sought for maintaining each indicator – with it either being used to monitor service performance or to monitor the delivery of a local priority.
- 2.3 The report attached at Appendix 1 comprises the following information:
  - The outturn figures for all local performance indicators relevant to this committee for 2018/19. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2018/2019 data and 2017/2018 data. A significant variance is greater than 15% (or 10% for cost PIs).
  - Performance information is also provided for previous years for comparison purposes (where available) and the trend in performance is shown.
  - Targets for service performance for the year 2018/2019 are provided and a 'traffic light' system is used to show variances of actual performance against the 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/exceeded.
  - Targets have also been provided for 2019/2020.
- 2.4 These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and objectives, as listed in the Corporate Strategy.
- 2.5 Analysis shows that of the 11 indicators that can be compared to target:
  - 90.9% (10) of PIs met target (green)
  - 9.09% (1) of PIs close to target (amber)

- 0% (0) of PIs missed target (red)
- 2.6 Analysis shows that of the 14 indicators where it's appropriate to compare performance trend over the years:
- 78.57% (11) of PIs improved
  - 7.14% (1) of PIs stayed the same
  - 14.29% (2) of PIs worsened
- 2.7 Where possible audited and checked data has been included in the report. However, some data may be corrected following the work of Internal Audit and before the final publication of the indicators on the Council's website.
- 2.8 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.
- 3 GENERAL COMMENTS ON PERFORMANCE AND TARGETS
- 3.1 In respect of PIs for Revenues and Benefits, Mark Edmondson, Head of Revenues and Benefits, has provided the following information regarding performance and targets and variances:
- **PI RB3 - NNDR Direct Debit take-up as a percentage of chargeable properties -**  
- the number of NNDR accounts paying by Direct Debit is difficult to predict. It is influenced by the various additional reliefs that have been introduced by the Government at the last budget ie a relief may be introduced that reduces the number of rate payers.
- 4 RISK ASSESSMENT
- 4.1 The approval of this report may have the following implications
- Resources - None
  - Technical, Environmental and Legal – None
  - Political - None
  - Reputation – It is important that correct information is available to facilitate decision-making.
  - Equality & Diversity - None
- 5 CONCLUSION
- 5.1 Consider the 2018/2019 performance information provided relating to this committee









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PRINCIPAL POLICY AND  
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**Jane Pearson**  
DIRECTOR OF RESOURCES





BACKGROUND PAPERS:

REF: MH/P&F/







For further information please ask for Michelle Haworth, extension 4421

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		



















## Legal Services Performance Information 2018/2019

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Corporate Objective
		Value	Target	Value	Target	Target				
<b>PI LD1 (BV179)</b>	Standard searches carried out in 10 working days	95.48%	85.00%	97.39%	90.00%	90.00%			To improve performance.	
<b>PI LD3</b>	Number of corporate complaints received	13		19					Targets not required.	

## Financial Services Performance Information 2018/2019

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Corporate Objective
		Value	Target	Value	Target	Target				
<b>PI FS6</b>	Accrued investment interest earned	£21002	£15660	£81042	£20000	£25000			Surplus funds shall be invested via the money market at the best rate of interest available, with the minimisation of risk to the capital sum. Target based on budget and MTFS	
<b>PI FS7 (BV8)</b>	% of invoices paid on time	99.40%	99.00%	99.40%	99.00%	99.00%			99% deemed to be an achievable target	To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints
<b>PI IT1</b>	Number of unique website visitors (excluding authorities own staff)	248,677		264,279						

## Revenues and Benefits Services Performance Information 2018/2019

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Corporate Objective
		Value	Target	Value	Target	Target				
<b>PI RB1</b>	CTAX direct debit take-up as a percentage of chargeable accounts	75.84%	74.9%	76.51%	75.9%	76.6%			To continue to increase DD take up	
<b>PI RB3</b>	NNDR Direct Debit take-up as a percentage of chargeable properties	53.82%	53%	51.14%	53.9%	51.2%			To continue to increase DD take up	
<b>PI RB5 (BV9)</b>	% of Council Tax collected	98.75%	98.80%	98.85%	98.80%	98.85%			Maintain high collection rate	To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints
<b>PI RB6 (BV10)</b>	Percentage of Non-domestic Rates Collected	98.32%	98.53%	98.50%	98.50%	98.50%			Maintain high collection rate	To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints
<b>PI RB10 (BV79b1)</b>	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	94.79%	75.00%	103.93%	95.00%	100.00%			Maintain high collection rate	
<b>PI RB11 (BV79b2)</b>	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	44.47%	40.00%	46.74%	44.53%	46.80%			Continuous improvement	
<b>PI RB12 (BV79b3)</b>	Percentage of Over Payments Written Off in period (HB)	1.40%		1.33%					Targets not required	
<b>PI RB13 (BV78a)</b>	Speed of processing - new HB/CTB claims	18.9	23.0	14.3	20.0	15.0			Target set due to rollout of Universal Credit	
<b>PI RB14 (NI 181)</b>	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	6.5	10.0	4.1	6.9	5.0			Target set at for continuous improvement having regard to rollout of Universal Credit	