

Report to Cabinet

Report Reference: C/013/2006-07

Date of Meeting: 10 July 2006.



**Epping Forest
District Council**

Portfolio: Finance, Performance Management and Corporate Support Services.

Subject: Key Performance Indicators 2005/06 and 2006/07.

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Recommendations:

(1) That the Council's performance in relation to its Best Value Performance Indicators (BVPIs) and Local Performance Indicators (LPis) for 2005/06 be noted;

(2) That the deletion of BVPI 157 (Electronic Transactions) and BVPI 179 (Standard Searches) for 2006/07 by the former Office of the Deputy Prime Minister (ODPM) be noted;

(3) That, with regard to the Council's Key Performance Indicators (KPIs), the following recommendations of the Finance and Performance Management Scrutiny Panel be considered:

(a) that BVPI 64 (Vacant Dwellings Returned to Occupation or Demolished) be deleted as a KPI from 2006/07 and that, as a result of the deletion of BVPI 157 by ODPM, the remaining thirty-eight performance indicators adopted as KPIs in 2005/06 be readopted for 2006/07;

(b) that the new LPI CEM1 – Car Parking - be adopted as an additional KPI from 2006/07:

(i) CEM 1(a) The number of Penalty Charge Notices issued during the year in relation to on-street parking;

(ii) CEM 1(b) The number of Penalty Charge Notices issued during the year in relation to off-street parking;

(iii) CEM 1(c) The number of Penalty Charge Notices issued during the year that were subject of an informal challenge;

(iv) CEM 1(d) The number of Penalty Charge Notices issued during the year that were subject of a formal challenge to the Head of Environmental Services;

(v) CEM 1(e) The number of Penalty Charge Notices issued during the year that were subject of a formal challenge to the National Parking Adjudication Service;

(vi) CEM 1(f) The percentage of challenges allowed against the issue of a Penalty Charge Notice during the year;

- (vii) **CEM 1(g) The percentage of Penalty Charge Notices issued during the year where collection was obtained; and**
- (c) **that a target be set for 50% of the KPIs to achieve top-quartile status in 2006/07; and**
- (4) **That, for use in the analysis of service performance as part of the second round of District Council Comprehensive Performance Assessments, the following BVPIs currently proposed by the Audit Commission be adopted as additional KPIs for 2006/07:**
 - (a) **BVPI 84 Kilograms of household waste collected per head;**
 - (b) **BVPI 91(a) Percentage of households served by kerbside collection of recyclables;**
 - (c) **BVPI 166(a) Performance against environmental health service checklist;**
 - (d) **BVPI 175 Racial incidents resulting in further action;**
 - (e) **BVPI 183(b) Average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need;**
 - (f) **BVPI 184(b) Percentage change in the proportion of non-decent Council dwellings between the start and end of the year; and**
 - (g) **BVPI 212 Average number of days to re-let Council dwellings; and**
- (5) **That all indicators to be adopted as KPIs for 2006/07 be agreed.**

Report:

1. As the Cabinet will be aware, a range of forty Key Performance Indicators (KPIs) for 2005/06 was adopted in September 2005. The KPIs are crucial to the Council's core business and its corporate priorities, and the aim of these indicators, which comprise a mixture of existing Best Value and Local Performance Indicators, was to focus improvement actions on key areas and to move performance against each into the top quartile of performing local authorities.
2. Progress in achieving top quartile performance in respect of the KPIs is reported to the Finance and Performance Management Overview and Scrutiny Panel and the relevant Portfolio Holder at the conclusion of each quarter. In September 2006 the performance targets for each of the KPIs for 2005/06 were revised from those originally published in the Council's Best Value Performance Plan, in order to reflect top quartile performance for 2003/04. At the time of the adoption of the KPIs, quartile performance for 2003/04 was the most recent national information published by the Audit Commission and these quartiles were set as revised targets for the year. The Commission has recently published quartile information for 2004/05 and these details will therefore be used to set performance targets for the KPIs for 2006/07 and 2007/08, although targets for 2007/08 will subsequently be revised once the quartile figures for 2005/06 are published by the Audit Commission in 2007.
3. The Finance and Performance Management Scrutiny Panel considered the Council's performance for 2005/06 in relation to the KPIs at its meeting on 1 June 2006. Since that meeting the Head of Environmental Services has further reviewed the performance outturns reported in respect of the various waste management BVPIs,

and a number of revisions have been made to the end of year figures for these indicators. Appendix 1 to this report illustrates the summary performance of all performance indicators, including the KPIs, by way of a 'traffic light' representation of performance against targets for the year:

- (a) RED – The target was not achieved; or
 - (b) GREEN - The target was achieved.
4. Based on performance for the year, the overall position with regard to the achievement of top quartile status for each of the KPIs is as follows:
 - (a) 19 (47.7%) met the top quartile target (Green); and
 - (b) 21 (52.3%) failed to meet the top quartile target (Red).
5. At its meeting the Finance and Performance Management Scrutiny Panel considered a recommendation of the Housing Overview and Scrutiny Panel that BV64, which measures the number of empty housing properties brought back into use or demolished as a result of intervention by the Council, should be deleted as a KPI as this indicator did not reflect a significant issue for the district. The Scrutiny Panel also agreed the development of a new Local Performance Indicator to be adopted as an additional KPI, to measure the level of penalty charge notices issued for car parking and the level of successful challenges against the issue of penalty notices. The Scrutiny Panel was also advised that BVPI 157 (Electronic Transactions), which was also a KPI for 2005/06, has been deleted by the former Office of the Deputy Prime Minister (ODPM). The Panel has therefore recommended that, with the exception of the deletion of BV64 as a KPI and BV157 as a BVPI, the existing KPI set should be readopted for 2006/07.
6. The Scrutiny Panel also agreed that, as the Council's target of achieving top-quartile status for 40% of the KPIs had been achieved, it was likely that assessment of the Council's overall performance would look for further improvement in 2006/07 and beyond. The Panel is therefore recommending to the Cabinet that that a target be set for 50% of the KPIs for 2006/07 to achieve top quartile status by the end of the year.
7. The Audit Commission will shortly publish details of the methodology for the second round of Comprehensive Performance Assessment (CPA) for district council's, due to commence in 2007. Appendix 2 to this report identifies performance measures that may be used by the Commission to analyse service performance as part of the CPA process, a number of which are already adopted as KPIs. Several of these indicators (BVPI 74(a), BVPI 75(a), BVPI 89, BVPI 90(a), BVPI 90(b), BVPI 111, BVPI 119(a), BVPI 119(c), BVPI 119(d) and BVPI 119(e) relate to customer satisfaction surveys to be carried out later this year, and two (BVPI 175 and BVPI 179 were deleted by ODPM with effect from April 2006. The remaining performance measures are reported in other returns to the government. The schedule of performance measures has been published for consultation and may well change by the time that the final CPA methodology is determined,
8. The attention of the Cabinet is drawn to the following remaining indicators that are likely to receive CPA scrutiny, and which are not currently adopted as KPIs.
 - BVPI 84 - Kilograms of household waste collected per head;
 - BVPI 91(a) – Percentage of households served by kerbside collection of recyclables;
 - BVPI 166(a) - Performance against environmental health service checklist;
 - BVPI 175 - Racial incidents resulting in further action;

- BVPI 183(b) - Average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need;
- BVPI 184(b) - Percentage change in the proportion of non-decent Council dwellings between the start and end of the year; and
- BVPI 212 - Average number of days to re-let Council dwellings.

9. It is recommended that these indicators currently proposed by the Audit Commission for use in the analysis of service performance as part of the second round of district council CPA, should therefore be adopted as additional KPIs for 2006/07. Details of all the proposed KPIs for 2005/06 are set out in Appendix 3.

Statement in Support of Recommended Action:

10. To ensure that the Council monitors progress against its aim of achieving top quartile district council performance for its key performance indicators, and that proposals for corrective action are agreed.

Options considered and rejected:

11. None. The Council has previously agreed arrangements for monitoring progress against the key performance indicators.

Consultation undertaken:

12. None required.

Resource implications:

Budget/Personnel/Land: The respective Head of Service will identify the resource requirements for any proposals for corrective action in respect of areas of under-performance identified during 2006/07.

Community Plan/BVPP reference: None.

Relevant statutory powers: None.

Background papers: None.

Environmental/Human Rights Act/Crime and Disorder Act Implications: None.

Key Decision reference (if required): None.