



New Key Performance Information Booklet

Issue 47

September 2012

Kettering
Borough Council

Need Further Information?

For further information on the contents of this performance booklet please contact Guy Holloway on 01536 534 243.

Members of the Monitoring & Audit Committee:

If you want to go into further detail on any of the areas contained within the performance booklet at the Monitoring and Audit Committee, please contact either Ian White on 01536 534 200 or Anne Ireson on 01536 534 398 no less than 3 working days in advance of the meeting.

Contents

	Page No.
Financial Information	1
Performance Information	2
Housing rent arrears	3
Staff sickness summary	5
Complaints and Compliments	6
Summary of Internal Audit Reports	9
Questions and Amendments	15

Financial Information

For the latest Financial Information please refer to the Executive Report dated 12th September 2012, entitled '13a Maintaining a Durable Budget – Budget Policy and Monitoring'.

The report can be found online at the following link:

http://www.kettering.gov.uk/meetings/meeting/1039/executive_committee

Performance Update

PI Ref.	Description of PI	11/12 Outturn	Top Quartile	July 2011/12	July 2012/13	Volume	2012/13 Profiled Target	2012/13 Target	2013/14 Target
Managing Growth									
NI 154	Net additional homes provided*	N/A	N/A	N/A	N/A			774	774
NI 155	Number of affordable homes delivered	87	N/A	2 (Jun)	38 (Jun)		0	148	150
NI 157a	Planning major applications processed in 13 weeks	45.00%	89.00%	50%	60%	6 / 10		50.00%	75.00%
NI 157b	Planning minor applications processed in 8 weeks	79.67%	87.00%	48%	48%	24 / 50		85.00%	90.00%
NI 157c	Planning other applications processed in 8 weeks	87.77%	94.00%	93.02%	76.97%	127 / 165		85.00%	90.00%
LPI 204	% of appeals against authority's decision to refuse planning applications	9.1%	26.7%	0%	0%			22%	22%
Efficient and Effective Service Delivery									
MPI 25	Percentage of calls answered by switchboard	95.30%	N/A	96%	93%			95%	97.5%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	86.30%	N/A	88.4%	88.8%			91%	N/A
LPI 78a	Average time to process new benefits claims (days)	16.50	21.2	17.40	21.62	35427 / 1639		18.00	14.00
LPI 78b	Average time to process change in circumstances (days)	6.50	7	7.40	8.19	83348 / 10175		6.00	5.00
Enhanced Local Government									
MPI 8	% Invoices paid on time	100.00%	97.01%	99.80%	98%	6746 / 6882		99%	199%
LPI 9	% Council Tax collected	98.25%	98.5%	40.33%	39.96%		39.72%	98.00%	98.00%
LPI 10	% NNDR collected	99.10%	99.36%	42.94%	41.11%		42.94%	99.10%	98.50%
LPI 12	Days staffing lost (per member of staff)	7.81	8.33	2.38	2.82		2.67	8	8
LPI 66a	Proportion of rent collected	99.13%	98.63%	97.36%	96.8%		97.25%	98.75%	98.70%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	70.00%	82.4%	67.55%	60.06%		67.55%	70.00%	78.00%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	35.00%	36.8%	16.40%	12.43%		16.40%	30.00%	40.00%
Greener environment									
NI 192	% of household waste recycled and composted	46.80%	43.18%	50.76%	51.35%			43.00%	43.00%
Cleaner environment									
NI 195a	% of land / highways that have below acceptable levels of litter	7.0%	3.0%	0%	1.7%			9.00%	9.00%
NI 195b	% of land / highways that have below acceptable levels of detritus	10.7%	6.0%	3%	1%			15.00%	15.00%
NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%	1%	0%			5.00%	5.00%
NI 195d	% of land / highways that have below acceptable levels of fly-posting	2.0%	0%	0%	0%			1.00%	1.00%
LPI 42	The average time taken to remove fly-tips (days)	0.75	N/A	0.24	0.73			1.00	1.00

NOTES

These indicators do not have profiled targets or volume information provided

KEY

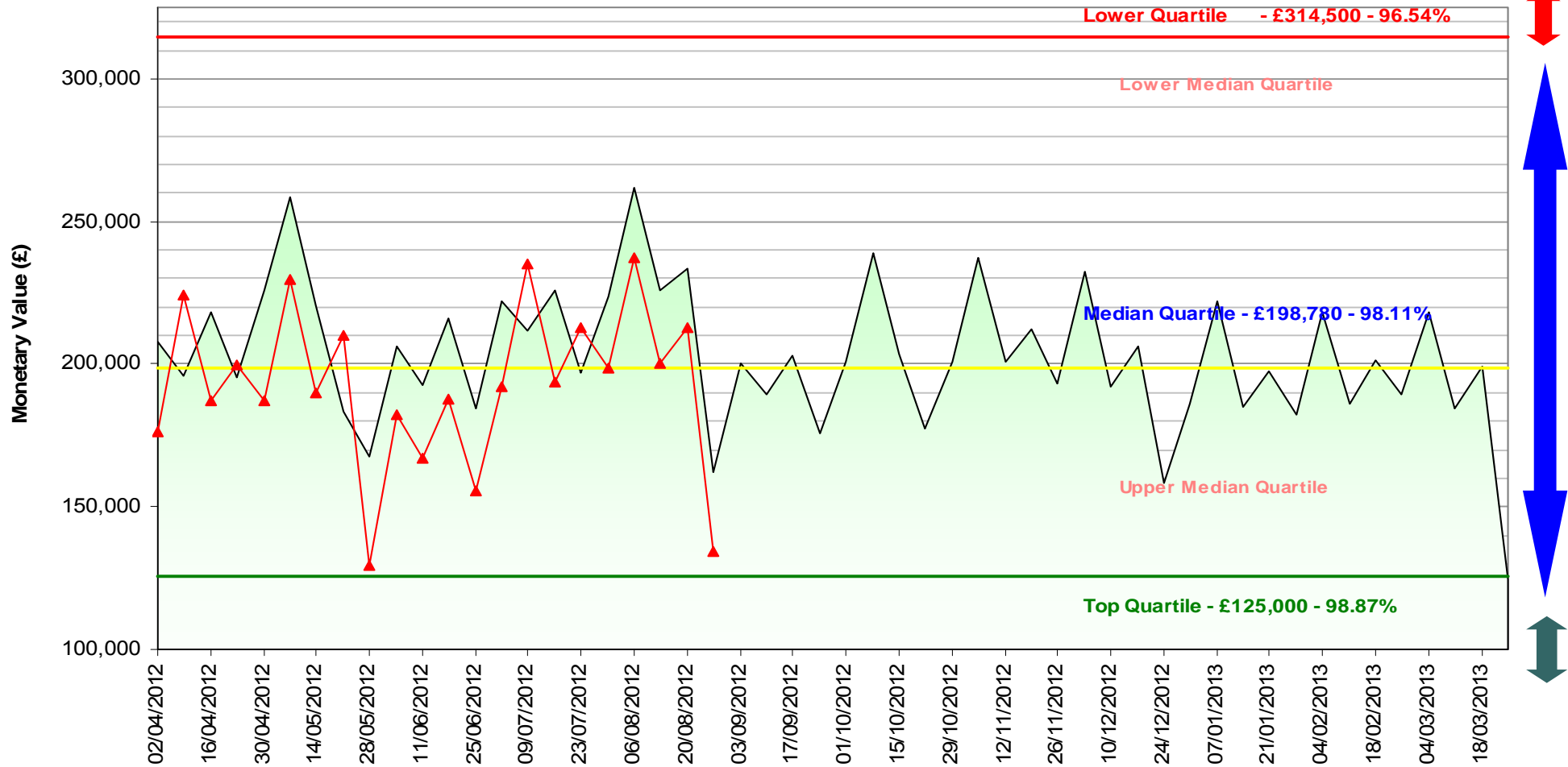
Green	Target met or bettered
Red	Target missed
Yellow	Close to target or cannot compare to target

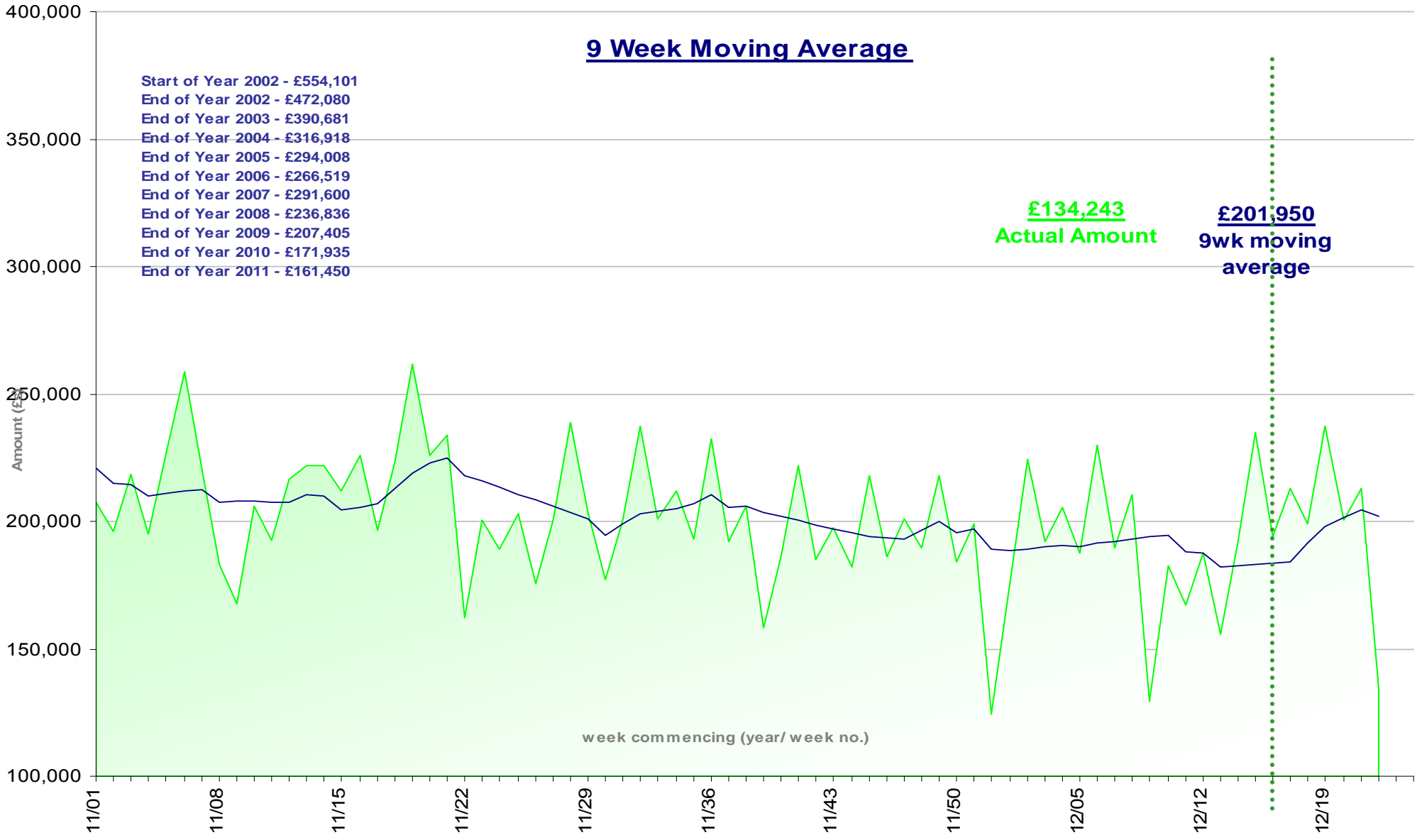
Please note due to the lead times for committee information the data may not be the latest available

*NI 154 figures are provided annually

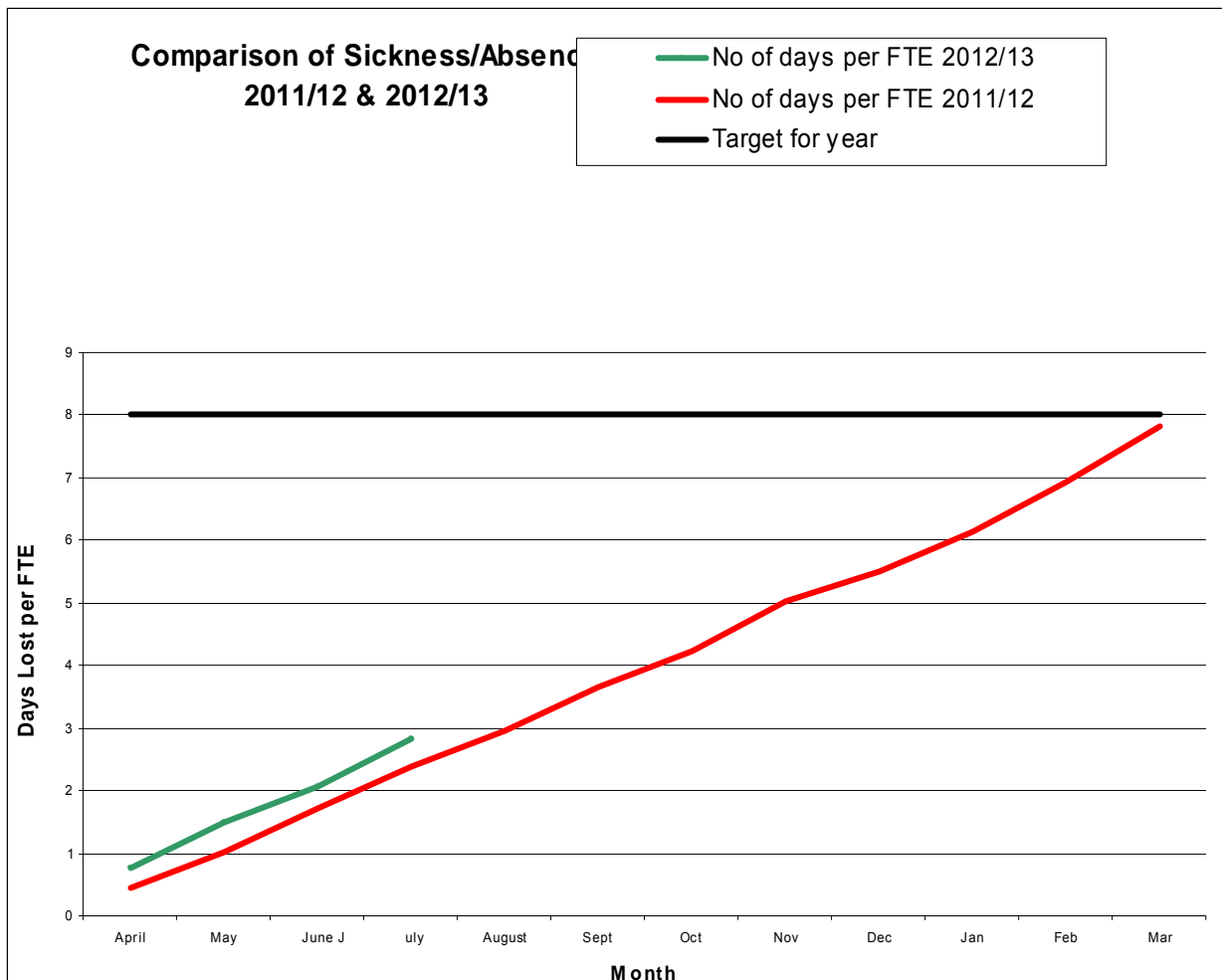
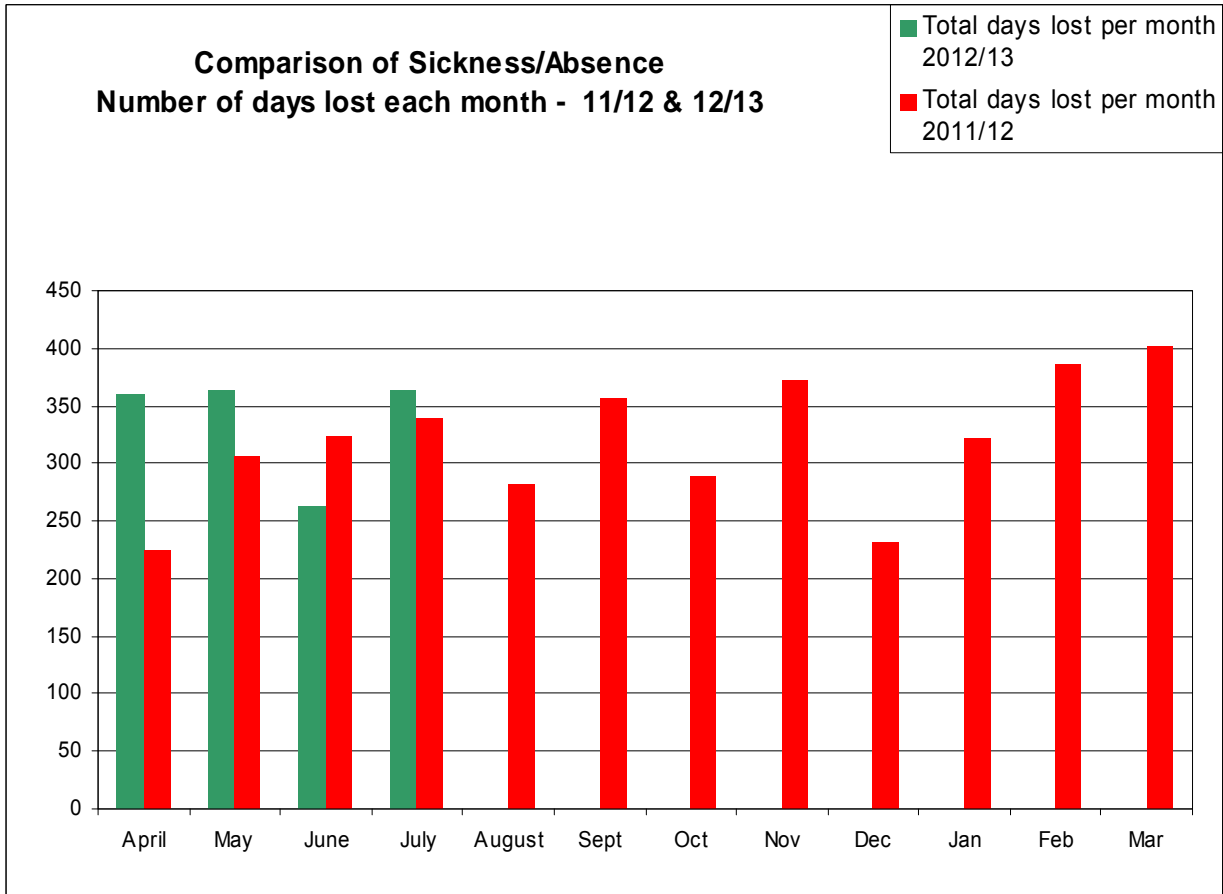
Housing Rent Arrears Graphs

Headline Arrears Performance: 2012 /13



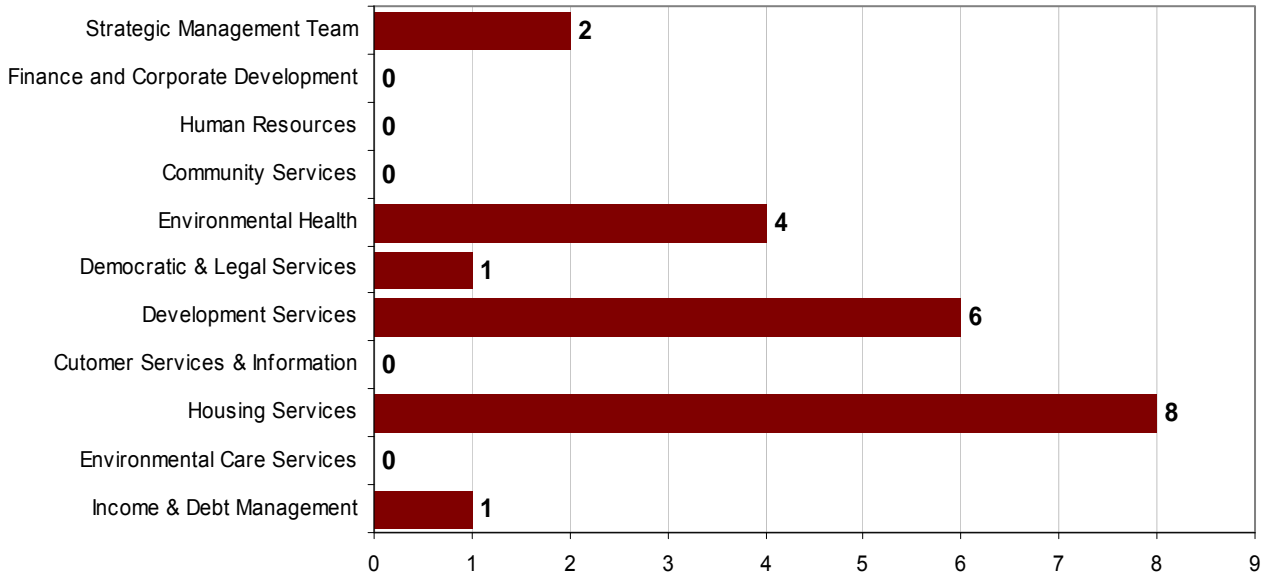


Staff Sickness Summary

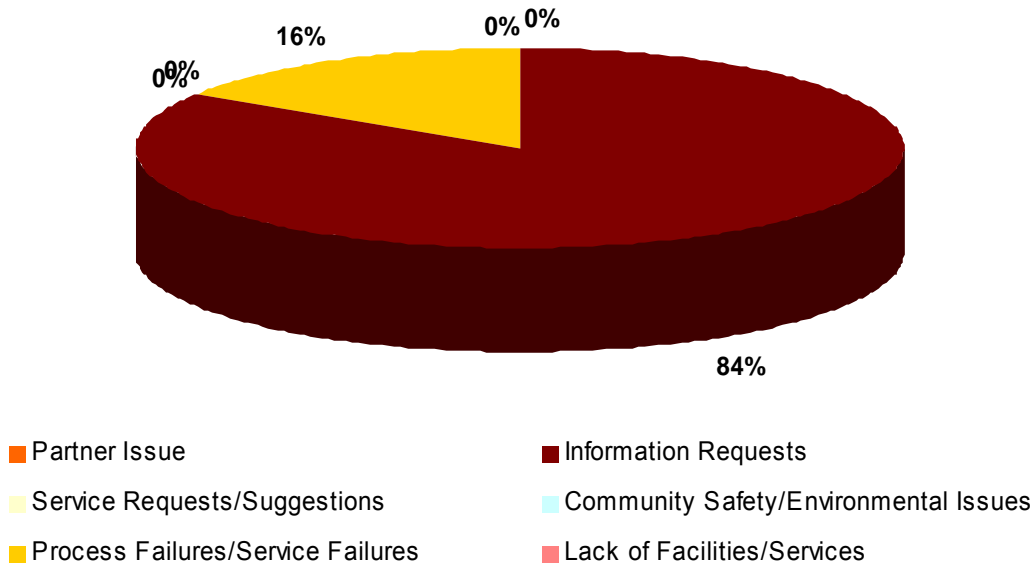


Compliments and Complaints

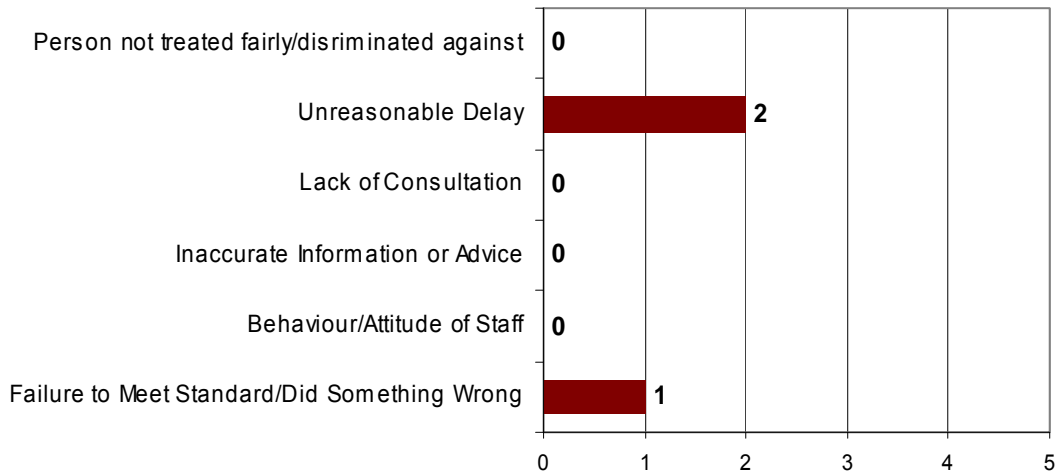
Customer Complaints by Service Area - year to date



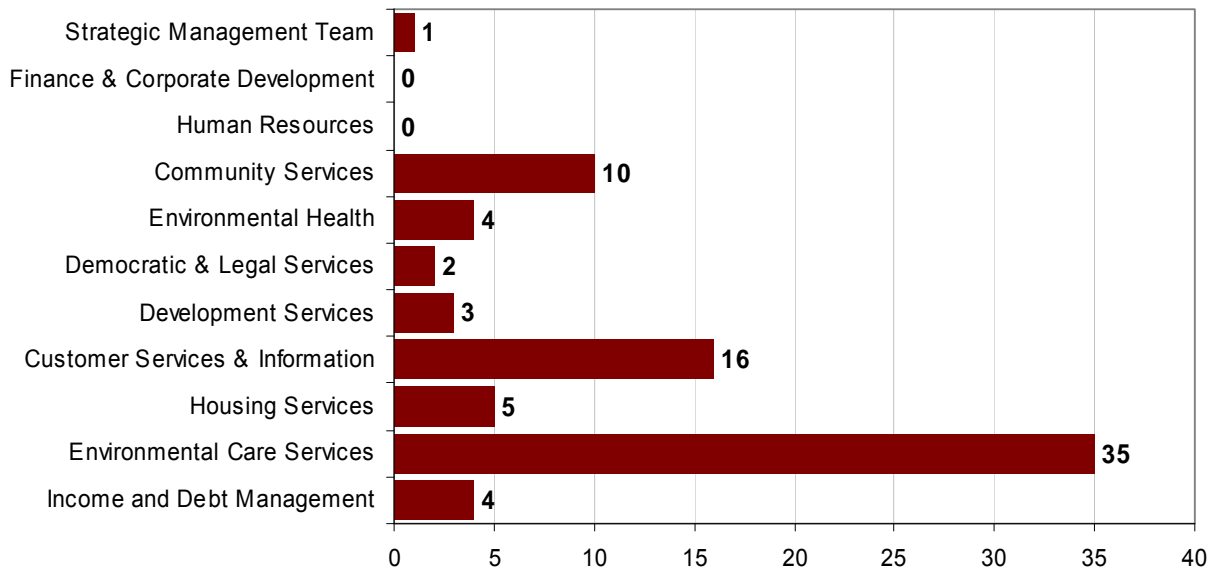
Customer Complaints by Category - year to date



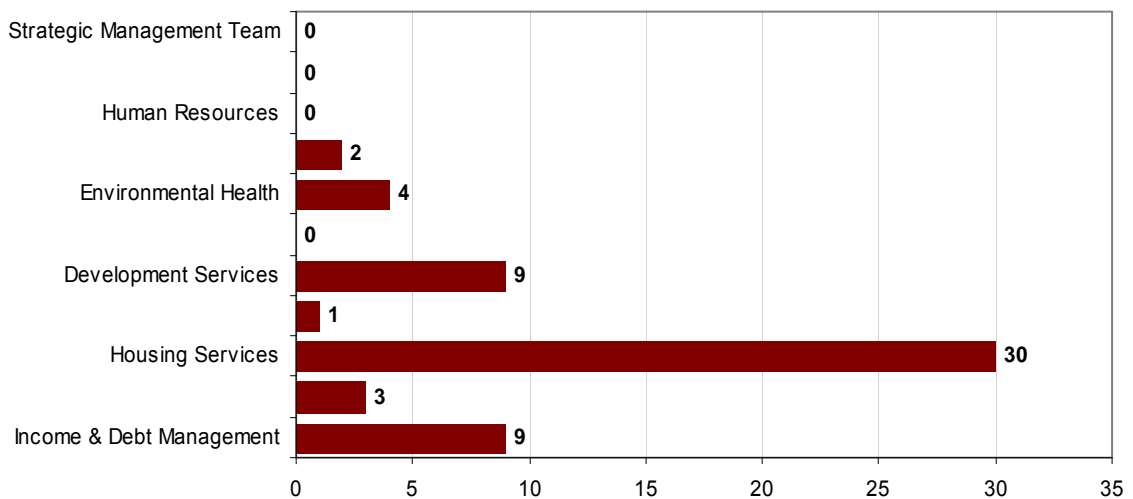
Reason for Process Failure/Service Failure Complaints - year to date



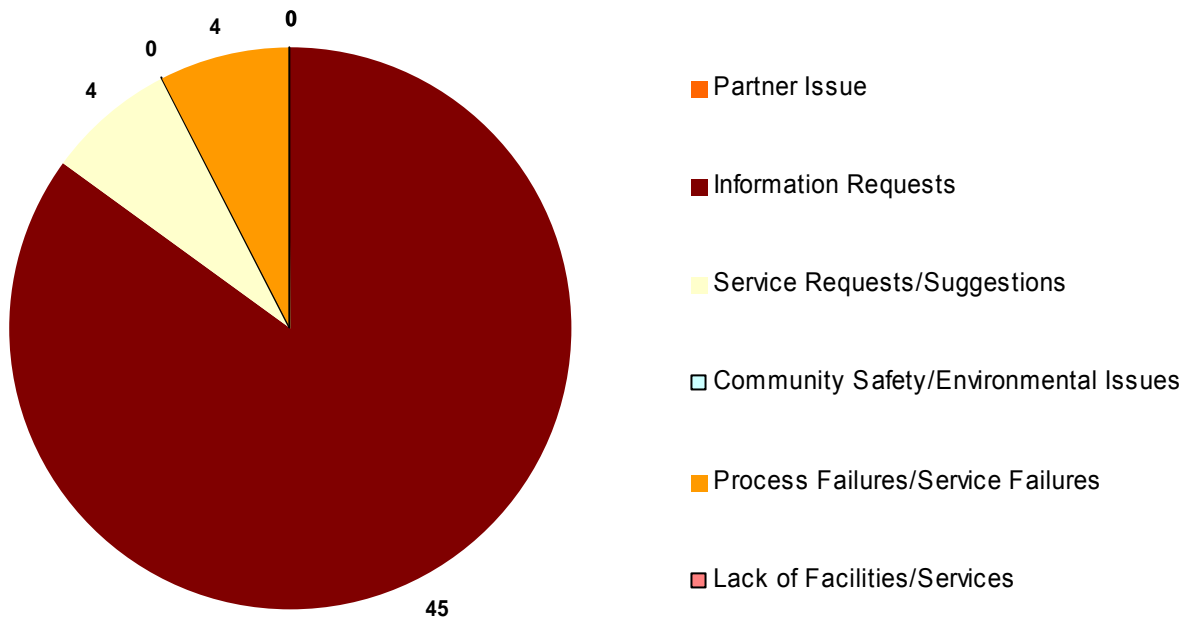
Number of Compliments - Year to date



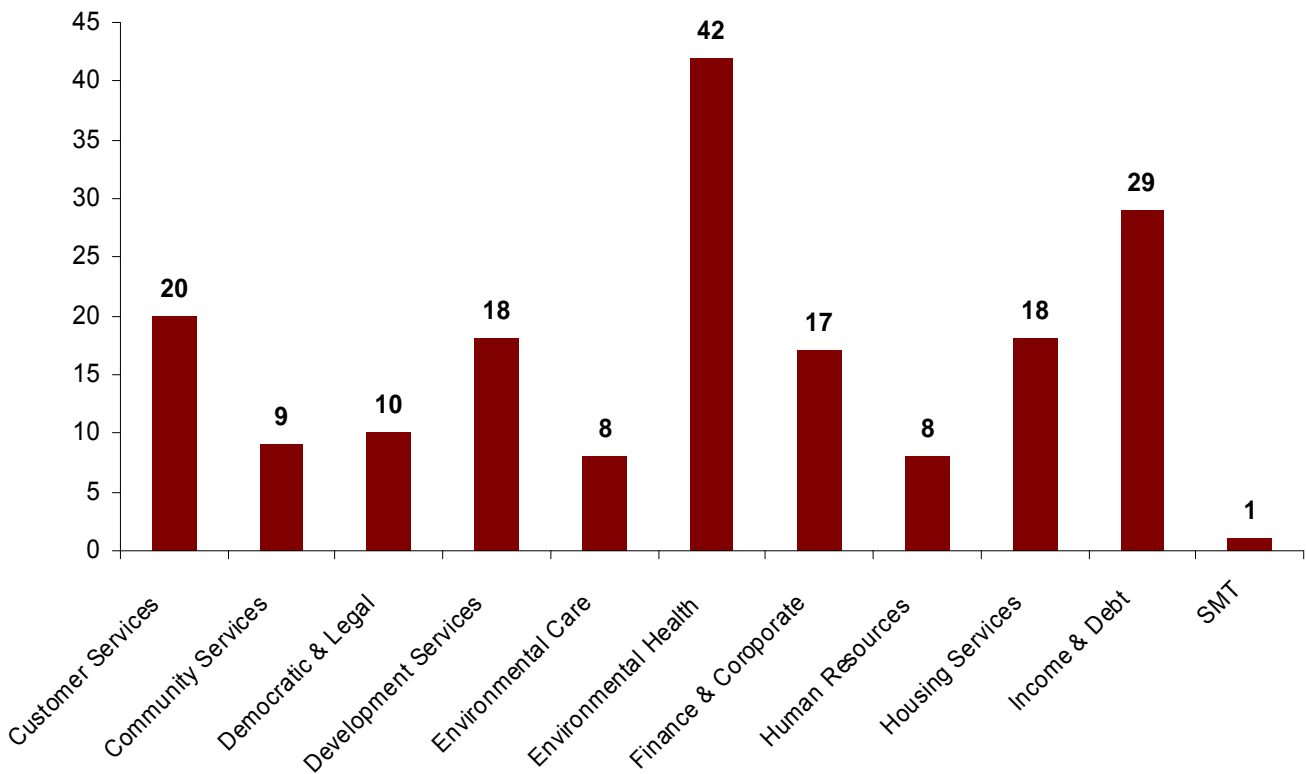
Number of MP Queries per Service Area - year to date



Total Number of MP Queries By Category - year to date



Total FOI requests received by Service Unit - year to date



Summary of Internal Audit Reports Published

Overall audit opinion and key control opinions

We have four categories by which we classify our overall audit opinion and our opinion of the individual key control areas. They are defined as follows:

Substantial Assurance	The key controls in the terms of reference are being applied consistently and effectively and are being properly managed. No critical or high recommendations made.
High Assurance	The key controls in the terms of reference exist, but there is some inconsistency in their application.
Limited Assurance	Some key controls in the terms of reference do not exist and/or are not applied consistently or effectively.
Minimal Assurance	A significant number of key controls in the terms of reference do not exist and/or there are major omissions in the application of them. A significant number of risks are not being properly managed.

Page 9

Recommendation priorities

We have four categories by which we classify our recommendations. They are defined as follows:

CRITICAL	A top priority due to the absence of or non-compliance with fundamental control processes, creating the risk that significant error or malpractice could go undetected.
HIGH	An important issue, which is needed to bring the internal control system up to an adequate standard or eliminate a serious level of non-compliance with an existing control process.
MEDIUM	An issue, which, if addressed, would contribute towards raising the standard of internal control to a level higher than adequate or help to reduce a less serious level of non-compliance with an existing control process.
LOW	An issue that merits attention but is not a significant weakness in internal control. Such issues have been dealt with at the post audit discussion and, therefore, are not detailed in this report.

INTERNAL AUDIT REPORTS
Summary of Reports Published since April 2012

Building Control – overall level of assurance LIMITED

Audit assurance opinion of individual key control objectives					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
There are up to date approved policies in place for building control.	Moderate	0	0	2	0
Building Control applications and appeals are processed in accordance with policies and procedures.	Significant	0	0	1	0
Income relating to Building Control applications is promptly recognised, charged in accordance with legislation or the Councils scale of charges, collected and properly accounted for.	Limited	0	1	2	0
There is regular monitoring of Building Control applications and reporting thereon within the organisation (senior management /committee).	Limited	0	1	0	0
Total recommendations raised		0	2	5	0

Partnerships – overall level of assurance SIGNIFICANT

Audit assurance opinion of individual key control objectives					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
There are up to date approved policies in place for agreeing, monitoring and exiting partnership agreements.	Moderate	0	1	0	0
There are accurate records maintained of all partnerships that the council is involved in.	Significant	0	0	1	1
The aims and objectives of the partnership have been agreed, documented and signed by all parties.	Significant	0	0	1	0
Proposed partnership outcomes are being achieved	Significant	0	0	1	0
Total recommendations raised		0	1	3	1

Car Parking Fees and Excess Charges Income – overall level of assurance SIGNIFICANT

Audit opinion of individual key control areas					
Key control area	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
There are up to date approved policy and procedures in place for managing car parking income.	Moderate	0	0	1	1
All income due from Pay and Display machines and Excess Charges are collected, banked and posted to the General Ledger in a timely manner.	Moderate	0	0	5	0
Regular monitoring of income due from Pay and Display machines and Excess Charges including reconciliations is undertaken.	Full	0	0	0	0
There is appropriate reporting on car parking income performance within the Council.	Full	0	0	0	0
Total recommendations raised		0	0	6	1

Waste Income – overall level of assurance SIGNIFICANT

Audit opinion of individual key control areas					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
Fees and charges relating to waste services are set and approved by committee	Full	0	0	0	0
All income due to the Authority is received promptly and intact.	Significant	0	0	0	1
Recycling credit income received is complete and accurate	Full	0	0	0	0
Income budgets and performance are subject to regular monitoring and action is taken to address any adverse variances.	Full	0	0	0	0
Total recommendations raised		0	0	0	1

Disabled Facilities Grants – overall level of assurance SIGNIFICANT

Audit opinion of individual key control areas					
Key control objectives	Assurance Level	Number of recommendations raised			
		Critical	High	Medium	Low
Up to date policies and procedures for the receipt and assessment of grant applications and the authorisation and payment of grants are in place	Significant	0	0	1	0
.All grant applications are processed in accordance with the policies and procedures and this is evidenced by clearly documented files.	Significant	0	0	1	0
All grant payments are made at agreed rates for work completed to the required standard in a timely manner.	Full	0	0	0	0
There are procedures for the monitoring of and reporting on the grants claim system.	Significant Assurance	0	0	1	0
Total recommendations raised		0	0	3	0

Questions Log

Questions raised at Committee on 10th June 2009:

With reference to NI 195, what is the difference between litter and detritus?

Litter

There is no statutory definition of litter. The Environmental Protection Act 1990 (s.87) states that litter is 'anything that is dropped, thrown, left or deposited that causes defacement, in a public place'. This accords with the popular interpretation that 'litter is waste in the wrong place'.

However, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for NI 195 (and for the LEQSE) is based on this industry norm.

Litter includes mainly synthetic materials, often associated with smoking, eating and drinking, that are *improperly* discarded and left by members of the public; or are spilt during waste management operations.

Detritus

There is no statutory definition of detritus, however, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for the NI 195 (and for the LEQSE) is based on this industry norm.

Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials.

Detritus includes leaf and blossom falls when they have substantially lost their structure and have become mushy or fragmented.

For Council tax and NNDR collection can we provide information to show whether we will achieve the year end target?

For both LPI 9 and LPI 10 a profile target is now included in the performance report to show whether performance is on target each month. This is to help indicate performance for the year. For example if we are achieving the monthly profiled target then the year end target will be achieved.

Questions raised at Committee on 28th September 2010

Why are lower percentages better for NI 195a-d?

There had been some confusion around NI 195a-d and why lower percentages are better. The indicators highlight the % of land/highways that have levels of litter / detritus / graffiti / flyposting that are unacceptable, meaning that a lower figure represents cleaner streets, which of course is more desirable.

Questions Log

Questions raised at Committee on 28th September 2010

Can in year figures for annual housing completions be included?

In year figures have been included in the Development Services Performance Information taken from the most recent Performance Clinic. This allows members to get a more contemporary position of performance.

Can a year end estimate for the number of affordable homes be included?

Year end estimates for the number of affordable homes expected in the year have also been included.

Can we provide more contemporary comparative data to provide a better idea as to how the benefits service performance compares with others and also find out the impact the current climate is having on claims?

Head of Income and Debt will attend the next meeting in November to provide an update on performance.

Amendments Log

Performance Update

The following indicators have been removed from the performance report as they are no longer collected:

LPI 79a - % Benefits cases processed correctly

LPI 71a - The proportion of people paying Council tax by direct debit

LPI 71b - The proportion of people paying NNDR by direct debit

LPI 2a - Equality Standard for Local Government

NI 179 - Value for money - total efficiency gains for the year

NI 185 - % year on year reduction of CO² from Local Authority operations

NI 188 - Adapting to climate change

Staff Sickness Summary: Issue 46 - June 2012

Following a request at the previous Monitoring & Audit Committee the 'LPI 12 - FTE Days Lost Due to Sickness Absence' and the 'FTE Days Lost Due to Sickness Absence - %age split between medically & self certificated' graphs have been removed.'