



New Key Performance Information Booklet

Issue 48

November 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.

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Financial Information

For the latest Financial Information please refer to the Executive Report dated 7th November 2012, entitled '12a 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/1074/executive_committee

Performance Update

PI Ref.	Description of PI	11/12 Outturn	Top Quartile	September 2011/12	September 2012/13	Volume	2012/13 Profiled Target	2012/13 Target	2013/14 Target
Managing Growth									
NI 154	Net additional homes provided*	313	N/A	N/A	N/A			774	774
NI 155	Number of affordable homes delivered	87	N/A	29	80		50	148	150
NI 157a	Planning major applications processed in 13 weeks	45.00%	89.00%	36%	64%	7/11		50.00%	75.00%
NI 157b	Planning minor applications processed in 8 weeks	79.67%	87.00%	86%	53%	36/68		85.00%	90.00%
NI 157c	Planning other applications processed in 8 weeks	87.77%	94.00%	92.20%	76.71%	168/219		85.00%	90.00%
LPI 204	% of appeals against authority's decision to refuse planning applications	9.1%	26.7%	0%	40%			22%	22%
Efficient and Effective Service Delivery									
MPI 25	Percentage of calls answered by switchboard	95.30%	N/A	97%	90%			95%	97.5%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	86.30%	N/A	89.4%	80.3%			91%	N/A
LPI 78a	Average time to process new benefits claims (days)	16.50	21.2	17.40	16.79	4046/241		18.00	14.00
LPI 78b	Average time to process change in circumstances (days)	6.50	7	8.50	7.58	16847/2223		6.00	5.00
Enhanced Local Government									
MPI 8	% Invoices paid on time	100.00%	97.01%	99.70%	99%	10671/10815		99%	199%
LPI 9	% Council Tax collected	98.25%	98.5%	59.37%	59.26%		58.60%	98.00%	98.00%
LPI 10	% NNDR collected	99.10%	99.36%	58.27%	59.83%		58.80%	99.10%	98.50%
LPI 12	Days staffing lost (per member of staff)	7.81	8.33	3.64	4.1		4	8	8
LPI 66a	Proportion of rent collected	99.13%	98.63%	98.10%	98.6%		98.07%	98.75%	98.70%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	70.00%	82.4%	61.51%	63.12%		71.00%	70.00%	78.00%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	35.00%	36.8%	18.48%	17.12%		24.00%	30.00%	40.00%
Greener environment									
NI 192	% of household waste recycled and composted	46.80%	43.18%	50.12%	51.24%			43.00%	43.00%
Cleaner environment									
NI 195a	% of land / highways that have below acceptable levels of litter	7.0%	3.0%	0% (Jul)	1.7% (Jul)			9.00%	9.00%
NI 195b	% of land / highways that have below acceptable levels of detritus	10.7%	6.0%	3% (Jul)	1% (Jul)			15.00%	15.00%
NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%	1% (Jul)	0% (Jul)			5.00%	5.00%
NI 195d	% of land / highways that have below acceptable levels of fly-posting	2.0%	0%	0% (Jul)	0% (Jul)			1.00%	1.00%
LPI 42	The average time taken to remove fly-tips (days)	0.75	N/A	0.44	1.06			1.00	1.00

NOTES

These indicators do not have profiled targets or volume information provided

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

*NI 154 figures are provided annually

Descriptions of the figures listed in the 'Volume' column have been added to the Questions and Amendment log

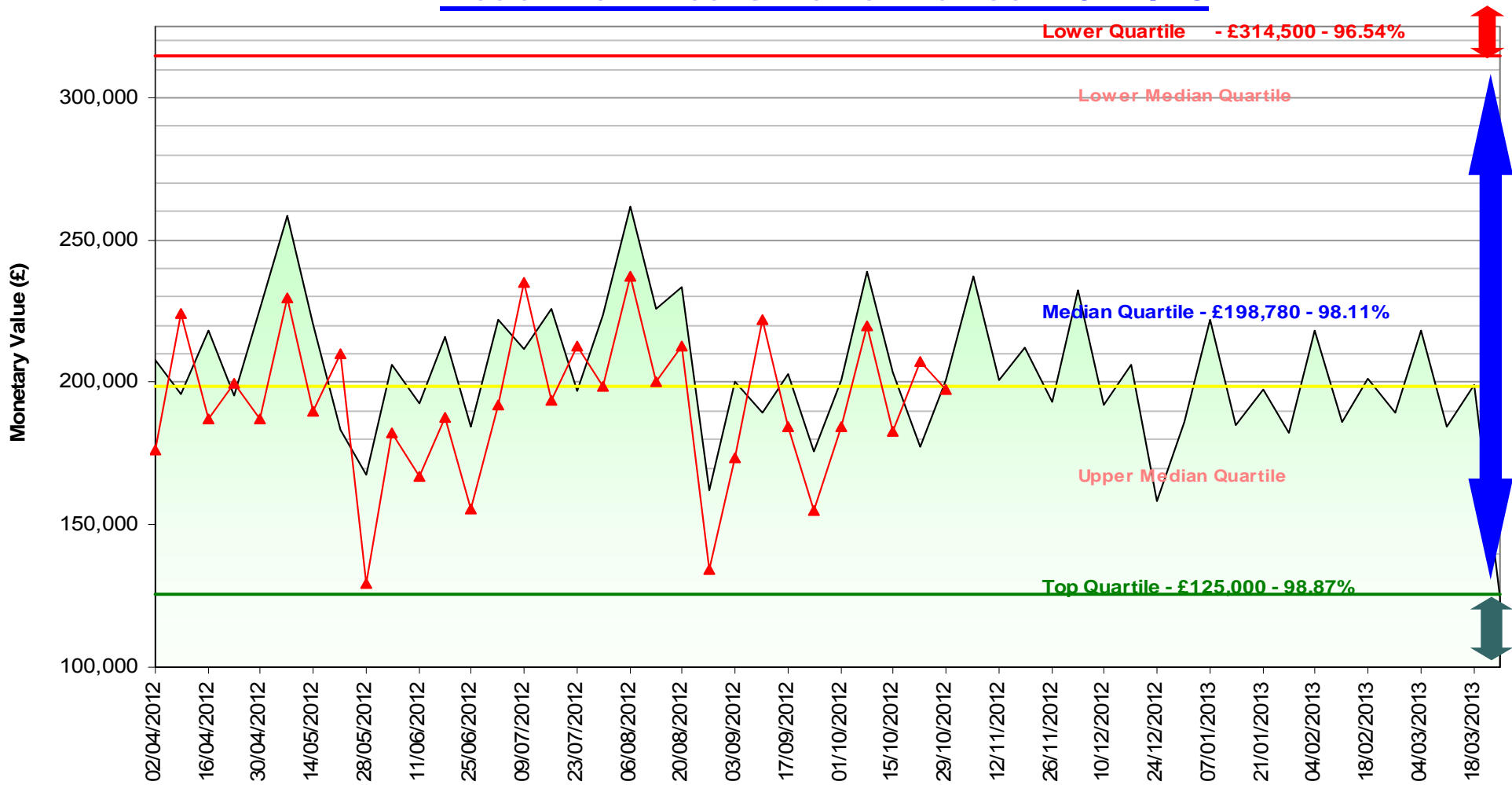
KEY

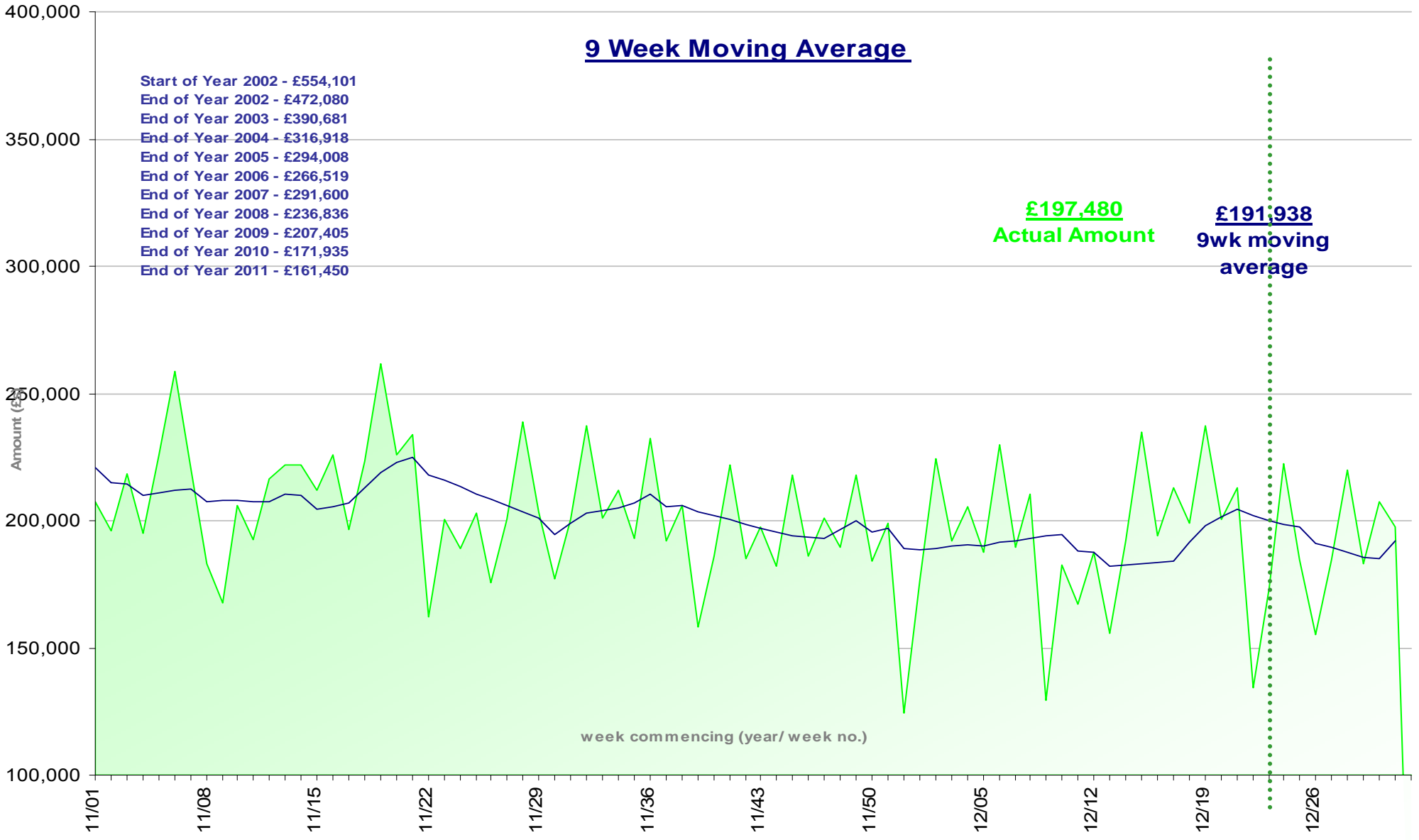
Green	Target met or bettered
Red	Target missed
Yellow	Close to target or cannot compare to target

Housing Rent Arrears Graphs

Headline Arrears Performance: 2012 /13

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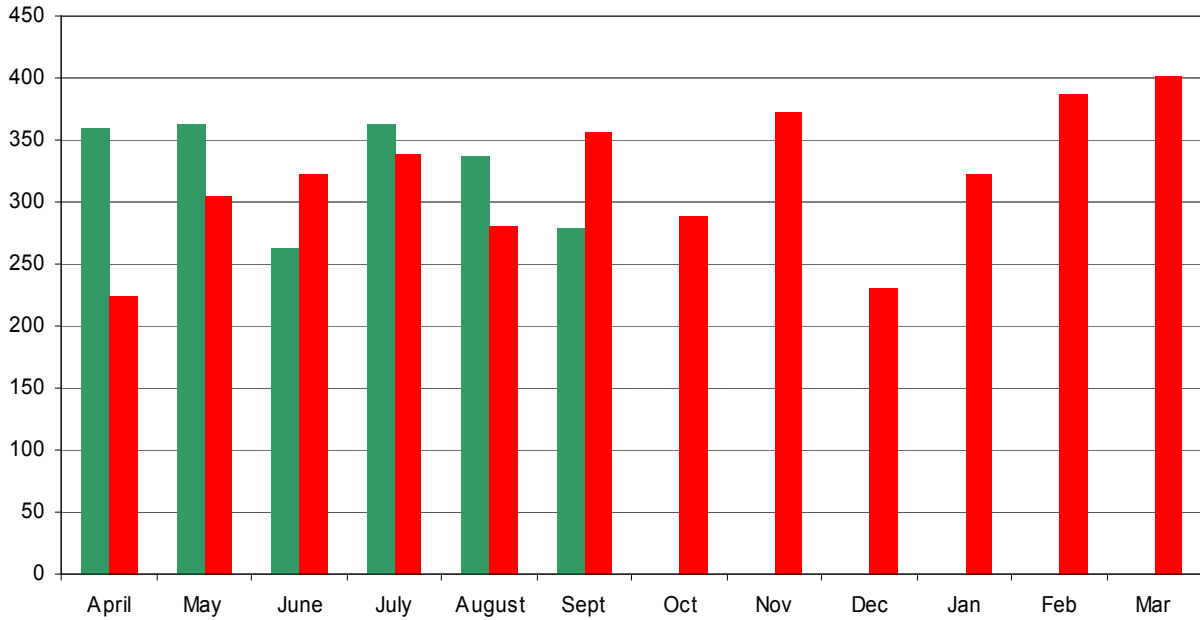




Staff Sickness Summary

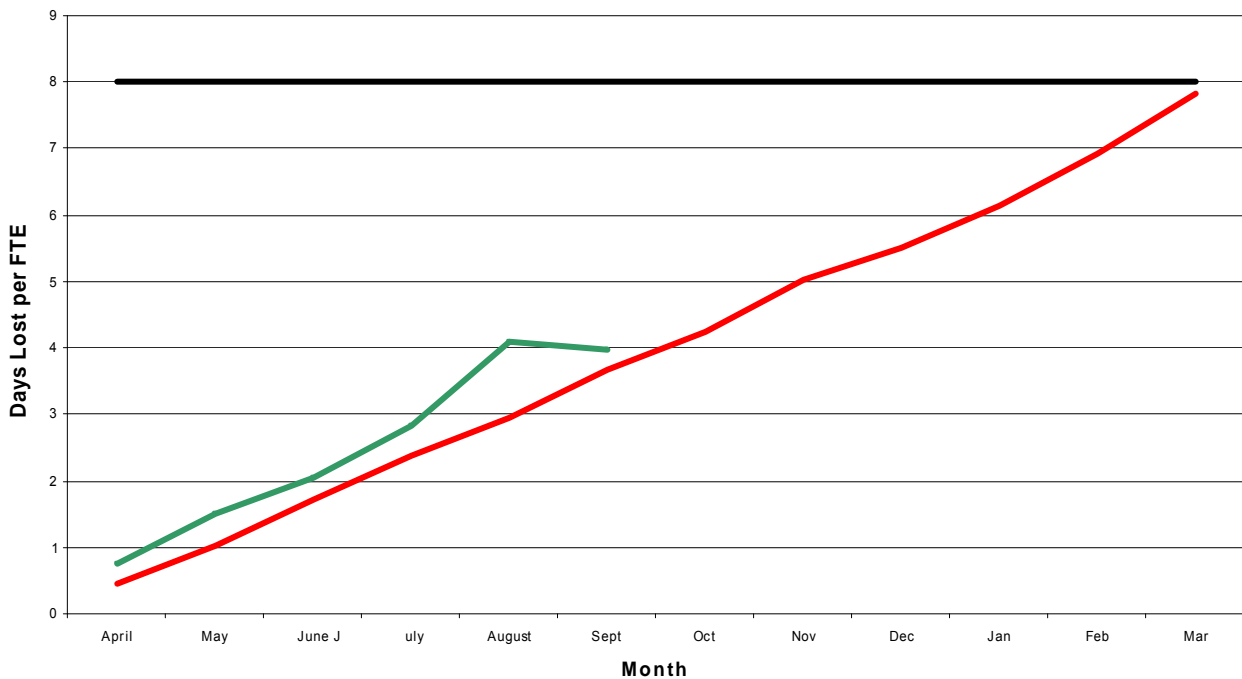
Comparison of Sickness/Absence
Number of days lost each month - 11/12 & 12/13

■ Total days lost per month 2012/13
 ■ Total days lost per month 2011/12



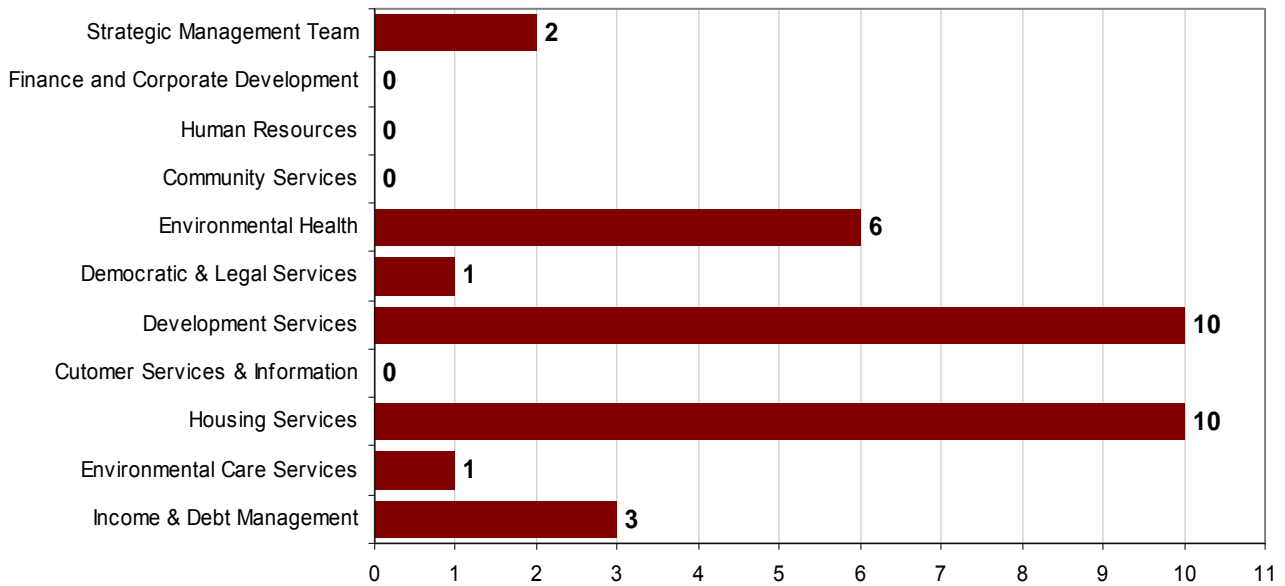
Comparison of Sickness/Absence
2011/12 & 2012/13

— No of days per FTE 2012/13
 — No of days per FTE 2011/12
 — Target for year

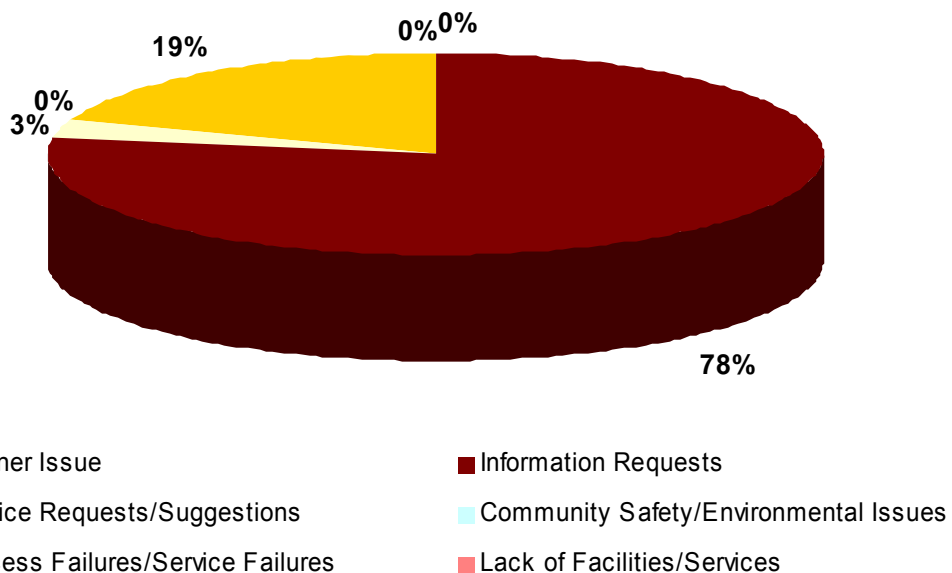


Compliments and Complaints

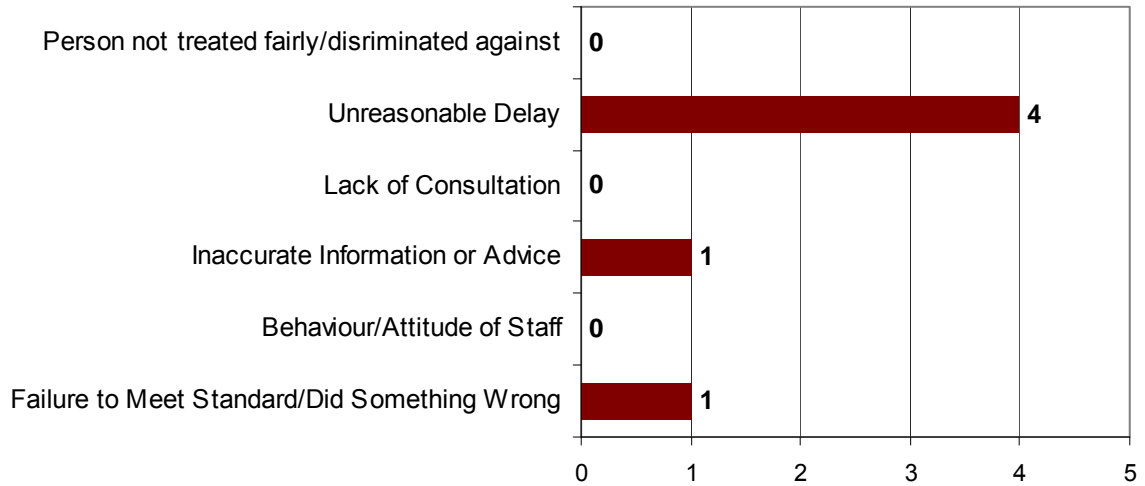
Customer Complaints by Service Area - year to date



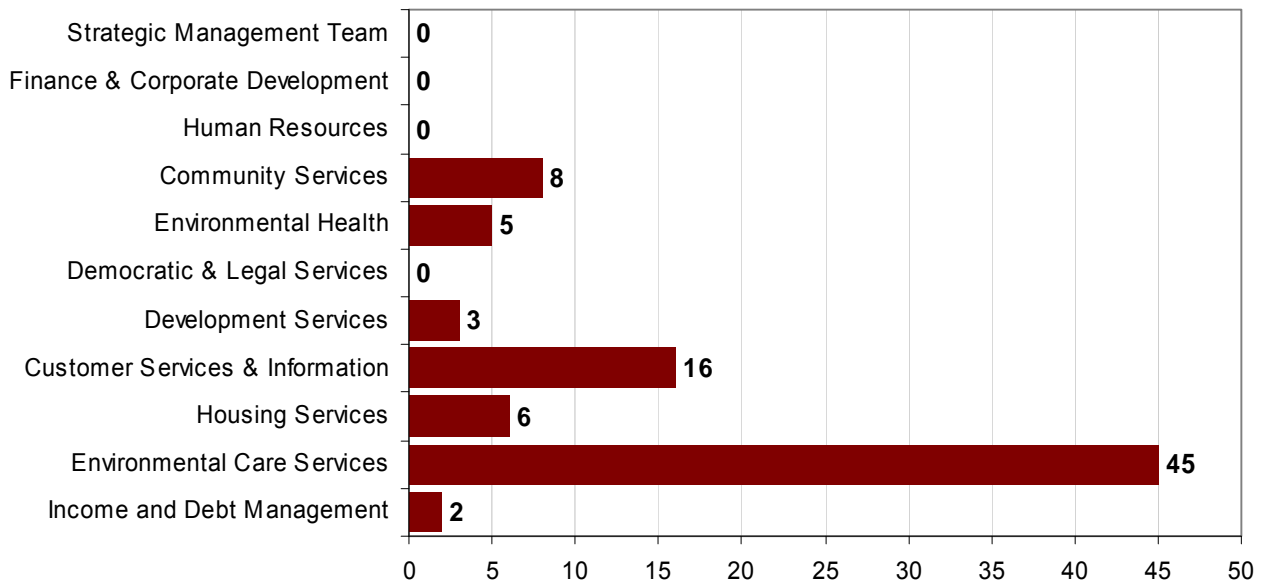
Customer Complaints by Category - year to date



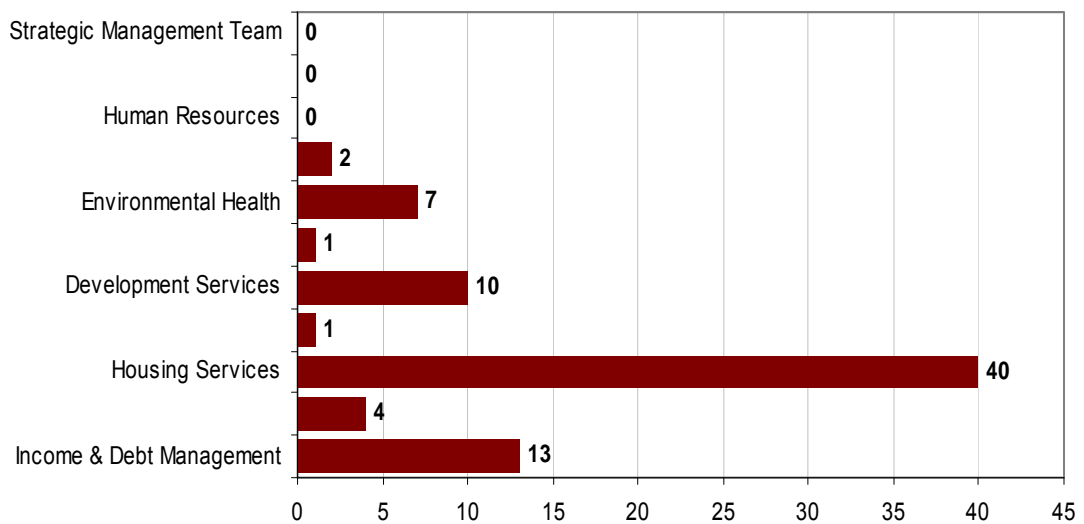
Reason for Process Failure/Service Failure Complaints - year to date



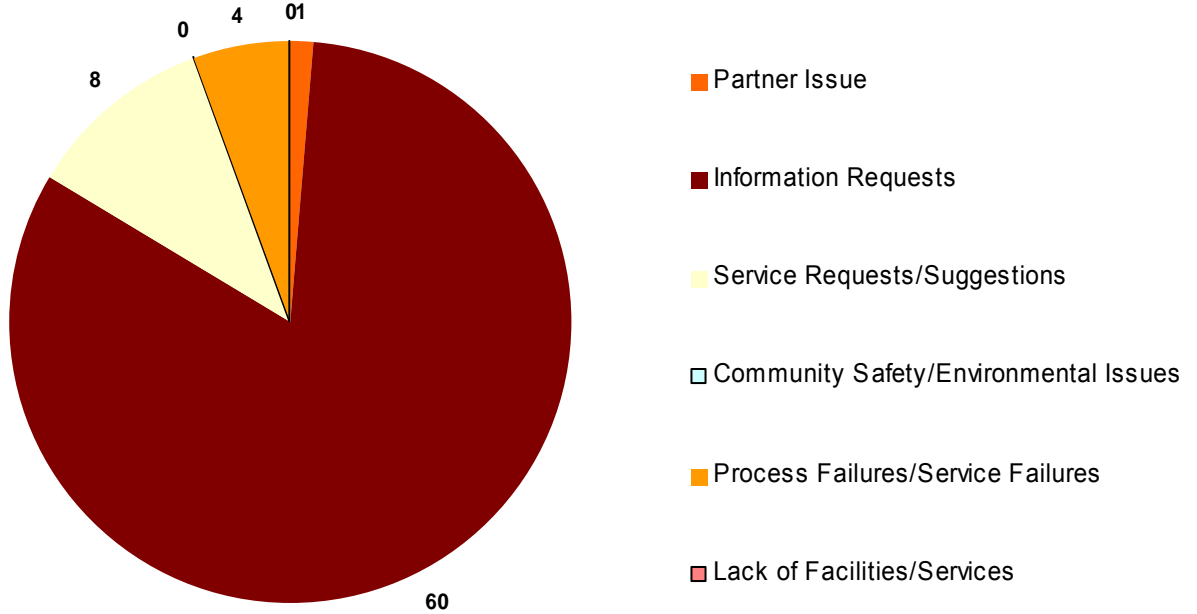
Number of Compliments - Year to date



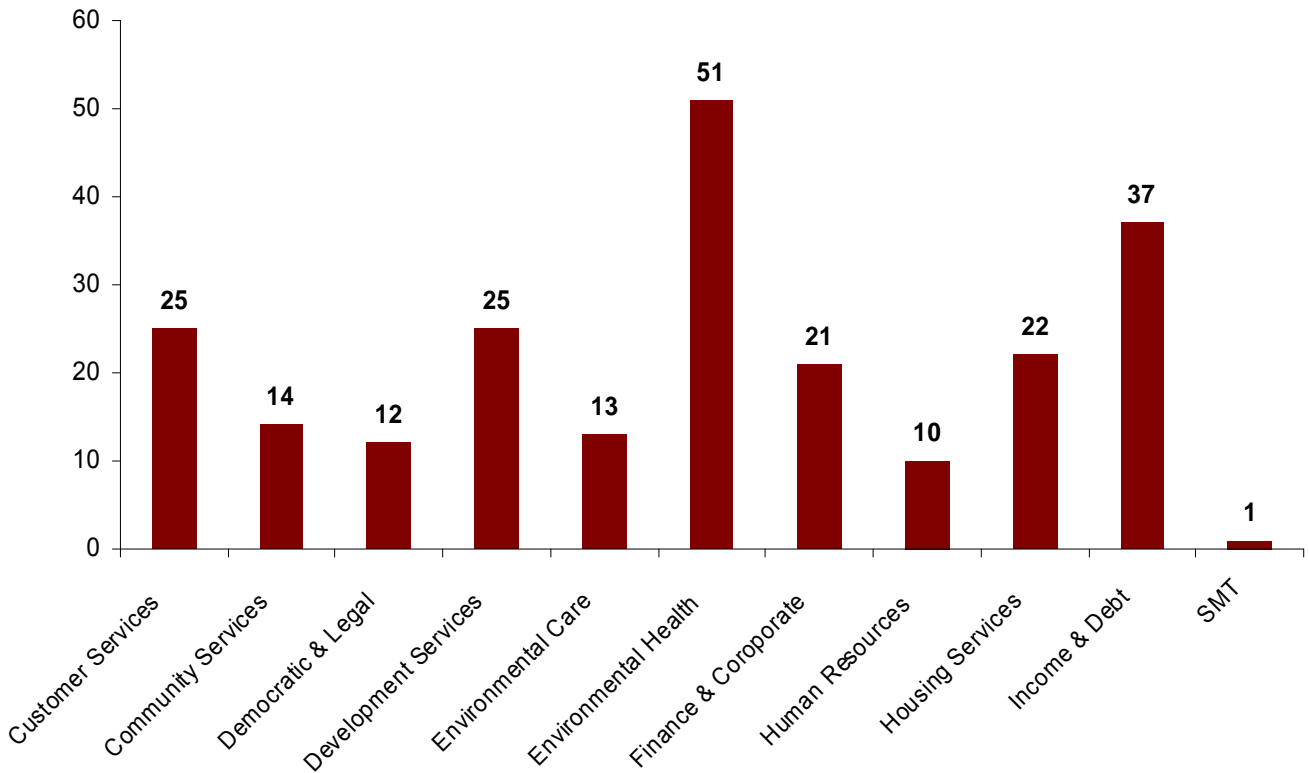
Number of MP Queries per Service Area - year to date



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.

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

NNDR – overall level of assurance SIGNIFICANT

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Audit assurance opinion of individual key control objectives					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
The integrity of data and systems is maintained which includes the existence of policies and procedures which cover all NNDR processes and the review of exception reports.	Significant	0	0	0	1
All taxable properties are identified, assessed and recorded.	Full	0	0	0	0
Control totals for rateable values are promptly reconciled to listings received from Valuation Office (VO)	Full	0	0	0	0
Regular inspections of empty properties (voids) are undertaken. These inspections are properly documented and recorded on the NNDR system promptly	Full	0	0	0	0
Gross debit is reconciled to rateable value and multiplier.	Full	0	0	0	0
Performance information is collated and reported to management and Committee.	Full	0	0	0	0
Total recommendations raised		0	0	0	1

Sundry Debtors – 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
Written policies and procedures covering all processes are in place, and accessible to staff.	Full	0	0	0	0
Accounts raised for correct amount, to correct debtor and on timely basis, are dispatched promptly and correctly posted to the ledger.	Significant	0	0	1	0
Income not identifiable on receipt is posted to a suspense account, which is regularly monitored and cleared.	Full	0	0	0	0
Credit notes, refunds and write offs are correctly authorised and promptly and accurately dealt with.	Full	0	0	0	0
Prompt and appropriate recovery action to collect outstanding debtors is taken and services are discontinued for persistent non payers	Significant	0	0	1	0
A regular reconciliation is undertaken of the Debtors system to the General Ledger and any relevant feeder systems	Full	0	0	0	0
Regular income/arrears information is reported to staff, management and committee	Full				
Total recommendations raised		0	0	2	0

Choice Based Lettings – overall level of assurance MODERATE

Audit assurance opinion of individual key control objectives					
Key control objectives	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
There is an appropriately detailed Lettings and Allocations Policy in place that is consistent with current legislation.	Full	0	0	0	0
Applications to join the Keyways system are processed promptly and are accurate, complete and subject to appropriate validation checks	Moderate	0	0	2	1
Social Housing is advertised promptly and accurately on the Keyways system.	Significant	0	0	0	2
The bidding process is run in a fair and consistent manner and offers are made promptly to winning bidders on the basis of a fully validated bid.	Moderate	0	1	3	0
The Keyways system is subject to appropriate levels of management review and monitoring.	Moderate	0	1	0	0
Access to the keyways system is restricted to appropriate officers.	Moderate	0	1	1	0
Total recommendations raised		0	3	6	3

PROGRESS AGAINST INTERNAL AUDIT PLAN as at 31st October 2012

Description of audit	Days planned	Actual to date	Current Status	Opinion
CORE FINANCIAL SYSTEMS	62	35		
Capital accounting and fixed assets	✓	✓	Fieldwork ongoing- completion qtr 4	
NNDR	✓	✓	Final report	Significant
Council Tax	✓	✓	Draft report	
Creditors	✓		Delivery in qtr 3	
Housing Benefit & Council Tax Benefit	✓	✓	Fieldwork ongoing	
Sundry debtors	✓	✓	Final report	Significant
CORPORATE REVIEWS	58	20		
Partnership arrangements	✓	✓	Final report	Significant
Work to support Governance Statement	✓		Delivery in qtr 4	
Anti Fraud & Corruption Arrangements	✓	✓	Draft report	
Business continuity	✓	✓	Fieldwork ongoing – completion qtr 3	
Data quality and performance information	✓		Delivery in qtr 4	
Project Management	✓	✓	Audit scoped – completion qtr 3	
OTHER SYSTEMS REVIEWS	76	59		
Building control - fees, enforcement	✓	✓	Final report	Moderate
Disabled Facilities Grants	✓	✓	Final report	Significant
Waste services	✓	✓	Final report	Significant
Car parking & enforcement	✓	✓	Final report	Significant
Housing - Choice Based Lettings	✓	✓	Final report	Moderate
Housing - planned and responsive maintenance	✓	✓	Audit scoped – completion qtr 4	
Housing - services for the elderly	✓		Delivery in qtr 4	

Description of audit	Days planned	Actual to date	Current Status	Opinion
COMPUTER AUDIT	18	2		
Computer audit needs assessment	✓	✓	Ongoing – completion qtr3	
computer audit coverage (tbc)	✓		Delivery in qtr 4	
CONTRACT AUDIT	10		Delivery in qtr4	
PRODUCTIVE DEMAND LED ACTIVITIES	12	3		
Recommendation tracking	✓	✓	Ongoing throughout year	
General contingency	✓		Not yet utilised	
AUDIT MANAGEMENT	16	7	Ongoing throughout year	
TOTAL DAYS	252	126		

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.

Questions raised at Committee on 25th September 2012

What do the volume figures mean in the Performance Update?

In response to a member query, volume figures were added to relevant performance indicators in 2011 to give context to the data. Here is the breakdown for what the figures represent for each of the indicators:

- NI 157a Number of major planning applications processed in 13 weeks / Total number of major planning applications received
- NI 157b Number of minor planning applications processed in 8 weeks / Total number of minor planning applications received
- NI 157c Number of other planning applications processed in 8 weeks / Total number of other planning applications received
- LPI 78a Number of days to process new claims / Number of new claims received
- LPI 78b Number of days to process change in circumstances / Number of change of circumstances received
- MPI 8 Number of invoices paid on time / Number of invoices received

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.'