



# New Key Performance Information Booklet

Issue 49

February 2012

**Kettering**  
*Borough Council*

# Need Further Information?

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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 16th January 2013, entitled '10 Budget Proposals for 2013/14'.

The report can be found online at the following link:

[http://www.kettering.gov.uk/meetings/meeting/1113/executive\\_committee](http://www.kettering.gov.uk/meetings/meeting/1113/executive_committee)

# Performance Update

PI Ref.	Description of PI	11/12 Outturn	Top Quartile	December 2011/12	December 2012/13	Volume	2012/13 Profiled Target	2012/13 Target	2013/14 Target
<b>Managing Growth</b>									
NI 154	Net additional homes provided	313	N/A	N/A	<b>ANNUAL</b>			774	774
NI 155	Number of affordable homes delivered	87	N/A	38	<b>128</b>		100	148	150
NI 157a	Planning major applications processed in 13 weeks	45.00%	89.00%	53.33%	<b>56.25%</b>	9/16		50.00%	75.00%
NI 157b	Planning minor applications processed in 8 weeks	79.67%	87.00%	84.71%	<b>62.16%</b>	68/111		85.00%	90.00%
NI 157c	Planning other applications processed in 8 weeks	87.77%	94.00%	90.65%	<b>79.88%</b>	258/323		85.00%	90.00%
LPI 204	% of appeals against authority's decision to refuse planning applications	9.1%	26.7%	0%	<b>63.6%</b>			22%	22%
<b>Efficient and Effective Service Delivery</b>									
MPI 25	Percentage of calls answered by switchboard	95.30%	N/A	98.20%	<b>92%</b>			95%	97.5%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	86.30%	N/A	93.20%	<b>85.54%</b>			91%	N/A
LPI 78a	Average time to process new benefits claims (days)	16.50	21.2	16.78	<b>19.67</b>	63390/3223		18.00	14.00
LPI 78b	Average time to process change in circumstances (days)	6.50	7	8.23	<b>8.21</b>	170285/20740		6.00	5.00
<b>Enhanced Local Government</b>									
MPI 8	% Invoices paid on time	100.00%	97.01%	99.40%	<b>98.9%</b>	16,565/16,383		99%	199%
LPI 9	% Council Tax collected	98.25%	98.5%	87.04%	<b>86.97%</b>		86.95%	98.00%	98.00%
LPI 10	% NNDR collected	99.10%	99.36%	87.88%	<b>88.01%</b>		87.89%	99.10%	98.50%
LPI 12	Days staffing lost (per member of staff)	7.81	8.33	5.49	<b>6.43</b>		6	8	8
LPI 66a	Proportion of rent collected	99.13%	98.63%	97.93%	<b>96.79%</b>			98.75%	98.70%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	70.00%	82.4%	65.32%	<b>60.48%</b>		69.30%	70.00%	78.00%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	35.00%	36.8%	23.49%	<b>22.20%</b>		30.40%	30.00%	40.00%
<b>Greener environment</b>									
NI 192	% of household waste recycled and composted	46.80%	43.18%	48.45%	<b>50.10% (Oct)</b>			43.00%	43.00%
<b>Cleaner environment</b>									
NI 195a	% of land / highways that have below acceptable levels of litter	7.0%	3.0%	2.5% (Nov)	<b>0.5% (Nov)</b>			9.00%	9.00%
NI 195b	% of land / highways that have below acceptable levels of detritus	10.7%	6.0%	4% (Nov)	<b>0.5% (Nov)</b>			15.00%	15.00%
NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%	1% (Nov)	<b>0% (Nov)</b>			5.00%	5.00%
NI 195d	% of land / highways that have below acceptable levels of fly-posting	2.0%	0%	1% (Nov)	<b>0% (Nov)</b>			1.00%	1.00%
LPI 42	The average time taken to remove fly-tips (days)	0.75	N/A	0.77	<b>1.13</b>			1.00	1.00

## NOTES

These indicators do not have profiled targets or volume information provided

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

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

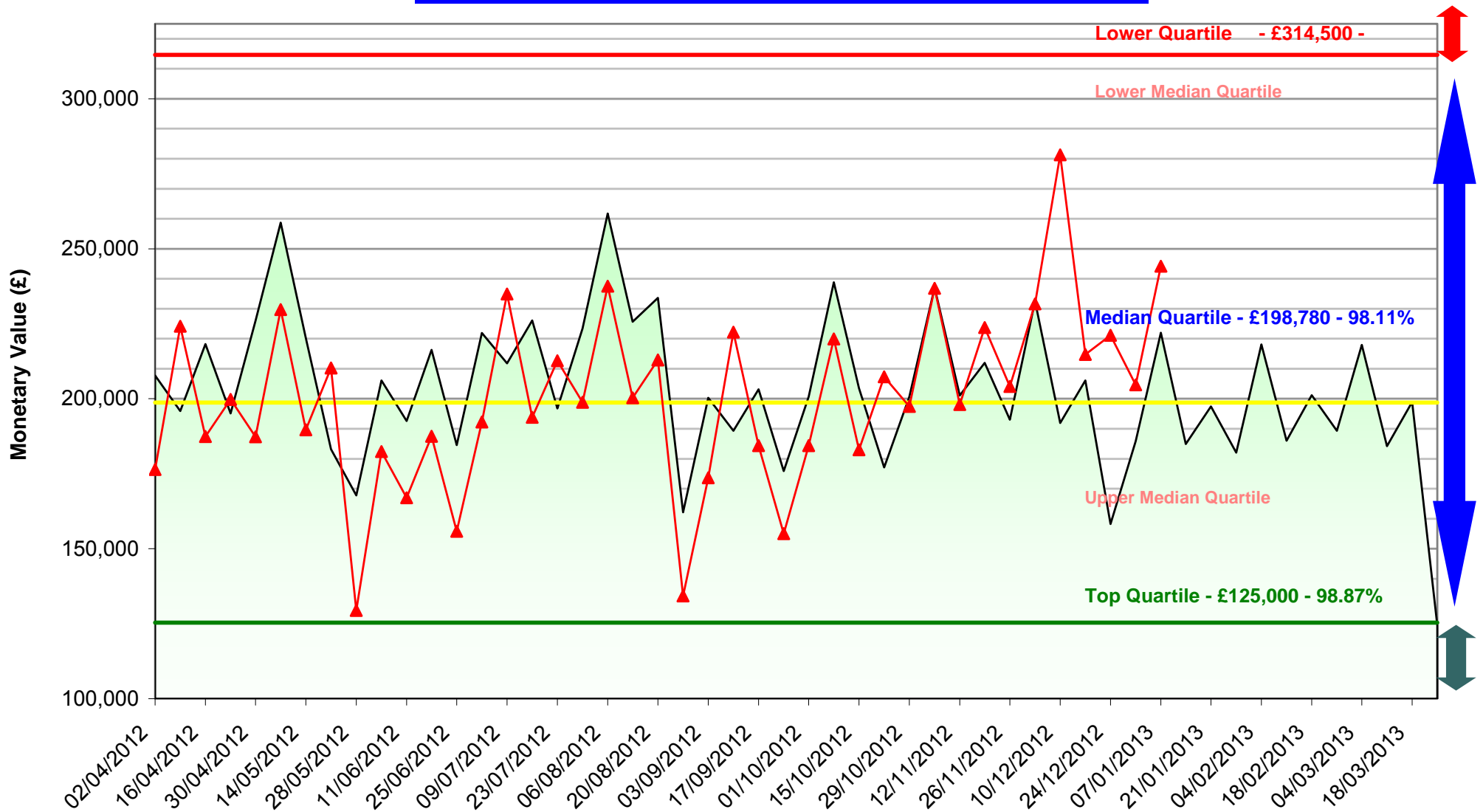
## KEY

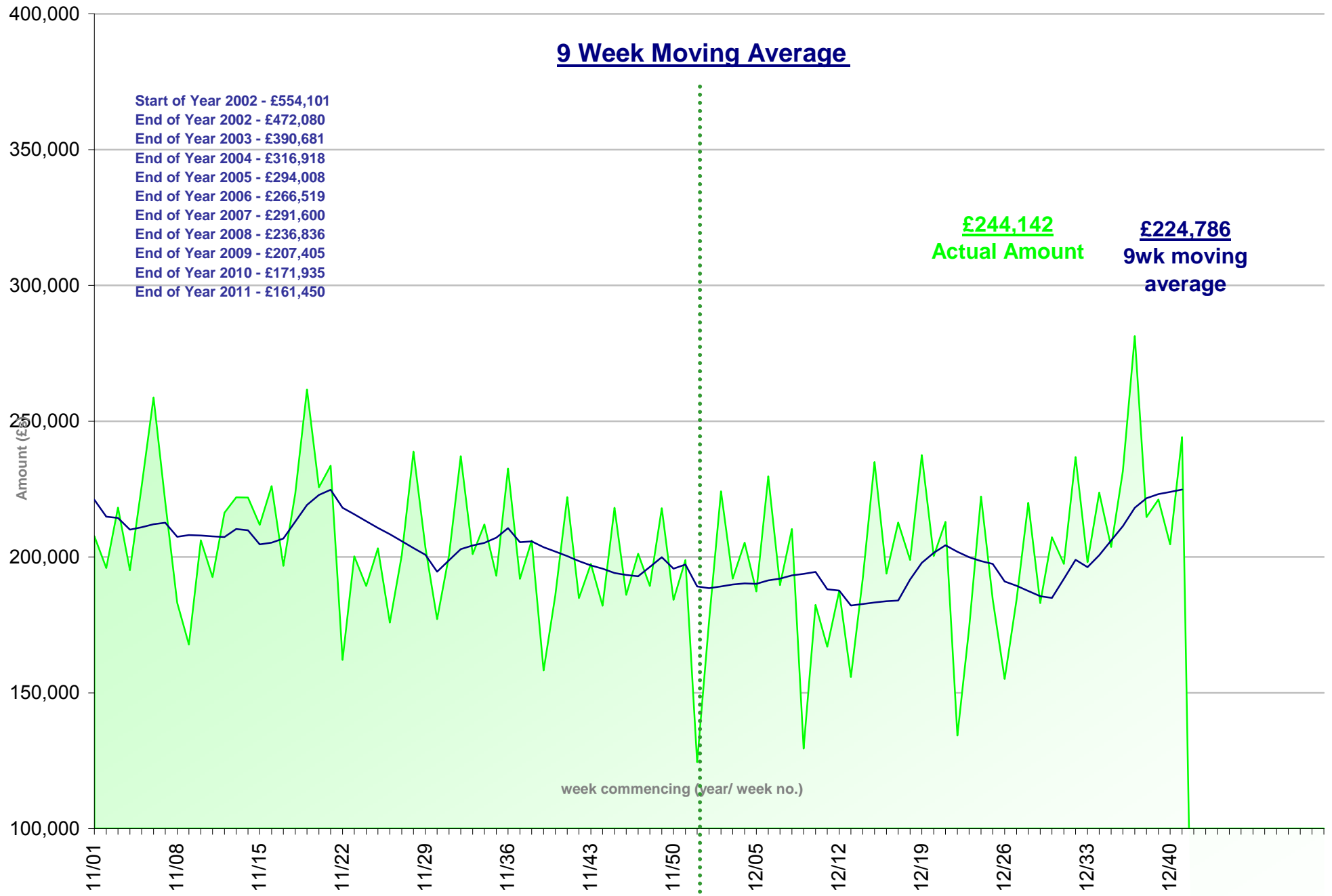
	Target met or bettered
	Target missed
	Close to target or cannot compare to target

# Housing Rent Arrears Graphs

## Headline Arrears Performance: 2012 /13

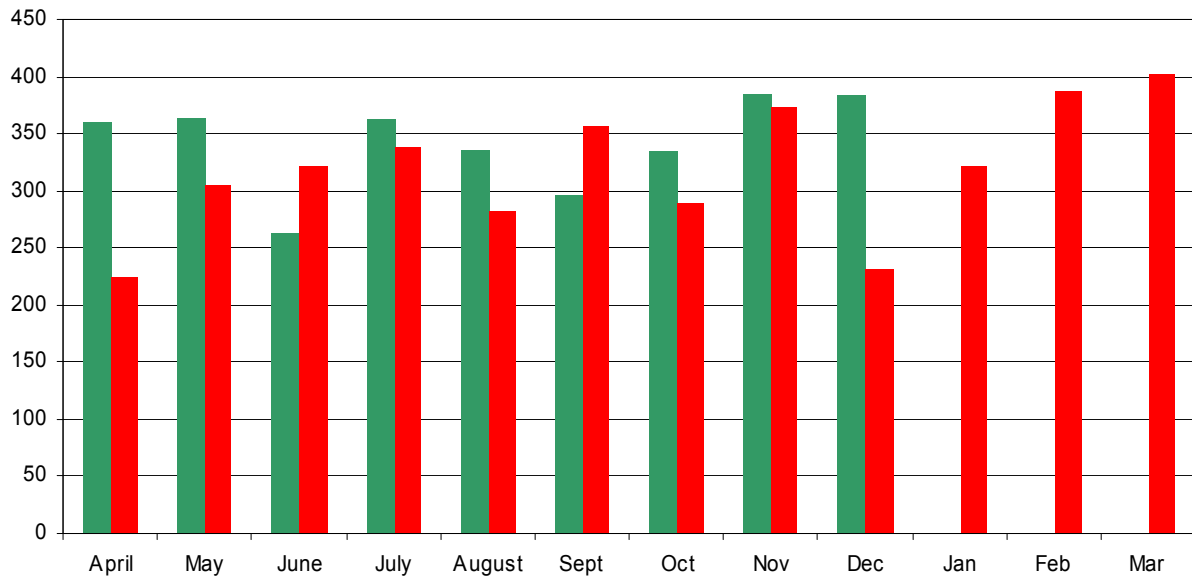
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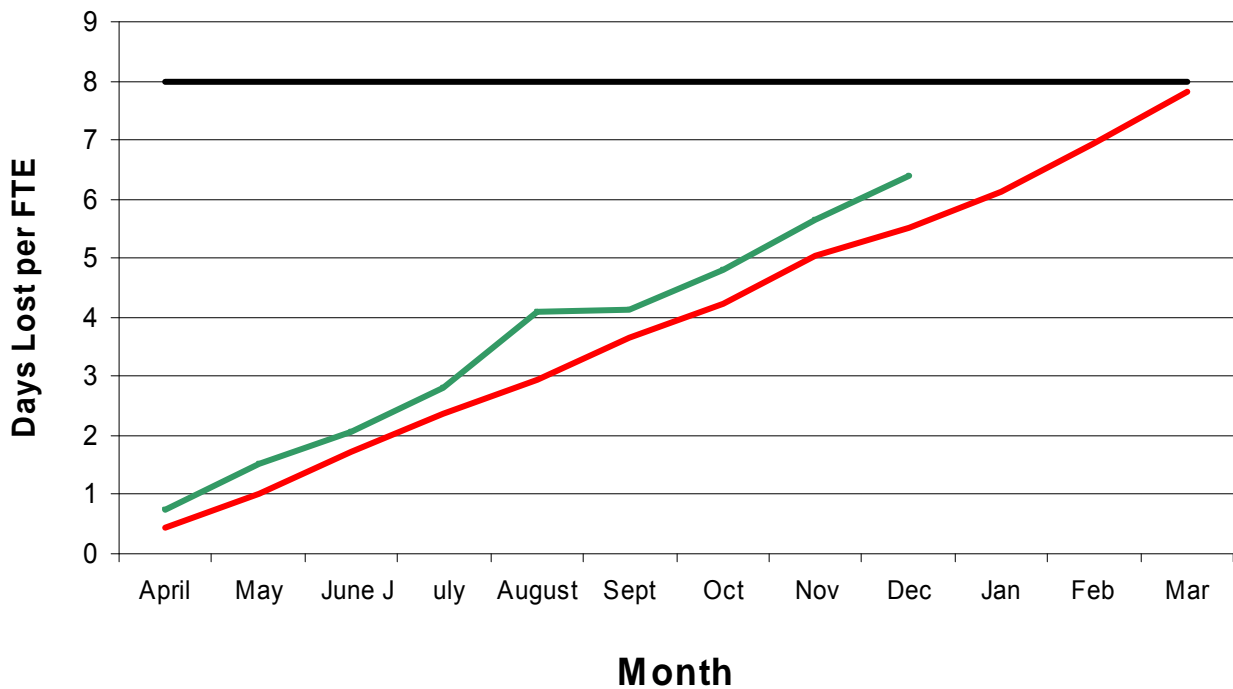
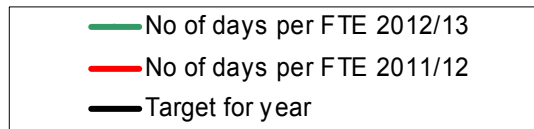


# Staff Sickness Summary

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

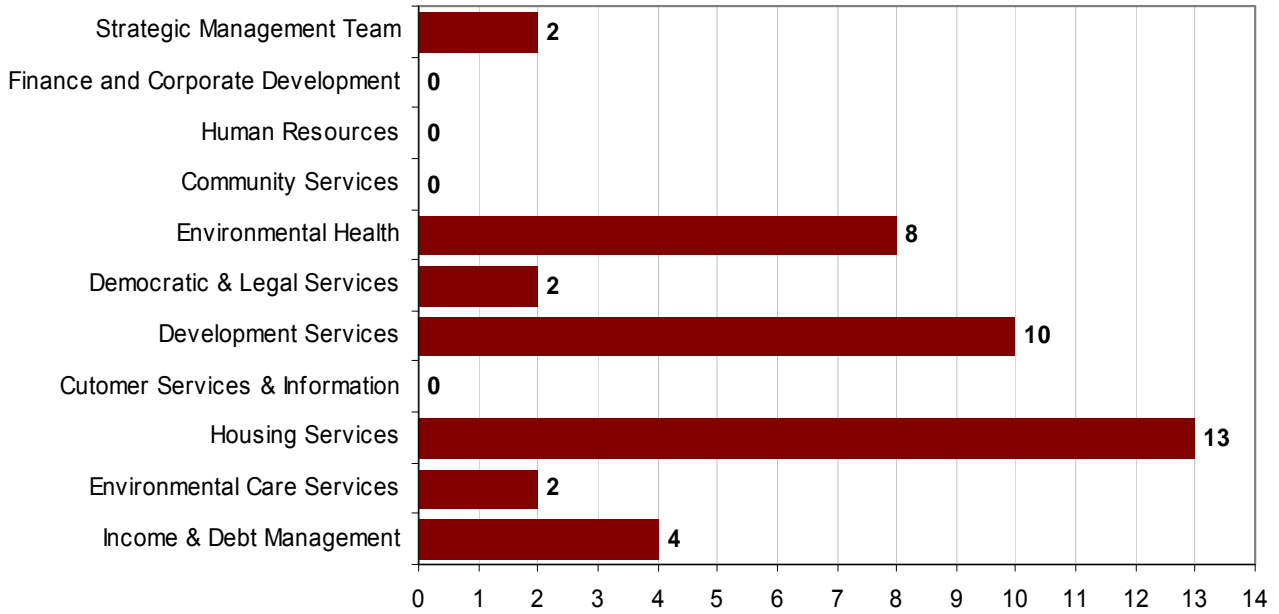


**Comparison of Sickness/Absence**  
**2011/12 & 2012/13**

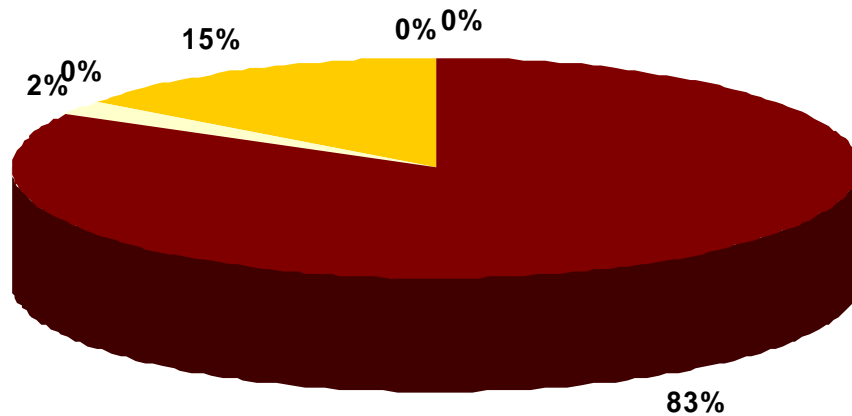


# Compliments and Complaints

**Customer Complaints by Service Area - year to date**



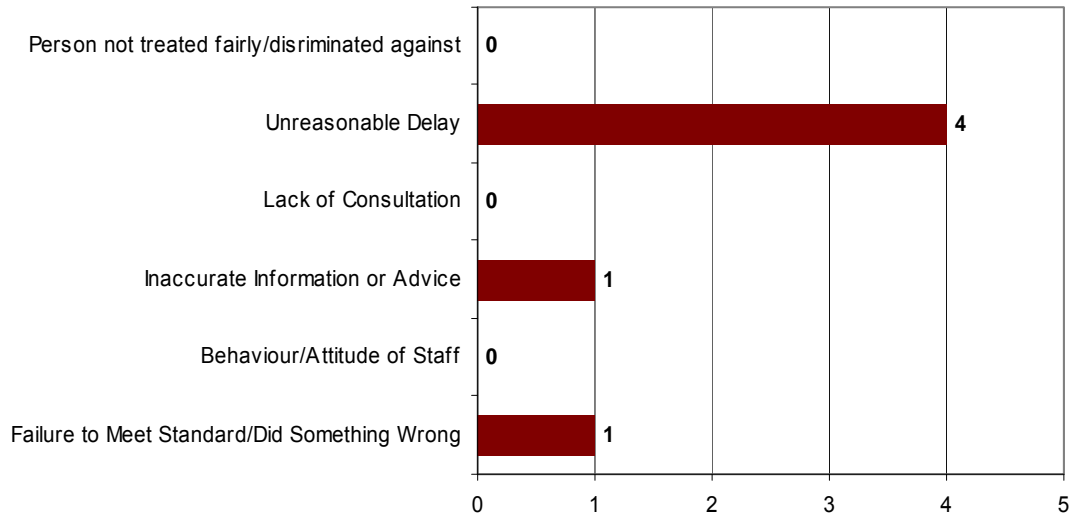
**Customer Complaints by Category - year to date**



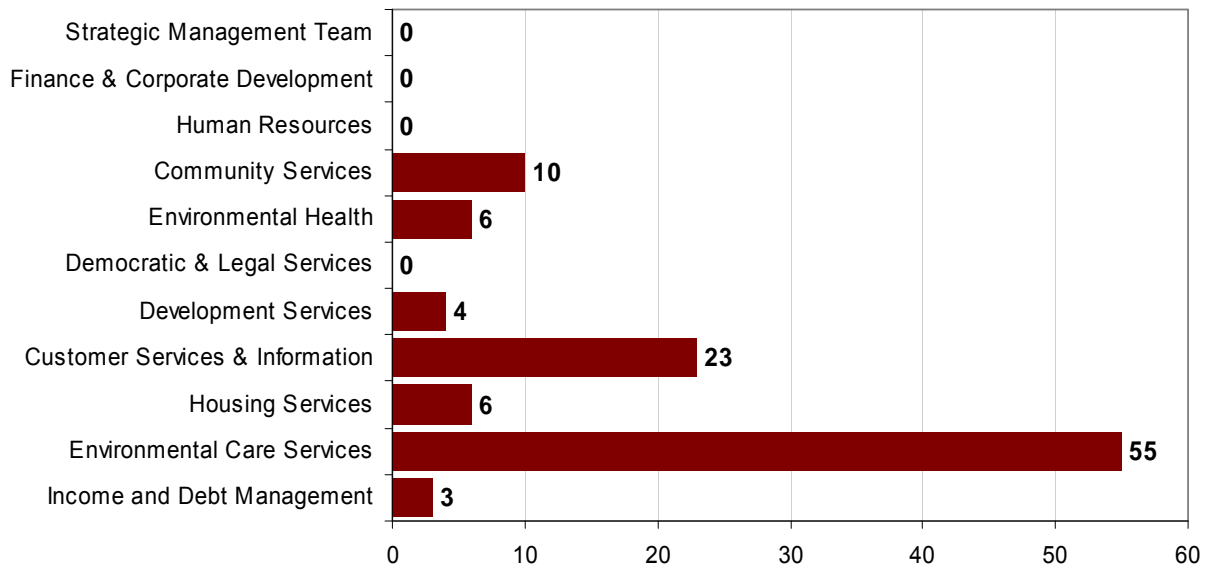
- Partner Issue
- Service Requests/Suggestions
- Information Requests
- Community Safety/Environmental Issues
- Process Failures/Service Failures
- Lack of Facilities/Services



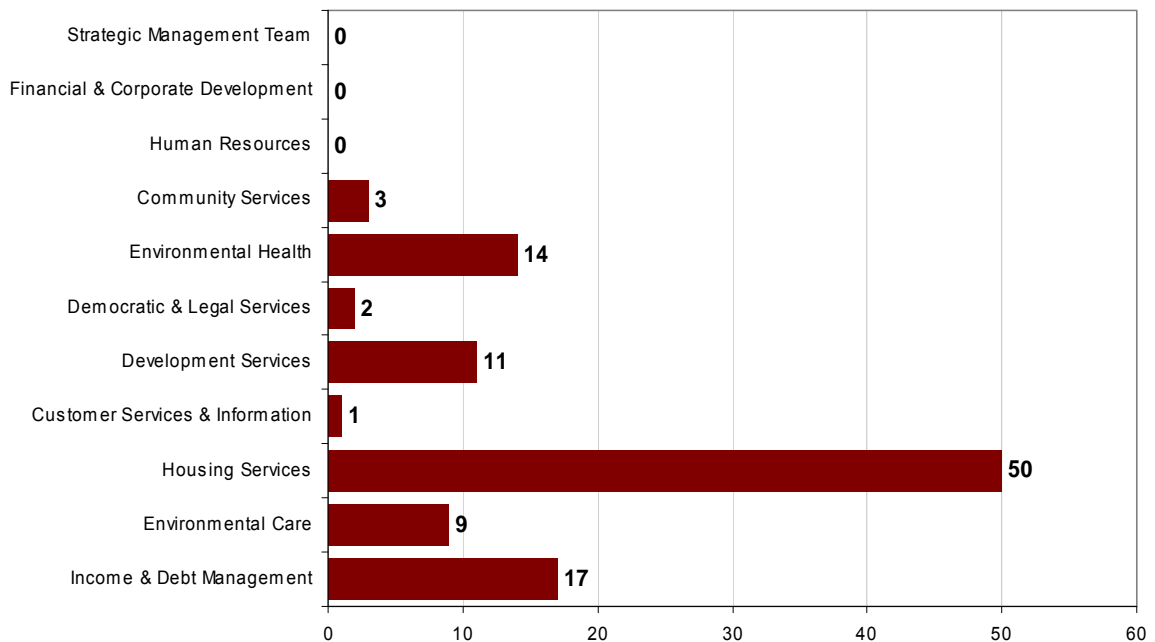
### Reason for Process Failure/Service Failure Complaints - year to date



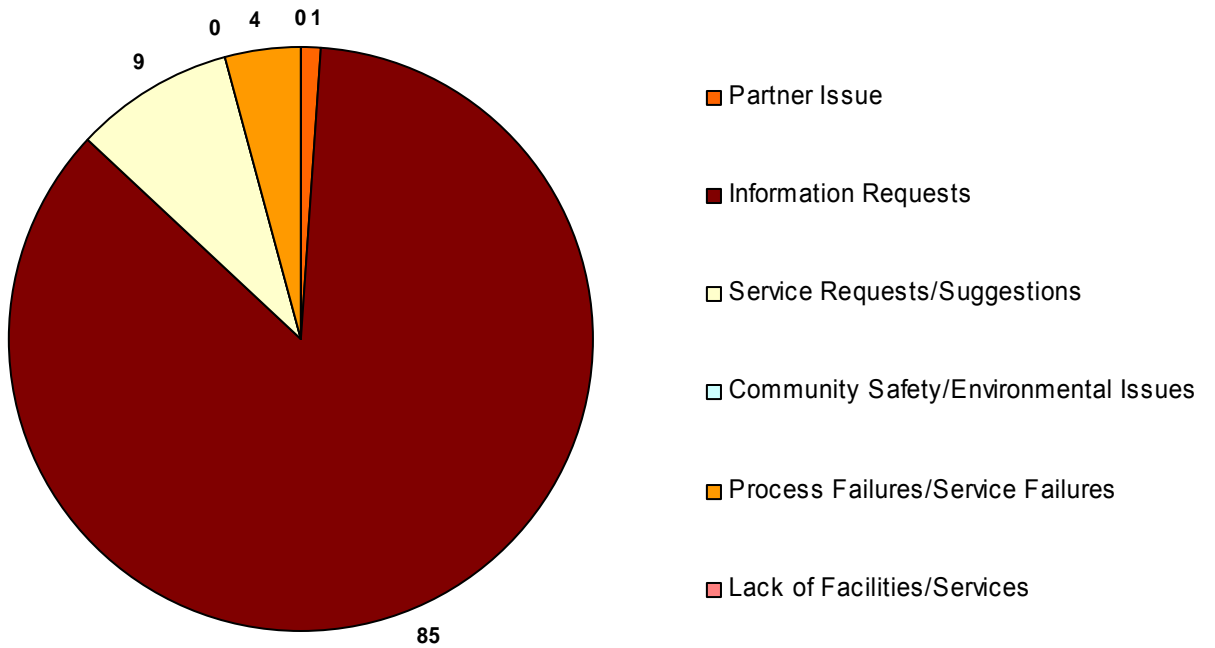
### Number of Compliments - Year to date



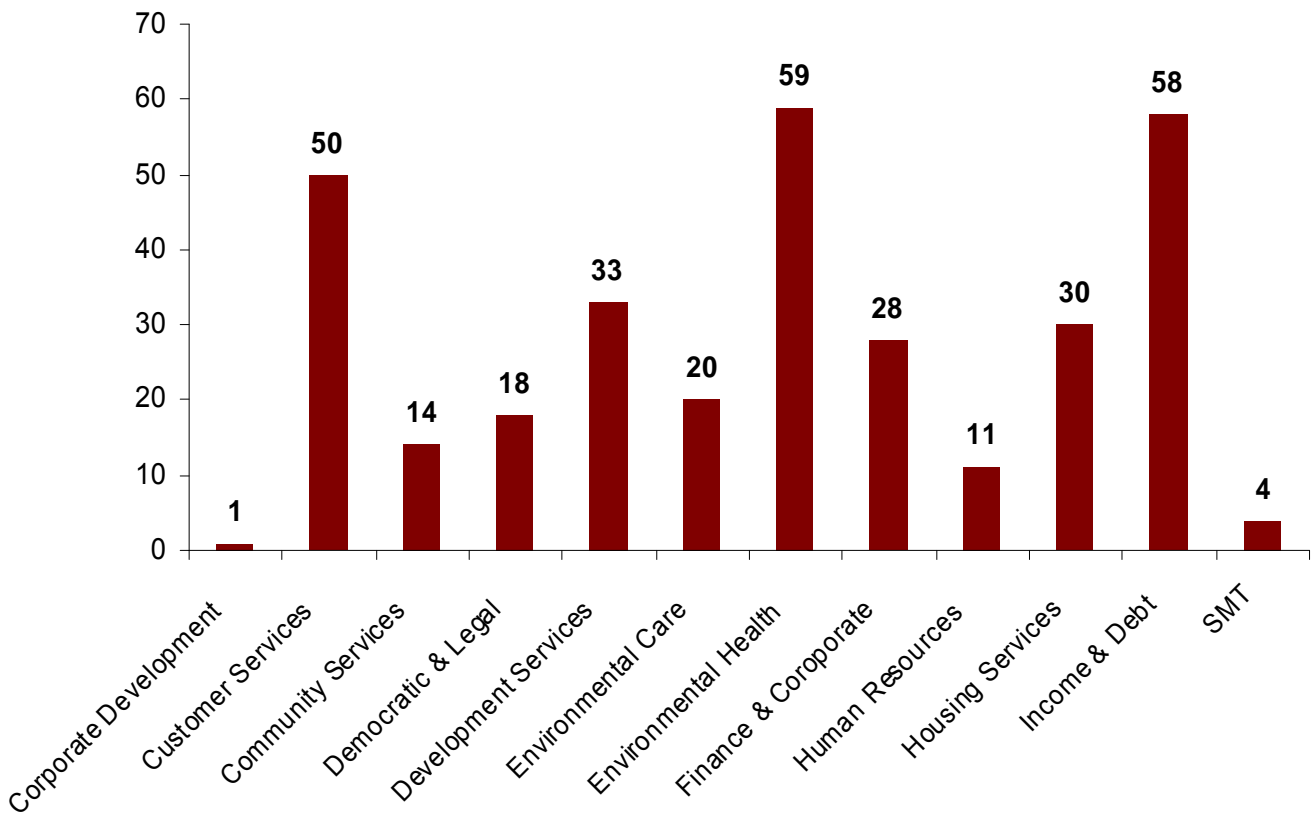
### Number of MP Queries per Service Area - year to date



**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

## Risk rankings definition

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

Risk ranking	Assessment rationale
1	The system has been subject to high levels of risk that have, or could, prevent the system from meeting its objectives, and which may also impact on the delivery of one or more of the organisation's strategic objectives.
2	The system has been subject to high levels of risk that have, or could, prevent the system from meeting its objectives, but which are unlikely to impact on any of the organisation's strategic objectives.
3	The system has been subject to medium levels of risk that have, or could, impair the system from meeting its objectives.
4	The system has been subject to low levels of risk that have, or could, reduce its operational effectiveness.

## Assurance Levels

There are five categories by which we classify our overall assurance levels. They are defined as follows:

Assurance Level	Assessment rationale
<b>Full</b>	The audit did not highlight any weaknesses that would impact on the achievement of the system's key objectives. It has therefore been concluded that key controls have been adequately designed and are operating effectively to deliver the key objectives of the system.
<b>Significant</b>	The audit did not highlight any weaknesses that would materially impact on the achievement of the system's key objectives. The audit did find some low impact control weaknesses which, if addressed, would improve the overall performance of the system
<b>Moderate</b>	The audit did not highlight any weaknesses that would in overall terms impact on the achievement of the system's key objectives. However, the audit did identify some control weaknesses that have impacted on the delivery of certain system objectives. Action is required to improve controls for these specific system objectives to a level that will enable management to fully rely on all elements of the system.
<b>Limited</b>	The audit highlighted some weaknesses in the design or operation of controls that have had a significant impact on the delivery of key system objectives, but which are unlikely to seriously impact on the delivery of the organisation's strategic objectives. Action is required to improve controls so that management can rely on the system to deliver its key objectives.
<b>No</b>	The audit highlighted weaknesses in the design or operation of controls that have not only had a significant impact on the delivery of key system objectives, but which could also impact on the delivery of the organisation's strategic objectives. Urgent action is required to ensure that the system meets its objectives and that the organisation's strategic objectives are protected from failure to achieve.

**INTERNAL AUDIT REPORTS**  
**Summary of Reports Published since October 2012**

Council Tax – overall level of assurance FULL

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<b>Audit assurance opinion of individual key control objectives</b>					
<b>Key control objectives</b>	<b>Assurance level</b>	<b>Number of recommendations raised</b>			
		<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
There are approved policies and procedures in place for Council Tax.	<b>Full</b>	0	0	0	0
The integrity of the Data and system is maintained.	<b>Full</b>	0	0	0	0
All taxable properties and liable persons are identified, assessed, recorded and accurately maintained.	<b>Full</b>	0	0	0	0
Amounts due are accurately collected and posted to the correct accounts.	<b>Full</b>	0	0	0	0
Non payments are promptly identified and actively pursued.	<b>Full</b>	0	0	0	0
Performance information is collated and reported to management and Committee.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Benefits – overall level of assurance SIGNIFICANT

<b>Audit assurance opinion of individual key control objectives</b>					
<b>Key control objectives</b>	<b>Assurance level</b>	<b>Number of recommendations raised</b>			
		<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
There are approved policies and procedures in place for benefits.	<b>Full</b>	0	0	0	0
The integrity of the data is maintained.	<b>Full</b>	0	0	0	0
Claims are accurately assessment in accordance with benefit regulations.	<b>Significant</b>	0	0	0	1
Overpayments are promptly and accurately calculated and recovered and subsidy checks are undertaken.	<b>Significant</b>	0	0	1	0
Payment and output is accurate and timely.	<b>Full</b>	0	0	0	0
<b>Total recommendations raised</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

## Anti-Fraud and Corruption – Overall level of Assurance NOT APPLICABLE

This review benchmarked current anti-fraud and protection arrangements against a specific set of recommendations made in a nationally released government strategy for fighting fraud in local government. The full system for reviewing anti-fraud and corruption arrangements has not been subject to review, hence it was not appropriate to provide an overall level of assurance for this piece of work. Actions have however been agreed to implement a number of recommendations made in the strategy document:

- Use of the assessment tool issued by the National Fraud Authority to assess the Council's likely fraud exposure.
- Use of the Fraud Resilience Toolkit provided by the National Anti-Fraud Network.
- Development of a Fraud Response Plan.

**PROGRESS AGAINST INTERNAL AUDIT PLAN as at 31<sup>st</sup> December 2012**

Description of audit	Days planned	Actual to date	Current Status	Opinion
<b>CORE FINANCIAL SYSTEMS</b>	<b>62</b>	<b>57</b>		
Capital accounting and fixed assets	✓	✓	Fieldwork complete	
NNDR	✓	✓	Final report	Significant
Council Tax	✓	✓	Final report	Full
Creditors	✓	✓	Fieldwork complete	
Housing Benefit & Council Tax Benefit	✓	✓	Final report	Significant
Sundry debtors	✓	✓	Final report	Significant
<b>CORPORATE REVIEWS</b>	<b>58</b>	<b>27</b>		
Partnership arrangements	✓	✓	Final report	Significant
Work to support Governance Statement	✓		Delivery in qtr 4	
Anti Fraud & Corruption Arrangements	✓	✓	Final Report	N/A
Business continuity	✓	✓	Fieldwork ongoing – completion qtr 4	
Data quality and performance information	✓		Delivery in qtr 4	
Project Management	✓	✓	Fieldwork ongoing	
<b>OTHER SYSTEMS REVIEWS</b>	<b>76</b>	<b>66</b>		
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



Description of audit	Days planned	Actual to date	Current Status	Opinion
<b>OTHER SYSTEMS REVIEWS Cont'd</b>				
Housing - planned and responsive maintenance	✓	✓	Fieldwork ongoing	
Housing - services for the elderly	✓	Audit	scoped	
<b>COMPUTER AUDIT</b>	<b>18</b>	<b>3</b>		
Computer audit needs assessment	✓	✓	Complete	
computer audit coverage (tbc)	✓		Delivery in qtr 4	
<b>CONTRACT AUDIT</b>	<b>10</b>		Delivery in qtr4	
<b>PRODUCTIVE DEMAND LED ACTIVITIES</b>	<b>12</b>	<b>4</b>		
Recommendation tracking	✓	✓	Ongoing throughout year	
Follow Up	✓		Delivery in quarter 4	
<b>AUDIT MANAGEMENT</b>	<b>16</b>	<b>12</b>	Ongoing throughout year	
<b>TOTAL DAYS</b>	<b>252</b>	<b>169</b>		

# 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 CO<sup>2</sup> 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.'