



New Key Performance Information Booklet

Issue 50

April 2013

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 10th April 2013, entitled 'Durable Budget Report 2013/14'.

The report can be found online at www.kettering.gov.uk

Performance Update

PI Ref.	Description of PI	11/12 Outturn	Top Quartile	February 2011/12	February 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	ANNUAL			774	774
NI 155	Number of affordable homes delivered	87	N/A	38 (Dec)	128 (Dec)		150	148	150
NI 157a	Planning major applications processed in 13 weeks	45.00%	89.00%	47.37%	52.17%	12/23		50.00%	75.00%
NI 157b	Planning minor applications processed in 8 weeks	79.67%	87.00%	83.04%	63.70%	86/135		85.00%	90.00%
NI 157c	Planning other applications processed in 8 weeks	87.77%	94.00%	88.77%	80.59%	299/371		85.00%	90.00%
LPI 204	% of appeals against authority's decision to refuse planning applications	9.1%	26.7%	10%	61.5%			22%	22%
Efficient and Effective Service Delivery									
MPI 25	Percentage of calls answered by switchboard	95.30%	N/A	97.60%	93%			95%	97.5%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	86.30%	N/A	90.20%	86.60%			91%	N/A
LPI 78a	Average time to process new benefits claims (days)	16.50	21.2	16.70	19.32	77085/3990		18.00	14.00
LPI 78b	Average time to process change in circumstances (days)	6.50	7	5.00	8.33	204558/24557		6.00	5.00
Enhanced Local Government									
MPI 8	% Invoices paid on time	100.00%	97.01%	99.20%	98.8%	20242/20489		99%	199%
LPI 9	% Council Tax collected	98.25%	98.5%	97.35%	97.50%		97.00%	98.00%	98.00%
LPI 10	% NNDR collected	99.10%	99.36%	97.70%	97.83%		97.00%	99.10%	98.50%
LPI 12	Days staffing lost (per member of staff)	7.81	8.33	6.88	8.21		7.33	8	8
LPI 66a	Proportion of rent collected	99.13%	98.63%	98.08%	98.27%			98.75%	98.70%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	70.00%	82.4%	66.88%	67.80%		76.00%	70.00%	78.00%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	35.00%	36.8%	27.52%	39.07%		38.00%	30.00%	40.00%
Greener environment									
NI 192	% of household waste recycled and composted	46.80%	43.18%	47.07%	47.20%			43.00%	43.00%
Cleaner environment									
NI 195a	% of land / highways that have below acceptable levels of litter	7.0%	3.0%	5.0%	0.5% (Nov)			9.00%	9.00%
NI 195b	% of land / highways that have below acceptable levels of detritus	10.7%	6.0%	5%	0.5% (Nov)			15.00%	15.00%
NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%	0%	0% (Nov)			5.00%	5.00%
NI 195d	% of land / highways that have below acceptable levels of fly-posting	2.0%	0%	1%	0% (Nov)			1.00%	1.00%
LPI 42	The average time taken to remove fly-tips (days)	0.75	N/A	0.69	1.30			1.00	1.00

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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

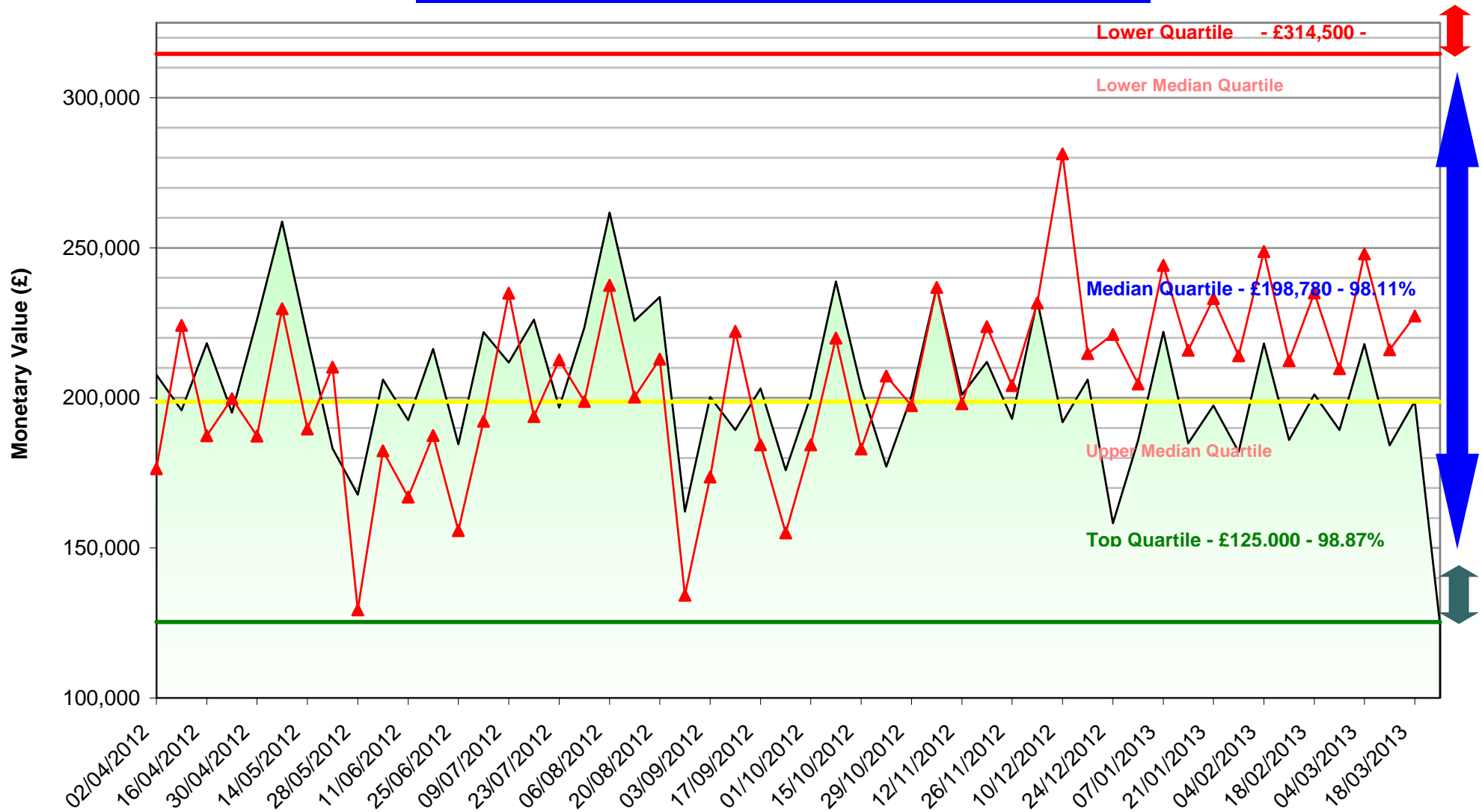
KEY

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

Housing Rent Arrears Graphs

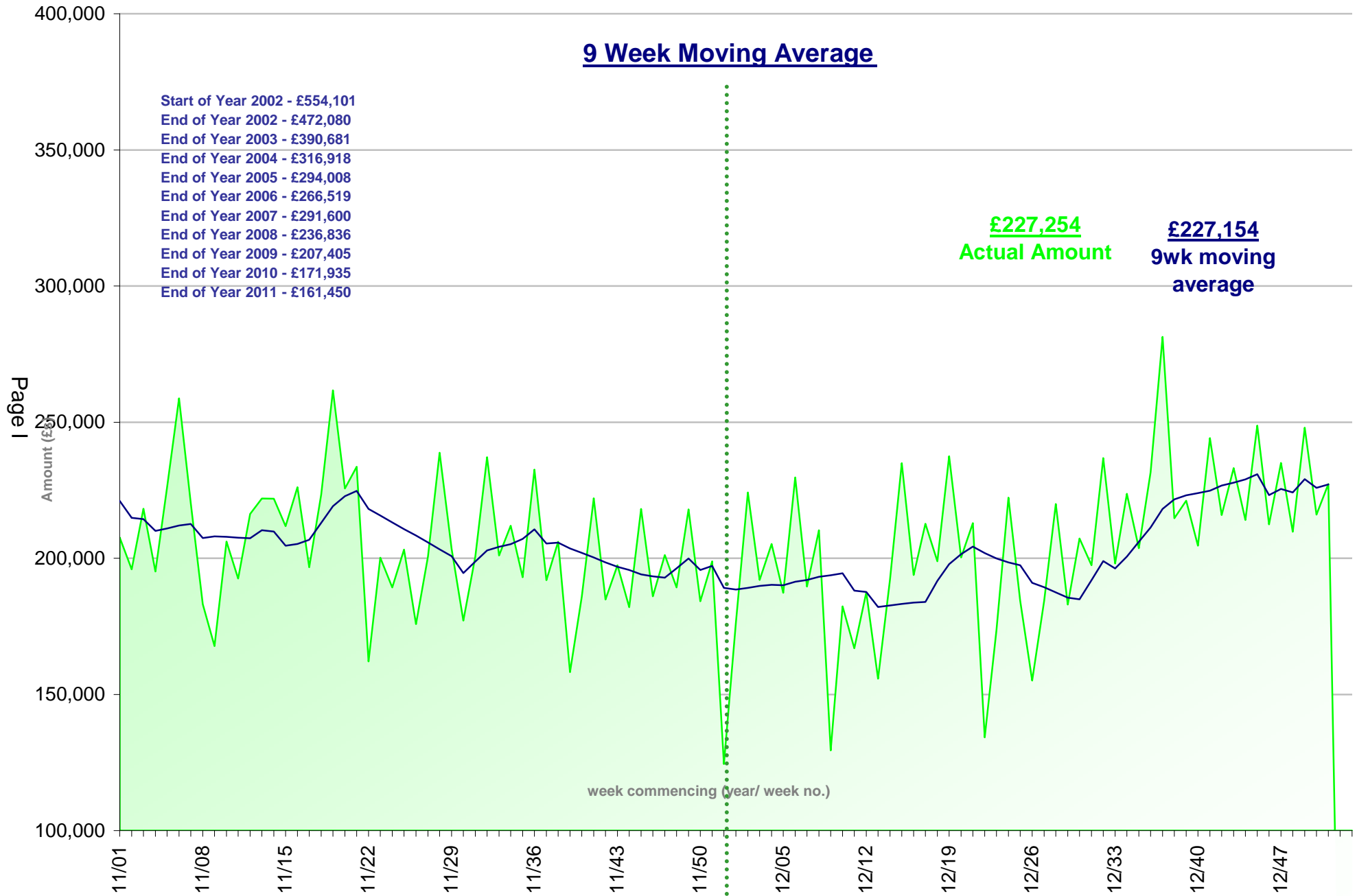
Headline Arrears Performance: 2012 /13

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9 Week Moving Average

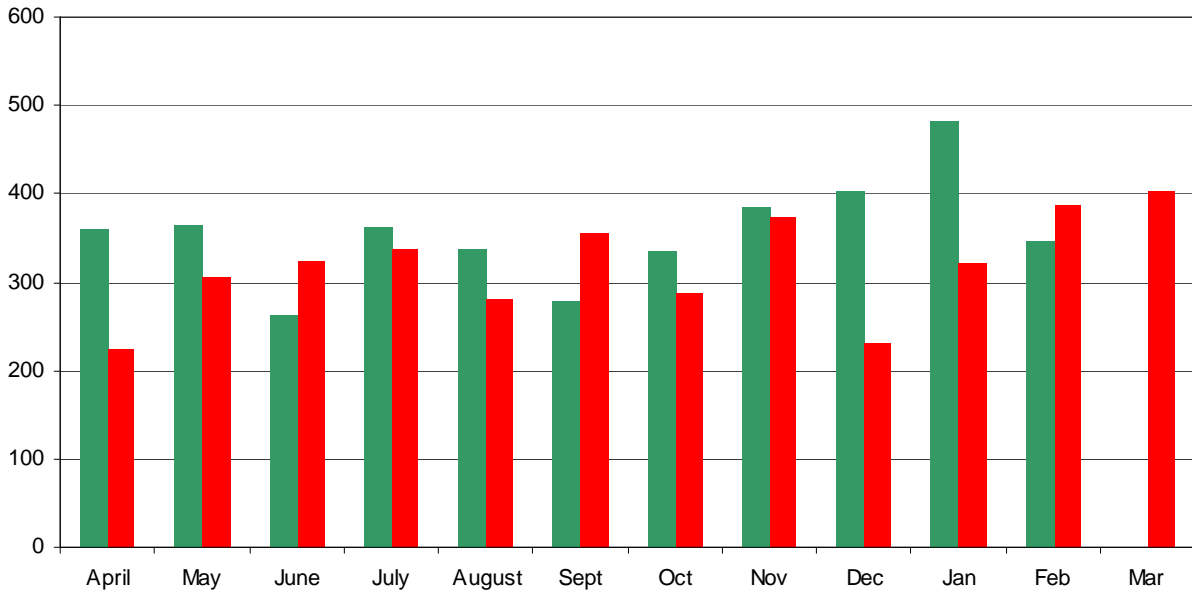
Start of Year 2002 - £554,101
End of Year 2002 - £472,080
End of Year 2003 - £390,681
End of Year 2004 - £316,918
End of Year 2005 - £294,008
End of Year 2006 - £266,519
End of Year 2007 - £291,600
End of Year 2008 - £236,836
End of Year 2009 - £207,405
End of Year 2010 - £171,935
End of Year 2011 - £161,450



Staff Sickness Summary

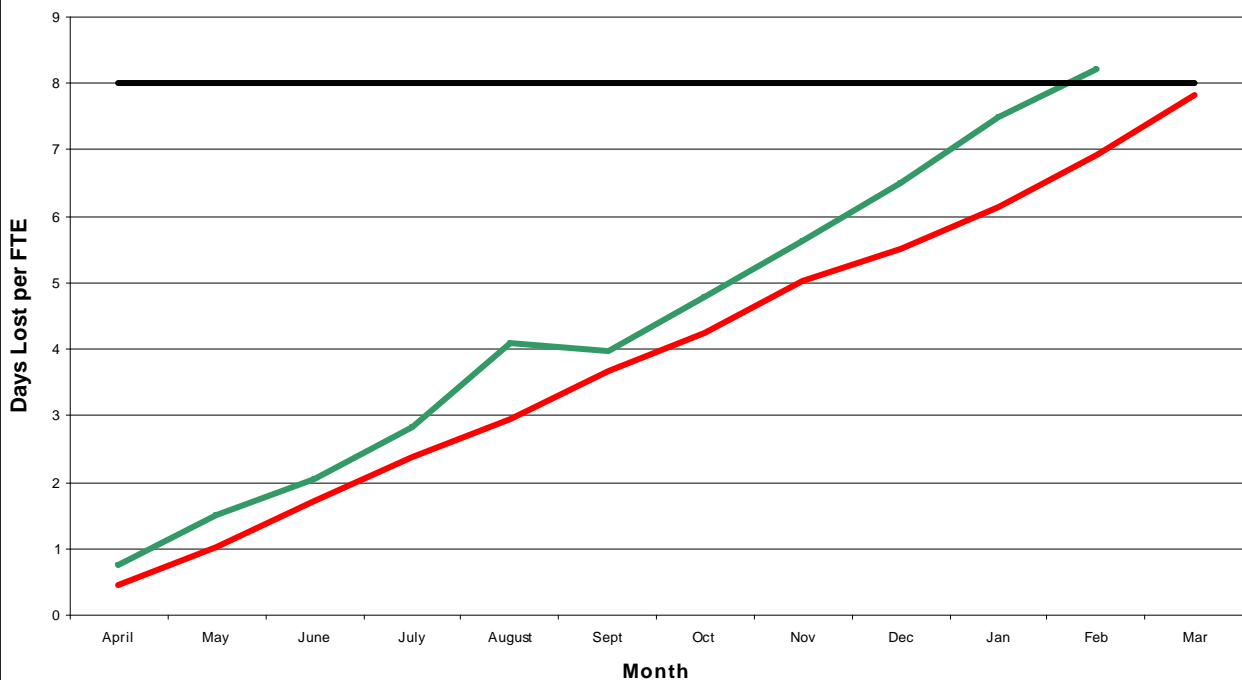
Comparison of Sickness/Absence
Number of days lost each month - 11/12 & 12/13

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



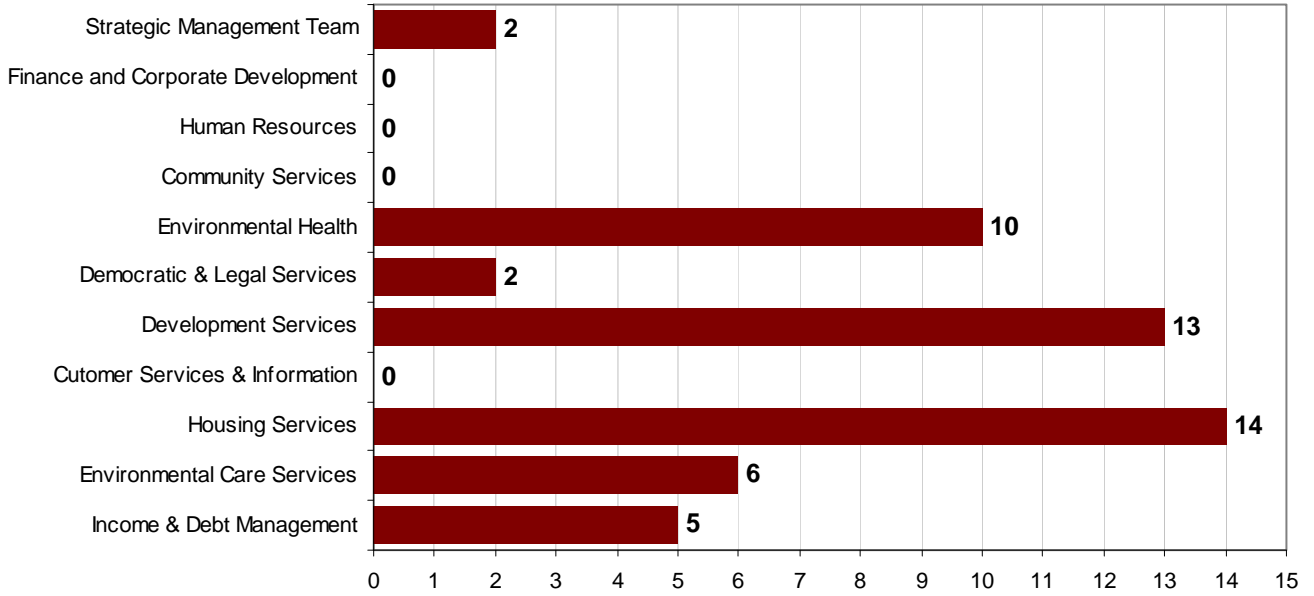
Comparison of Sickness/Absence
2011/12 & 2012/13

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

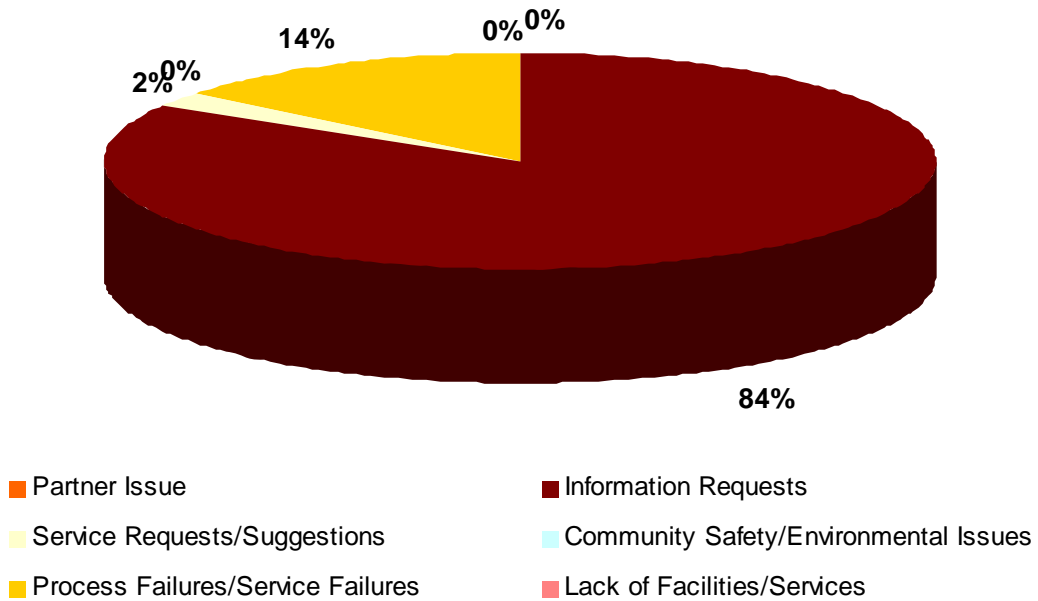


Compliments and Complaints

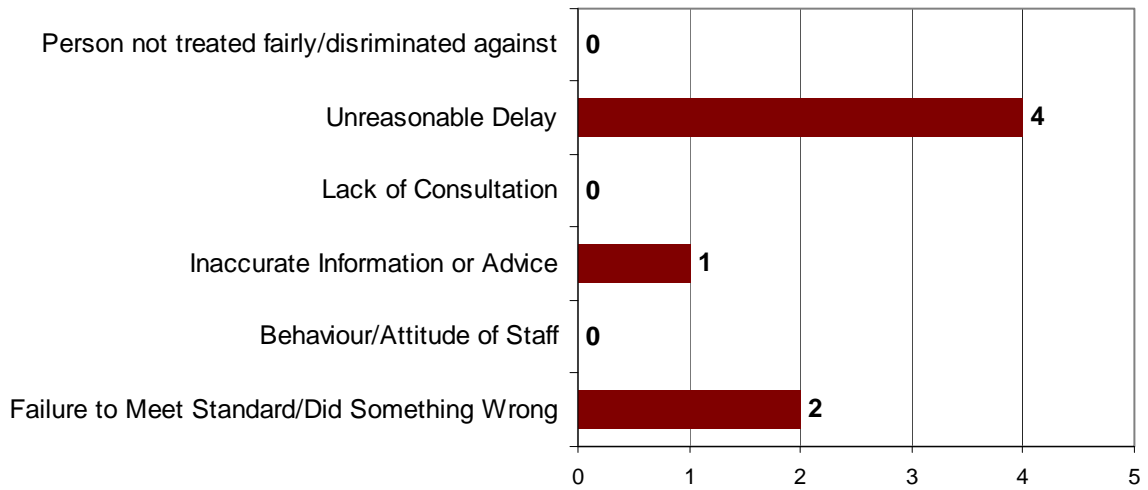
Customer Complaints by Service Area - year to date



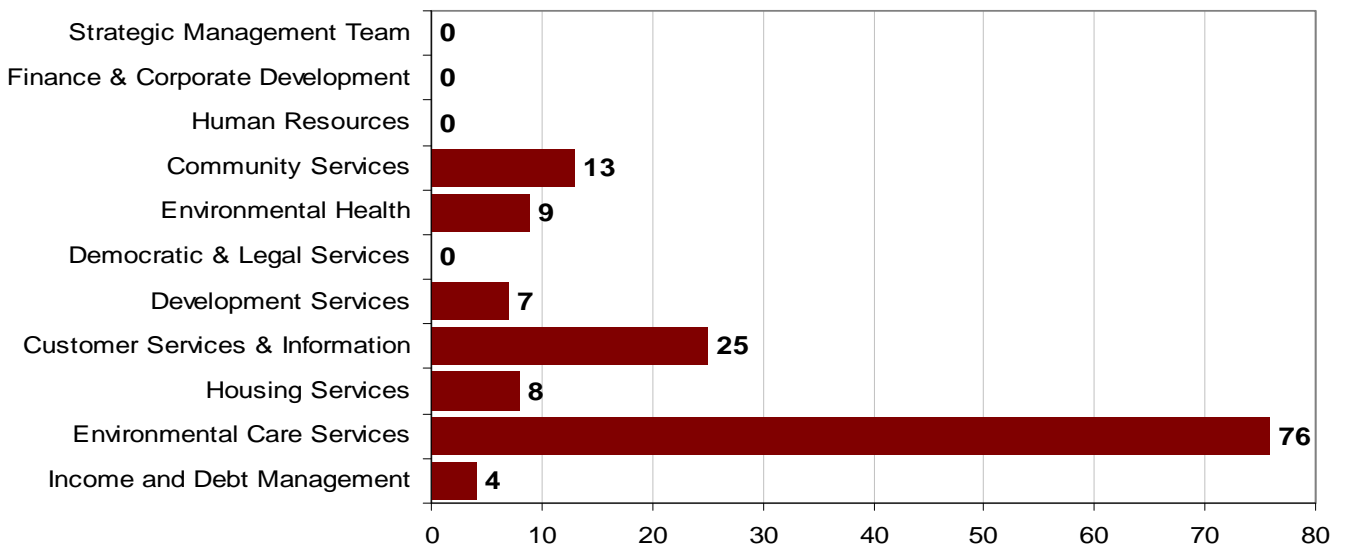
Customer Complaints by Category - year to date



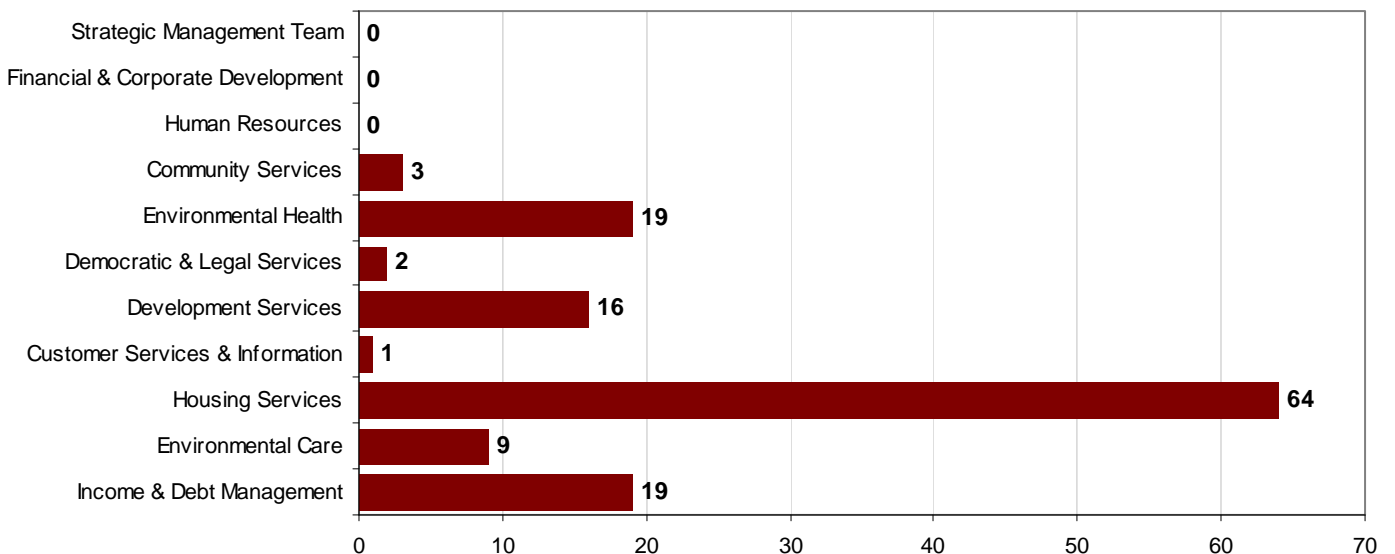
Reason for Process Failure/Service Failure Complaints - year to date



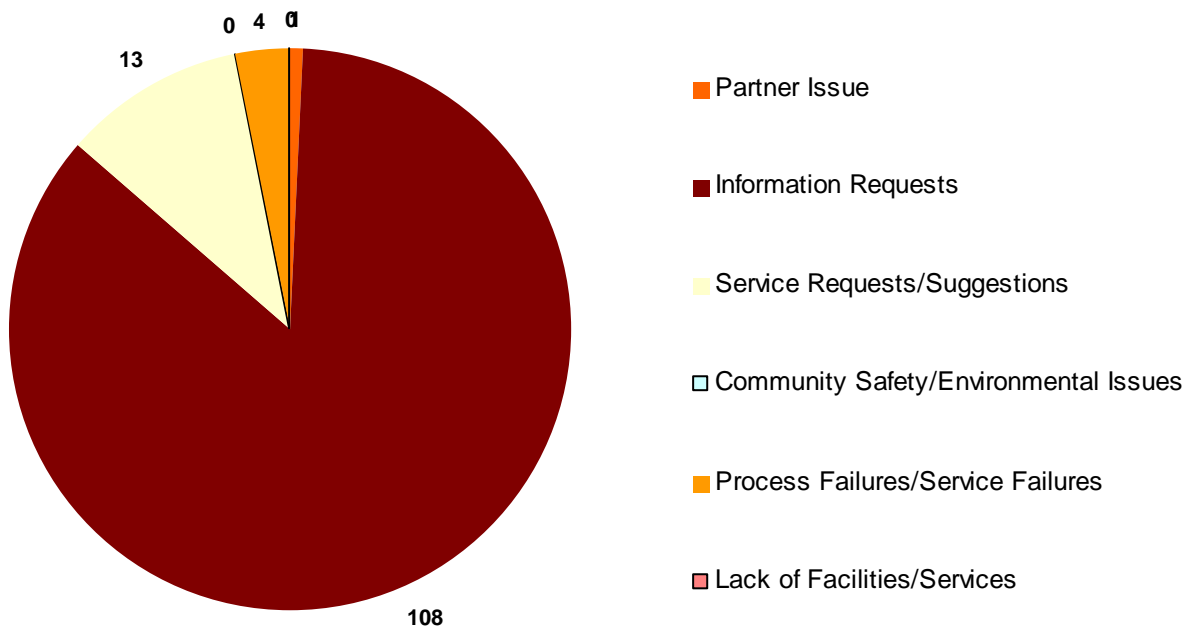
Number of Compliments - Year to date



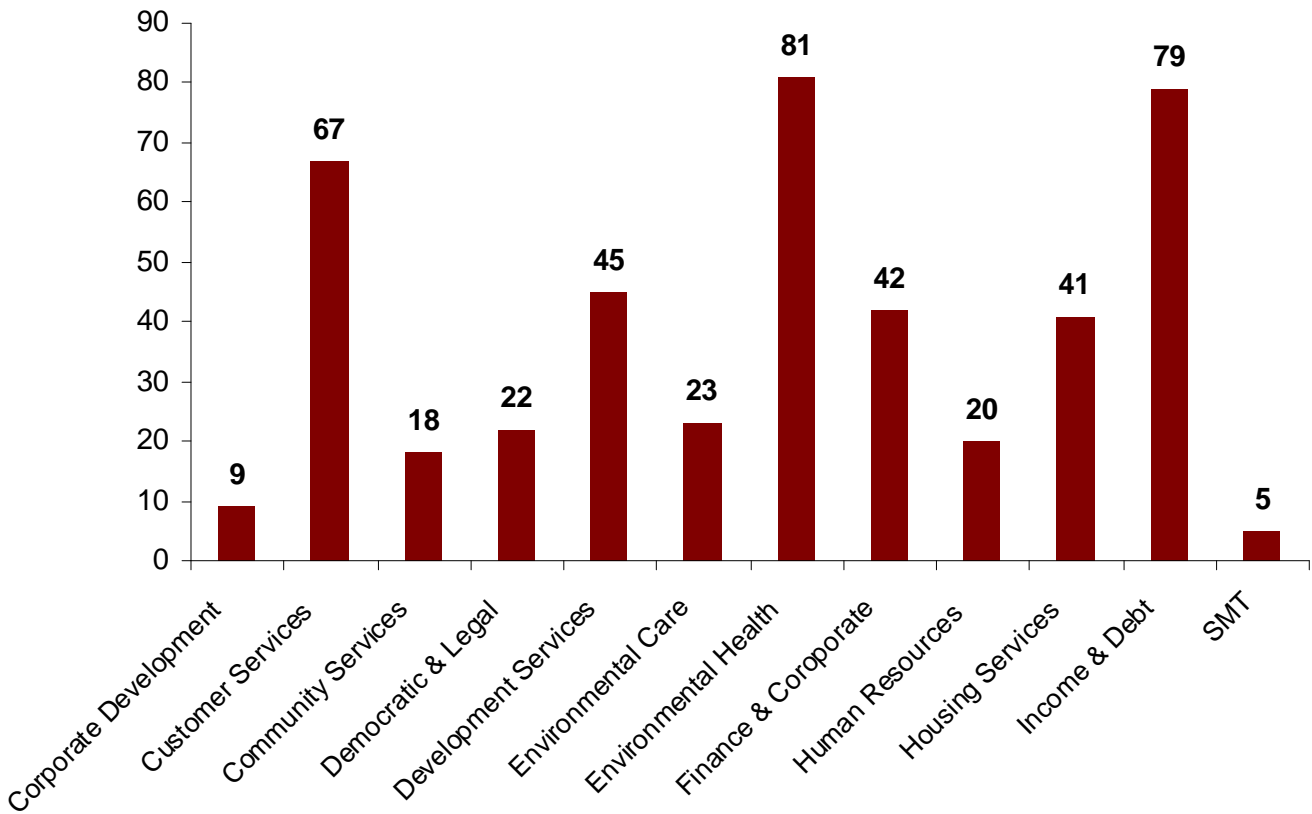
Number of MP Queries per Service Area - year to date



Total Number of MP Queries By Category - year to date



Total FOI requests received by Service Unit - year to date

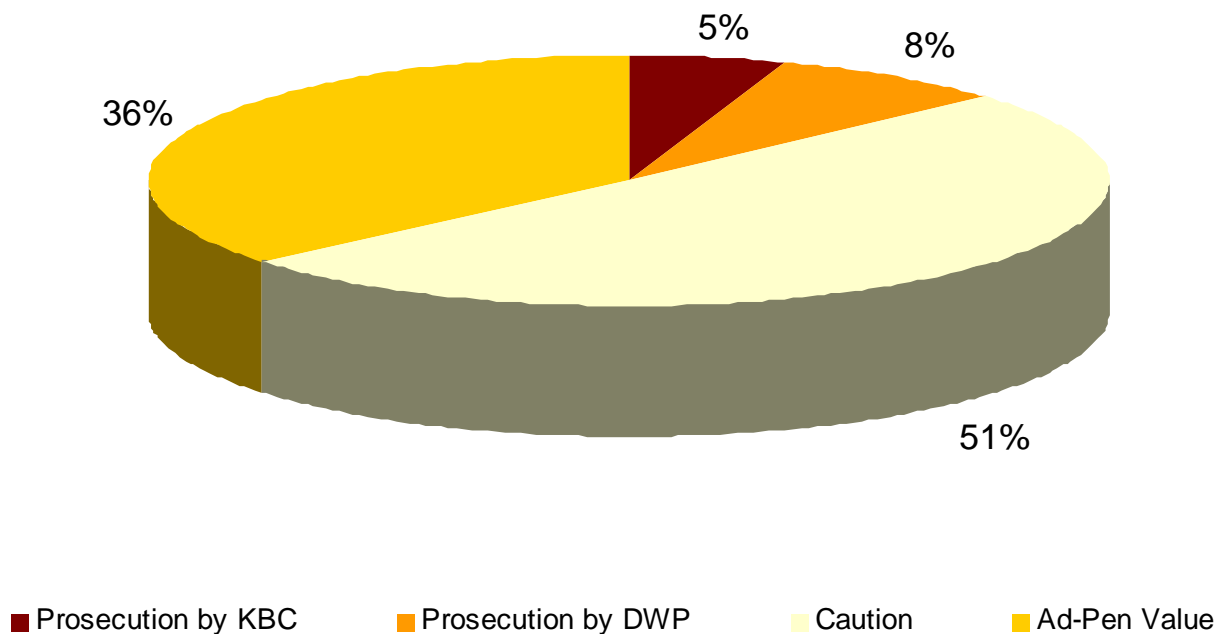


Fraud Prosecutions and Sanctions

The following sanctions have been recorded for 2012/13:

Quarter	Prosecution by KBC	Prosecution by DWP	Caution	Ad-Pen Value	Value
Quarter 1	1	2	1	8	£2,047.22
Quarter 2	1	1	11	6	£1,597.43
Quarter 3	2	1	18	4	£1,403.01
Quarter 4	0	2	8	9	£2,898.02
TOTAL	4	6	38	27	£7,945.68

Fraud Prosecutions & Sanctions 2012/13



An administrative penalty (Ad-Pen) is a financial penalty which can be offered as an alternative to a prosecution when there has been no previous sanction of any form.

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
Full	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.
Significant	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
Moderate	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.
Limited	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.
No	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 previous Monitoring & Audit Committee

Fixed Assets – overall level of assurance FULL

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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
Up to date central register maintained of all assets owned by the authority, in accordance with current financial rules, which is periodically reconciled with independent records/feeder systems.	Full	0	0	0	0
Asset verification exercises are undertaken on a periodic basis.	Full	0	0	0	0
Valuations are in accordance with CIPFA guidance and valuation programme is promptly updated to include all additions/disposals.	Full	0	0	0	0
There is an annual impairment review of tangible and intangible fixed assets.	Full	0	0	0	0
Depreciation is calculated accurately, in accordance with current SORP. Reconciliation of movement in depreciation from prior year to movement in fixed asset balance.	Full	0	0	0	0
Total recommendations raised		0	0	0	0

Creditor Payments – 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 in place and accessible to staff.	Full	0	0	0	0
Amendments to creditor/supplier information are authorised, processed promptly and checked. Changes/additions to bank details are reviewed prior to a payment run.	Moderate	0	1	0	0
Periodic reconciliations of the creditors system to the general ledger are completed and reviewed.	Full	0	0	0	0
All goods/services are requested via an official order (unless specifically exempted) and comply with procurement policies. Expenditure is authorised and committed within system at the time the order is raised and all invoices received are matched to orders and delivery notes and any variances are authorised.	Moderate	0	1	1	0
Credit notes are promptly actioned and where the supplier is no longer used a refund is requested.	Significant	0	0	1	0
All payments made are valid, authorised, accurate and timely.	Full	0	0	0	0
Regular payment information is reported to and reviewed by management and committee.	Full	0	0	0	0
Total recommendations raised		0	2	2	0

High Level Financial Controls (to support AGS) – overall level of assurance SIGNIFICANT

Audit assurance opinion for High Level Controls					
High Level Controls	Assurance level	Number of recommendations raised			
		Critical	High	Medium	Low
Financial Accounting & Budgetary Control	Full	0	0	0	0
Treasury Management	Full	0	0	0	0
Payroll	Full	0	0	0	0
Receipt, Handling & Banking of Remittances	Full	0	0	0	0
Sundry Debtors	Full	0	0	0	0
IT Controls – General Ledger & Payroll.	Full	0	0	0	0
Total recommendations raised		0	0	0	0

Business Continuity – 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
A managed process is developed and maintained for business continuity throughout the organisation that includes appropriate information security requirements and which complies with relevant quality standards.	Moderate	0	1	5	0
Events that can cause interruptions to business processes have been identified, along with the probability and impact of such interruptions and their consequences for information security.	Significant	0	0	1	0
The organisation has documented continuity plans developed and implemented to maintain or restore operations and ensure availability of information at the required level and in the required timescales following interruption to or failure of critical business processes.	Limited	0	2	0	0
Business continuity plans are tested and updated regularly to ensure that they are up to date and effective.	Limited	0	3	0	0
Joint delivery of business continuity plans with other local authorities is appropriately defined and managed	Full	0	0	0	0
Total recommendations raised		0	6	6	0

Data Quality & Performance Information – 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
The Council has a data quality and performance information policy and procedures which define the data requirements.	Significant	0	0	1	0
Overall responsibility for data quality and performance information has been allocated to a senior manager and each service area also has a named individual.	Full	0	0	0	0
A timetable is in place for submission of performance information and all relevant staff are aware of this.	Full	0	0	0	0
Adequate information is retained to provide a complete audit trail for all figures submitted.	Significant	0	0	1	0
Performance information is checked for accuracy prior to submission.	Full	0	0	0	0
Total recommendations raised		0	0	2	0

Project Management – 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, procedures and methodologies in place for managing projects.	Full	0	0	0	0
All projects are documented and managed using the appropriate framework.	Full	0	0	0	0
Registers of projects are maintained.	Significant	0	0	1	0
Monitoring arrangements are in place during the project, including a post project review on completion.	Full	0	0	0	0
Total recommendations raised		0	0	1	0

PROGRESS AGAINST INTERNAL AUDIT PLAN AS AT 31st March 2013

Description of audit	Days planned	Actual to date	Current Status	Opinion
CORE FINANCIAL SYSTEMS	62	62		
Capital accounting and fixed assets	✓	✓	Final report	Full
NNDR	✓	✓	Final report	Significant
Council Tax	✓	✓	Final report	Full
Creditors	✓	✓	Final report	Significant
Housing Benefit & Council Tax Benefit	✓	✓	Final report	Significant
Sundry debtors	✓	✓	Final report	Significant
CORPORATE REVIEWS	58	58		
Partnership arrangements	✓	✓	Final report	Significant
High Level Controls to support AGS	✓	✓	Final report	Significant
Anti Fraud & Corruption Arrangements	✓	✓	Final report	N/A
Business continuity	✓	✓	Final report	Moderate
Data quality and performance information	✓	✓	Final report	Significant
Project Management	✓	✓	Final report	Significant
OTHER SYSTEMS REVIEWS	76	74		
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	✓	✓	Fieldwork complete	
Housing - services for the elderly	✓		Combined with Housing repairs to provide more time for testing	

Description of audit	Days planned	Actual to date	Current Status	Opinion
COMPUTER AUDIT	18	16		
Computer audit needs assessment	✓	✓	Complete	
computer audit coverage (tbc)	✓		Fieldwork Ongoing	
CONTRACT AUDIT			Transferred to follow up	
PRODUCTIVE DEMAND LED ACTIVITIES	22	20		
Recommendation tracking	✓	✓	Ongoing throughout year	
Follow Up	✓	✓	Fieldwork complete	
AUDIT MANAGEMENT	16	16	Ongoing throughout year	
TOTAL DAYS	252	246		

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.'

Fraud Prosecutions and Sanctions: Issue 50 - April 2013

Fraud Prosecutions and Sanctions has been added to this and future booklets, for member information.