

**WEST OXFORDSHIRE DISTRICT COUNCIL**  
**FINANCE AND MANAGEMENT OVERVIEW AND SCRUTINY COMMITTEE**  
**WEDNESDAY 8 APRIL 2015**  
**PERFORMANCE INDICATORS – QUARTER 3, 2014/2015**  
**REPORT OF THE HEAD OF BUSINESS INFORMATION AND CHANGE SERVICES**  
**(Contact: Mike Clark, Tel: (01993) 861197)**

(The report is for information)

**1. PURPOSE**

To provide information on the Council's performance as at the end of Quarter 3, 2014/2015.

**2. RECOMMENDATIONS**

That the report be noted.

**3. BACKGROUND**

- 3.1. Appendix A to this report provides detailed information as at the end of Quarter 3, 2014/15 for performance indicators relating to Business Information and Change, Customer Services, GO Shared Services, Democratic Services and Revenues and Strategic Housing.
- 3.2. Analysis of the results has highlighted that the Council's overall performance for these services remains good.
- 3.3. Of the 17 Indicators listed, results for 13 are being reported to this meeting. Two indicators report annually and data is not yet available for a further indicator. For another indicator (Number of covert surveillance operations approved) no target has been set.
- 3.4. Of the performance indicators results reported this quarter where targets have been set, 5 (38%) have achieved target (Green), 4 (31%) have missed target (Red) and 4 (31%) have missed target but are within tolerance (Amber). Those which have missed target are discussed in more detail below:-

**Red Indicators**

**GO1 - The number of working days/shifts lost to the Authority due to sickness absence**

Target: 4.5 days

Actual: 5.94 days

The target has been missed this Quarter due to continuation of some long term sickness cases although certain cases have had a phased return to work. All other cases are under sickness absence management.

**RH2 - Speed of processing of Benefit Change of Circumstances**

Target: 5 days

Actual: 6.95 days

New data matching from the DWP has vastly increased the number of claims requiring change. This in hand with a shortage of resources has impacted on performance.

**RH5 – Number of Housing and Council Tax Benefits prosecutions/sanctions and Council tax penalties per year**

Target: 45

Actual: 31

**RH6 – Amount of fraudulent Housing Benefit overpayments identified**

Target: £180,000

Actual: £147,399

This should be the last quarter for reports on the Housing Benefit Fraud Performance Indicators due to the responsibility for this function being transferred to the DWP from 1<sup>st</sup> February 2015. The team have been involved in the management of file and admin transfer to the DWP which has impacted on performance this quarter.

**Amber Indicators**

**GO3 – Invoices paid within 30 days**

Target: 98%

Actual: 95.85%

The payment of invoices over this period has been between 94.95% and 96.74%. The service continues to maintain a good and consistent performance level.

**RH1 – Speed of processing of Benefit new claims**

Target: 12 days

Actual: 13.35 days

The third quarter has been challenging due to a member of the team leaving. Although this is reflected in the quarter's performance the actual in year figure is encouraging at 11.51 days and still on target.

**RH3 – Percentage of Council Tax collected in-year**

Target: 88%

Actual: 87.41%

**RH4 – Percentage of National Non-Domestic Rates collected in-year**

Target: 88%

Actual: 86.74%

These targets have been narrowly missed, probably due to the number of accounts with instalments spread into February and March. It is expected that the annual target will be met.

**4. ALTERNATIVES/OPTIONS**

Not applicable.

**5. FINANCIAL IMPLICATIONS**

None

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Background Papers: None

## Finance & Management Overview & Scrutiny Committee 2014/15

### Business Information and Change Service

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	Actual 2014/15	Target 2014/15	Overall RAG Status	Comments
BII	Availability (%) of network and servers from a central monitoring point	99.06%	99.00%	Green	99.36%	99.00%	Green	The monitoring system is now configured to monitor the Cheltenham & Forest of Dean networks as part of the 2020 vision programme. Over the next 9 months there will be a programme to stabilise their systems and this will be reflected in the performance indicator.

### Customer Services

CS1	Percentage of telephone calls answered within 20 seconds	84.18%	80.00%	Green	80.01%	80.00%	Green	The indicator has returned to Green after a few quarters at Amber.
CS2	Percentage of telephone abandon rate	4.00%	5.00%	Green	5.23%	5.00%	Amber	The indicator has returned to Green after a few quarters at Amber.

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	Actual 2014/15	Target 2014/15	Overall RAG Status	Comments
CS3	Customer Satisfaction Rate for users of the Council	91.28%	85.00%	Green	93.38%	85.00%	Green	This indicator is now being reported quarterly. In Q3 the sample size was small (51 customers) and larger samples will be used in future which may affect the outturn.
CS4	Percentage of enquiries dealt with at first point of contact	No data available	60.00%	N/A	No data available	60.00%	N/A	The system for recording this data is not yet working as planned.
GO Shared Services								
GO1	The number of working days/shifts lost to the Authority due to sickness absence	5.94 days	4.50 days	Red	5.94 days	6.00 days	Red	Slightly above same quarter last year due to continuation of some long term sickness cases although certain cases have had a phased return to work. All other cases under sickness absence management.
GO2	The number of working days/shifts lost to the Authority due to sickness absence, excluding long term sickness	2.52 days	3.00 days	Green	2.52 days	4.00 days	Green	

PI Code	Indicator	Quarter 3 Return	Quarter 3 Target	Quarter 3 RAG status	Actual 2014/15	Target 2014/15	Overall RAG Status	Comments
GO3	The percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	95.85%	98%	Amber	95.05%	98%	Amber	The payment of invoices within 30 days over this period has been between 94.95% to 96.74%, an overall average of 95.85%. The service continues to maintain a consistent performance level and has achieved 95.05% for the year to date.

**Democratic Services**

DE1	Number of ombudsman complaints (including premature complaints)	<b>REPORTED ANNUALLY</b>				No more than 10	N/A	
DE2	The percentage of responses to Ombudsman complaints within the required timescale	<b>REPORTED ANNUALLY</b>				100%	N/A	

<b>PI Code</b>	<b>Indicator</b>	<b>Quarter 3 Return</b>	<b>Quarter 3 Target</b>	<b>Quarter 3 RAG status</b>	<b>Actual 2014/15</b>	<b>Target 2014/15</b>	<b>Overall RAG Status</b>	<b>Comments</b>
DE3	Number of covert surveillance operations approved	0	No target set	N/A	0	No target set	N/A	This is a new indicator for 2014/15.

### Revenues & Strategic Housing

RH1	Speed of processing: Average processing time taken across all new Housing and Council Tax Benefit claims submitted to the Local Authority, for which the date of decision is within the financial year being reported (days)	13.35	12.00	Amber	11.51	12.00	Green	The third quarter has been challenging due to a member of the team leaving. Although this is reflected in the quarter performance, the actual in year figure is encouraging at 11.51 and is still on target.
RH2	Speed of processing: Average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf of the Authority (days)	6.95	5.00	Red	6.21	5.00	Red	New data matching from the DWP has vastly increased the number of claims requiring change. This in hand with a shortage of resources has impacted on performance.

<b>PI Code</b>	<b>Indicator</b>	<b>Quarter 3 Return</b>	<b>Quarter 3 Target</b>	<b>Quarter 3 RAG status</b>	<b>Actual 2014/15</b>	<b>Target 2014/15</b>	<b>Overall RAG Status</b>	<b>Comments</b>
RH3	(Cumulative) Percentage of Council Tax collected in-year	<b>87.41%</b>	<b>88.00%</b>	<b>Amber</b>	<b>87.41%</b>	<b>99.10%</b>	<b>Amber</b>	The target has been narrowly missed, which is probably due to the number of accounts with instalments spread into February and March. It is expected that the annual target will be met.
RH4	(Cumulative) Percentage of National Non-Domestic Rates collected in-year	<b>86.74%</b>	<b>88.00%</b>	<b>Amber</b>	<b>86.74%</b>	<b>98.50%</b>	<b>Amber</b>	The target has been narrowly missed, which is probably due to the number of accounts with instalments spread into February and March. It is expected that the annual target will be met.
RH5	Housing Benefit and Council Tax Security: Number of Housing & Council Tax Benefit prosecutions/sanctions and Council Tax penalties, per year	<b>31</b>	<b>45</b>	<b>Red</b>	<b>31</b>	<b>60</b>	<b>Red</b>	This should be the last quarter for reports on the Housing Benefit Fraud PIs due to the responsibility for this being transferred to the DWP from 1 <sup>st</sup> February 2015. The team have been involved in the management of file and admin transfer to the DWP which has impacted on performance this quarter.

<b>PI Code</b>	<b>Indicator</b>	<b>Quarter 3 Return</b>	<b>Quarter 3 Target</b>	<b>Quarter 3 RAG status</b>	<b>Actual 2014/15</b>	<b>Target 2014/15</b>	<b>Overall RAG Status</b>	<b>Comments</b>
RH6	Amount of fraudulent Housing Benefit overpayments identified	<b>£147,399</b>	<b>£180,000</b>	<b>Red</b>	<b>£147,399</b>	<b>£240,000</b>	<b>Red</b>	As comment above for RH5