

Subject: 2006/7 Quartile Performance

Status: For Publication

Report to: Performance Scrutiny Committee

Date: 8th January 2008

Report of: Head of Policy and Performance

Portfolio

Holder: Well Managed Council

Key Decision: Yes / No

Forward Plan

General Exception

Special Urgency

1. PURPOSE OF REPORT

1.1 The purpose of this report is to inform Members of the Performance Scrutiny Committee of the quartile positions achieved for the Council's Best Value Performance Indicators collected during the 2006/7 cycle (April 2006 – March 2007), using the comparison data for all English Councils released by the Audit Commission in December 2007.

1.2 The report also shows the Audit Commission's assessment of the "overall rate of improvement" by Rossendale Council when compared against all other English Council's.

1.3

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| Appendix 1 - Shows the quartile positions of the previous 3 years outturns and the direction of travel. |
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2. CORPORATE PRIORITIES

2.1 The matters discussed in this report impact directly on the following corporate priorities and associated corporate objective.

- Delivering Quality Services to Customers (Customers, Improvement)
- Delivering Regeneration across the Borough (Economy, Housing)
- Keeping Our Borough Clean and Green (Environment)
- Promoting Rossendale as a cracking place to live and visit (Economy)
- Improving health and well being across the Borough (Health, Housing)

- Well Managed Council (Improvement, Community Network)

3. RISK ASSESSMENT IMPLICATIONS

3.1 There are no specific risk issues for members to consider arising from this report.

4. BACKGROUND AND OPTIONS

4.1 Summary

4.1.1 The following BVPI's have been in the bottom quartile for the previous 3 years:

- BV 8 - % of invoices paid on time (now showing strong improvement)
- BV 14 - % of early retirements
- BV 170c – Visits to museums & galleries by pupils in organized groups

4.1.2 The following BVPI's have declined in quartile position between 2005/6 and 2006/7:

- BV 2b – Duty to promote race equality (3rd to BQ)
- BV 11b – Top 5% earners: minority ethnic communities (3rd to BQ)
- BV 64 – Number of private sector dwellings returned into occupation (2nd to 3rd)
- BV 79b ii – Recovery of overpaid benefit (2nd to 3rd)
- BV199a – Local street and environmental cleanliness - Fly-posting (2nd – BQ)
- BV 91a - % of population served by kerbside collection of recyclables (3rd to BQ)
- BV 216ab – Information on contaminated land (2nd to 3rd)
- BV 106 – New homes built on previously developed land (2nd to BQ)
- BV 109c – Planning applications: 'other' applications (TQ to 2nd)
- BV 219c – Conservation areas – Management plans (2nd to BQ)
- BV 170a Visits to/usage of museums per 1000 population (3rd to BQ)

4.1.3 The following indicators have increased quartile position or maintained top quartile position between 2005/6 and 2006/7:

- BV 9 - % of Council Tax collected (BQ to 3rd)
- BV11a – Top 5% earners :women (Maintained TQ)
- BV 11c – Top 5% earners with a disability (maintained TQ)
- BV 12 – Working days lost due to sickness absence (BQ to TQ)
- BV 15 - % of ill health retirements (BQ to TQ)
- BV 16a - % or employees with a disability (maintained TQ)
- BV 17a - % of black and ethnic minority employees (3rd to 2nd)
- BV 183a – Length of stay in temporary accommodation – B&B (BQ to 3rd)

- BV 183b - Length of stay in temporary accommodation – Hostel (2nd to TQ)
- BV 202 – Number of rough sleepers (Maintained TQ)
- BV 203 – Number of families in temporary accommodation (BQ to 3rd)
- BV 214 – Repeat Homelessness (2nd to TQ)
- BV 79b i – Overpayments recovered as % of all HB overpayments (3rd to 2nd)
- BV 199a - Local street and environmental cleanliness - Litter and Detritus (3rd to 2nd)
- BV 199b - Local street and environmental cleanliness – Graffiti(2nd to TQ)
- BV 84a – Kgs of household waste collected (maintained TQ)
- BV 84b – % change in household waste collection (3rd to 2nd)
- BV 86 – Cost of household waste collection per household (maintained TQ)
- BV 166a – Environmental Health checklist of best practice (3rd to TQ)
- BV 217 – Pollution control improvements (BQ to TQ)
- BV 218a- Abandoned Vehicles – Investigation (maintained TQ)
- BV 218b – Abandoned Vehicles – Removal (maintained TQ)
- BV 109b – Planning applications : Minor applications (3rd to 2nd)
- BV 204 – Planning appeals (BQ to 3rd)
- BV 127a – Violent crime per 1000 population (3rd to 2nd)
- BV 175 – Racial Incidents with further action (maintained TQ)

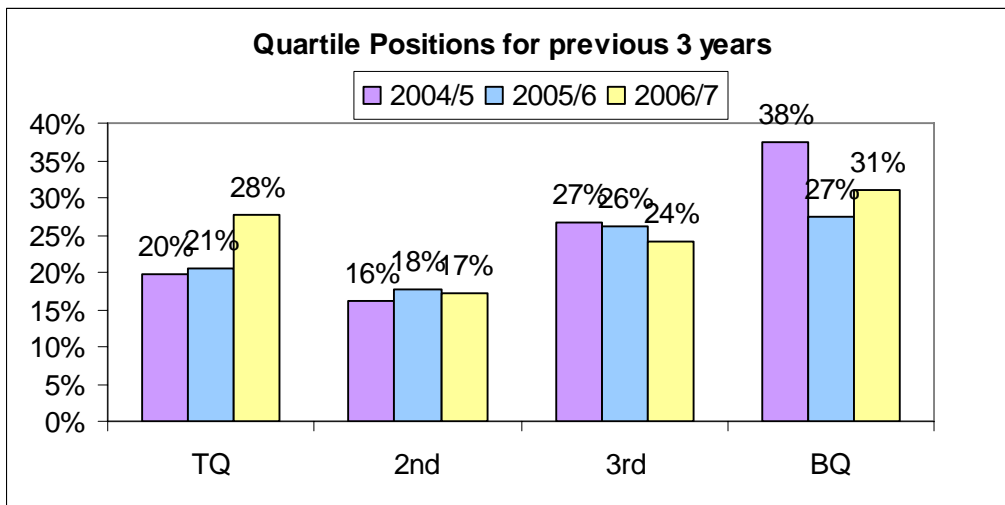
4.2 All BVPI's

4.2.1 Out of a total of 78 BVPI's collected in 2006/7 (excluding satisfaction BVPI's). 58 can be assigned quartile positions using the data supplied by the Audit Commission. Due to the changes made to BVPI's between 2005/6 to 2006/7 this does not provide a direct comparison of 'like for like' indicators, but does demonstrate an overall comparison against the total number of BVPI's collected over the past three years.

Table 1.

| | 2004/5 | % | 2005/6 | % | 2006/7 | % |
|------------|--------|-----|--------|-----|--------|-----|
| TQ | 11 | 20% | 15 | 21% | 16 | 28% |
| 2nd | 9 | 16% | 13 | 18% | 10 | 17% |
| 3rd | 15 | 27% | 19 | 26% | 14 | 24% |
| BQ | 21 | 38% | 20 | 27% | 18 | 31% |
| N/A | | | | | 20 | |

Graph 1.



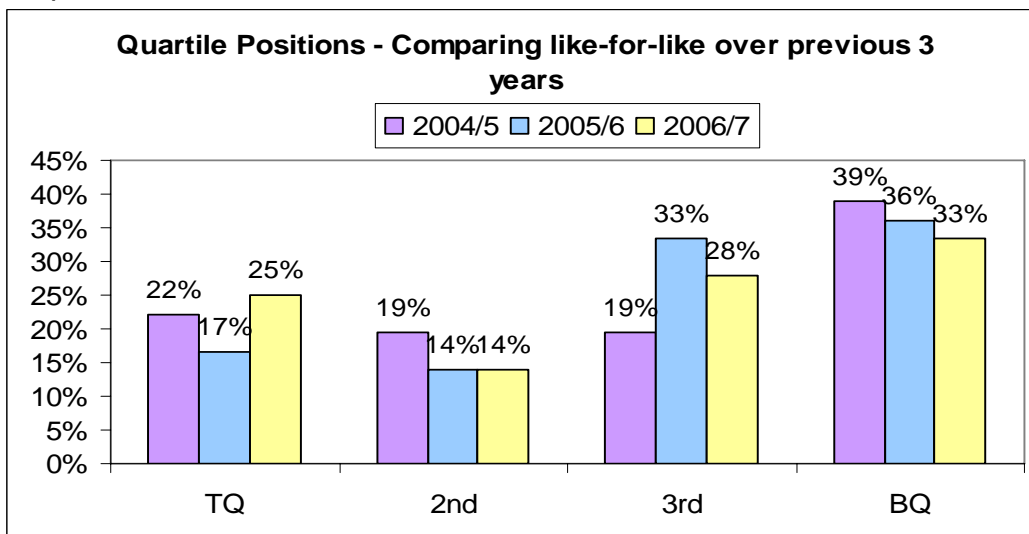
4.3 Like-for-like BVPI's

Out of a total of 78 BVPI's in 2006/7 (excluding satisfaction BVPI's), 36 BVPI's remained the same and can be compared over the previous three years (comparing like-for-like).

Table 2.

| | 2004/5 | % | 2005/6 | % | 2006/7 | % |
|------------|--------|-----|--------|-----|--------|-----|
| TQ | 8 | 22% | 6 | 17% | 9 | 25% |
| 2nd | 7 | 19% | 5 | 14% | 5 | 14% |
| 3rd | 7 | 19% | 12 | 33% | 10 | 28% |
| BQ | 14 | 39% | 13 | 36% | 12 | 33% |

Graph 2.



4.4 Audit Commission assessment of overall improvement and current performance by Rossendale Council

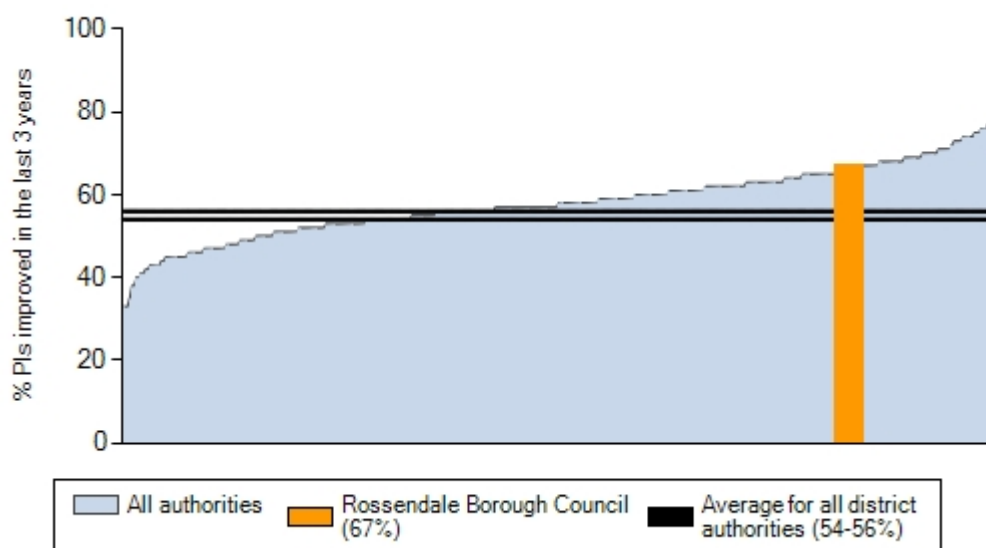
4.4.1 The Audit Commission produces a 'performance information profile' for Rossendale, using a 'basket' of indicators, which includes BVPI's and other indicators of performance. The extent of improvement analysis only uses data available for both relevant years, i.e. the base year and the most recent year of data.

4.4.2 Therefore, the results contained in this Rossendale Profile are not directly comparable with the Council's own assessment of quartile performance as detailed within this report - but the information provided does give a useful picture of the rate of improvement made by Rossendale compared against the rate of improvement achieved by all district authorities in England.

4.5 Extent of Improvement

4.5.1 The charts on the following pages compare the extent of improvement for Rossendale, i.e. what proportion of PIs selected for analysis are improving, compared to what has been achieved by all other by all district authorities in England. The horizontal lines on the chart indicate the average extent of improvement across all district authorities. The average is shown as a range to make allowance for differences between councils in the services they provide and the PIs for which improvement assessments can be made.

4.5.2 Proportion of performance indicators that have improved in the last three years



4.5.3 Chart Summary

- Rossendale Borough Council is ranked 54th out of 388 (All authorities for which data is available) for % PIs improved in the last 3 years.

- Rossendale Borough Council has 67 % PIs improved in the last 3 years which is above the average range for all district authorities (54-56)%.

4.5.4 Proportion of performance indicators that have improved in the last year

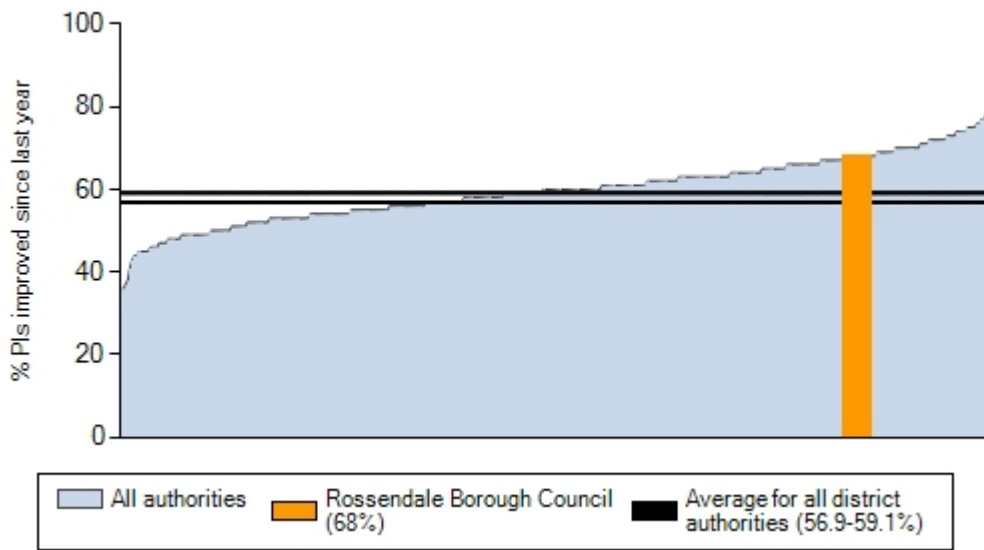
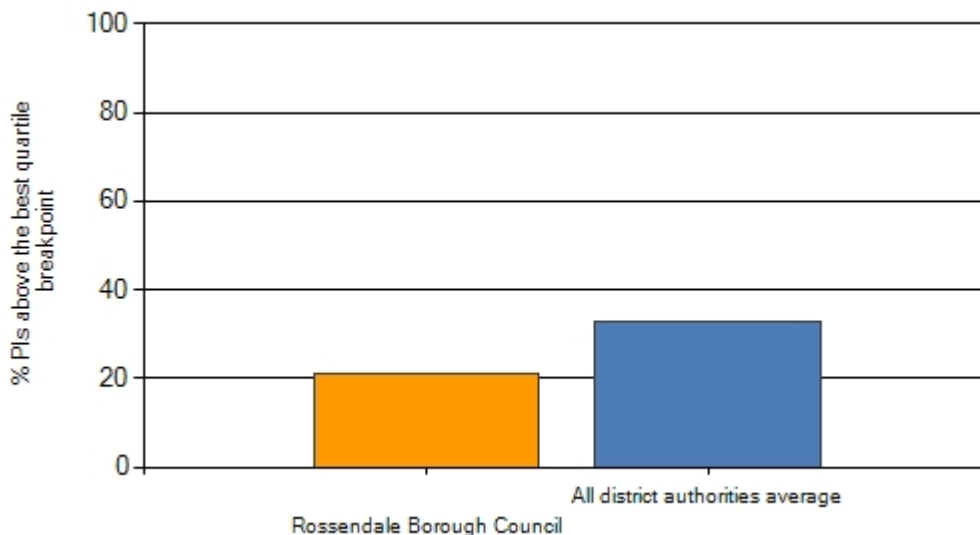


Chart Summary

- Rossendale Borough Council is ranked 54th out of 388 (All authorities for which data is available) for % PIs improved since last year.
- Rossendale Borough Council has 68 % PIs improved since last year which is above the average range for all district authorities (56.9-59.1)%.

4.5.5 Percentage of indicators that are in the "best" quartile



4.5.6 Chart Summary

The chart shows the proportion of PIs for which this council is performing in the 'best' quartile. The chart compares the result for this council with the average for all district authorities'.

- Rossendale Borough Council has 21 % PIs above the best quartile breakpoint.
- On average, all district authorities have 33% of PI results that are in the best quartile.

5. COMMENTS FROM STATUTORY OFFICERS:

5.1 SECTION 151 OFFICER

5.1.1 There are no immediate considerations attached to the recommendations within this report. However, consideration should be made in the future regarding the use of financial resources and their impact on service performance in order to demonstrate both the linkage and the relationship between finance and service performance.

5.2 MONITORING OFFICER

5.2.1 There are no immediate legal considerations attached to the recommendations within this report.

5.3 HEAD OF PEOPLE AND ORGANISATIONAL DEVELOPMENT (ON BEHALF OF THE HEAD OF PAID SERVICE)

5.3.1 There are no immediate human resource implications attached to the recommendations within this report.

6. CONCLUSION

6.1 The performance information contained in this report demonstrates that the Council continues to make significant, year upon year improvement. The number of BVPI's in the lower quartiles of performance are steadily reducing and as the performance of these BVPI's improve, we are seeing a corresponding increase in the number of BVPI's in the higher quartiles of performance.

6.2 This rate of improvement being achieved by the Council is also reflected in the Audit Commission's assessment of the extent of improvement made and this demonstrates that Rossendale Council is now improving at a rate that is significantly above average rate currently being achieved by all other Council's in England.

6.3 The Council recognises that this improvement is from an initial low base rate of performance. Nevertheless, the performance information detailed in this report provides solid evidence that the Council is making rapid progress in improving services, and the latest performance data for 2007/8 shows that significant improvements continue to be made in the current year.

7. RECOMMENDATION(S)

7.1 That the Performance Scrutiny Committee considers the level of performance detailed in the report.

7.2 The Performance Scrutiny Committee makes any comments or suggestions in relation to the Data Quality issues discussed.

8. CONSULTATION CARRIED OUT

8.1 None

9. EQUALITY IMPACT ASSESSMENT

Is an Equality Impact Assessment required Yes / **No**

Is an Equality Impact Assessment attached Yes / **No**

10. BIODIVERSITY IMPACT ASSESSMENT

Is a Biodiversity Impact Assessment required Yes / **No**

Is a Biodiversity Impact Assessment required Yes / **No**

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|------------------------|----------------------------------------------------------------------------------------------------|
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No background papers