

## **EAST AYRSHIRE COUNCIL**

### **POLICY AND RESOURCES COMMITTEE – 19 SEPTEMBER 2006**

#### **STATUTORY PERFORMANCE INDICATORS FOR 2005/06**

##### **Report by Depute Chief Executive/Executive Director of Corporate Support**

#### **1. PURPOSE OF REPORT**

- 1.1 To present the outcome for the 2005/06 Statutory Performance Indicators (SPIs) in respect of those indicators for which this Committee has an interest, i.e. Corporate Management and Benefits Administration.

#### **2. BACKGROUND**

- 2.1 The unaudited figures for all SPIs were reported in the usual way to the 22 June 2006 meeting of Council. Following audit, it is a requirement that Service Departments with responsibility for specific SPIs report on the performance of these indicators to the relevant Committee.

#### **3. PERFORMANCE INFORMATION**

- 3.1 Details of this Council's performance against the eight Statutory Performance Indicators in which Committee has an interest are attached as an appendix to this report. Comparative figures for the previous 2 years, where these are applicable, and a commentary on performance have been added.
- 3.2 It should be noted that following consultation with Internal Audit, there has been a change in respect of the unaudited figures in one of the Corporate Support-related indicators previously reported to Council. Benefits Administration indicator 3, relating to Accuracy of Processing sections b(ii) and (c) required amendment; the change is in respect of the cumulative treatment of prior year figures and write offs, on which the Audit Scotland guidance was unclear and open to interpretation. Following discussion with Internal Audit, the figures contained within this report reflect agreed changes. Internal Audit have determined that the performance indicator data in relation to this and all other indicators contained within the appendix is reliable.

#### **4. FINANCIAL / LEGAL / POLICY IMPLICATIONS**

- 4.1 None arising from this report.

## **5. RECOMMENDATIONS**

5.1 It is recommended that the Committee:-

- (i) note and consider the performance of the Council in 2005/06 against the Statutory Performance Indicators in which it has an interest as detailed in the appendix to this report; and
- (ii) otherwise note the content of this report.

**Elizabeth Morton**

**Depute Chief Executive/Executive Director of Corporate Support**

**7 September 2006**

Members wishing further information should contact Elizabeth Morton, Depute Chief Executive/Executive Director of Corporate Resources, Tel. (01563) 576103

**Corporate Management**

	2003/04	2004/05	2005/06
<b>2. Litigation Claims</b>			
The number and value of civil liability claims incurred by the Council in the year:			
Number of claims per 10,000 population	35.3	25.0	43.9
Claims value as a percentage of revenue budget	0.3%	0.1%	0.2%
<b>Comments:</b>			
The incidence of claims is outwith our control and will vary from year to year and as can be seen will vary over time for any particular year. The figures for East Ayrshire Council are within the range of these reported by other authorities.			

	2003/04	2004/05	2005/06
<b>5. Council Tax Collection</b>			
Cost of collecting Council Tax per chargeable dwelling	-	£8.89	£8.15
<b>Comments:</b>			
This indicator changed in 2004/05 to ensure all authorities deducted any surplus income received from summary warrant surcharges before calculating the performance indicator. The impact of this change was to reduce East Ayrshire Council's reported cost per dwelling and to introduce ongoing fluctuations as this income varies from year to year. In 2005/ 06 this income increased and accounts for a decrease of £0.67 in the cost per dwelling. The remaining underlying change was a reduction of £0.08 per property or less than 1%. This is consistent with inflation being offset by cost reductions introduced by the Finance Service Review. It should be noted that collection performance has continued to improve in 2005/06 from 91.3% to 92%			

	2003/04	2004/05	2005/06
<b>6. Income</b>			
a) Income due from Council Tax for the year, excluding relief and rebates, received during the year.	£31,540,555	£33,082,803	£34,925,516
b) Percentage of a) that was received during the year.	90.1%	91.3%	92.0%
<b>Comments:</b>			
a) The increase in income due reflects increased council tax charges of 4.9% combined with changes in the number of dwellings, exemptions and reductions.			
b) The ongoing increases in % received reflect the efforts of the Finance Service to improve collection rates year on year.			

	2003/04	2004/05	2005/06
<b>7. Non-Domestic Rates</b>			
a) Income due from Non-Domestic Rates for the year, excluding relief and rebates, received during the year.	£26,313,238	£28,000,946	£26,972,823

b) Percentage of income due from Non-Domestic Rates that was received by the end of the year.	94.6%	93.4%	93.3%
<b>Comments:</b>			
a) The change in income due reflects changes in non domestic rates charges in 2005-06 when a rates revaluation took effect.			
b) The % received is consistent with the improved performance achieved in the previous two financial years when compared to 2002/03.			
<b>8. Payment of Invoices</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>
Percentage of invoices sampled and paid within 30 days.	83.6%	84.5%	84.9%
<b>Comments:</b>			
The increase reflects a continuous improvement over previous years' performance.			

### **Benefits Administration**

	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>
<b>1. Gross cost of administration per case</b>			
Gross cost per case	£49.77	£48.44	£51.61
<b>Comments:</b>			
The increase of 6.53% results from increased costs on the introduction of the benefit verification framework modules. The indicator is based on the gross cost before deducting any verification framework funding from the DWP. The underlying net cost has remained static in 2005/06 with inflation being offset by delays in the filling of vacancies following the Finance Service Review.			
<b>2. Processing Time</b>			
	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>
Number of new claims	-	8,938	7,601
Average time to process new claims	39.8 days	27.2 days	30.7 days
Number of notifications of changes of circumstances	-	28,014	27,367
Average time to process notification of change of circumstances	9.2 days	4.5 days	5.0 days
<b>Comments:</b>			
The timescales to fill vacancies following the Finance Service review and the implementation of the verification framework have resulted in a temporary deterioration in performance. However it is anticipated that East Ayrshire Council will continue to be above the Scottish average for both areas.			

<b>3. Accuracy and Security</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>
a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at determination.	96.0%	97.4%	97.4%
b) The amount and percentage of Housing Benefit overpayments expressed as a percentage of housing benefits overpayments identified:  (i) in the year.  (ii) for total overpayments debt at the start of the year plus the in-year overpayments	-	-	58.6%  31.8%
c) The amount of Housing Benefit overpayments written off as a percentage of total overpayments debt outstanding.	-	-	3.5%

**Comments:**

The 2005/06 percentage of cases where benefit due was correctly calculated of 97.4% is unchanged from 2004/05 and reflects an ongoing high level of performance of '*getting things right 1<sup>st</sup> time*, benefiting both customers and the Council'.

The overpayments indicator is a changed indicator in 2005/06.

7 September 2006