

EAST AYRSHIRE COUNCIL

**CORPORATE SUB-COMMITTEE OF THE POLICY AND RESOURCES
COMMITTEE- 25 SEPTEMBER 2001**

STATUTORY PERFORMANCE INDICATORS FOR 2000/2001

**Joint Report by the Depute Chief Executive/Director of Corporate Resources
and the Director of Finance**

0.0 PURPOSE OF REPORT

0.1 To inform members of the Sub-Committee of the council's performance in 2000/2001 against the Council Wide and Finance Statutory Performance Indicators.

1.0 BACKGROUND

1.1 The draft unaudited Statutory Performance Indicators for 2000/2001 were reported to the Council meeting in June this year. These have now been audited by both internal and external audit and it should be noted that in relation to the indicators being reported to this Sub-Committee, only Benefits Administration Indicators 2 and 3 were revised as a result of the audit process.

1.2 In accordance with the council's statutory obligations the results of all Statutory Performance Indicators will be published in the Kilmarnock Standard and Cumnock Chronicle at the end of September 2001.

2.0 PERFORMANCE INFORMATION

2.1 Details of the council's performance against the Council Wide and Finance Statutory Performance Indicators, which includes comparative figures for the previous two years, where these are applicable and a commentary on performance are enclosed as an appendix to this report.

3.0 FINANCIAL/LEGAL/POLICY IMPLICATIONS

3.1 Nil arising from this report

4.0 RECOMMENDATIONS

4.1 It is recommended that the Sub-Committee:-

- i) note the performance of the council in 2000/2001 against the Council Wide and Finance Statutory Performance Indicators as detailed in the appendix to this report;

- ii) note the proposals to publish all Statutory Performance Indicators at the end of September in accordance with statutory requirements; and
- iii) agree that relevant Directors ensure that performance information is incorporated, as appropriate, within the council's agreed Public Performance Reporting arrangements.

Fiona Lees/Alex McPhee

Depute Chief Executive & Director of Corporate Resources/Director of Finance

30 May 2001

Background Papers

Local Government Act 1992 Publication of Information (Standards of Performance)
Guide 2000/01

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Benefits Administration

	1998/99	1999/00	2000/01
1. Gross cost of administration per case			
Rent Allowance cases			
Number of cases	-	-	4749
Gross cost per case	-	-	£79.43
All other cases			
No of cases	-	-	23,626
Gross cost per case	-	-	£41.22
All cases			
No of cases	35,222	29,628	28,375
Gross cost per case	£28.03	£40.72	£47.61
The increase in cost per case reflects the councils additional investment in housing benefit administration.			
2. Processing Time			
Average time to process new claims	-	-	107.4 days
Average time to process notification of change of circumstances	-	-	75.6 days
Percentage of renewal claims processed on time	-	-	59.6%
These indicators reflect the fact that a high proportion of claims are incomplete when received and require additional verification to be sought from the claimant. The percentage of renewal claims processed on time is also dependant on all supporting documents being supplied by the claimant			
3. Accuracy and Security			
Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at determination.	-	-	91.2%
Does the council have a written security strategy for combating fraud and error which is communicated regularly to all staff.	-	-	Yes
The percentage of recoverable over payments (excluding Council Tax Benefit) that were recovered in the year.	-	-	36.0%

Percentage of cases for which calculation is correct

91% accuracy compares well with the Benefits Agency's own figure of 83.4% in 1998/99 and is in excess of our own target of 90%. This reflects our approach that doing things right is as important as doing them quickly.

Written Security Strategy

This sets out the council's strategy for preventing, detecting and prosecuting fraud.

Percentage of recoverable overpayments

This reflects the fact that many clients are entitled to income related benefits and therefore the Council is working within a framework where it is only reasonable to claw-back any overpayments at either a prescribed or negotiated rate over what can be fairly lengthy periods.

Finance

	1998/99	1999/00	2000/01
1. Council Tax Collection			
Cost of collecting council tax per chargeable dwelling.	£10.43	£12.95	£13.44
2. Percentage of income due from Council Tax for the year, excluding relief and rebates, received during the year.	81.8%	83.2%	85.3%
3. Payment of Invoices			
The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid.	72.5%	76.7%	75.6%
4. Accounts			
Whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June 2000.	-	Achieved	Achieved

Council Tax Collection

The cost of collection has risen in line with inflation. The percentage of income due collected in the year has increased by 2.1%.

Finance Indicator 3 – Payment of Invoices

This indicator reflects the time taken for departments to process and check invoices and pass them to the creditors section for payment. There is a slight decrease on last years performance.

Accounts

The annual accounts were submitted by the due date

Council Wide

	1998/99	1999/00	2000/01
1. Sickness Absence			
The number of days lost through sickness absence expressed as a percentage of total working days for the following groups:-			
Chief Officers, APT&C Employees	-	5.0%	5.7%
Craft and Manual Employees	-	6.2%	6.6%
Teachers	-	4.3%	4.2%
The most significant reason for the increase in sickness absence among APTC employees from 1999/2000 to 2000/01 is an increase in long term absence. The Council will continue to monitor closely the detailed trends in employee sick absence and implement agreed policy to address any issues that arise.			
2. Complaints			
The number of complaints accepted for enquiry by the ombudsman which resulted in a local settlement.	-	5	3
The number of complaints accepted for enquiry by the ombudsman which were classed as maladministration.	-	0	0
The Accounts Commission considers that a higher proportion of local settlements of complaints accepted for enquiry by the Ombudsman indicates a willingness by the Council to tackle issues raised by the Ombudsman. In both 1999/2000 and 2000/01, the Council resolved at local level all complaints accepted by the Ombudsman for enquiry.			
3. Litigation Claims			
The number and value of successful litigation actions against the authority settled in the financial year, in respect of the following services.			
<u>Housing</u> – Number per 10,000 council dwellings	-	0	0.6
Value per 10,000 council dwellings	-	0	£458
Roads - Number per 10,000 population	-	0	0.1
Value per 10,000 population	-	0	£207
<u>All other services</u> - Number per 10,000 Population	-	0	0.2
Value per 10,000 population	-	0	£217

Although there was an increase in the number and value of successful litigation claims against the Council between 1999/2000 and 2000/01, the numbers are very small and two years data are insufficient to establish a trend.

In any case, the small numbers do not appear to indicate any structural weaknesses in the delivery of services leading to litigation.

4. Equal Opportunities			
The percentage of employees in each of the following staff salary bands who are women			
Chief officials			
Band A	-	-	14.8%
Band B	-	-	0
Band C	-	-	0
General Service Employees			
Band A	-	-	10.8%
Band B	-	-	46.7%
Band C	-	-	70.8%
Teachers			
Band A	-	-	93.9%
Band B	-	-	73.0%
Band C	-	-	0

This is the first year for this indicator. It provides a picture of the current gender balance in employment. This year's data will provide a baseline for changes over time.

AGENDA