

EAST AYRSHIRE COUNCIL

CORPORATE GOVERNANCE COMMITTEE – 23 SEPTEMBER 2003

STATUTORY PERFORMANCE INDICATORS FOR 2002/03

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

1. PURPOSE OF REPORT

- 1.1 To inform members of the committee of the Council's performance in 2002/03 against the Council-wide and Financial Statutory Performance Indicators.

2. BACKGROUND

- 2.1 The Statutory Performance Indicators for 2002/03 have now been audited by both Internal and External Audit. Following the audit there were no significant changes to the unaudited figures which were reported to the Council meeting in June this year, however, there was a slight post audit increase in the percentage of invoices paid within 30 days which increased from 81.7% to 82.0%.
- 2.2 In view of recent amendments to the regulations governing the Council's statutory obligations in relation to the publication of Statutory Performance Indicators effective from 2002/03, it is intended to revise arrangements for the circulation of Statutory Performance Information which will include distribution of this material to Local Offices and Libraries and through the Council's Internet Site.

3. PERFORMANCE INFORMATION

- 3.1 Details of the Council's performance against the Council Wide and Finance Statutory Performance Indicators are enclosed 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.

4. FINANCIAL / LEGAL / POLICY IMPLICATIONS

- 4.1 None arising from this report.

5. RECOMMENDATIONS

5.1 It is recommended that the Committee:-

- (i) note the performance of the Council in 2002/03 against the Council Wide and Finance Statutory Performance Indicators as detailed in the appendix to this report; and
- (ii) note the intention to revise the arrangements for the circulation of Statutory Performance Information.

Fiona Lees
**Depute Chief Executive/
Director of Corporate Resources**

Alex McPhee
Director of Finance

8 September 2003

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

Council-Wide

| | 2000/01 | 2001/02 | 2002/03 |
|--|---------|---------|---------|
| 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 | 5.7% | 5.7% | 5.3% |
| Craft and Manual Employees | 6.6% | 6.8% | 7.1% |
| Teachers | 4.2% | 3.3% | 3.3% |
| The Council will continue to monitor closely the detailed trends in employee sick absence and implement agreed policy to address any issues that arise. The continued development and extended introduction of the Council's new Corporate Managing Absence Information System will continue to assist in this respect. The General trend in UK employment for a significant percentage of absence to be attributed to anxiety/stress is reflected in the Council's absence rates. To address this, the Council has developed Stress Management procedures and has also accepted an invitation from the Health and Safety Executive to participate in the national pilot project aimed at developing Standards for the Management of Stress. | | | |
| 2. Complaints | | | |
| The number of complaints accepted for enquiry by the Ombudsman which resulted in a local settlement. | 3 | 7 | 3 |
| The number of complaints accepted for enquiry by the Ombudsman which were classed as maladministration. | 0 | 0 | 0 |
| The Accounts Commission considers that a higher proportion of local settlements of complaints accepted for enquiry by the Ombudsman indicates willingness by the Council to tackle issues raised by the Ombudsman. In 2002/03, the Council resolved, at a 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. | | | |
| Housing – Number per 10,000 council dwellings | 0.6 | 0.6 | 0.6 |
| Value per 10,000 council dwellings | £458 | £1487 | £374 |
| Roads – Number per 10,000 population | 0.1 | 0 | 0.2 |
| Value per 10,000 population | £207 | 0 | £3,875 |
| All other services – Number per 10,000 population | 0.2 | 0.2 | 0.2 |
| Value per 10,000 population | £217 | £1,152 | £8,360 |
| Whilst there has been little change in the number of litigation claims against the Council, the figures for other services have been skewed by one large claim. Last year, Roads had no claims which were settled in favour of third parties and the figures for this year relate to only 2 claims. The small number of claims do not appear to indicate any structural weakness in the delivery of services leading to litigation. | | | |

| | 2000/01 | 2001/02 | 2002/03 |
|--|---------|---------|---------|
| 4. Equal Opportunities | | | |
| The percentage of employees in each of the following staff salary bands who are women. | | | |
| Chief Officials | | | |
| Band A (£36,132 and above) | 14.8% | 8% | 8% |
| General Service Employees | | | |
| Band A (£36,132 and above) | 10.8% | 13.9% | 18.6% |
| Band B (£22,398 – 36,132) | 46.7% | 48% | 49.7% |
| Band C (£22,398 and below) | 70.8% | 70.9% | 70.5% |
| Teachers | | | |
| Band A (£35,500 and above) | 71.9% | 73.3% | 76.4% |
| Band B (£35,500 and below) | 73.0% | 75.9% | 76.0% |
| This indicator provides a picture of the current gender balance in employment. | | | |

Benefits Administration

| | 2000/01 | 2001/02 | 2002/03 |
|--|----------------|----------------|----------------|
| 1. Gross cost of administration per case | | | |
| Gross cost per case | £47.61 | £47.11 | £49.91 |
| The increase above reflects inflation combined with the ongoing impact of changes introduced over the past 2 years to improve the performance of the Benefits Section. | | | |
| 2. Processing Time | | | |
| Average time to process new claims | 107.4 days | 71.1 days | 58.5 days |
| Average time to process notification of change of circumstances | 75.6 days | 49.1 days | 12.4 days |
| Percentage of renewal claims processed on time | 59.6% | 93.6% | 80.2% |
| The continued improvement in performance within this indicator reflects the changes which have been introduced over the last 2 years to improve the performance of the Benefits Section. The renewal claim performance has reduced as a result of a more even focus on processing which is reflected by significant improvement in the other 2 areas reported within this indicator. | | | |
| 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% | 96.0% | 96.4% |
| Does the council have written security strategy for combating fraud and error which is communicated regularly to all staff? | Yes | Yes | Yes |
| The percentage of recoverable over payments (excluding Council Tax Benefit) that were recovered in the year. | 36.0% | 41.7% | 56.7% |
| <p>Percentage of cases for which calculation is correct</p> <p>As for indicator 2, changes within Benefits Section are now reflected in the improved performance. This reflects our approach that doing things right is as important as doing them quickly.</p> <p>Written Security Strategy</p> <p>This sets out the council's strategy for preventing, detecting and prosecuting fraud.</p> <p>Percentage of recoverable overpayments</p> <p>The percentage increase in this year's figures reflect the improved performance of the Benefits Section.</p> | | | |

Finance

| | 2000/01 | 2001/02 | 2002/03 |
|---|----------|----------|----------|
| 1. Council Tax Collection | | | |
| Cost of collecting Council Tax per chargeable dwelling | £13.44 | £14.12 | £14.55 |
| 2. Percentage of income due from Council Tax for the year, excluding relief and rebates, received during the year. | 85.3% | 86.4% | 88.3% |
| 3. Non-Domestic Rates | | | |
| The percentage of income due from Non-Domestic Rates for the year, excluding relief, received during the year. | - | - | 89.5% |
| 4. Payment of Invoices | | | |
| The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid. | 75.6% | 80.2% | 82.0% |
| 5. Accounts | | | |
| Whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June | Achieved | Achieved | Achieved |
| Was an unqualified audit certificate received? | Yes | Yes | Yes |
| <p>1. and 2. Council Tax Collection</p> <p>The increase in the cost of collection has arisen from inflation on costs offset by the inclusion of exempt properties as a result of a change in the definition for this indicator. It should also be noted that collection levels have increased from 86.4% to 88.3%.</p> <p>3. Non-Domestic Rates</p> <p>There is no comparative data available for this new indicator.</p> <p>4. Payment of Invoices</p> <p>The percentage increase within this indicator is in line with the Council's target to improve performance year on year.</p> | | | |