

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

meeting date: TUESDAY, 23 JANUARY 2024
 title: 2021/2022 AND 2022/2023 YEAR-END PERFORMANCE INFORMATION
 submitted by: MARSHAL SCOTT, CHIEF EXECUTIVE
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1 PURPOSE

- 1.1 To inform committee about year-end reports for 2021/2022 and 2022/2023 that detail performance against our local performance indicators.
- 1.2 Performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.
- 1.3 Relevance to the Council's ambitions and priorities:
 - Community Objectives –
 - Corporate Priorities –
 - Other Considerations -

Monitoring our performance ensures that we are both providing excellent services for our community as well as meeting corporate priorities.

2 BACKGROUND

- 2.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors, elected members and service users to judge how well services are performing.
- 2.2 A rationale has been sought for maintaining each indicator – with it either being used to monitor service performance or to monitor the delivery of a local priority.
- 2.3 The attachment to this report provides an overview of the Council's performance up to 31 March 2023. Committee members will be aware that the Council responded to the emergencies of the Coronavirus pandemic since early March 2020. Covid rules in England ended at the end of February 2022 as part of Government's "Living with Covid" strategy. This now gives an opportunity to learn from both pre-Covid and during Covid service delivery, and to focus on the recovery from the pandemic.
- 2.4 The report attached at Appendix 1 comprises the following information:
 - The outturn figures for all local performance indicators relevant to this committee for 2021/2022 and 2022/2023. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2021/2022 data and 2022/2023 data. A significant variance is greater than 15% (or 10% for cost PIs).
 - Performance information is also provided for previous year 2020/2021 for comparison purposes (where available) and the trend in performance is shown between 2021/2022 data and 2022/2023 data.
 - Targets for service performance for the year 2022/2023 are provided and a 'traffic light' system is used to show variances of actual performance against the target as follows: Red: service performance significantly below target (i.e. less than 75% of target performance), Amber: performance slightly below target (i.e. between 75% and 99% of target), Green: target met/exceeded.
 - Where available targets have also been provided for all three years.

- 2.5 These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and objectives, as listed in the Corporate Strategy.
- 2.6 Where possible audited and checked data has been included in the report. However, some data may be corrected following the work of Internal Audit and before the final publication of the indicators on the Council's website.
- 2.7 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.
- 2.8 A new Corporate Plan 2023-2027 is presently in development; a revised suite of Corporate KPIs will be established following feedback from the Corporate Plan Working Group and Council officers considering statutory requirements and corporate priorities.
- 2.9 For the past few years the Council has utilised and reported data for 130 KPIs, however this will be reduced to a smaller, and more focussed number. It is important that the Corporate KPI Scorecard is concise and provides assurance against Corporate Plan progress, some KPIs will have cross cutting themes across the diverse range of services and priorities the Council provides. Quarterly reporting for the new suite of KPIs will commence from April 2024 for 2024/2025 with an annual report at year-end. The Corporate Plan and suite of KPIs will also be reviewed on an annual basis
- 2.10 We measure our performance by examining these KPIs. Where available KPI data will be reported in a Quarterly Performance Report and scrutinised by a network of people including Corporate Management Team (CMT) and relevant Committees. Council services also have their own specific plans which look at performance in more detail and include a number of KPIs pertinent to that service.

3 GENERAL COMMENTS ON PERFORMANCE AND TARGETS

- 3.2 Analysis shows that of the 18 Policy and Finance key performance indicators (KPIs) they can be compared to target as follows:
- 50% (9) of the KPIs met target (green) and or are on track.
 - 16.7% (3) of the KPIs close to target (amber) where delivery is on track and is currently being managed.
 - 0% (0) of the KPIs missed target (red) where performance is or is likely to be off track.
 - 16.7% (3) of the KPIs provide data only.
 - 16.7% (3) of the KPIs are either awaiting data, data is unavailable, or a target has not been set.

Of the 18 Policy and Finance KPIs reported to committee, 4 relate to Financial Services. 4 to Legal Services and 10 to Revenue and Benefits.

- 3.3 Of the 18 KPIs where performance trend can be compared over the year:

- 50% (9) of the KPIs have improved
- 28% (5) of the KPIs have worsened
- 22% (4) of the KPIs cannot be compared to the previous year

- 3.4 In respect of KPIs for Policy and Finance, the following information regarding performance and targets has been provided:

Financial Services 4 KPIs

- **PI FS6 Accrued investment interest earned** – the total accrued investment interest earned during 2022/23 is £587k. Current performance has met and is considerably higher than the £50k target which is based on budget and MTFS).

- **PI FS7 (BV8) % of invoices paid on time** – 99.10% of invoices were paid on time during 2022/23, this is above the target of 99% which is deemed as being achievable but slightly less than 99.18% of invoices paid on time achieved in 2021/22.
- **PI IT1 Number of unique website visitors (excluding authorities' own staff)** - in 2022/23 the Council received just short of 313k unique website visitors. This is a vital measure that shows how big our website audience is, it also provides an insight into the behaviour of potential and returning customers. (N.B. Unique visitors are counted once, regardless of how many times they return to the website during the reporting period).
- **PI PS2 Council provides value for money (VFM)** – 40% of residents surveyed in the 2023 People's Survey agreed that RVBC provides VFM.

Legal Services 4 KPIs

- **PI LD1 (BV179) Standard searches carried out in 10 working days** – in total 264 standard searches were carried out during 2022/23. 94.70% or 250 standard searches were carried out within 10 working days.
- **PI LD2 Turnout for local elections** – Turnout for the local election in May 2023 was 34.14% against a target of 20%. 2019/20 Borough elections turnout was 34.25% (target 40%) and the first time all wards in the Ribble Valley went up for election since 2015.
- **PI LD3 Number of corporate complaints received** – 117 corporate complaints were received during 2022/23, this is up from 74 complaints received in 2021/22.
- **PI PS26 How well informed about how and where to register to vote** – data is unavailable for this KPI as the question was not included in 2023 People's Survey – Life in Ribble Valley.

Revenues and Benefits 10 KPIs

- **PI PS27 How well informed about how council tax is spent** – data is unavailable for this KPI as the question was not included in 2023 People's Survey – Life in Ribble Valley.
- **PI RB1 CTAX direct debit take-up as a percentage of chargeable accounts** – in 2022/23 79.69% CTAX direct debit was taken up as a percentage of chargeable accounts. This is greater than the 78.4% target, and an ongoing year on year improvement since 2020/21.
- **PI RB3 NNDR Direct Debit take-up as a percentage of chargeable properties** – in 2022/23 47.07% of National Non-Domestic Rates (NNDR) was taken up as a percentage of chargeable properties. This is greater than the 46% target, and an ongoing year on year improvement since 2020/21.
- **PI RB5 (BV9) % of Council Tax collected** - in 2022/23 99.14% of Council Tax was collected. This is greater than the 98.95% target, and an ongoing year on year improvement since 2020/21.
- **PI RB6 (BV10) Percentage of Non-domestic Rates Collected** - 98.52% of Non-domestic Rates was collected in 2022/23. This is just short of the 99.05% target.
- **PI RB10 (BV79b1) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period** - In Q2 2021/22 a national exercise was carried out by the DWP, that created six large overpayments. These overpayments have increased RVBCs identified overpayment figure significantly. As a result the percentage of recovery is reflected by being much lower than normal 88.16%. This exercise affected all local authorities and not just RVBC. The percentage of recoverable overpayments recovered during 2022/23 is back on track at 110.09% and above the 100% target.
- **PI RB11 (BV79b2) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding** – during 2021/22 31.86% of housing benefit overpayments were recovered as a percentage of the total amount of housing benefit overpayment debt outstanding. This is under the 47% target and due to the COVID-19 pandemic, and restricted recovery by the Department of Work and Pensions

(DWP). In 2022/23 37.65% of housing benefit overpayments were recovered, this is close to the 47% therefore delivery is currently being managed and back on track.

- **PI RB12 (BV79b3) Percentage of Over Payments Written Off in period (HB)** – this is a data only KPI, therefore a target has not been set. 2.57% of housing benefit over payments were written off during 2022/23.
- **PI RB13 (BV78a) Speed of processing - new process Housing Benefit/Council Tax Benefit (HB/CTB) claims** – This KPI measures the average processing time taken for all *new* HB and CTB claims submitted to the Local Authority, for which the date of decision is within the financial year being reported. During 202/23 it took 15.073 days to process new housing benefit / council tax benefit claims, this is just short of the 15 day target.
- **PI RB14 (NI 181) Time taken to process Housing Benefit/Council Tax Benefit new claims and change events** – This KPI measures a combination of new claims and changes in circumstances. The indicator is designed to ensure that local authorities deal promptly with both new claims to HB and CTB and change of circumstances reported by customers receiving those benefits. During 2022/23 it was taking 2.9 days to process housing benefit/ council tax benefit new claims and change events, this is less than the 5 day target and much improved on the 2021/22 6.08 days for processing new claims and change events. Please note the average number of processing days for this KPI is much less than PI RB13 (BV78a) Speed of processing - new process Housing Benefit/Council Tax Benefit (HB/CTB) claims; due to the high number of change in circumstances / change events (e.g. change of address etc) received for processing and are dealt with much more quickly compared to the length of time it takes to process the new claims received.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – There are no resource implications as a result of this report. Resource implications of any actions referred to within this report, will be reported to the appropriate Committee.
- Technical, Environmental and Legal – None identified.
- Political – None identified
- Reputation – It is important that correct information is available to facilitate decision-making.
- Equality & Diversity - For all Ribble Valley Borough Council Policies and Strategies and in line with the Council's approach to equalities, an Equality Impact Assessment (EIA) would identify the potential impact of the organisation's policies, services and functions on its residents and staff, and will actively look for negative or adverse impacts of policies, services, and functions on any of the nine protected characteristics. After consideration an EIA is not required for this report.

5 CONCLUSION

5.1 For committee to note the 2021/2022 and 2022/2023 performance information provided relating to this committee.








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BACKGROUND PAPERS:

REF: JH/ 24-01-18 Policy and Finance Committee YE Performance Information v1
For further information please ask for Jaqui Houlker, extension 4421

Ribble Valley Borough Council Year-end monitoring report for 2020/21, 2021/22 & 2022/23

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Policy & Finance Committee (Financial Services 4 KPIs)

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI FS6	Accrued investment interest earned	£33,777	£75,000	£19,945	£50,000	£587,119	£50,000			Target based on budget and MTFS	To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints
PI FS7 (BV8)	% of invoices paid on time	99.46%	99.00%	99.18%	99.00%	99.10%	99.00%				To maintain critical financial management and controls. Ensuring that suppliers are paid on time.

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI IT1	Number of unique website visitors (excluding authorities' own staff)	347,515	Data only	358,736	Data only	312,931	Data only				To treat everyone equally and ensure that access to services is available to all, including our most vulnerable citizens
PI PS2	Council provides value for money (VFM)	N/A	N/A	N/A	N/A	40%	Target not set			2023 People's Survey – Question Agreement that RVBC provides VFM	To be accountable to taxpayers for how we spend money and ensure









Policy & Finance Committee (Legal Services 4 KPIs)

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI LD1 (BV179)	Standard searches carried out in 10 working days	81.75%	90.00%	85.47%	90.00%	94.70%	90.00%				To seek to continually improve, ensuring that council services are fit for purpose and customer focused
PI LD2	Turnout for local elections	N/A	Target not set	See Note	Target not set	34.14%	20%			2019/20 34.25% turnout (Target 40%) - The Borough elections was first time all wards in the Ribble Valley went up for election since 2015.	To continue to be a responsive Council meeting the needs of the people who live, work and visit the borough
PI LD3	Number of corporate complaints received	37	Data only	74	Data only	117	Data only				To seek to continually improve, ensuring that council services are fit for purpose and customer focused
PI PS26	How well informed about how and where to register to vote	N/A	N/A	N/A	N/A	See note	Target not set			Question not included in 2023 People's Survey – Life in Ribble Valley	To continue to be a responsive Council meeting the needs of the people

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
											who live, work and visit the borough

Policy & Finance Committee (Revenues and Benefits 10 KPIs)

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI PS27	How well informed about how council tax is spent	N/A	N/A	N/A	N/A	N/A	N/A	?	?	Question not included in 2023 People's Survey – Life in Ribble Valley	To find out how well council tax payers are informed about how council tax is spent
PI RB1	CTAX direct debit take-up as a percentage of chargeable accounts	76.19%	76.7%	78.35%	76.8%	79.69%	78.4%	✓	↑		To monitor council tax direct debit take up as a percentage of chargeable accounts
PI RB3	NNDR Direct Debit take-up as a percentage of chargeable properties	35.05%	51.3%	46.04%	51.4%	47.07%	46%	✓	↑		To monitor National Non-Domestic Rates (NNDR) Direct Debit take-up as a percentage of chargeable properties
PI RB5 (BV9)	% of Council Tax collected	97.59%	98.85%	98.95%	98.95%	99.14%	98.95%	✓	↑		To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints
PI RB6 (BV10)	Percentage of Non-domestic Rates Collected	95.89%	98.50%	99.05%	98.50%	98.52%	99.05%	⚠	↑		To maintain critical financial management and controls,

PI Code	Short Name	2020/21		2021/22		2022/23		Current Perform ance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
											and ensure the authority provides council tax payers with value for money within the current financial restraints
PI RB10 (BV79b 1)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	121.71%	100.00%	*88.16%	100.00%	110.09%	100.00%			*In Q2 2021/22 a national exercise was carried out by the DWP, that created 6 large overpayments. These overpayments have increased RVBCs identified overpayment figure significantly. As a result the % of recovery is reflected by being much lower than normal. The exercise affected all LAs and not just RVBC.	To monitor the percentage of Housing Benefit recoverable overpayments that are recovered during the period
PI RB11 (BV79b 2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	30.73%	46.90%	31.86%	47.00%	37.65%	47.00%			2021/22 - 31.86% year-end % is under target due to COVID-19, and restricted recovery by DWP.	To monitor Housing Benefit overpayments recovered as a percentage of the total amount of Housing Benefit overpayment debt outstanding
PI RB12 (BV79b 3)	Percentage of Over Payments Written Off in period (HB)	.56%	Data only	0.27%	Data only	2.57%	Data only				To monitor the percentage of Housing Benefit Over Payments Written Off in period
PI RB13 (BV78a)	Speed of processing - new HB/CTB claims	11.05 Calendar days	15 Calendar days	20.7 Calendar days	15 Calendar days	15.073 Calendar days	15 Calendar days				To monitor the speed of processing <i>new</i> Housing Benefit and Council Tax Benefit claims to the Local Authority

PI Code	Short Name	2020/21		2021/22		2022/23		Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI RB14 (NI 181)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	3.8 days	5.0 days	6.08 days	5.0 days	2.9 days	5.0 days				To monitor the time taken to process Housing Benefit and Council Tax Benefit new claims and changes in circumstances