

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

meeting date: TUESDAY 12 NOVEMBER 2024
title: 2023/2024 YEAR-END PERFORMANCE INFORMATION
submitted by: MARSHAL SCOTT, CHIEF EXECUTIVE
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1 PURPOSE

- 1.1 To inform committee about the year-end report for 2023/2024 that details 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 report attached at Appendix 1 provides an overview of the Council's performance up to 31 March 2024, and comprises the following information:
 - The outturn figures for all local performance indicators relevant to this committee for 2023/2024. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2022/2023 data and 2023/2024 data. A significant variance is greater than 15% (or 10% for cost PIs).
 - Performance information is also provided for previous year 2021/2022 for comparison purposes (where available) and the trend in performance is shown between 2022/2023 data and 2023/2024 data.
 - Targets for service performance for the year 2023/2024 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 years.
- 2.4 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.
- 2.5 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.
- 2.6 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.
- 2.7 A new Corporate Plan 2023-2027 was approved and adopted by Policy and Finance Committee in April 2024. 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.

- 2.8 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. Six monthly reporting for the new suite of KPIs will commence 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
- 2.9 We measure our performance by examining these KPIs. Where available KPI data will be reported in a six monthly 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:
- 33% (6) of the KPIs met target (green) and or are on track.
 - 17% (3) of the KPIs close to target (amber) where delivery is on track and is currently being managed.
 - 5% (1) of the KPIs missed target (red) where performance is or is likely to be off track.
 - 17% (3) of the KPIs provide data only.
 - 28% (5) 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:
- 28% (5) of the KPIs have improved
 - 28% (5) of the KPIs shows delivery has not improved. However, it is currently being managed
 - 44% (8) of the KPIs are either awaiting data, data is unavailable, or a target has not been set, therefore performance cannot be compared
- 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 2023/24 is £1,368,100. Current performance has met and is considerably higher than the £450k target which is based on budget and the Council's Medium Term Financial Strategy (MTFS).
- **PI FS7 (BV8) % of invoices paid on time** – Data is presently unavailable and will be reported with the next round of performance reporting.
- **PI IT1 Number of unique website visitors (excluding authorities' own staff)** - in 2023/24 the Council received just short of 324.5k 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)** – data is unavailable for this KPI as the last perception survey was completed in 2023. The People's Survey – Life in Ribble Valley included the slightly amended question...To what extent do you agree or disagree that Ribble Valley Borough Council provides VFM? 40% (n. 299 out of 743 responses) responded they strongly agree or tend to agree. Looking further at this data 47% of older residents agree that the council provides VFM, compared to 33% of those aged 55 to 64, 37% of 45 to 54 year olds and 39% of 25 to 44 year olds.

Legal Services 4 KPIs

- **PI LD1 (BV179) Standard searches carried out in 10 working days** – in total 208 standard searches were carried out within 10 working days during 2023/24. This is 86.31% of the 241 standard searches received.

- **PI LD2 Turnout for local elections** – Ribble Valley did not have a local election during 2023/24. A Parliamentary Election was held on 4 July 2024.
- **PI LD3 Number of corporate complaints received** – In total 67 formal complaints were received in year. 15 of these were considered to be outside the complaints policy or not for RVBC. Of the remaining 52 corporate complaints received, 38 complaints were dealt with under stage 1, 11 of these complaints were upheld, 27 were not. Under stage 2, 7 complaints were dealt with. 3 of these complaints were upheld, 4 were not, and a further 7 complaints were dealt with under stage 3. 2 of these complaints were upheld, 5 were not. Two complaints that were made to the Ombudsman during the 2023/24 period, the Ombudsman decided not to investigate either complaint.
- **PI PS26 How well informed about how and where to register to vote** – data is unavailable for this KPI as this 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 2023/24 80.36% CTAX direct debit was taken up as a percentage of chargeable accounts. This is greater than the 79.7% target, and an ongoing year on year improvement since 2020/21. 2023/24 data now includes e-bills which the Council started issuing in 2023/24
- **PI RB3 NNDR Direct Debit take-up as a percentage of chargeable properties** – in 2023/24 47.59% of National Non-Domestic Rates (NNDR) was taken up as a percentage of chargeable properties. This is greater than the 47.1% target, and an ongoing year on year improvement since 2020/21. 2023/24 data now includes e-bills which the Council started issuing in 2023/24.
- **PI RB5 (BV9) % of Council Tax collected** - in 2023/24 99.12% of Council Tax was collected. This is just short of the 99.14% target.
- **PI RB6 (BV10) Percentage of Non-domestic Rates Collected** - 98.69% of Non-domestic Rates was collected in 2023/24. This is just above the 98.52% target.
- **PI RB10 (BV79b1) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period** - The 2023/24 figure is slightly lower due to DWP completing an exercise nationally where they identified people whose pension contributions were incorrect. This created an overpayment that affected the recoverable amount for this period. The overpayment has been reported to committee and approval has been given to write it off – this will be reflected in an increase in write-off in 2024/25. This exercise affected all local authorities and not just RVBC. The percentage of recoverable overpayments recovered during 2023/24 is 95.85%, just below the 100% target.
- **PI RB11 (BV79b2) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding** – During 2023/24 41.10% of housing benefit overpayments were recovered as a percentage of the total amount of housing benefit overpayment debt outstanding. This is above the 40% target which was amended down from 47% as a result of more HB claims of working age people transferring back to DWP. It is difficult to recover the same amount that would be collected via ongoing entitlement. However, 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. 0.36% of housing benefit over payments were written off during 2023/24.
- **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 2023/24 it took 25 days to process new housing benefit / council tax benefit claims, this is higher than the 15 day target due to staffing issues within the section.
- **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 2023/24 it was taking 3.3 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 received for processing compared to the number of 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 2023/2024 performance information provided relating to this committee.

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Marshal Scott

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BACKGROUND PAPERS:

For further information please ask for Jaqui Houlker, extension 4421