

Report by the Chief Executive

Best Value Performance Indicators 78a and 78b – Outturn Performance Figures For 3rd Quarter 2007/08

1.0 Summary

1.1 At the meeting of the Policy and Strategy Committee on 2nd October 2007 Members agreed to monitor BVPI 78a and 78b for a further two quarters. Attached to this report are the outturn figures for October – December 2007

2.0 Recommendation

2.1 Members are asked to:

- a) note the outturn figures for both indicators for this quarter.
- b) advise if they require any further action to be taken based on these outturn figures.

3.0 Background

3.1 These indicators refer to :

BV 78a – Average time for processing new benefit claims

BV 78b – Average time for processing changed circumstances for benefit claims.

3.2 At the meeting of this Committee on 25th July 2006, Members expressed concern that poor performance in these two areas could have “serious implications for those in financial hardship and agreed that these two indicators be referred to the Housing and Central Services Committee for quarterly monitoring”.

3.3 Members of this Committee received quarterly monitoring reports throughout 2006/07.

3.4 At the meeting of this Committee held on 2nd October 2007 Members resolved that:

- The end of year outturn figures for 2006/07 for these indicators be noted
- That the outturn figures for the first quarter 2007/08 be notes
- That no further action is required based on these outturn figures
- That the monitoring of these indicators continue for a further two quarters and then be reviewed.
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4.0 Current Position

- 4.1 Attached to this report are the outturn figures for the third quarter 2007/08.
- 4.2 Members attention is drawn to the significant improvement in performance for these two indicators in the past 3 quarters.
- 4.3 Members of this committee will receive a final report advising of the end of year figures for these two indicators in due course.

Background Papers:

Local Government Act 1999 : Part 1 Best Value and Performance Improvement –
Guidance on Best Value Performance Plans Feb 2004 - ODPM

Circular 03/2003 – Local Government Act 1999 : Part 1 Best Value and Performance
Improvement.

Best Value Performance Indicators 2005/06 – Audit Commission Guidance Document
Reports to PSC on 25th July 2006 and 2nd October 2007

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Appendix

1.0 Council Priority

- 1.1 Best Value Performance Indicators are statutory indicators prescribed by the Government and are subject to external audit. They provide a mechanism to help demonstrate continual service improvements and performance levels within the organisation in specific areas of operation

2.0 Specific Targets

- 2.1 The implementation of the new computerised revenues and benefits systems themselves are to address - Streamlined modern working practices to meet changing needs and expectations; increased efficiencies and reduced overheads and processing costs with better service standards.

3.0 Sustainability Issues

- 3.1 Matters considered and no separate issues identified.

4.0 Equality Issues

- 4.1 If the Council were not to challenge and monitor performance in these areas, Members of the Policy and Strategy Committee felt that it might have “serious implications for those in financial hardship and agreed that these two indicators be referred to the Housing and Central Services Committee for quarterly monitoring”.

5.0 Community Safety issues (Section 17)

- 5.1 Matters considered and no separate issues identified.

6.0 Human Rights Issues

- 6.1 Matters considered and no separate issues identified.

7.0 Financial Implications

- 7.1 There are no direct costs associated with these indicators at this point in time unless Members wish to consider redirecting additional resources to this area.

8.0 Legal Implications

- 8.1 Best Value Performance Indicators are statutory indicators prescribed by the Government and are subject to external audit to check the validity of the data collected and supplied and to ensure continual service improvement.

9.0 Consultations

- 9.1 The Divisional Manager responsible for these two indicators has been consulted on the contents of this report.

10.0 Risk assessment

10.1 If the Council were not to challenge and monitor performance in these areas, Members of the Policy and Strategy Committee felt that it might have “serious implications for those in financial hardship and agreed that these two indicators be referred to the Housing and Central Services Committee for quarterly monitoring”.

11.0 Health & Safety Issues

11.1 Matters considered and no separate issues identified.

12.0 Procurement Strategy

12.1 Matters considered and no separate issues identified.

13.0 Partnership working

13.1 Matters considered and no separate issues identified.

Outturn figures for BV 78a and b for quarters 1, 2 and 3 in 2007/08

BV PI	Description	Outturn 05/06	Top quartile	Bottom quartile	Target 06/07	Actual 06/07	1 st qtr 07/08	2 nd qtr 07/08	3 rd qtr 07/08	Apr-Dec 07/08	Target 07/08	Target 08/09	Manager's comment
BV 78 (a)	Average time for processing new claims (calendar days).	46.55	25.5	37.8	40	42.8	30.64	19.65	17.38	22.54	30	29.4	This indicator continues to improve
BV 78 (b)	Average time for processing changes of circumstance (calendar days).	24.39	8.5	16.7	15	17.53	12.04	8.96	7.16	9.69	12	9.4	This indicator continues to improve

Red depicts bottom quartile performance when compared with other DC's nationally at the end of 06/07