

1. Purpose of Report

1.1 This report outlines the second quarter position for 2008/09 in the 10 priority indicators of service delivery performance that form the basis of more detailed scrutiny.

2. Background Information

2.1 At the 29 May 2008 Corporate Management Committee, Members received a report outlining new arrangements to replace the Best Value regime and BVPIs. In the light of these changes Members reviewed those priority indicators they wished to see reported in future.

2.2 The Local Government White Paper “*Strong and Prosperous Communities*” committed to a smaller more focused set of priorities as well as to radically reduce the number of national indicators. In October 2007, CLG published “The New Performance Framework for Local Authorities and Local Authority Partnerships: Single Set of National Indicators”, introducing a new single set of 198 National Indicators; these are now pledged to be the only indicators on which central government will measure local government performance against national priorities.

2.3 To ensure that sufficient focus is given to the amount of performance management information collected, measured and monitored, a series of Service Plans have been established which aim to collate all the performance management information in one place. These are being reworked to reflect national, county (LAA) and local changes and are being considered in the current cycle of Committees.

2.4 There are 198 National Indicators of which 61 are to be reported at District level. The following 10 National Indicators were chosen as priority by Members;

| Indicator | Definition |
|------------------|--|
| NI 16 | Serious acquisitive crime |
| NI 154 | Net additional homes provided |
| NI 155 | Number of affordable homes delivered |
| NI 157 | Processing of planning applications as measured against targets for major, minor and other applications |
| NI 160 | Local authority tenants’ satisfied with Landlord services |
| NI 179 | Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of 2008/09 financial year |
| NI 181 | Time taken to process Housing Benefit/Council Tax Benefit new claims and change events |
| NI 192 | Household waste recycled and composted |
| NI 195 | Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) |
| NI 196 | Improved street and environmental cleanliness – fly tipping |

- 2.5 The following sections outline the performance against the priority indicators for the second quarter of 2008/09. As the first year of a new framework, there are only limited comparable figures from the previous year and not all targets have yet been set for the current year. Data for a number of these indicators is collected annually and therefore some figures cannot be reported on a quarterly basis. Consideration will be needed on whether data on priority performance indicators is reported through this quarterly mechanism.

3. **Report**

3.1 **Performance for Second Quarter from 01 July to 30 September 2008**

3.1.1 **NI 16 Serious Acquisitive Crime**

| Month | No of Serious Acquisitive Crime 2008-09 | No of Serious Acquisitive Crime 2007-08 |
|---------------------|--|--|
| April | 75 | - |
| May | 68 | - |
| June | 68 | - |
| Total for Q1 | 211 | 297 |
| July | 101 | |
| August | 69 | |
| September | 80 | |
| Total for Q2 | 250 | 337 |

- 3.1.2 Serious Acquisitive Crime has fallen so far this financial year and there have been no trends or hotspots identified. Investigations outstanding from the previous year have now been completed and the value of partnership activity is seen in these reducing figures. Safer Runnymede partners through Community Incident Action and Joint Action Groups are working to maintain the downward trend for these offences as well as diminishing “signal” crimes that affect public confidence. Serious acquisitive crime remains a focus of police resources.

3.2 **NI 155 Number of Affordable Homes Delivered**

3.2.1

| | No of Affordable Homes Delivered 2008-09 | No of Affordable Homes Delivered 2007-08 |
|---------------------------------|---|---|
| Quarter 1 Apr – Jun | 12 | 7 (extrapolated from annual figure) |
| Quarter 2 Jul - Sept | 8 | 7 (extrapolated from annual figure) |

- 3.2.2 The 20 units above consist of 3 units at Bridge Wharf Chertsey, 12 at the Cascades, St Anne’s School site Virginia Water and 5 Open Market Homebuy units.

- 3.2.3 Since the end of the second quarter a further 6 units have been handed over on the St Annes School site and several units at Wapshott Road, Egham. There are also currently units under construction at Pretoria Road, Roakes Avenue and Freemantles School, Chertsey. Although supply over the next 12 months is likely to be good, difficulties in the housing market are impacting on schemes that were expected to be delivered in 2009/10 and 2010/11. Officers are continuing to have discussions with Registered Social Landlords (RSLs) and private developers about these sites and also urging provision on any new sites that emerge, but RSLs are becoming very nervous about making commitments, particularly on private sites. The Council’s target to deliver 500 units over 5 years is therefore becoming increasingly difficult to deliver in the short term as a result of unprecedented economic conditions.

3.3 NI 157 Planning Applications as Measured Against Targets for Major, Minor and Other Applications

3.3.1

| Planning Applications against targets | Quarter 1 Comparisons | | Quarter 2 Comparisons | |
|---------------------------------------|-----------------------|---------|-----------------------|---------|
| | 2008-09 | 2007-08 | 2008-09 | 2007-08 |
| Major | 71.5% | 85.71% | 100% | 70% |
| Minor | 87.3% | 90.12% | 84.2% | 87% |
| Other | 92.6% | 96.02% | 97.7% | 97.6% |

3.3.2 This performance compares against targets of 60% for major, 65% for minor and 80% for other planning applications. These targets continue to be comfortably met. The current economic downturn is leading to a reduction in certain types of applications enabling this performance to continue.

3.4 NI 181 Time Taken to Process Housing Benefit/Council Tax Benefit new Claims and Change Events

3.4.1

| Quarter 1 & 2 Comparisons | |
|---------------------------|------------|
| 2008-09 | 2007-08 |
| 10.54 days | 13.07 days |

3.4.2 The figures have been taken from the data supplied to the Department of Work and Pensions, but the accuracy of the data cannot be guaranteed due to ongoing issues with the scan data. In addition to these issues with the data software, the figure for quarter 2 is a cumulative figure from quarter 1 as the data could not be separated for the respective quarters. The target of 12 days is being met.

3.5 NI192 Household waste recycled and composted

3.5.1

| Quarter 1 Comparisons | | Quarter 2 Comparisons | |
|-----------------------|---------|-----------------------|---------|
| 2008-09 | 2007-08 | 2008-09 | 2007-08 |
| 24.90% | 22.44% | 25.86% | 25.16% |

3.5.2 There has been a steady increase from 21.64% in April 2008 to 29.52% in June. Kerbside collections reduced in July, due to the holiday period.

4. Conclusions

4.1 This is the first year of the new National Indicators and initial teething problems are expected with the establishment of base data and collection arrangements.

OFFICERS' RECOMMENDATION that-

- i) The Committee indicate whether it is content with the progress of the new Priority Indicators.

(TO RESOLVE)