



# VALUE OVERVIEW & SCRUTINY COMMITTEE

# REPORT

29 February 2012

**Subject Heading:**

Corporate Performance Report 2011/12 –  
Quarter 3

**CMT Lead:**

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**Policy context:**

Living Ambitions Goal - Value

## SUMMARY

This report sets out the Council's performance against the Living Ambition Goal - **Value** for Quarter 3 of 2011/12.

## RECOMMENDATIONS

That Value Overview and Scrutiny Committee note the contents of the report.



## REPORT DETAIL

### Background

Following the abolition of the national performance framework at the end of 2010, and the requirement for local authorities to report on a statutory set of National Indicators, the Council undertook a comprehensive review of all indicators on Havering Performs and, in consultation with Services, rationalised the number that will continue to be collected locally.

This resulted in a much revised list of indicators, including a core set of **85** indicators that will be reported quarterly, where possible, and at the end of the year to CMT and Members.

The Corporate Performance Report 2011/12 - Quarter 3 was circulated to Members the week commencing 20<sup>th</sup> February 2012. This report focuses specifically on those indicators which are measuring our performance against the Living Ambition Goal – **Value**.

There are 12 indicators listed under the Goal – **Value**. Ten indicators have been given a RAG (Red/Amber/Green) rating this quarter. Of these, five indicators are 'red' as they are more than 5% off the quarter target and five indicators are 'green' as they are on, or above the quarter target. Two indicators are included for monitoring purposes only and do not have a 'RAG' rating.

Comments on the performance of each indicator are included in **Appendix 1**.

### Value Indicators that are 'Red'

Indicator	Quarter 3 Target	Quarter 3 Performance
Sickness absence rate per annum per employee (days)	7 days	7.89 days
% PASC visitors seen within 15 minutes	79%	63%
Speed of processing changes in circumstances of HB/CTB claimants (days) (cumulative)	9 days	13.81 days
Time taken (days) to process Housing Benefit/Council Tax Benefit new claims and change event (cumulative)	11 days	15.18 days
% of corporate complaints not completed within 10 days	10%	18.52%

## Value indicators that are 'Green'

Indicator	Quarter 3 Target	Quarter 3 Performance
% of Member/MP enquiries still outstanding after 10 days	10%	9.55%
% of calls abandoned in queue	14%	13%
% Avoidable contact	8%	6.1%
% of suppliers paid within 30 days of receipt, by Transactional Team, by invoice	97%	98%
% of council tax collected	82.01%	85.86%

## Value indicators included for monitoring purposes only

Indicator	Quarter 3 Target	Quarter 3 Performance
Number of corporate complaints	NA	243
Number of Member/MP enquiries logged	NA	806

## IMPLICATIONS AND RISKS

### Financial implications and risks:

There are no specific financial implications or risks to report at this point. However, performance in some areas e.g. Housing Benefit/Council Tax Benefit, Council Tax collection, sickness absence will, over time, have financial implications.

### Legal implications and risks:

There are no direct legal implications or risks.

### Human Resources implications and risks:

There are no HR implications or risks.

### Equalities implications and risks:

There are no equalities or social inclusion implications or risks.

## **BACKGROUND PAPERS**

Appendix 1: Corporate Performance Report 2011/12 – Quarter 3 (Value)