



OPEN REPORT SCRUNITY COMMITTEE

Scrutiny Committee – 7th March 2024

Report of Director of Regeneration and Policy

**PERFORMANCE MANAGEMENT – KEY PERFORMANCE INDICATORS
OUTTURN Q3 2023/24**

Report Author and Contact Details

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Wards Affected

All

Report Summary

This report summarises the outturn performance against the District Council's Key Performance Indicators for Quarter 3 (1st October to 31st December 2023). The report highlights where services have performed strongly and where improvements can be made.

Recommendations

1. The outturn performance against Q3 Key Performance Indicators for 2023/24 be noted.
2. That quarterly reports continue to be presented to Members of the Scrutiny Committee to highlight progress, demonstrate good performance, and address areas for improvement.

List of Appendices

Appendix 1 Quarter 3 KPI outturn 2023/24

Background Papers

Council Meeting 05 March 2020

Consideration of report by Council or other committee

None

Council Approval Required

No

Exempt from Press or Public

No

PERFORMANCE MANAGEMENT – QUARTER 3 KEY PERFORMANCE INDICATORS OUTTURN 2023/24

1. Background

- 1.1 Derbyshire Dales District Council Corporate Plan 2020-24 sets out the District Council's long-term priorities and areas for improvement. This plan identifies priority targets relating to the specific activities to be undertaken during the relevant financial year and progress is reported six-monthly.
- 1.2 In addition, the District Council uses 12 Key Performance Indicators (KPIs) to measure the Council's general organisational health. These indicators cover short-term frontline service areas such as determining planning applications in good time, paying bills on time, collecting Council Tax efficiently and paying benefits claims promptly. Progress against Key Performance Indicators is reported quarterly.

2. Key Issues

2.1 PERFORMANCE MANAGEMENT

- 2.2 The District Council's Performance Management process is the means of measuring, monitoring and improving the Council's progress in achieving its targets. Targets include Corporate Plan targets and KPIs, as well as service-specific objectives which are detailed in Service Plans. Good performance and areas for improvement are identified through a quarterly reporting process.
- 2.3 By managing its performance, the District Council demonstrates that it knows:
 - What its priorities are
 - What its targets are
 - Actions it must take to achieve targets
 - Measures progress
 - Informs where it is appropriate to take remedial action to address underperformance
- 2.4 A traffic light system of reporting is used to signify the progress and success of actions.
 - Green = action achieved on time
 - Amber = indicates delay (action has been achieved later in the year than planned or will be completed soon after year-end) or that the target is at risk of not being achieved
 - Red = actions not fully achieved in target time scale and not likely to be fully achieved by end of Q3 of 2023/24

3. COUNCIL PERFORMANCE – QUARTER 3 2023/24 OUTTURN SUMMARY

3.1 Table 1 also shows performance against KPIs, with 11 being fully or partially achieved. The vast majority of KPIs are on track to meet their target, reflecting excellent performance.

	Totals	Green	Amber	Red
KPIs	11 (1 unavailable)	10	1	0
Total No	100%	91%	9%	0%
Total %	11	10	1	0

Table 1: Summary of KPI outturn Q3 23/24

3.2 Detailed updates for all quarters are included in **Appendix 1**. Table 2 below summarises outturns for Q3 of 2023/24.

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
Corporate	% of undisputed invoices paid on time	99%	99.34%	98.95%	99.5% Only 6 late invoices. A good performance in this quarter
Waste & Recycling	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	58.5%	57.1%	57.5%	The KPIs are made up of data from various data sources and all information is not usually received until at least 8 weeks after the end of the quarter.
HR	Average no. working days lost due to sickness absence per FTE employee	2.25 per quarter	1.706	1.71	1.689 If Q1, Q2 & Q3 sickness levels continue throughout the rest of the financial year, we will achieve the year-end target.

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
					<p>Q1 = 1.706 Q2 = 1.710 Q3 = 1.689</p> <p>In the first quarter of the last financial year (2022/23) we reported a quarterly figure of 2.437 days.</p> <p>In the second quarter of the last financial year (2022/23) we reported a quarterly figure of 2.56 days.</p> <p>In the third quarter of the last financial year (2022/23) we reported a quarterly figure of 3.09 days.</p>
Housing	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	75%	71%	80%	79.3%
Planning	% major planning application determined in 13 weeks or agreed	>75%	100%	100%	100% Excellent performance.

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
	extension of time period				
	% of minor planning application determined in 8 weeks or agreed extension of time period	>77%	78%	85%	91% 59 applications in total, 52 of which determined within 8 weeks or agreed EOT period.
	% of other planning applications determined in 8 weeks or agreed extension of time period	>90%	92%	94%	89% 88 applications in total, 78 of which determined within 8 weeks or agreed EOT period.
	% of appeals allowed against the LAs decision to refuse planning permission	<30%	28%	25%	28% of s78 appeals allowed. 7 appeal decisions in total – 2 allowed.
Revenues and Benefits	% Council Tax collected within the year	98.4%	33.30%	61.50%	89.50% Collection rate similar to previous year, around the same as pre covid levels.
	% of Non-Domestic Rates collected within the year	97.3%	28.50%	58.40%	85.90% Collection rate slightly less than previous year, around the same as pre covid levels. 2023/24 is a valuation year so a lot of changes for

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
					NDR which influence the collection rate.
	Speed of processing new claims for housing benefit and Council Tax support	24 days	12.4	12.65	12.75 - well on target
	Speed of processing: notifications of changes in circumstances	8 days	5.24	5.34	4.92 - well on target

Table 2: Q3 2023/24 KPI outturn summary

3.3 Slightly less successful outturns include:

- The quarter 3 figure is not yet available for “The % of household waste which has been sent for reuse, recycling, composting or anaerobic digestion” but it was 57.1% in quarter 1 and 57.5% in quarter 2, meaning the target of 58.5% has been narrowly missed for both quarters.
- Of slight concern is the indicator “% of other planning applications determined in 8 weeks or agreed extension of time period”, which has narrowly missed the target of over 90% with a Quarter 3 outturn figure of 89%. However, the figure for the year to date is 92% so the indicator is still on target for year end.

3.4 Notable successes include:

- Of the 3 other Planning indicators, 1 indicator is at 100% and the other 2 indicators are above target.
- The average number of working days lost due to sickness absence per FTE employee is significantly below the 2.25 days per quarter target for all 3 quarters.
- The % Council Tax and Non-Domestic Rates collected within the year is also at a high level with well over three-quarters of the required amount collected at the 9 month point.
- The speed of processing housing benefit and Council Tax cases remains at an excellent level, well above target for all 3 quarters.

4. Consultation

4.1 None required as report concerns past actions.

5. Timetable for Implementation

5.1 No timetable as reporting past events

6. Policy Implications

6.1 The collation of data provides an expression of performance against the relevant indicator and this provides the District Council with an opportunity to make any policy changes accordingly.

7. Financial and Resource Implications

7.1 There are no financial considerations arising from the performance management report. Where KPI improvement actions have resource implications, these have been accounted for in existing budgets.

8. Legal Advice and Implications

8.1 The Corporate Plan and relevant Service Plans are compliant with relevant legislation. The legal risk is assessed as being low.

9. Equalities Implications

9.1 An Equality Impact Assessment is not required as this report is concerned with past events.

10. Climate Change Implications

10.1 A Climate Change Impact Assessment is not required as this report is concerned with past events.

11. Risk Management

11.1 There is a risk that Key Performance Indicators may not be achieved, with possible service and reputational consequences for the District Council. To mitigate this, progress is monitored quarterly by Service Managers and by Corporate Leadership Team.

Report Authorisation

Approvals obtained from:-

	Named Officer	Date
Chief Executive	Paul Wilson	29/02/2024
Director of Resources/ S.151 Officer (or Financial Services Manager)	Karen Henriksen	29/02/2024
Monitoring Officer (or Legal Services Manager)	Helen Mitchell	29/02/2024

KPI Outturn 2023/24

Quarter 3 Key Performance Indicator (KPI) Reporting 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
Organisational Health	BV8 [AE15]	% of undisputed invoices paid on time	David Kay	99%	99.34% 2 errors by Accounts Payable accounted for 6 of the 7 late payments – mis-identifying multiple page PDF's.	98.95% 1 more A.P. PDF error (steps have been taken to mitigate this now) leading to 4 of the 13 paid late. The rest a bit more badgering of slow users should help get more paid on time.	99.5% Only 6 late invoices. A good performance in this quarter.
	NI192	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	Claire Orford / Antonia Lavelle	58.5%	57.3%	57.5%	Not available yet
	HRKP1 / Quarterly LG Inform Metric 4	Average no. working days lost due to sickness absence per FTE employee per annum is targeted at 9 days; per quarter the target is 2.25 days	Deborah Unwin / Chrissie Symons	2.25 per quarter	1.706	1.71 If Q1 & Q2 sickness levels continue throughout the rest of the financial year, we will achieve	1.689 If Q1, Q2 & Q3 sickness levels continue throughout the rest of the financial year, we will achieve

KPI Outturn 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
						the year-end target.	the year-end target. Q1 = 1.706 Q2 = 1.710 Q3 = 1.689 In the first quarter of the last financial year (2022/23) we reported a quarterly figure of 2.437 days. In the second quarter of the last financial year (2022/23) we reported a quarterly figure of 2.56 days. In the third quarter of the last financial year (2022/23) we reported a quarterly figure of 3.09 days.

KPI Outturn 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
Housing	Revised BV 213	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	External organisations via Niki Emery	75%	71%	80%	79.3%
Planning	DM1	% major planning application determined in 13 weeks or agreed extension of time period	Chris Whitmore	>75%	100% - Excellent performance.	100% - Excellent performance.	100% - Excellent performance.
	DM2	% of minor planning application determined in 8 weeks or agreed extension of time period	Chris Whitmore	>77%	78% - 59 applications in total, 46 of which determined within 8 weeks or agreed EOT period.	85% - 62 applications in total, 53 of which determined within 8 weeks or agreed EOT period.	91% - 59 applications in total, 52 of which determined within 8 weeks or agreed EOT period.
	DM3	% of other planning applications determined in 8 weeks or agreed extension of time period	Chris Whitmore	>90%	92% - 92 applications in total, 85 of which determined within 8 weeks or agreed EOT period.	94% - 85 applications in total, 80 of which determined within 8 weeks or agreed EOT period.	89% - 88 applications in total, 78 of which determined within 8 weeks or agreed EOT period.
	DM4	% of appeals allowed against the LAs	Chris Whitmore	<30%	28% of s78 appeals allowed. 7	25% of s78 appeals allowed. 4	28% of s78 appeals allowed. 7

KPI Outturn 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
		decision to refuse planning permission			appeal decisions in total – 2 allowed.	appeal decisions in total – 1 allowed.	appeal decisions in total – 2 allowed.
Revenues & Benefits	BV 9 [ARB 1]	% Council Tax collected within the year	Karen Henriksen	98.4%	33.30% Collection rate similar to previous year, around the same as pre covid levels.	61.50% Collection rate above previous year, similar to pre covid levels.	89.50% Collection rate similar to previous year, around the same as pre covid levels.
	BV10 [ARB 2]	% of Non-Domestic Rates collected within the year	Karen Henriksen	97.3%	28.50% 2023/24 is a valuation year so a lot of changes for NDR, will have an effect on the collection rate.	58.40% 2023/24 is a valuation year so a lot of changes for NDR, will have an effect on the collection rate.	85.90% Collection rate slightly less than previous year, around the same as pre covid levels. 2023/24 is a valuation year so a lot of changes for NDR which influence the collection rate.

KPI Outturn 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment	Q3 Result + comment
	BV 78a [ARB 3]	Speed of processing new claims for housing benefit and Council Tax support	Karen Henriksen/Paul Radcliffe	24 days	12.4 – well on target	12.65 - well on target	12.75 - well on target
	BV 78b [ARB 4]	Speed of processing: notifications of changes in circumstances	Karen Henriksen/Paul Radcliffe	8 days	5.24 - well on target	5.34 - well on target	4.92 - well on target