

## **BABERGH DISTRICT COUNCIL**

**FROM: Director of Corporate Services and  
Director of Finance**

**REPORT NUMBER     **H55****

**TO: Overview and Scrutiny (Stewardship)  
Committee / Overview and Scrutiny  
(Community Services) Committee**

**DATE OF MEETING: 24 June 2008 and 1  
July 2008**

### **2007/08 END OF YEAR FINANCE AND PERFORMANCE MANAGEMENT REPORT**

#### **1. PURPOSE OF REPORT**

- 1.1 This report aims to provide an integrated picture of the significant issues relating to financial and performance management for the year ended 2007/08.
- 1.2 The format follows that of the Corporate Plan 2007/08 to show the linkages to the council's corporate priorities.

#### **2. RECOMMENDATIONS**

- 2.1 That Members scrutinise the financial and performance information set out in this report and appendices.
- 2.2 That Members note the key points and action to be taken relating to the variations against the 2007/08 Budget, Best Value Performance Indicators (BVPs) and Local Performance Indicators (LPs).

#### **3. FINANCIAL IMPLICATIONS**

- 3.1 The year-end provisional outturn indicates the following:
  - General Fund Revenue Budget - efficiency and other savings achieved which, when also taking into account additional income, has resulted in net expenditure being around £0.3m less than the revised budget for the year (gross budget of around £35m, net nearly £11m). This is after allowing for budget carry forward requests of around £0.7m
  - Council Housing (Housing Revenue Account) – net expenditure around £0.2m less than the revised budget after allowing for budget carry forward requests
  - Capital Programme – shortfall of nearly £0.9m against the revised budget of £5.2m, most of which has been requested for carry forward to the current year.
- 3.2 Additional details are provided in paras. 5.18 to 5.23 of the report. These matters are considered further in the separate paper on today's agenda that covers last year's financial outturn in more detail. The views of the O&S (Stewardship) Committee will be reported to the Council meeting on the 26<sup>th</sup> June, when the Statement of Accounts for 2007/08 will be considered for approval.

#### 4. **RISK MANAGEMENT**

4.1 This report links to Corporate Business Risk No.7 – Finance, Performance & Risk Management. Key risks are seen as:

<b>Risk Description</b>	<b>Likelihood</b>	<b>Seriousness or Impact</b>	<b>Mitigation Measures</b>
BVPI and LPI performance does not improve compared to previous years and LA's nationally	To be determined	Marginal	Regular monitoring to identify key variations.
Programmes and projects not delivered in a timely manner	Significant	Marginal/Critical	Report to Strategy Committee on key General Fund capital projects addressing LGR/affordability issues.
Budgets are under spent or savings made	Significant	Marginal	Mechanisms to consider these and agree budget carry forwards or re-allocate savings to key priorities/projects

#### 5. **KEY INFORMATION**

##### **Overall context**

5.1 In line with Q2 and Q3 reports, performance and financial information is presented in an integrated format as follows:-

- All performance indicators are still collected and monitored on a quarterly basis.
- Only a basket of key performance indicators, as agreed by Members and Management Team, is formally reported each quarter.
- The full set of national Best Value Performance Indicators and Local Performance Indicators has been analysed and any PIs meeting the criteria for exceptions are highlighted in Appendix 1b. An exception arises where performance is substantially above or below the annual target set by Strategy Committee and/or where the direction of travel is deteriorating i.e. where current performance is lower than the position as at 31<sup>st</sup> March 2007.
- There are closer links between the financial and performance information.

##### **Performance – key year end highlights**

5.2 For each of the council's corporate priorities, highlights from the basket of key performance indicators (KPIs) and analysis of performance exceptions are outlined below. Full details on the KPI basket can be found in Appendix 1a and exceptions in Appendix 1b.

5.3 There are relatively few changes from the Q3 report. The key highlights are given for each of the council's 2007/08 priorities below.

## 5.4 Maintain a safe, clean and sustainable environment

- Recycling levels are continuing to rise year on year. This is the case for both the percentage of waste recycled **[BV82ai]** which has increased at the end of 2007/08 to 30.6% and the percentage of waste composted **[BV82bi]** which has reached 8.62% at the year end. Whilst the overall targets for 2007/08 have not been achieved it should be noted that the final combined Babergh recycling figure (BV82ai + BV82bi) is 2.76% higher than in 2006/07. This is in part due to much lower bin contamination rates coupled with the continued promotion of the recycling agenda. The percentage of non-recoverable material present by weight **[LPI22]** has improved during the year and overall has fallen by 2.15% to 8.11% against a target of 5% (see Appendix 1b)
- The overall reduction in waste collected **[BV84b]** continues to improve. At year-end for 2007/08 the figure stands at -3.73% compared with a 2006/07 year end figure for Babergh of -0.21% and -3.12% for Waveney which was the highest performing authority in Suffolk. The figure moves Babergh well above the national top quartile threshold for this indicator of -1.87% (based on 2006/07 figures)
- An improved final quarter has resulted in the percentage of abandoned cars removed within 24 hours **[BV218b]** increasing to 80% and therefore achieving the annual target.
- The percentage of planning applications determined in 30 days **[BV109a to c]** verses the *Government* performance targets out-turned as follows.
  - 109a Major - 71.2% versus a national target of 60%
  - 109b Minor - 57.0% versus a national target of 65%
  - 109c Other - 75.6% versus a national target of 80%

Compared with last year (2006/07) 109a has improved (up 9%) however 109b has fallen (down 3%) as has 109c (down 1%).

- The percentage of planning applications allowed against the authority's decision to refuse a planning application **[BV204]** has improved significantly from 28% in 2006/07 to 21% for the year end 2007/08. This figure is well above the threshold set in 2006/07 for top quartile placement nationally.
- The number of violent offences per 1,000 population **[BVPI127a]** has exceeded target and is down from 9.3 to 7.9 incidences per 1000. It is thought that this success is due in part to the greater use of fixed penalty notices and a variety of community safety initiatives. The domestic burglary rate **[BV126a]** has risen to 3.2 to 3.6 per 1000 households. However, it should be noted that this still represents a very low level of burglary in the area.

## 5.5 Give easy and convenient access to quality public services

- The average time taken for processing new Housing Benefit and Council Tax claims **[BV78a]** has improved to 17 days from a position of 20.5 days in 2006/07. Although the annual target of 14 days has not been met this will be maintained in 2008/09 as it remains a realistic goal. The final figure for the average time taken to

process a change in circumstances for benefits claims **[BV78b]** has been achieved and exceeded the target set by reaching 6 days at year end. This final performance has improved from 9 days in 2006/07 and has been greatly influenced by the fact that claimants now regularly supply full information on notifications of change.

- The percentage of benefit overpayments recovered against the percentage deemed recoverable **[BV79bi]** has improved slightly by 1.35% from 68.53% in 2006/07 to 69.88% in 2007/08. However, the target of 71% has not been met. The shortfall against target equates to £3,850. A BPR review will be undertaken in 2008/09 to improve performance.
- The percentage of council tax collected during the year **[BV9]** is 98.82% and only just failed to reach the target of 99%. In cash terms this is a £73,000 shortfall against the target. The percentage of non-domestic rates collected **[BV10]** has fallen slightly below the 99.1% target with a year-end total of 99.05%. This equates to a shortfall of £10,000. These indicators are included in the report as exceptions (see Appendix 1b).
- The percentage of telephone call enquires resolved at point of contact **[LPI 18]** achieved 81% overall against an industry standard of 80%. The overall figure breaks down as follows: General enquiries (81%); Housing (91%); Planning (76%) and 'Money Matters' (91%). In 2008/09 targets will be set for each component with the focus on improving resolution rate for planning enquiries. The average time elapsed before a telephone call is answered **[LPI19]** has improved for both Switchboard (S) and Direct Dial In (DDI). Baseline data has been collected for Customer Service Teams (CST) and performance varies between 5 and 9 seconds. Further information is included in Appendix 1a.

## 5.6 Promote healthy living and reduce health inequalities

- The number of Local Authority homes which were non-decent at beginning of the year **[BVPI 184a]** has improved from 12% to 11% but has fallen below the target set. This was due to the late start on the third kitchen renewal contract of the year. It is however anticipated that the target to achieve full compliance by April 2010 will be met. This outturn also affected the change in the proportion of non-decent homes in the year **[BVPI 184b]** which fell below the annual target, achieving 12% and below last year's end-of-year figure of 24%.
- The percentage of high-risk Food and Health and Safety premises and inspections carried out **[LPI40]** has achieved 98% against a target of 100%. This equates to just one inspection not being undertaken during the period. This is a one off case where gaining access is proving very difficult. This indicator is included in the report as an exception (see Appendix 1b)
- The number of homes adapted to meet the needs of older people and the disabled **[LPI 9]** exceeded the target of 29 by reaching 30.

## 5.7 Increase the supply of housing that local people can afford to rent or buy

- Babergh's target of 700 new affordable homes by 2009, measured by **LPI 41** has been reached and exceeded. Overall 975 units are in the affordable housing delivery pipeline with 737 properties either completed, being built or with planning permission. Targets for 2008/09 will be set by the housing panel during this financial year.
- The number of formal homelessness presentations [**LPI 42**] has risen from 63 in 2006/07 to 79 in 2007/08. Evidence suggests that homelessness levels are rising due to a number of factors, but particularly the instability of the economic money markets. Repossessions are expected to rise significantly and this will also impact on the private rented market. The housing panel will be reviewing the councils Homelessness Strategy within the next year.
- The average time to re-let local authority housing [**BV212**] has improved from 47 days in 2006/07 to 41 days in 2007/08. However, it should be noted that this year's outturn does not reflect the current performance level. Performance in Quarter 4 of the year had improved to an average of 27 days, with 65% of void properties let within 21 days. This improvement in process efficiency is coupled with improved levels of customer satisfaction throughout the whole process.

## 5.8 Raising individual and community ambition

5.9 This corporate priority has no KPIs, but the Council has:

- Supported the development of the Suffolk Community Strategy
- Supported the development of UCS and the centre that will provide for the education of young people (post 16) in south and west Ipswich and South Suffolk.
- Continued to develop its two local strategic partnerships
- Carried out a review of the capital and revenue grants awarded by the Council. Provided grants for recreational and community facilities
- Continued the implementation of the youth strategy including holding the annual youth conference
- Held annual meetings with parish and town Councils
- Sent "Babergh Matters!" twice a year to 36,000 households
- Provided funding for a number of arts related initiatives including the Rural Cinema Project and the Amplifier Project
- Carried out a project to publicise the availability of postal voting in five selected Wards

### **Direction of travel analysis**

5.10 Tables 1 and 2 show the direction of travel for the 28 KPIs at the end of 2007/08 when compared with the end of year 2006/07 figure. There is a positive direction of travel for 16 of the 21 PIs (76%) where comparison is possible.

**Table 1**

	↑ Improving	← → Unchanged	↓ Deteriorating	Contextual PI	No Comparison	Totals
<b>BVPI</b>	14	2	3	0	0	19
<b>LPI</b>	2	0	0	1	6	9
<b>Totals</b>	<b>16</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>28</b>

**Table 2**

**16**

<b>BV79bi</b> % of overpayments recovered against % deemed recoverable
<b>LPI 9</b> Number of homes adapted to meet the needs of older people or disabled people
<b>LPI 41</b> The cumulative total number of affordable units of accommodation in the affordable housing programme between 2004 and 2009
<b>BV184a</b> Local authority homes which were non-decent at beginning of the year
<b>BV212</b> Average time to re-let local authority housing
<b>BV78b</b> The average time taken to process a change in circumstances in days
<b>BV78a</b> The average time taken to process new claims in days
<b>BV218a</b> % of abandoned vehicles investigated within 24 hours
<b>BV204</b> Planning Appeals allowed against the authority's decision to refuse a planning application
<b>BV199b</b> Local Street and Environmental cleanliness (graffiti)
<b>BV199a</b> Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level
<b>BV127a</b> The number of violent offences per 1,000 pop'n
<b>BV109a</b> The % of major planning applications determined in 13

**3**

**2**

weeks		
<b>BV84b</b> Household waste collection % change per head of population		<b>BV126a</b> The number of domestic burglaries per 1000 households
<b>BV82bi</b> The % of total tonnage of waste arising which has been sent for composting	<b>BV218b</b> % of abandoned vehicles removed within 24 hours	<b>BV109b</b> The % of minor planning applications determined in 8 weeks
<b>BV82ai</b> The % of total tonnage of waste arising which has been recycled	<b>BV199c</b> Local Street and Environmental cleanliness (fly posting)	<b>BV109c</b> The % of other planning applications determined in 8 weeks
<b>Improving</b>	<b>Unchanged</b>	<b>Deteriorating</b>

### Action to be taken

- 5.11 There are three KPIs that have shown deterioration in performance since last year. This will obviously be of concern to Members.
- 5.12 In the area of planning performance, the Head of Natural & Built Environment and the Chief Planning Control Officer are currently developing new ways of working which seek to drive up performance on processing 'minor' (BV109b) and 'other' (BV109c) applications.
- 5.13 Whilst Babergh has limited influence on the domestic burglary rate (BV126a), the Community Safety Manager will investigate the increase - of 0.4 per thousand households - through the Babergh Safer Neighbourhood Team to see whether it is significant and what action might be taken.
- 5.14 In future reports, further detail will be provided on the actions that are being taken to address underperforming areas.

### Actual v target analysis

- 5.15 Table 3 shows the year end position for key performance indicators against the target set by Strategy Committee. 13 of the 25 PIs (52%) where targets were set last year have met or exceeded the required level of performance. 12 of the 25 (48%) have not met the target set. Information on these indicators is given below.

**Table 3**

	↑ On or exceeding target	↓ Below target	No comparison (inc no data)	Totals
<b>BVPI</b>	9	10	0	<b>19</b>
<b>LPI</b>	4	2	3	<b>9</b>
<b>Totals</b>	<b>13</b>	<b>12</b>	<b>3</b>	<b>28</b>

5.16 Indicators in the KPI basket that did not meet the target set are:

**BV82ai** – The % of total tonnage of waste arising which has been recycled (1.4% below target)

**BV82bi** – The % of total tonnage of waste arising which has been sent for composting (1.4% below target)

**BV109b** – The % of minor planning applications determined in 8 weeks (18% below target)

**BV109c** – The % of other planning applications determined in 8 weeks (9.4% below target)

**BV126a** – The number of domestic burglaries per 1,000 household (0.6 per thousand more incidences recorded than the target of 3 per thousand)

**BV199a** – Local street and environmental cleanliness (litter) – proportion that falls below acceptable level (missed the target by 3%)

**BV78a** – The average time taken to process new claims in days (missed the target by 3 days)

**BV212** – The average time to re-let local authority housing (missed the target by 6 days)

**BV79bi** – The % of overpayment recovered against % deemed recoverable (1.1% below target)

**BV184a** – Local authority homes which were non-decent at the beginning of the year (missed the target by 3%)

**LPI12a** - % of capital expenditure achieved on the Housing Revenue Account (16% below target)

**LPI12b** - % of capital expenditure achieved on the General Fund (18% below target)

5.17 Detailed information on all of these indicators is included in the comments section in Appendix 1a. It is important to stress that although the 12 indicators listed above did not meet the target set, performance **improved** in 2007/08 on all but 3 of these indicators (BV109b, 109c and 126a).

**Finance – key year-end highlights**

5.18 The following table summarises the **provisional** year-end net savings/underspends position on revenue budgets compared to quarter 3 forecasts. These are based on either the original budget (Q3) or revised budget (Q4):

Area	Quarter 3 £000	Quarter 4		
		Net Underspend /Saving £000	Carry Forward Requests £000	Net Variation £000
Divisional costs and CAST (75% charged to General fund/25% HRA)	220	470	250	220

General Fund (Service costs and income, excluding the above)	45-185	960	670	290
HRA (Service costs and income, excluding the above – see note)	(170) (increased net costs)	360	160	200

Note: The Q4 saving is compared to the revised budget and corrects certain elements of the Q3 forecast. This leaves the HRA in a healthier position.

- 5.19 Although the total variation is a significant sum, it needs to be viewed in the context of an overall gross revenue budget, including the HRA of around £45m. The total variance of just over £1.3m is, therefore, 2.9% of the total budget.
- 5.20 Further, once carry forward requests are taken into account, the net variance of nearly £0.5m on General Fund and HRA services is 1.1% of the total budget. Further details of the variances and carry forwards are provided in the separate financial outturn report on the agenda.
- 5.21 On the capital programme, the position compared to quarter 3 is as follows. Again, further details are provided in the separate financial outturn report. Most of the variance has been requested for carry forward to the current year:
- General Fund - £785k variance/underspend compared to the original budget for the year, which included some carry forwards from the previous year. This is close to the Q3 forecast and most of the variance was allowed for in the revised budget for the year. Overall, 71% of budget achieved, slightly more than in 2006/07, which was 68%. Target is 89%, which is challenging and proved to be unrealistic.
  - HRA – £580k variance/underspend compared to the original budget for the year, which included some carry forwards from the previous year. Larger than forecast of £200k, resulting in only 81% of budget being achieved. Target is 97%, which has largely been achieved in previous years.
- 5.22 Notwithstanding the above, total capital investment amounted to nearly £4.4m for the year (of which £2.5m was on the HRA) - which is still a substantial level. This is just under £0.9m less than the revised budget for the year.

### **Action to be taken**

- 5.23 The following actions are proposed:
- Some of the savings result from efficiencies. Detailed assessment of these is taking place and will be reported to the Government in July
  - Further consideration is being given as to whether the extent of carry forwards is realistic and if they should be agreed for the purposes indicated, Strategy Committee will consider the outcome of this review in due course

- This could result in an opportunity to reallocate any savings to other key capital projects or priorities. Also, Strategy Committee will need to consider whether any of the net increase in General Fund reserves (after carry forward requests) of around £0.4m should be allocated to key capital projects or other priorities - or left in reserves
- Future SFP processes – Task Group to consider approaches to managing down end of year variances.

## 6 **APPENDICES**

Appendix 1a – Year end basket of Key Performance Indicators (KPIs)

Appendix 1b – Year end performance exceptions

## 7 **BACKGROUND PAPERS REFERRED TO:**

None.

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## Key Performance Indicator basket

## Quarter 4

BVPI	Description	Previous Years		Comparative data					Improvement targets			Current Position		
		2005/06 Actual	2006/07 Actual	2006/07 Babergh ASG Rank (of 7)	2006/07 Suffolk Rank 1 Performer (Authority)	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual YTD Q4	Actual v Target	Direction of travel	Comments
<b>Safe, clean &amp; sustainable</b>														
82ai	The % of total tonnage of waste arising which has been recycled	26.85%	28.63%	2	34.21% (Mid Suffolk)	TQ	TQ	24.19%	32%	TQ	30.60%	↓	↑	This represents a 2% increase since 06/07
82bi	The % of total tonnage of waste arising which has been sent for composting	6.45%	7.83%	6	26.83% (St.Edmundsbury)	3rd Q	3rd Q	17.97%	10%	2nd Q	8.62%	↓	↑	This represents a 0.8% increase since 2006/07. The number of users continues to rise and now up to 19% of households have green waste facilities
84b	Household waste collection % change per head of population	1.32%	-0.21%	3	(Waveney) -3.12%	3rd Q	2nd Q	-1.87%	0%	2nd Q	-3.73%	↑	↑	This represents a 4% reduction since 06/07. This is despite an increase in green waste collected
109a	The % of major planning applications determined in 13 weeks	67.57%	62%	6	78.43% (Ipswich)	BQ	BQ	80.71%	65%	2nd Q	71.19%	↑	↑	This equates to 42 out of 59 applications and is against a Government target of 60%.
109b	The % of minor planning applications determined in 8 weeks	69.76%	60%	5	90.94% (Ipswich)	BQ	BQ	83.66%	75%	2nd Q	57.02%	↓	↓	This equates to 205 out of 360 applications and is against a Government target of 65%.
109c	The % of other planning applications determined in 8 weeks	83.87%	77%	6	93.49% (Ipswich)	BQ	BQ	92.57%	85%	2nd Q	75.59%	↓	↓	This equates to 879 out of 1163 applications and is against a Government target of 80%.
126a	The number of domestic burglaries per 1000 households	4.52	3.2	2	1.7 (St.Edmundsbury)	no comparison data	TQ	5	3	TQ	3.6	↓	↓	This represents an increase of 0.4 per 1000 since 2006/07. However the outturn still represents a very low level of crime in the area.  HOS Comment: The realignment of staffing resources to the council's Community Safety work has produced considerable benefits.
127a	The number of violent offences per 1,000 pop'n	9.26	9.2	2	7.4 (Mid Suffolk)	no comparison data	TQ	11.4	9.1	TQ	7.9	↑	↑	This represents a reduction of 1.3 per 1000 since 2006/07. Target exceeded, it is thought that the greater use of fixed penalty notices and a variety of community safety initiatives have had a positive impact in reducing the numbers of violent offence  HOS Comment: The realignment of staffing resources to the council's Community Safety work has produced considerable benefits.
199a	Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level	16%	19%	5=	5.0% (Ipswich)	no comparison data	BQ	6%	12%	2nd Q	15%	↓	↑	This represents an improvement of 4% since 2006/07. The overall outturn breaks down into Litter 4% and Detritus 28%. The replacement indicator for 199a will split litter and detritus completely, making it easier to set realistic targets for both. The rural nature of the district means a high detritus score is inevitable but the low litter score indicates a very good level of cleanliness
199b	Local Street and Environmental cleanliness (graffiti)	2%	5%	6=	1% (Ipswich)	no comparison data	BQ	0%	1.0%	2nd Q	2%	↑	↑	This represents an improvement of 3% since 2006/07. Only 27 of 900 transects were deemed 'unacceptable' - often this is where graffiti is visible from the street but is actually on a private surface which we have no power to cleanse
199c	Local Street and Environmental cleanliness (fly posting)	1%	0%	1=	0% (Ipswich)	no comparison data	TQ	0%	0%	TQ	0%	↑	↔	No change since 2006/07. 4% represents the highest level of performance possible. Only 4 transects had an unacceptable level of fly-posting. Fly-posting is not a major source of complaints and when it does occur is normally at a low level.
204	Planning Appeals allowed against the authority's decision to refuse a planning application	31%	28%	4=	23.9 (Suffolk Coastal)	BQ	2nd Q	25%	30%	2nd Q	21%	↑	↑	This PI has improved by 7% in the last 12 months and is now likely to be in or close to the top quartile nationally when these are published in December 2008.(JB)
NEW LPI	% of planning decisions determined as delegated items	No data	No data						To be determined		91.0%	no comparison	no comparison	This equates to 1459.
218a	% of abandoned vehicles investigated within 24 hours	97%	80%	6	100% (St.Edmundsbury)	no comparison data	BQ	98%	90%	2nd Q	91%	↑	↑	This represents an improvement of 11% since 2006/07. These targets have been met, however the majority of vehicles reported to us are not actually abandoned and are either untaxed, or the subject of neighbourhood disputes. Only 17% of reported vehicles actually go on to be removed by Babergh.
218b	% of abandoned vehicles removed within 24 hours	75%	80%	3	100% (St.Edmundsbury)	no comparison data	3rd Q	98%	80%	2nd Q	80%	↑	↔	No change since 2006/07. Target met. Only a small amount of vehicles are actually removed each year - 50 were removed overall in 2008/9 and therefore it could be suggested that this is not a major issue for Babergh

BVPI	Description	Previous Years		Comparative data					Improvement targets			Current Position		
		2005/06 Actual	2006/07 Actual	2006/07 Babergh ASG Rank (of 7)	2006/07 Suffolk Rank 1 Performer (Authority)	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual YTD Q4	Actual v Target	Direction of travel	Comments
<b>Access to quality services</b>														
78a	The average time taken to process new claims in days	26.32	20.51	2	13.1 (Forest Heath)	TQ	TQ	24	14	TQ	17	↓	↑	This represents an improvement in processing times of 3 days since 2006/07. 40% of claims( 2,250 claims) were processed in 10 days or less.  HOS comment: Long term sickness and turnover of staff has been a factor in falling short of the 14 day target. It remains realistic however and will remain for 2008/09
78b	The average time taken to process a change in circumstances in days	11.96	9.04	3	4.7 (Forest Heath)	2nd Q	2ndQ	7	7	TQ	6	↑	↑	Claimants supplying full information on notification of a change has led to faster processing times.  HOS Comment: Knock on effect from new claims process. The need to notify changes and supply complete information is emphasised from the outset of a claim. Target for 2008/09 is five days.
212	Average time to re-let local authority housing	40.53days	47 days	4*	23 days (Ipswich)	no comparison data	BQ	25 days	35 days	2nd Q	41 days	↓	↑	The BVPI calculation for the 2007/08 financial year (1 April 2007 to 31 March 2008) is 41 days.  It should be noted that the above figure does not reflect current performance levels. For example, if we consider Q4 only, the figure for BV212 is actually 27 days with general needs accommodation 24 days, and sheltered accommodation 28 days. In addition a total of 65% of void properties let in Quarter 4 met the upper quartile target of 21 days.  This improvement in process efficiency is coupled with improved levels of customer service throughout the whole process.  HOS comment: The Housing Panel will be monitoring progress in implementing the Voids Improvement Action Plan, which was established following the recent Review.
79bi	% of overpayments recovered against % deemed recoverable	n/a	68.53%	5	83.54% (Suffolk Coastal)	no comparison data	3rd Q	81.71%	71.00%	TQ	69.88%	↓	↓	This represents an improvement of 1.35% since 2006/07. Total collected £238,151. There is a shortfall of £3,850 against the target.  HOS Comment: BPR review will be undertaken in 2008/09 to improve performance.
<b>Healthy Living</b>														
184a	Local authority homes which were non-decent at beginning of the year	15%	12%	1*	12%	no comparison data	2nd Q	10%	8%	TQ	11.00%	↓	↑	This represents an improvement of 1% since 2006/07. The target has not been achieved due to the late start on the third kitchen renewal contract of the year however we remain on target to achieve full compliance by April 2010
LPI 9	Number of homes adapted to meet the needs of older people or disabled people	42	28						29		30	↑	↑	Target met

BVPI	Description	Previous Years		Comparative data					Improvement targets			Current Position		
		2005/06 Actual	2006/07 Actual	2006/07 Babergh ASG Rank (of 7)	2006/07 Suffolk Rank 1 Performer (Authority)	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual YTD Q4	Actual v Target	Direction of travel	Comments
<b>Affordable Housing</b>														
LPI 41	The cumulative total number of affordable units of accommodation in the affordable housing programme between 2004 and 2009:													
	(a) completed units	No data	No data								304	↑	↑	Target of 700 homes has been exceeded. A new target for 2009 onwards will be developed later in the year by the housing panel.  HOS Comments: Affordable housing delivery performance continues to be strong.
	(b) units in development	No data	73								205			
	(c) units with planning permission	No data	318						700 by end of March 2009		228			

	(d) units in the development pipeline	No data								238				
LPI 42	The number of formal homelessness presentations	No data	63						0		79	Contextual PI only.	Contextual PI only.	ThisPI is contextual. Evidence from other local authorities within the Eastern Region suggests that homelessness levels are rising due to a number of factors, but particularly the instability with the economic money markets. Repossessions are expected to rise significantly and this will also impact on the private rented market. Officers will continue to monitor and report on any upward trends.  HOS Comment: The Housing Panel will be reviewing the council's Homelessness Strategy this year.
LPI 12a	% of capital expenditure achieved on the Housing Revenue Account	85%	101%						97%		81%	↓	no comparison data	Total budget expenditure was not achieved over a range of budgets resulting in £589,000 being carried forward to 08/09 HOS comment: Although there are mitigating reasons in many of the programmes e.g. staff resources, legal problems, and schemes held in obeyance this has been a disappointing outcome.
LPI 12b	% of capital expenditure achieved on the General Fund	86%	68%						89%		71%	↓	no comparison data	Total budget expenditure was not achieved over a range of budgets resulting in £556,000 not being spent. They key areas were in private sector grants, IT, new joint depot and Sudbury HERS grants  Although a disappointing outcome the low take up of grants, and the continued search for a new depot, accounted for £375,000 of this underspend
<b>Access to quality services</b>														
LPI 18	Percentage of telephone calls answered (enquiry resolved) at point of contact	No data	No data						60%		81%	↑	no comparison data	The overall outturn of 81% can be broken down into outturns for each team as follows:  Team outcomes Q4: General 80.98%, Housing 91.05%, Planning 76.48%, Money Matters 90.88% 90,666 calls in total  HOS Comment: Still variation in the quality of data attributable to inconsistency in the interpretation of "resolution". More work on that issue to be undertaken in 2008/09.
LPI 19	Average elapsed time before a telephone call is answered.	(S)9.8s (DDI)4.2s	(S)10.3s (DDI)4.7s						15		See text	↑	no comparison data	Switchboard 8.73 sec. DDI lines 4.28 secs, Customer Service Teams between 5 & 9 secs. (General 5 secs-6097 calls, Planning 9 secs-20340 calls, Housing 8 secs-24370 calls, Money matters-9 secs-35557 calls)  HOS Comment: Incoming calls to Customer Service Teams currently matched to officer availability. Service standard will be revised, when queuing system introduced to allow more callers through at first attempt. If all incoming lines are busy callers will be invited to leave a voicemail message after a specified period of time.
LPI 80	Customer satisfaction - telephone service	No data	No data						No target. New PI		n/a	no comparison data	No comparison data	Establishing a baseline. A target will be set in 2008/09

## Quarter 4 Exceptions

BVPI	Description	Previous Years		Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Babergh ASG Rank (of 7)	2006/07 Suffolk Rank 1 Performer (Authority)	Babergh Quartile [SPARSE]	Babergh Quartile [All Districts]	District Council Top Quartile BP	2007/08 Target	2007/08 Babergh objective [Districts]	2007/08 Actual Q4 YTD	Actual v Target	Direction of travel	Comments
LPI 22	% of non recoverable material present by weight	19.85%	10.26%						5%		8.11%	↓	↑	Reduction of 2.15% from 06/07 but still significantly below target of 5% specified in the contract
9	The % of council tax collected in the year	98.79%	98.82%	2	99% (St.Edmundsbury)	TQ	TQ	98.60%	99%	TQ	98.82%	↓	↔	<b>0.18% below target.</b> Total debt outstanding is £447,000 (1650 a/c's out of 38,000), The target shortfall is £73,000. Of the outstanding balance £380,000 is at reminder stage and beyond (£106,000 with bailiff). There is £67,000 still at bill stage, but £35,000 was raised during March so could not of been collected until the new financial year.  HOS Comment:- Highest collection rate in Suffolk. FH 98.15%, IPS 97.51%, MS 98.62%,SEds 98.19%, SC 98.4%, W 96.8%. Target for 2008/09 is 99.1% and still felt to be achievable.
10	The % of Non Domestic Rates collected in the year	99.08%	98.89%	3	99.4% (Suffolk Coastal)	3rd Q	3rd Q	99.36%	99.1%	2 <sup>nd</sup> Q	99.05%	↓	↑	<b>0.05% below target.</b> Total debt outstanding is £132,000 (127 a/c's out of 2,800). The target shortfall is £10,000. Of the outstanding balance £110,000 is at reminder stage and beyond. There is £22,000 still at bill stage, but £14,000 was raised during March so could not of been collected until the new financial year.  HOS Comment:- Despite improvement outcome is lowest in Suffolk. FH no data, IPS 99.4%, MS 99.2%, SEds No data, SC 99.5%, W 99.05%. Resource allocation to the recovery of NDR being reprofiled to improve performance in 2008/09.
LPI 40	Percentage of high risk food and Health & Safety premises and inspections carried out	No data	No data						100%		98%	n/a	n/a	100% achieved on Category 'A' Health & Safety premises. 98% achieved on Categories 'A' & 'B' Food premises (45 achieved out of 46 planned - 1 premises not done despite several pre-arranged inspection appointments as proprietor has cancelled or been unavailable to permit access)