

PI Evaluation Report 2006/07

PI ref	Indicator description	Lancaster 05/06	All District Median	All District top quartile	Target 06/07	Actual 06/07	Target 07/08	Target 08/09	Target 09/10	Good to be High / Low	Getting Better	On target
TO DELIVER VALUE FOR MONEY, CUSTOMER FOCUSED SERVICES												
Statutory BVPI's												
BV79a	Benefits -% of cases where calculation was correct	99.20%	98.20	99.00	99%	98.60%	99.01%	99.01%	99.01%	High	⊗	⊗
<p>Comment: This BVPI is calculated using a specific formula and a very small sample is used to provide the data. As the sample is so small (125 cases every quarter out of a caseload of over 12,000) the out-turn is not necessarily reflective of the current situation. More detailed checking and accuracy is monitored and analysed using both internal management checking routines and guidance found within the DWP Performance Standards. These internal procedures are felt to be robust and far more reflective of the current position. Work is continually ongoing to monitor, report and analyse the results of this management checking and outcomes are fed back into training plans, team meetings and the EDPA process. The Service Business Plan for 2007/08 makes reference to continuing to improve the accuracy of the calculation of claims as measured against this BVPI, and also local performance measures which are in place. It is anticipated that improvements will be seen for 2007/08. Results for the first quarter of 2007/8 show an improved performance of 99.2% which is above the target set for this year.</p>												
BV205	Quality of Planning Service checklist	100.00%	94.0	94.4	100%	83.30%	100%	100%	100%	High	⊗	⊗
<p>Comment: The council no longer employs an officer with a recognised Urban Design qualification. To do so would require the establishment of a new post.</p>												
Local Indicators												
LCC26	Percentage of Licensing complaints where final response to complainant is given within 10 working days (legal)	83%	N/A	N/A	90%	72%	85%	87%	90	High	⊗	⊗
<p>Comment: Licensing complaints are investigated by the two Licensing Enforcement Officers (one full time and one part time). The full time post was vacant between October 2006 and January 2007, and this inevitably increased the workload of the part time officer, and meant that there were delays in dealing with complaints. Also, from June to September 2006 the Service was without a Licensing Manager as discussions were ongoing with South Lakeland District Council with a view to shared working arrangements. Clearly this had an effect on the workload and performance of Licensing as a whole. It is perhaps also worth adding that whilst the Service aims to resolve complaints promptly, some complaints will require detailed investigation and the parties may not always make themselves immediately available for interview. The Service Head is of the view that it is more important that complaints should be dealt with fully, than that they always be rushed to comply with a target</p>												
LCC79	Percentage of prosecutions won or otherwise satisfactorily concluded to the reasonable satisfaction of the the client (legal)	96.50%	N/A	N/A	95%	85.00%	90%	90%	90	High	⊗	⊗
<p>Comment: To put this in context, 17 out of 20 prosecutions were concluded to the satisfaction of the client. Of the remaining three, two had to be withdrawn on Counsel's advice, based on interpretation of the relevant food Regulations. In the third, a benefits case, the Magistrates found against the Council. This was outside the control of Legal Services, and was felt to be contrary to the weight of the evidence. It might be possible to achieve a 100% success rate by taking only cases where the evidence is incontrovertible. However, there are circumstances where it is important for the Council to "take a stand" and prosecute notwithstanding that there is a risk of failure. In recognition of that fact, the target has been reduced to 90% for the current year.</p>												
TO MAKE OUR DISTRICT A CLEANER AND HEALTHIER PLACE												
Statutory BVPI's												
BV 218a	% of abandoned vehicles investigated within 24 hours	76.57%	87.00%	96.12%	80%	54.80%	80%	80%	80%	High	⊗	⊗
<p>Comment: Although only 54.8% of jobs were investigated within 24hrs 90+% were investigated within 48hrs. We only have one officer assigned to dealing with abandoned vehicles so if he is one leave etc that affects the figures. Relative to some other authorities, abandoned vehicles are not a major problem and I believe that the level of resources directed to the problem is proportionate to the problem and that although we do not appear to be performing well against this indicator the overall level of performance with abandoned vehicles is acceptable. The statutory 24 hr target recognises the fact that in many areas, abandoned vehicles can be a community safety issue. This is not the case in our district and our targets have been set in consultation with the police. Nonetheless, we are taking steps to improve performance in this financial year. Finally it should be borne in mind that this is a two part indicator and we have performed well above target for BV218b (vehicles removed within 24 hours from the point at which it is legally possible to do so).</p>												

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Local Indicators												
CCS 04	% of recyclables collected at bring sites	13.50%	N/A	N/A	12%	1.93%	10%	8%	6%	High	⊗	⊗
Comment: CCS04 and CCS05: As 3 stream waste collection increases recycling through bring sites and Household Waste recycling centres is likely to decrease												
CCS 05	Effectiveness of recycling method - % of recyclables collected at Household Waste Recycling Centres	7.40%	N/A	N/A	7%	5.85%	7%	6%	5%	High	⊗	⊗
Comment: CCS04 and CCS05: As 3 stream waste collection increases recycling through bring sites and Household Waste recycling centres is likely to decrease.												
EP08	Contaminated land – inspection programme on schedule	No	N/A	N/A	Yes	No	yes	yes	Yes	N/A	⊗	⊗
Comment: Inspection behind schedule due to post of Contaminated Land Officer being vacant from January to June 2007. Post now filled and, supported by external contractors inspection strategy will be back on track by end of current financial year.												
TO REDUCE CRIME AND THE FEAR OF CRIME												
Statutory BVPI's												
BV127a	Violent Crime per 1,000 population.	10.08	14.5	11.1	8.096 - 7.964	19.56	18.72	17.93	17.16	Low	⊗	⊗
Comment: This is an indicator which changed its description in 2005/6. Whilst the word change was only slight, and often missed at a quick glance - 'violent offences by a stranger' to 'all violent offences' it meant a huge change (x2) in our results. All the targets for this indicator were based on the old measure description which excluded violent offences committed where the offender was known to the victim - i.e. domestic violence; hence the gulf between the target and the result. New targets will be set by the Community Safety Partnership												
BV174	The number of racial incidents recorded by the authority per 100,000 population	3.65%	N/A	N/A	3.65%	4.35%	4.35%	4.35%	4.35%	Low	⊗	⊗
Comments: BV 174 - Target to remain the same as last year due to the low numbers involved (slight numerical changes can be significant in terms of percentage changes when dealing with low figures).												
TO LEAD THE REGENERATION OF OUR DISTRICT												
Statutory BVPI's												
BV170a	The number of visits usages of museums per 1,000 pop	1206.29	312	861	1250	810	1200	1225	1250	High	⊗	⊗
Comment BV170a: Disappointingly low out turn due mainly to losing the website visits to the netting the bay site. The site although vastly improved lost it's dominant name when the site was transferred from it's originators to Lancashire County Council IT department. The Netting the Bay domain name does not fit with County corporate policy. Access is through the Fleetwood and Lancaster Maritime Museum websites.												
BV170c	The number of pupils visiting museums and galleries in organised school groups	3,049	1279	3302	3,175	2,230	2,230	2,500	2,750	High	⊗	⊗
Comment: BV170c: It is becoming increasingly difficult to extract Lancaster City Council BVPI figures for its 3 museums from that of the County Museum Service that manages 12 sites including the Lancaster sites. E.g The increase and use of video conferencing, this is done from the Judges Lodgings Museum in Lancaster and therefore doesn't appear on the BVPIs although it is a facility used by all the sites in Lancaster - Risk assessments and spiralling coach prices continue to be an obstacle. More competition, many more places now offer outreach sessions. Only one lifelong learning/outreach officer to cover 6 sites.												
TO SUPPORT SUSTAINABLE COMMUNITIES												
Statutory BVPI's												
BV66a	Proportion of rent collected	98.70%	98.20%	98.84%	100%	98.40%	100%	78.60%	78.84%	High	⊗	⊗
Comment: BV66a: Slight improvement on 2005/06. Introduction of direct debit option for tenants to pay. Approx. 10% take up.												
BV66b	New The number of LA tenants with more than seven weeks of (gross) rent arrears as a % of the total number of council tenants.	2.69%	5.23%	3.39%	2.30%	3.38%	3.20%	3.10%	3.00%	Low	⊗	⊗
Comment BV66b: Target set without any previous trend or benchmarking information available. Local target was over ambitious. Future target now set in the light of comparative performance data.												

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LCC18(b)	Increase the total number of new affordable housing units which are in rural areas.	13	N/A	N/A	18	8	15	15	15	High	⊗	⊗
<p>Comment: The council does not have resources available to directly deliver affordable housing in rural areas. Units are created by Housing Corporate investment or by private developers as a planning requirement. The target of 15 units per annum was based on the assumption that the Housing Corporate would fund 12 units each year and a further three units would be provided by private developers. Unfortunately, due to the high cost of providing affordable housing in rural areas, the Housing Corporate only funding 8 units in both 2006/07 and 2007/08. Also the current Planning Restraint Policy limits opportunities for developers to bring forward housing schemes that would qualify for an affordable housing requirement.</p> <p>It should also be noted that whilst the Council can require affordable housing through the planning process, it has very limited control over when or even if planning approvals will actually be built, this means that whilst planning permission has been granted for 16 affordable housing units in rural areas it is very difficult to judge when these units will be made available. To maximise the potential to meet this target, officers will continue to lobby the Housing Corporation to increase its investment in the rural affordable housing and will explore whether any opportunities exist to make use of Council owned land holdings in rural areas to bring forward more suitable sites where affordable housing could be provided. The Councils Affordable Housing Policy is also in the process of being updated and opportunities to increase rural affordable housing will be explored during this process. Finally, it is possible to provide affordable housing in rural areas by working with rural communities to identify housing needs and potential sites in those communities that could be specifically designated for affordable housing. Additional staffing resource would be required to be able to undertake this work.</p>												
TO CONTINUE TO IMPROVE THE COUNCIL												
Statutory BVPI's												
BV11b	% top 5% of earners that are from BME communities	2.17%	0.0%	3.37%	2.17%	2.12%	2.17%	2.17%	2.17%	High	⊗	⊗
<p>Comment: There is a variance of 2.30% from the 2006/2007 target. There are now 47 people in the top 5% rather than the 46 of last year and the new member of staff who appear in the top 5% is not of the BME minorities. There is still only one such member of staff in the top 5%. The council is continuing to strive to attract staff from all BME communities and is currently looking to achieve Level 2 of the Equality Standard for Local Government.</p>												
BV11c	% of top 5% of earners with a disability	2.17%	2.09	5.91	2.17%	0.00%	2.17%	3.40%	4.60%	High	⊗	⊗
<p>Comment: There is a -100% variance between the target and the actual for 2006/07. The Council had one disabled member of staff last year in the top 5% of earners which made up the 2.17%. This member of staff was made redundant during the year, and no new disabled staff have entered or have been recruited to the top 5% of earners. The council continues to seek to promote the Two Tick symbol and promote equality for the disabled both in its recruitment strategy and throughout the council via the new disability equality scheme.</p>												
BV12	Number of working days lost to the LA due to sickness absence.	11.60	9.54	8.29	10	11.82	10	9.5	9	Low	⊗	⊗
<p>Comment: The variance between the target and the actual for 2006/07 is -18.2%. The Council has experienced several long term sickness cases this year which we believe have contributed towards the increase in days.</p>												
BV15	Ill health retirements - staff	0.36%	0.25%	0.00%	0.40%	0.60%	0.40%	0.40%	0.40%	Low	⊗	⊗
<p>Comment: The variance between the target and the actual for 2006/07 is -50%. The council has had several long term sickness cases this year and in the interests of reducing sickness absence and in line with pensions scheme regulations four of these members of staff have retired on the grounds of ill health.</p>												
BV16a	Percentage of employees with a disability	6.20%	3.11%	4.37%	6.50%	5.54%	5.75%	6.00%	6.50%	High	⊗	⊗
<p>Comment: The variance between the target and the actual for 2006/07 is -14.77%. The council continues to try to attract staff to the organisation who have disabilities through its advertising and policies which are in place within the organisation.</p>												