

Committee Report

*



Rochford District Council

To the Meeting of: AUDIT SERVICES

On: 11 JANUARY 2000

Report of: CHIEF EXECUTIVE

Title: CITIZEN'S CHARTER PERFORMANCE INDICATORS
1998/99

Author: Mrs Y Woodward

Report Approved by

Corporate Objectives

To establish appropriate quality standards and ensure that they are consistently delivered.

Purpose of Report

To report the Citizen's Charter Performance Indicators for 1998/99 for Rochford District Council.

Background

The Council is required to produce a number of Performance Indicators which are submitted to the Audit Commission for national publication during April. The indicators have been agreed by the Council's External Auditors and were published in the Evening Echo on 16th December 1999. The Performance Indicators are attached together with the corresponding results for 1997/98 for comparison.

Crime and Disorder Implications

None

Environmental Implications

None

Financial Implications

None

Legal Implications

None

Parish Implications

None

Proposed that this Committee RESOLVES

That the Indicators be noted and Members indicate where they require detailed explanations. (CEX)

Background Papers

None

CITIZEN CHARTER PERFORMANCE INDICATORS 1998/99

Ref	Description	1998/99 Indicator	1997/98 Indicator (n/a = new/changed indicator)
A1a	The authority's target(s) for answering calls, excluding 999 calls	10 seconds	10 seconds
A1b	How performance was monitored	Performance is monitored by a computerised call logger system.	Performance is monitored by a computerised call logger system.
A1c	The performance against the target(s)	6 seconds	6.9 seconds
A2a	The authority's target(s) for answering letters	5 days	5 days
A2b	How performance was monitored	Monitoring arrangements are in place in 3 departments. A 100% check is conducted in one department and sampling in 2 departments.	Performance is measured by sample checking in 3 departments and from records kept for 2 departments.
A2c	The performance against the target(s)	96.33%	94.00%
A3a	The number of complaints determined by an Ombudsman	11	8
A3b(i)	The number which were classified as: Local settlement	2	0
A3b(ii)	Maladministration	0	0
A4(i)	Does the authority have a complaints policy which covers current good practice?	Yes	Yes
A4(ii)	Is there a follow-up procedure if the complainant is not satisfied with a response from the department to which the complaint relates?	Yes	Yes
A4(iii)	Does the authority have a written policy on remedies?	No	No
A4(iv)	Is there a system for reviewing the causes of complaints to ensure that avoidable problems do not recur?	Yes	Yes
A4(v)	Does the authority publish a report on complaints which is available to members of the public?	Yes	Yes
A5a	The number of the authority's buildings open to the public	23	23
A5b	The number of such buildings in which all public areas are suitable for and accessible to disabled persons	1	1
A6a	Does the authority have a comprehensive published policy to provide services fairly to all sections of the community? *	No	Yes
A6b	Does the authority formally monitor how it carries out this policy?	No	N/a
A6ci	Does the authority follow the Commission for Racial Equality and the Equal Opportunities Commission codes of practice on employment?	Yes	Yes
A6cii	Does the authority carry out formal monitoring of staff with respect to equal opportunities?	No	No

* Particularly dependent on definition given by Audit Commission

Appendix

Ref	Description	1998/99 Indicator	1997/98 Indicator (n/a = new/changed indicator)
A7	Has the authority adopted the Commission for Racial Equality's 'Standard for Local Government'?(Change to the Direction)	No	N/a
A8	The percentage of invoices which were paid promptly.	95.10%	96.7%
B1a	HOUSING: The percentage of lettings to new tenants arranged by the council, whether in its own dwellings or through its nominations to housing associations to: Homeless households	23.7%	22.86%
B1b	Others	76.3%	77.14%
B2a	The percentage of dwellings that are empty: Available for letting or awaiting minor repairs	0.7%	1.68%
B2b	Others	0.05%	0.29%
B3	The average time taken to relet dwellings available for letting or awaiting minor repairs (in weeks)	6.4	4.00
B4	Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing?	No	Yes
B5a	The percentage of relevant repairs completed within government time limits	87.00%	96.32%
B5b	The percentage of all repairs requested by tenants completed within local target times (one figure)	94.00%	91.40%
B6	The percentage of repair jobs for which an appointment was both made and kept by the authority (put 0% if appointments are not given)	0.00%	0.00%
B7	The rent collected as a percentage of the rent due	96.35%	99.50%
B8	The percentage of all current tenants owing over 13 weeks' rent at 31 March 1998, excluding those owing less than £250	2.11%	1.24%
B9a	The average weekly costs per dwelling, itemised as follows: Management	£10.52	£10.07
B9b	Repairs	£13.67	£8.94
B9c	Rent rebates	£29.14	£29.91
B9d	Capital charges and other items, net	£9.66	£14.82
B9e	Government subsidy (show as negative if authority receives subsidy)	(£17.30)	(£19.34)
B9f	Total = average rent = sum of B9a-e	£45.69	£44.40
B10	Capital expenditure on major repairs and improvements per dwelling for the year	£227.37	£170.97
C1a	HOMELESSNESS: The average number of homeless households in temporary accommodation during the year in: Bed and breakfast and hostel accommodation	0.25	6.50
C1b	Other temporary housing	0	10.75
C2	The average length of stay in bed & breakfast and hostel accommodation	13 weeks	10.00 weeks

Ref	Description	1998/99 Indicator	1997/98 Indicator (n/a = new/changed indicator)
C3	The average time taken to decide whether to accept people as homeless	41 days	5.00 days
D1a	REFUSE COLLECTION: Is household waste collected from the back door of all relevant domestic properties? *	No	No
D1b	Is garden waste collected free of charge to all residents?	No	No
D1c	Are appointments given for the collection of bulky waste?	Yes	Yes
D1d	Is bulky waste collected free of charge to all residents?	Yes (up to 3 items every 3 months)	Yes
D1e	Are recyclable materials collected separately from household waste?	No	No
D1f	Are special arrangements made on request to help disabled people?	Yes	Yes
D1g	Does the authority promote home composting by making available composting equipment to all relevant dwellings?	Yes	Yes
D2ai	The number of household waste collections which were missed per 100,000 collections: during May to September	39	N/a
D2aii	The number of household waste collections which were missed per 100,000 collections: during April 98, and 1 October 98 to 31 March 99.	56	N/a
D2b	The percentage of missed collections during May to September put right by the end of the next working day	98.90 %	N/a
D3	The percentage of household waste recycled	3.87%	3.21%
D4	The tonnes of household waste per household not recycled	0.92	0.92
D5	The net cost per household of refuse collection	£23.65	£22.57
F1	PLANNING & LAND SEARCHES: The percentage of householder applications decided within eight weeks	45%	72.50%
F2a	The number of decisions on planning appeals reported during the year	59	47
F2b	The percentage of those appeals that were successful	31%	N/a
F3	The percentage of the authority's population covered by a unitary or local development plan	100.00%	100.00%
F4	The number of advertised departures from the statutory plan approved by the authority	11	6
F5	The net expenditure per head of population	£4.53	£5.79
F6a	Percentage of standard searches carried out in 10 working days	94.25%	96.70%
F6b	Standard search fee	£81.00	£80.00

* Particularly dependent on definition given by Audit Commission

Appendix

Ref	Description	1998/99 Indicator	1997/98 Indicator (n/a = new/changed indicator)
G1	BENEFITS: The percentage of new claims for council tax benefit processed within 14 days	95.00%	94.00%
G2	The percentage of new claims for housing benefit from local authority tenants processed within 14 days	95.00%	93.50%
G3	The percentage of successful new claims for rent allowance paid to tenants within 14 days, or direct to landlords by the due date after the start of the tenancy	96.00%	94.50%
G4	The percentage of renewal claims for rent allowance processed without a break in payment	95.00%	90.00%
G5a	The total number of benefit claimants	4827	5,118
G5b	The cost of administration per claimant	£80.65	£58.79
H1	COUNCIL TAX: The percentage of council tax which the authority should have received during the year that was received during the year, excluding reliefs and rebates	98.80%	98.62%
H2	The percentage of business rates which should have been received during the year that was received	97.1%	N/a
H3	The net cost of collecting council tax per chargeable dwelling	£13.93	£12.34
I1a	LEISURE: number of swims and other visits	627,337	604,461
I1b	The net cost per swim/visit	£0.84	£0.69
I2a	The number of playgrounds and play areas provided by the council, per 1000 children under 12.	2.31	N/a
I2bi	The percentage of those which: conforms to national standards for local unequipped play areas.	0%	N/a
I2bii	The percentage of those which: conforms to national standards for local equipped play areas.	0%	N/a
I2bii	The percentage of those which: conforms to national standards for larger, neighbourhood equipped play areas.	0%	N/a
I3	The number of sports pitches available to the public	40	43
I4	The net expenditure per hectare on parks and open spaces	£2,206.17	£2,055.00
I5	Total net spending per head on sport and recreation	£14.07	£12.28
J1a	LOCAL ENVIRONMENT: Does the authority make routine random inspections of streets for cleanliness as specified in the Direction?	Yes	Yes
J1bi	The percentage of highways that are: Of a high standard of cleanliness	81.80%	80.90%
J1bii	Of an acceptable standard of cleanliness	18.10%	19.10%
J2	The average time taken to remove fly-tips (calendar days)	4.00	4.00

Appendix

Ref	Description	1998/99 Indicator	1997/98 Indicator (n/a = new/changed indicator)
J3	Net spending per head of population on street cleaning	£4.13	£3.98
J4a(i)	The number of public conveniences provided by the authority which are: open more than 12 hours a day	7	7
J4a(ii)	The number of public conveniences provided by the authority which are: open less than 12 hours a day	0 (new indicator)	N/a
J4b(i)	The number of these public conveniences providing: Access for disabled people	7	7
J4b(ii)	Baby-changing facilities	0	0
J5a	The target time(s) set by the authority for responding to environmental health complaints and requests for services*	One week	One week
J5b	The percentage of responses provided within the target time(s)* (one figure only)	94.50%	72.00%
J6a	The percentage of food premises inspections that should have been carried out that were carried out for: High risk premises	64.66%	N/a
J6b	Other premises	82.28%	N/a
J9	Net spending per head of population on environmental health and consumer protection	£7.04	£6.61
P7	HIGHWAYS AND STREETLIGHTS: Net spending per head of population on public transport	£0.86	£1.79
Q1	EXPENDITURE: Total net expenditure per head of population	£81.13	£82.22
Q2a	The percentage of this which was financed from: - General grants from central government	52.62%	57.72%
Q2b	Council tax	47.38%	42.28%