

SECTION 5 – PART II

STATUTORY PERFORMANCE INDICATORS: TOP QUARTILE TARGETS – HOW WE WILL ACHIEVE

Within the suite of statutory performance indicators set jointly by the DETR and the Audit Commission, there are 9 indicators earmarked ‘Top Quartile’ that relate to services provided by Guildford Borough Council and for these, required performance levels have been set.

In most cases, this Council is currently performing at or even above those required levels whilst for three Top Quartile indicators, there is still room for improvement to reach the goal. It is a requirement for Council’s to highlight where performance is not at ‘top quartile’ and to demonstrate how this can be achieved on a stepped basis by 2003/04. In this respect the following targets and comments are given.

BVPI 8/BV 8 - ‘The percentage of undisputed invoices which were paid in 30 days’

The Council had a local target for 2000/01 of 80%. Regular monitoring has been taking place and it is anticipated that out-turn for 2000/01 will be 78%. This falls short of the target Top Quartile target for 2000/01 of 95%.

During this year, considerable efforts have been made to work towards the TQ target, and Officers are confident, with new systems and controls in place, that although the TQ targets of 97.5% (2001/02) may not be met this year, therefore a Local Target of 95% has been set. By 2002/03 measures will be in place to achieve the 100% target required.

BVPI 12/BV 12 - ‘The proportion of working days/shifts lost to sickness absence’

Top quartile target is 6.8 days.

<u>Year</u>	<u>Target</u>	<u>Probable out-turn</u>
2000/01	7.9 overall 6.5 Est 1 10.0 Est 2	8.4 overall 7.8 Est 1 10.2 Est 2
2001/02	7.9 overall 6.5 Est 1 10.0 Est 2	
2002/03	6.8 overall 6.0 Est 1 10.0 Est 2	

The aforementioned figures reflect a significantly higher proportion of manual staff (shown as establishment 2) than most District Councils and that the nature of these jobs inevitably carries a higher return rate than white-collar staff (shown as establishment 1).

Measures have been introduced through the development of tighter controls to reduce absence rates within the Top Quartile for all establishment 1 staff and to a lower level for establishment 2 staff, to ensure meeting the Top Quartile target overall.

BVPI 68/BV 68 - 'Average re-let times for local authority dwellings let in the financial year'

Top Quartile target is 25 days

Targets have been locally set to achieve TQ performance goals.
For 2001/02, this will be 30 days and for 2002/03, 25 days.

In order to achieve this improved level of performance:

- Improved monitoring of the processes involved is being introduced linked to performance targets
- A review is being carried out of the work that must be carried out before tenants take up occupation
- Inspections of properties are being carried out jointly by repairs and lettings staff to agree common standards of condition
- Viewings by prospective tenants are being arranged while properties are still occupied where this is appropriate
- Applicants are being canvassed for interest in less popular areas before voids arise to reduce refusal rates
- Negotiations are being carried out with the Council's repairs contractor to examine ways of improving performance.