

SECTION 5
GUILDFORD'S PERFORMANCE,
OUR TARGETS AND ACHIEVEMENTS

The Government requires all English local authorities to measure their performance in service provision in the same way. For every area of service, statutory measurements (known as Performance Indicators) are set, against which current performance must be measured and future targets established. With this information, achievements by individual Councils can be assessed and comparisons with others can be made. The following tables show a selection of Performance Indicators in major areas of Council services.

Guildford's performance in 2001/2002 is shown against other District Councils in Surrey and average scores for all districts in England. Our results against target for the 2001/2002 are also given. Although this data represents actual an outturn it is still to be subject to auditing later in the year. It is on the basis of 2001/02 results that realistic targets have been set for 2002/03.

Although Performance Indicators provide valuable information, the following points should be noted:

National standards do not take into account the particular priorities, approach or local conditions applying to individual councils. Staffing costs, for example, vary considerably from region to region.

Direct comparison may not always give a true picture of a council's ability to perform, but it is an indication of value for money to Council Tax payers.

The Borough Council's performance against the complete range of national statutory indicators is given in this Performance Plan. The plan also explains how we have performed against some meaningful locally set targets.

2001/2 Performance & 2002/03 Targets

As part of the statutory requirement to produce Best Value Performance Plans, the Council is obliged to publish actual performance against the Best Value Performance Indicators as at 31 March 2002 together with targets to aim for in future performance. This data is compiled into three separate schedules which are contained within Appendix A. The indicators presented within these schedules are those which are to be reported upon for 2002/03 in addition to historical data where available.

The Council has developed a vast number of local indicators which are also used to monitor performance alongside the statutory BVPI's. A selection of these are presented within Schedule 4.

Schedule 1: This contains services where the Council's service standard is already within Top Quartile (TQ) and local performance target ranges. In some of these cases, it may be appropriate to set even higher local targets to encourage continuous improvement. It should be noted that of the 2001/02 performance indicators retained for 2002/03 37% are perceived to be at top quartile level or above.

- Schedule 2:** Services which do not yet meet the national top quartile or local standards, but where it is realistic to aspire to such standards, either within one year (or in some cases, over a slightly longer period). 39% of the 2001/02 performance indicators retained for 2002/03 fall within this range.
- Schedule 3:** Services that do not meet the national top quartile or local target, but because of specific local conditions, cannot realistically be expected to do so, at least in the immediate foreseeable future. In these cases, slightly lower targets are suggested. 24% of the performance indicators fall into this category. Measures are being taken to encourage managers to move into the higher schedules where possible.
- Schedule4:** Local Performance Indicators developed by Service Managers to specifically measure performance taking into account local issues and priorities.

Top Quartile Targets – How We Will Achieve

Within the suite of statutory performance indicators 2002/03 there are 8 indicators earmarked ‘Top Quartile’ that relate to services provided by Guildford Borough Council and for these, required performance levels have been set. Of those 8 ‘top quartile’ indicators the Council’s performance for 2001/02 either met or exceeded target on 7. However we have reported below our continued performance against those indicators where we failed to achieve Top Quartile performance in 2000/01.

BV 8 – The percentage of undisputed invoices which were paid in 30 days.

The council had a local target for 2000/01 of 80% performance for this year was 88%. The government has introduced a three step process for target setting to achieve 100% by end of 2002/03. During 2001/02 although the Top Quartile target of 97.5% was not met with performance being 97.38% considerable improvement was made. For 2002/03 a local target has been set of 97.5% which continues to improve our own performance whilst maintaining progress towards achieving the Top Quartile target of 100%.

BV 12 – The proportion of working days/shifts lost to sickness absence

The Top Quartile target is 6.8 days

<u>Year</u>	<u>Target</u>	<u>Performance</u>
2000/01	7.9 overall	8.7 overall
2001/02	7.9 overall	7.3 overall
	6.5 Est. 1	6.0 Est. 1
	10 Est. 2	10.6 Est. 2
2002/03	7.0 overall	
	6. Est. 1	
	10 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 2).

The measures introduced during 2001/02 to reduce absence rates within the Top Quartile for all Establishment 1 staff have improved performance for these employees. Further attention will be drawn to Establishment 2 staff.

BV 68 – Average re-let time for local authority dwellings let in the financial year.

This indicator has been deleted for 2002/03 however the performance of 22.34 days for 2001/02 did meet the Top Quartile target of 25 days. This indicator will be used as a basis for a local indicator the definition for which is yet to be agreed thus as yet no target is available.

How We Compare With Others

The schedule shown as Appendix B, contains audited output data in respect of Guildford Boroughs’ performance against statutory Performance Indicators for 2000/01.

This gives an opportunity to show how well the Council has performed in comparison with other relevant Councils.

To place this in perspective, comparisons are made against the highest and lowest performers in the Surrey Group of Local Authorities; the National District Council average, the National District Council top 25%; the All England average, and the All England top 25%.

The Council has achieved a top 50 performance level out of 400 Local Authorities in England for 40 of the 135 indicators which the Council has reported upon. Although in some instances a number of Authorities will have recorded a top ranking the following performances are worthy of note in respect of those Council Services which have undergone a Best Value Inspection:-

<p>BV 80vi Satisfaction with time taken for a decision – all Housing & Council Tax Benefit claimants = 87%</p>	<p>The Council achieved the second highest performance in the country behind Rutland who achieved 88%.</p>
<p>BV 90a % of people expressing satisfaction with the waste collection service overall = 97%</p>	<p>The Council achieved the second highest performance along with the New Forest, behind Basingstoke and Dene who achieved 98%.</p>
<p>AC I1a The number of swims and other visits per 1,000 population = 13,432</p>	<p>The Council achieved the third highest performance behind Reading (14,944) and Bournemouth (13,747)</p>
<p>AC I1b The net cost per swim/visit = £0.31 credit</p>	<p>The Council achieved the highest performance in the country.</p>

Council Services which have yet to undergo a Best Value Inspection have also performed well especially when compared with Surrey Local Authorities. Performance against housing related indicators has been highlighted overleaf:-

BV64 Proportion of private sector dwellings vacant for more than 6 months at 1/4/00 which are returned into occupation during 00/01 as a direct result of action by the LA = 14%

Guildford returned the greatest number of private sector dwellings into occupation in Surrey. The next highest performer being Runnymede at 3.5%.

BV66a LA rent collection and arrears: proportion of rent collected = 99.2%

Guildford was the second highest performer in Surrey, behind Reigate and Banstead at 101.9%. However the performance recorded by Reigate and Banstead was questioned by the District Auditor in respect of the reliability of the Councils' arrangements for producing the information.

BV66b LA rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll = 1.7%

Joint highest performer in Surrey with Reigate & Banstead.

BV71a The number of LA owned dwellings that received renovation works (under £5,000) during 00/01 as a proportion of the LA's assessment of the number of dwellings requiring such work at 1/4/00 = 87%

Guildford was the second highest performer in Surrey behind Tandridge, again though doubt was expressed by District Audit at the method of recording used by Tandridge for this indicator. The next highest performance after Guildford was Mole Valley at 34%.

BV78a Average time for processing new Housing Benefit & Council Tax claims = 20 days

Guildford was the highest performer in Surrey and 8th nationally.

BV79a % of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination = 99%

Guildford was the highest performer in Surrey and the 10th nationally.