

## **EXETER CITY COUNCIL**

### **SCRUTINY COMMITTEE - COMMUNITY 4 MARCH 2008**

#### **NATIONAL PERFORMANCE INDICATOR RESULTS 2006/2007 HOW EXETER'S RESULTS COMPARE**

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

- 1.1 A full analysis of Exeter's performance indicator results for 2006/07 has been sent to Members under a separate cover. This report provides an overview of the performance of those services covered by this committee. The other two Scrutiny Committees will receive a similar report covering services within their remit.

##### **2. BACKGROUND**

- 2.1 Exeter's performance indicator results for 2006/07 were published in the Corporate Plan. The Audit Commission subsequently published audited comparative data in December 2007.
- 2.2 The graphs contained within the detailed analysis compare Exeter's results against authorities in the Council's benchmarking group and therefore provide a comparison against other broadly similar councils. (Audit Commission family grouping)
- 2.3 The graphs have been arranged so that councils with comparatively good performance are shown on the left side of each graph. Those councils with comparatively poor performance are on the right side of each graph. Exeter's results are highlighted on each.
- 2.4 The Audit Commission uses national upper and lower quartile figures as benchmarks against which to judge service performance. The detailed analysis also shows quartile figures for all English district councils against each graph. Services should generally be aiming to be in the top quartile (i.e. the best performing 25% of councils in the country).

##### **3. RESULTS OVERVIEW**

- 3.1 Exeter is in the top quartile for 20 indicators out of a total of 65 where comparisons are possible (31%), compared to 25 out of 67 (37%) last year. It is in the bottom quartile for 9 indicators, compared with 11 last year.
- 3.2 This year has seen improvement in 41 indicators with 8 of these achieving a higher quartile rating than last year. However, 29 indicators show a lower performance than last year, with 13 achieving a lower quartile rating than last year. Out of the 47 indicators that fall within the remit of this Scrutiny Committee, 16 have poorer performance. These are BVPI 64, 66a, 66b, 66c, 66d, 184b, 202, 214, 86, 218a, 170a, 170b, 170c, 126, 127b and 128 (See below).

## **Empty Homes**

- 3.3 The number of private sector vacant dwellings that are returned into occupation (BVPI 64) was 31 in 2006/07, compared with 53 in 2005/06. Exeter has dropped from the top to the second national quartile for this indicator. Carlisle was top of the benchmarking group with 246. Past work and the state of the market has reduced opportunities. The team are now dealing with smaller units on the whole which are as time consuming with fewer units of accommodation resulting.

## **Council Housing**

- 3.4 In respect of rent collected (BVPI 66a), the Council maintains its position in the top quartile despite a fall in performance from 99.24% in 2005/06 to 98.83% in 2006/07. This is a minor fluctuation and performance is expected to be better again this year.
- 3.5 4.06% of local authority tenants had more than seven weeks of gross rent arrears (BVPI 66b), compared with 3.09% in 2005/06. Exeter dropped from the top to the second national quartile. Also, the percentage of local authority tenants in arrears who have had Notices Seeking Possession served (BVPI 66c) increased from 27.5% to 32.83%, placing Exeter in the bottom national quartile. The percentage of local authority tenants evicted as a result of rent arrears (BVPI 66d) was 0.24%, an increase from 0% in 2005/06. The excellent rent collection figures are partially attributable to this strong enforcement action.
- 3.6 The percentage change in the proportion of non-decent homes (BVPI 184b) fell from 28.4% in 2005/06 to 26.7% in 2006/07, maintaining Exeter's position in the second national quartile. This is as planned in our progress towards fully meeting the decent homes standard by December 2010.

## **Homelessness**

- 3.7 The number of people sleeping rough on a single night (BVPI 202) in Exeter fell from 9 to 6 in 2006/07. Exeter is still in the bottom national quartile. The best performing councils in the benchmarking group are Chester, Ipswich, Lancaster and Lincoln, reporting 0.
- 3.8 The proportion of households that were accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years (BVPI 214) increased from 1.78% in 2005/06 to 2.76% in 2006/07. This figure represents a difference of one household – there were 4 in 2005/6 and 5 in 2006/7. This placed Exeter in the bottom national quartile and 12<sup>th</sup> in the benchmarking group.

## **Environmental Health**

- 3.9 Councils report two sets of waste collection costs per capita to DEFRA; revenue only, and revenue & capital combined.

- 3.10 Exeter figures for 2005/06 *excluded* capital costs whereas the 2006/07 figures provided by DEFRA to the Audit Commission *included* capital costs (£49.43). This produced distorted year on year comparative figures. In real terms Exeter revenue costs of collection per head have decreased year on year by 3% from £40.90 in 2005/06 to £39.79 in 2006/07. This would place Exeter 7<sup>th</sup> in the benchmarking group and in the top national quartile.
- 3.11 Exeter investigated 93.1% of new reports of abandoned vehicles within 24 hours (BVPI 218a), falling from 100% in 2005/06. However, this figure under-reports the true picture as desk top investigations have not been accounted for in the response target. An increasing number of reports of abandoned vehicles are now being forwarded via the website, these do not always have all the required information so therefore additional work has to be done to collect this which delays the process of visiting the vehicle and starting the procedure. The percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle rose from 96.03% in 2005/06 to 97.65% in 2006/07. Both these indicators place the council in the second national quartile.

### **Culture**

- 3.12 With regard to museum visits, Exeter continues to perform well, being within the top quartile for all related indicators. The number of visits in person (BVPI 170b) fell slightly from 2161 in 2005/06 to 2041 per 1000 population in 2006/07. The total number of visits per 1000 population (BVPI 170a) dropped from 2493 in 2005/06 to 2371 in 2006/07. The actual number of visits to the museum increased. Because the population of the City increased, the indicator figure went down.
- 3.13 The number of pupils in organised school trips visiting museums & galleries (BVPI 170c) also fell from 20,043 in 2005/06 to 15617 in 2006/07, placing Exeter 3<sup>rd</sup> in the benchmarking group. This occurred because a risk assessment led to us reducing the total number of children who could be seen in a day.

### **Community Safety**

- 3.14 The City Council is a Responsible Authority agency within the Community Safety Partnership (Crime and Disorder Reduction Partnership). The measurement of performance of CDRPs is by comparison with family groups, but the family group for Exeter CDRP is different from the family group for Exeter City Council BVPIs. The accompanying graph booklet therefore shows comparison with both family groups.
- 3.15 The number of domestic burglaries per 1,000 household (BVPI 126) rose from 9.4 to 11.8, placing Exeter 11<sup>th</sup> in the benchmarking group and in the bottom national quartile. Exeter CDRP currently sits 6<sup>th</sup> in its family group (out of 15).
- 3.16 There were 0.7 robberies per 1000 population (BVPI 127b) in Exeter, a slight increase from 0.6 in 2005/06. This maintained Exeter's position in the third national quartile. Exeter CDRP currently sits top of its family group.

- 3.17 Vehicle crime per 1000 population (BVPI 128) rose from 12.6 in 2005/06 to 13.3 in 2006/07. Exeter remained in the bottom national quartile. Exeter CDRP currently sits 3<sup>rd</sup> in its family group.
- 3.18 In low-crime areas, figures can be adversely affected by a few extra offences (e.g. robbery) or by a spree by a prolific offender. For overall crime, Exeter CDRP has been top of its family group for several years. Exeter CDRP has never been in the bottom quartile of CDRPs. When the 2005 - 2008 Community Safety strategy was finalised, the Exeter CDRP was set the challenging target by GOSW of reducing crime by 17.5% in order to contribute to a South West target figure of 15%. The latest figures indicate that the CDRP is on track to achieve a reduction of around 17%, which is a significant achievement in an already low-crime area.

#### **4. RECOMMENDED**

- (1) That Members consider the report and indicate whether they wish to receive any further information on any particular issue(s).

#### DIRECTOR COMMUNITY AND ENVIRONMENT

S:LP/Committee/308SCC7v3  
21.2.08

#### COMMUNITY AND ENVIRONMENT DIRECTORATE

#### **Local Government (Access to Information) Act 1985 (as amended)**

#### **Background Papers used in compiling the report:**

- 1) National Performance Indicator Results - December 2007