

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 10 MARCH 2009

NATIONAL PERFORMANCE INDICATOR RESULTS 2007/8 HOW EXETER'S RESULTS COMPARE

1. PURPOSE OF REPORT

- 1.1 A full analysis of Exeter's performance indicator results for 2007/08 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 2007/08 were published in the Corporate Plan. The Audit Commission subsequently published audited comparative data in December 2008.
- 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 in ascending order. Exeter's results are highlighted on each.
- 2.4 Results for BVPI 78a (Average time to process new benefit claims) and BVPI 78b (Average time taken to process change in circumstances) are still being verified by the Audit Commission and as a result, have not yet been published.
- 2.5 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 (ie the best performing 25% of councils in the country).

3. RESULTS OVERVIEW

- 3.1 Exeter is in the top quartile for 19 indicators out of a total of 59 where comparisons are possible (32%), compared to 20 out of 65 (30%) last year. It is in the bottom quartile for 10 indicators, compared with 9 last year.
- 3.2 This year has seen improvement in 25 indicators with 6 of these achieving a higher quartile rating than last year. The 6 indicators which have achieved a higher quartile rating are within the Community and Environment Directorate. However, 25 indicators show a lower performance than last year, with 12 achieving a lower quartile rating than last year. With the exception of Community Safety, there is only one indicator reported to the Community Scrutiny Committee which falls in the bottom quartile.
- 3.3 Out of the 37 comparable indicators that fall within the remit of this Scrutiny Committee, 22 have improved since last year, 6 have stayed the same and 9 have poorer performance. These are BVPIs 64, 66b, 184b, 202, 212, 86, 218a, 170a and 170b. More detail is given below on each of these.

Empty Homes

- 3.4 The number of private sector vacant dwellings that are returned into occupation (BVPI 64) was 29 in 2007/08, compared with 31 in 2006/07. However, Exeter has remained in the second national quartile for this indicator and is fourth in its family group. This indicator will no longer be collected after 07/08.

Council Housing

- 3.5 4.20% of local authority tenants had more than seven weeks of gross rent arrears (BVPI 66b), compared with 4.06% in 2006/07. Exeter has remained in the second quartile, but the actual percentage figure reported has increased for the last three years. The percentage of tenants with more than seven weeks of gross rent arrears has marginally increased because Exeter is committed to sustaining tenancies and providing a supportive service. The actual arrears on housing rents are lower this year than last .
- 3.6 The percentage change in the proportion of non-decent homes (BVPI 184b) fell from 26.7% in 2006/07 to 18.2% in 2007/08, but still maintains Exeter's position in the second national quartile. The Council is still on track to achieve full Decent Homes compliance by the target of December 2010, and this has been verified by the Department of Communities and Local Government. This reflects the approach we are taking in moving towards achieving decent homes standard.
- 3.7 The average time taken to re-let local authority housing (BVPI 212) increased from 24 days to 25 days, resulting in Exeter dropping from the top to the second quartile. This is due to the extent of repairs that the Council undertakes between tenants.

Homelessness

- 3.8 The number of people sleeping rough on a single night (BVPI 202) in Exeter rose from 10 to 15 in 2007/08. Exeter is still in the bottom national quartile. Lancaster and Lincoln are top of the family group for this indicator, with zero figures. This is the only indicator from the Community & Environment Directorate to fall within the bottom quartile.

Environment and Environmental Health

- 3.9 Out of the 17 comparable indicators reported under the headings of 'Environment' and 'Environmental Health', 12 have improved since last year, 3 have stayed the same and 2 have performed worse than last year.
- 3.10 The cost of waste collection per household (BVPI 86) has increased slightly from £49.43 in 2006/07 to £50.44 in 2007/08. Exeter remains in the second quartile.
- 3.11 Exeter investigated 90% of new reports of abandoned vehicles within 24 hours (BVPI 218a), falling from 93.10% in 2006/07. As a result, Exeter has dropped from the second to the third quartile for this indicator. However, 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 97.65% in 2006/07 to 100% in 2007/08, moving Exeter from the second to the top quartile. Both of these indicators will no longer be collected after 2007/08.

Culture

- 3.12 With regard to museum visits (BVPI 170a), Exeter continues to remain in the top quartile. However, the actual number of visits to/usage of museums dropped from 2371 per 1000 population in 2006/07 to 1920 in 2007/08. The Council anticipated a drop in

performance due to the closure of the Royal Albert Memorial Museum (RAMM) and lower targets were set to account for this.

- 3.13 The number of pupils in organised school trips visiting museums & galleries (BVPI 170c) rose from 15617 in 2006/07 to 20400 in 2007/08 maintaining Exeter's position in the top quartile.

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) dropped from 11.8 in 2006/07 to 10.5 in 2007/08. Exeter CDRP currently sits 4th in its family group (out of 14).
- 3.16 The number of violent crimes per 1000 population dropped from 21.7 in 2006/07 to 20.2 in 2007/08. Exeter CDRP reports the lowest number of violent crimes in its family group.
- 3.17 There were 0.6 robberies per 1000 population (BVPI 127b) in Exeter, a slight decrease from 0.7 in 2005/06.
- 3.18 Vehicle crime per 1000 population (BVPI 128) dropped from 13.3 in 2006/07 to 9.8 in 2007/08. Although Exeter remains in the bottom national quartile, it is a significant improvement on last year.
- 3.19 It is encouraging to note that all of the comparable community safety indicators have improved since last year.

4. RECOMMENDED

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

HAZEL BALL
DIRECTOR COMMUNITY AND ENVIRONMENT

S:LP/Committee/309SCC14
24.2.09

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 2008