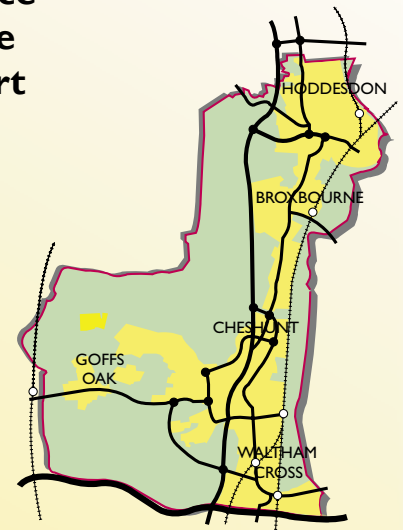


# Performance Plan 2005/06

Each year the Council is required to produce a performance plan to inform the public of its aims, its performance in the previous year and the targets and set for the area. It is part of the government's programme of Best Value, to provide improvement in council services. The full 2005/06 plan will be published by June 2005 in line with the government's requirements.

It will show how the Council is responding to priorities in the Broxbourne Community Plan and how the Council intends improving services for residents. Copies will be available from Council One Stop Shops and via the Council's website.



## Comprehensive Performance Assessment

In the 2004/05 performance plan the Council reported that the Audit Commission's assessment of this Council's performance was 'Good' under the Comprehensive Performance Assessment (CPA) process. In addition the Audit Commission commented that the Council has *many of the building blocks for improvement*. The Commission noted that many of the Council's services achieved high levels of satisfaction and that performance is good across a wide range of the Council's services, particularly in priority areas. Areas for improvement were also identified which included clearly articulating long-term ambitions for the Borough, developing the Scrutiny committee, and improving explanations about the service standards provided by the Council. Of the ten Hertfordshire district councils, the Council had the highest numerical score under the Comprehensive Performance Assessment.

The Council has identified the areas for improvement as a result of the CPA assessment, reported in the 2004/05 performance plan, and these are being developed and reported within the

“... the Council's services achieved high levels of satisfaction”

Council. The Audit Commission will issue a 'direction of travel' statement at the end of the year which assesses how well the Council is improving. The full CPA inspection will not be undertaken

again until at least 2007.

The second round of Local Public Sector Agreements are due to be finalised in 2005/06 and have a potentially significant affect in

terms of demanding targets to achieve real improvements within the community. LPSA targets are negotiated with central Government and success carries a financial reward.



# The Council's programme of best value reviews

A review of **Leisure and Cultural Services for young people** was being inspected in March 2005 by the Audit Commission which assessed whether the review and its action plan will provide benefits to Broxbourne residents. Their report will be available shortly. The review addresses concerns from residents about anti-social behaviour and the need for facilities and activities to divert young people from this behaviour. Young people themselves are keen to have a range of options for things to do in the borough. This shows a need for agencies operating in Broxbourne, including the county council, the police and voluntary groups, to work more clearly in concert to address the issues arising from the review.

## Reviews during 2005/06

### Revenue Services

This will cover the provision of the range of revenue collection services provided by the Council, including:

- **Council Tax Collection**
- **Business Rate Collection**
- **Income Collection (Housing Rents, Commercial Rents, Sundry Debts and specifically the collection of housing benefit overpayments).**
- **Cashier Facilities**

The review will focus on the following priorities:

- **the potential for collaboration and partnership with other local authorities**
- **approving technology advancements**
- **performance improvements for Revenues Service**
- **improving customer focus.**

### Local Planning

A mini review on the local plan development (local development frameworks); and its links with community planning and economic development is now underway. This will enable the Council to consider the new development framework and to address existing unresolved management issues in the local plan and regional planning areas.

### Democratic Services

The review is underway and includes members support and development; committee and report management; electoral services and outside bodies. Step changes are proposed in the member induction, training and development programme and there are potential significant changes to electoral processes.

### Managing Improvement

Each of these reviews will be accompanied by action plans which will be used to implement and track services improvements. The future review programme for after 2005/06 will be published in the Council's performance plan.

# Measuring Performance of Council Services

The Council measures its achievements against a number of performance indicators defined by the government. Each year the Council sets targets to improve its performance and makes comparisons with previous years and other authorities, particularly with other Hertfordshire authorities. The charts shown here illustrate how the Council measures up and how it is progressing against national performance indicators.

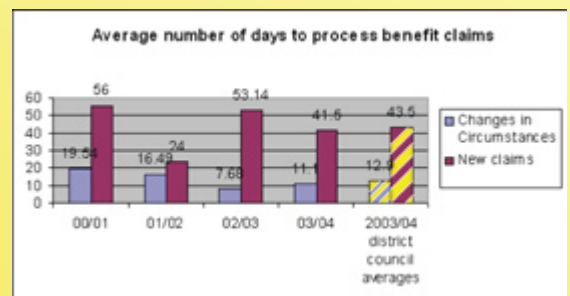
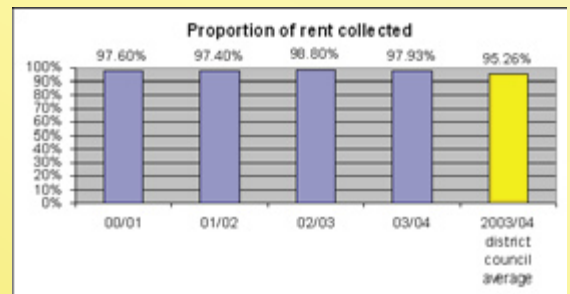
The percentage of invoices paid within 30 days remains above the average for English district councils although performance dropped between 2002/03 and 2003/04. The performance for the first 3 quarters of 2004/05 remains consistent with 2003/04. The percentage of council tax collected is also above the district councils' average and is expected to remain so. The level of business rates collected has not achieved the national average for the last two financial years although performance so far in 2004/05 suggests an improvement.

The cost of waste collection remained below the district council average, although the rate for 2004/05 is likely to increase. The percentage of household waste recycled continues to increase in line with local and national targets.

The proportion of rent due to the Council that is collected continues to be above the district council average and the number of homeless applications assessed within 33 days remains high. The percentage of benefit claims processed on time has decreased, although it is still above the district council average and this is an area that needs to be closely watched in future. The average time to complete new claims has improved from 2002/03.

The percentage of benefit claims processed on time has decreased, although it is still above the district council average. This is an area that needs to be closely watched in future. The average time to complete new claims has improved from 2002/03 and there are signs of further improvement in 2004/05.

Unfortunately, the rate or speed of processing planning applications has declined. This has led to decreases in the level of planning grant awarded to the Council and is an area of concern for the Council. The 2003/04 performance is in the bottom quartile of the all England comparison and significantly below the average of 61%. Urgent remedial action is required.



## Local Public Sector Agreements

The government is to introduce new means of negotiating local government in this area next year. The government's Local Public Sector Agreements (LPSA) will be negotiated in 2005/06. These include targets which concentrate on real improvements that benefit local residents. The agreements will cover all Councils in Hertfordshire. The Council will identify targets which will bring the most benefit to Broxbourne. The Council will agree suitable targets prior to their introduction in April 2006.

## Government Requirements for Efficiency Statements by local Councils

The government has recently issued guidance on efficiency targets for local services. The Council will be required to report its plans to achieve the annual savings required by the government in an annual efficiency statement. The government requires the Council to achieve 2.5% each year on its base expenditure of £21.4m for 2004/05 of which at least half should be 'cashable'. The Council proposes to publish its proposals in the Best Value Performance Plan for 2005/06 which will be published in June 2005.

## The Quality of Council Services



INVESTOR IN PEOPLE

Broxbourne Borough Council aims to deliver value for money by aligning high quality services with low levels of taxation. To support this aim the authority uses quality accreditation as performance improvement tools. The Council achieved the Investor in People (IIP) award for all personnel from manual operatives to managers in specialised roles. The government's Charter Mark award for service quality, which focuses on customer needs, has also been used to secure performance improvement. Broxbourne Council has over 20 Charter Marks. A range of other Council accreditations has also helped to drive up standards in specialist service areas. These include QUEST at sports centres and ISO in housing services.



Awarded for excellence

## Feeding information back to you

For further information about Council services please contact the council's One Stop Shops, the Broxbourne Helpline on 01992 785577 or visit [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)



Bishops' College, Churchgate, Cheshunt, Hertfordshire EN8 9XB  
Tel: 01992 785577 Fax: 01992 785578  
E-mail: [enquiry@broxbourne.gov.uk](mailto:enquiry@broxbourne.gov.uk) Website: [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)



Further savings of £1/2m will be achieved this year.