

Comprehensive Performance Assessment 2007

Bournemouth Borough Council

Introduction

1.1 This assessment has been undertaken as part of the 2007 Comprehensive Performance Assessment (CPA) programme and does not represent a full inspection of Bournemouth Borough Council's Benefits service. This report has been produced pursuant to powers contained in sections 10 and 11 of the Local Government Act 1999.

1.2 We gathered information for this assessment from a range of sources including:

- the self-assessment and evidence provided by the council
- Best Value Performance Indicators and performance measures
- discussions with senior officers in the council
- BFI's CPA 2006 report.

Overall Performance

1.3 In 2006 we reported that the council met 5 of the 12 performance measures. The council's most recent self-assessment showed that it achieved a rating of excellent against 6 of the 13 performance measures scored by the Department. In 2006 the council had met 58 of the 65 enablers, this year the council had met 62. This resulted in the scores reflected below:

Performance Standards score	Good
Audit Commission score	3

1.4 The council had made progress over the 2006/07 year, improving the User Focus performance standards theme score to excellent. Improvements had been made in a number of areas including management information systems and telephone response times, resulting in a corresponding increase in customer satisfaction.

1.5 Bournemouth Borough Council provided a full self-assessment against 2006 HB/CTB Performance Standards. The evidence provided by the council supported its self-assessment.

1.6 Figure 1.1 compares the scores for the individual Performance Standards theme scores for CPA 2006 and CPA 2007 to highlight any changes in reported performance.

Figure 1.1: Performance Standards theme scores			
Theme	2006	2007	Change
Claims administration	3	3	=
Security	4	4	=
User focus	3	4	↑
Resource management	4	4	=
Overall score	3	3	=

Source: BFI analysis

Findings

Claims administration

1.7 Bournemouth Borough Council's performance measure data for Claims administration is shown in Figure 1.2.

Figure 1.2: Claims administration performance measures 2006/07						
Performance measure	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Full year	Score
PM 1: Average time for processing new claims (days)	37	31	27	26	31	3
PM 2: % of new claims outstanding over 50 days	9	4	13	7	7	3
PM 3: % of new claims decided within 14 days of receiving all information	80	92	94	94	90	3
PM 4: % of rent allowance claims paid on time or within 7 days of a decision being made	88	84	93	92	92	4
PM 5: Average time for processing changes of circumstances (days)	17	12	11	9	13	3
PM 6: % of cases for which the calculation of the amount of benefit due is correct	97	97	94	97	96	2

Source: Bournemouth Borough Council
(Full year figures are based on an annual calculation and may not reflect the average of 4 quarters performance)

1.8 In 2006 we reported that the council met one of the 6 performance measures. The council's most recent self-assessment showed that it achieved a rating of excellent against one of the 6 performance measures scored by the Department. We also reported that the council met 14 of the 16 enablers. The council's most recent self-assessment showed that it met all 16.

1.9 The council had improved performance in 4 of the performance measures since our last assessment in 2006. Performance for the percentage of new claims outstanding over 50 days (PM2) had been maintained at 7%. Performance for processing changes of circumstances (PM5) had deteriorated by one-day, although performance had steadily improved during the 2006/07 year and was down to 9 days by the last quarter.

The council achieved an excellent score for PM4 and was close to achieving a similar score in 3 of the remaining performance measures.

Security

1.10 In April 2006, Performance Standards were revised to include a scoring mechanism for performance measure PM16. This takes account of the number of successful sanctions applied in relation to a council's live caseload.

1.11 Bournemouth Borough Council's performance measure data for Security is shown in Figure 1.3.

Figure 1.3: Security Performance measure scores 2006/07			
Performance measure	Annual target	Performance	Score
PM 10: Interventions where review action completed	7500	122%	4
PM 11: Data matches resolved within 2 months	Not applicable	95%	4
PM 12: Customers visited	3380	155%	4
PM 16: Number of successful sanctions per 1,000 caseload	Not applicable	3.1	3

Source: Bournemouth Borough Council

1.12 In 2006 we reported that the council met 2 of the 3 performance measures. The council's most recent self-assessment showed that it achieved a rating of excellent against 3 of the 4 performance measures scored by the Department. We also reported that the council met 20 of the 21 enablers. The council's most recent self-assessment showed that it met all 21.

User focus

1.13 Bournemouth Borough Council's performance measure data for User focus is shown in Figure 1.4.

Figure 1.4: User focus performance measures 2006/07						
Performance measure	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Full year	Score
PM 17: % of applications for reconsideration /revision actioned and notified within 4 weeks	77	77	75	82	78	4
PM 18: % of appeals submitted to the Appeals Service in 4 weeks	25	50	80	75	62	3
PM 19: % of appeals submitted to the Appeals Service in 3 months	100	100	100	100	100	4

Source: Bournemouth Borough Council

(Full year figures are based on an annual calculation and may not reflect the average of 4 quarters performance)

1.14 In 2006 we reported that the council met 2 of the 3 performance measures. The council's most recent self-assessment showed that it achieved a rating of excellent against 2 of the 3 performance measures scored by the Department. We also reported that the council met 11 of the 12 enablers. The council's most recent self-assessment showed that it still met 11 enablers.

Resource management

1.15 In 2006 we reported that the council met 13 of the 16 enablers. The council's most recent self-assessment showed that it met 14.