



Report to: Audit, Governance and Improvement Review Committee
Date: 26th March 2009
Subject: Performance Indicators - Risk Assessment
Report of: Executive Director of Business Support Services
Contact officer: Martyn Kenyon 2550

Purpose / summary: To provide members with an opportunity to review Internal Audit's Risk Assessment of the performance indicators proposed for review.

Alternative options considered and reason for selecting the one recommended: None – this is an integral part of the Council's Performance Management arrangements

Recommendation / decision: Members be requested to approve the Risk Assessment

Key Decision: This report does not involve a key decision.

Risks / Implications:

Financial: The work helps to avoid problems with inspection results and validates the Authority's performance management arrangements

Staffing:

Policy:

Equal Opportunities - Has a Diversity Impact Assessment been conducted? None required

Wards affected:

Property – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?

No

Does this proposal have significant implications for the Council and the local population?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Has the Service Director - Legal Services confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **N/A**

Has the Service Director – Corporate Services confirmed that any expenditure referred to within this report is consistent with the Council’s budget? **N/A**

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **No**

* delete which applicable

For Cabinet reports only :

Categorisation of the report:	X		
Discussion leading to a decision		Discussion	X
Monitoring		Decision	
Sharing for corporate understanding		Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer
Date

David Smith
16th March 2009

Introduction

Performance data is an essential component of managing our services and demonstrating that those services are delivered cost effectively and are constantly improving.

Errors or inaccuracies in this data cast doubts on the reliability of our performance information and on any claims that services are being properly managed or effectively delivered.

It is therefore important that the Council's published performance results are accurate and based on reliable data. In addition, these results then inform the results of the Council's annual inspection by the Audit Commission who have some strict guidelines on the levels of accuracy expected. This means that incorrect figures due to:

- Incorrect calculations
- Misinterpretation of the formulae used to calculate the data
- Inaccurate data

All cast doubts on the reliability of published data, so an absolute approach is taken where any of these errors can cause a performance indicator to be classed as "qualified" (ie incorrect). This then impacts upon the scoring of the assessment for that service which, in turn, can impact upon the Council's overall assessment score.

To avoid such problems, a range of performance indicators are checked each year by Internal Audit, working in consultation with the Business Transformation Team, to ensure figures are correct when published. The numbers of indicators, and the breadth of data that go into their calculations are so large that it is not possible to do a 100% sample check. It could also be argued that this is not desirable as it could lead to Managers placing undue reliance on the checking process, rather than taking responsibility for their own performance data.

Checking is therefore performed on a risk based approach. The Internal Audit risk assessment methodology in respect of proposed review of performance indicators is revised annually and approved via Business Management Group (BMG). Attached for Members review is the report that was recently presented to BMG on the risk assessment methodology that will be applied to indicators covering the current year of review (2008/2009).

It is proposed to bring a further report to Members, outlining any issues identified by the Audit review and how any such issues will be addressed by Management.

Recommendations

Members are asked to:-

- Note the risk based approach to Internal Audit's review of performance indicators

Report to Business Management Group, 10th March 2009

Internal Audit Risk Assessment

Categories recommended for Internal Audit Review

The following are the criteria used to identify the priority indicators for review by Internal Audit

- Local Authority input. Those National Indicators (NIs) which the LA has to input on the Data Interchange hub (including NI 14 and 160). These are input by the Business Transformation Team and marked as approved by Internal Audit.
- Local Area Agreement. These are the priority indicators for the Council. These include local indicators as well as NIs.
- High Risk (IA/AC). These are the NIs where problems have been found in previous internal and external audits and the NI is similar to the previous BVPI.
- Intervention Indicators. Adults and Children's Social Services PIs where more assurance is required due to the nature of the client contact.
- Indicators that matter. A range of those NIs identified as such by departments for corporate performance reporting purposes.

Key Issues

The following are issues to be aware of:

Some of the NIs are not the responsibility of the Council (shaded rows in Appendix A), as other partners are responsible for data monitoring and reporting. Through the Business Transformation Team and departmental leads, we need to consider the following: What assurance do we have over these figures? What assurance do we need? Who is responsible? What is the impact of incorrect data on Wigan?

The purpose of the audit.

Where we calculate the figures and reported to the relevant department (or directly into the hub), the purpose is to ensure that the figure reported is accurate.

Where the figures are calculated or collected by another body (e.g. DCFS, Job Centre Plus), there is less need for audit. However, we still may need to ensure that we are using the correct figures in our internal reporting and sharing with our partners. These are marked in the "limited verification needed" column. This verification may be carried out by Internal Audit or the Business Transformation Team.

Timing

The usual shared deadline of 30th June for the reporting of PIs no longer exists. Deadlines for the NIs vary, though there are a large number for which statutory returns are due at the end of May. This means that the Internal Audit work cannot be carried out during the same timescale as usual and that work is needed over a more prolonged period. Some reviews have already commenced.

In addition, Internal Audit work will need to be completed at the same time that figures are being finalised. There is no scope to report a figure to the relevant government department and then audit and revise if necessary for our own BVPI publication. We realise that this puts extra pressure on staff and will do our best to minimise interruptions. Obtaining information on the collection systems in advance and carrying out early testing where possible will help ease the situation.

Indicators Selected For Review

Appendix A provides a list of the indicators identified through the risk assessment. There is a total of 87 indicators. Of these, 13 are not the responsibility of the Council and 15 require limited verification, leaving 59 for Internal Audit Review.

LB/Audit

BMG Mar 09

Indicator Number	Description	Responsible Dept	Information Source	Submission Deadline	Internal Audit Risk Assessment					Internal Audit to review	Limited verification needed
					LA Input	LAA	High Risk (AC/IA)	Intervention	Indicators that matter		
1	% of people who believe people from different backgrounds get on well together in their local area	Chief Executives	LA - Place Survey			Y			Y	Y	
4	% of people who feel that they can influence decisions in their locality	Chief Executives	LA - Place Survey			Y			Y	Y	
7	Environment for a thriving third sector	Chief Executives	Central Government Survey			Y			Y		Y
13	Migrants English language skills and knowledge	Learning & Skills Council	Education Statistics	Oct-09	Y					Y	
14	Avoidable contact: The average number of customer contacts per received customer request	Chief Executives	LA CRM systems	April 2009 (up to 30th)	Y					Y	
15	Serious violent crime rate	Police	APACS			Y			Y		
21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	Chief Executives	Place Survey & APACS			Y			Y	Y	
30	Re-offending rate of prolific and priority offenders	Police	APACS			Y			Y		
32	Repeat incidents of domestic violence	Police	APACS			Y			Y		
33	Arson incidents	Fire Brigade	APACS			Y			Y		
35	Building resilience to violent extremism	Environmental Services	APACS	Mar-09	Y					Y	
39	Alcohol-harm related hospital admission rates	ALWPCT	Hospital Episode Statistics			Y			Y		
49	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	Fire Brigade	CLG based on returns from fire authority			Y					
56	Obesity among primary school age children in Year 6	ALWPCT	Collected by PCT and sent to NHS Information Centre			Y			Y		
58	Emotional and behavioural health of children in care	Children & Young People Services	Statutory SSDA903 return which local authorities provide to DCSF	29/05/09				Y		Y	
59	Initial assessments for children's social care carried out within 7 working days of referral	Children & Young People Services	CPR3 statutory return from local authorities to the DCSF	29/05/09				Y		Y	
60	Core assessments for children's social care that were carried out within 35 working days of their commencement	Children & Young People Services	CPR3 statutory return from local authorities to the DCSF	29/05/09		Y		Y	Y	Y	
61	Stability of looked after children adopted following an agency decision that the child should be placed for adoption	Children & Young People Services	Statutory SSDA903 return which local authorities provide to DCSF	29/05/09				Y		Y	
62	Stability of placements of looked after children; number of moves	Children & Young People Services	Statutory SSDA903 return which local authorities provide to DCSF	29/05/09				Y	Y	Y	
63	Stability of placements of looked after children: length of placement	Children & Young People Services	Statutory SSDA903 return which local authorities provide to DCSF	29/05/09		Y		Y	Y	Y	
64	Child protection plans lasting 2 years or more	Children & Young People Services	CPR3 statutory return from local authorities to the DCSF	29/05/09				Y	Y	Y	
65	Children becoming the subject of a Child Protection Plan for a second or subsequent time	Children & Young People Services	CPR3 statutory return from local authorities to the DCSF	29/05/09				Y		Y	
66	Looked after children cases which were reviewed within required timescales	Children & Young People Services	Statutory SSDA903 return which local authorities provide to DCSF	29/05/09				Y		Y	
67	Child protection cases which were reviewed within required timescales	Children & Young People Services	CPR3 statutory return from local authorities to the DCSF	29/05/09				Y		Y	

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122	Mortality from all cancers at ages under 75	ALWPCT	ONS death registrations								
123	16+ current smoking rate prevalence	ALWPCT	Information Centre www.ic.nhs.uk/statistics-and-data-collections/health-and-lifestyles/nhs-stop-smoking-services)			Y			Y		
124	People with a long-term condition supported to be independent and in control of their condition	Adult Services	Healthcare Commission Primary Care Trusts Patient Survey			Y			Y	Y	
130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	Adult Services	Information Centre based on information supplied by Las (PSSEX1/RAP)	10/7/09 27/5/09		Y			Y	Y	
132	Timeliness of social care assessment	Adult Services	Information Centre based on information supplied by Las (RAP)	27/05/09			Y	Y	Y	Y	
133	Timeliness of social care packages	Adult Services	Information Centre based on information supplied by Las	27/05/09			Y	Y	Y	Y	
135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	Adult Services	Information Centre based on information supplied by Las (RAP)	27/05/09		Y		Y	Y	Y	
136	People supported to live independently through social services (all ages)	Adult Services	Information Centre based on information supplied by Las (RAP/GFS1)	27/05/09 23/1/09				Y	Y	Y	
138	Satisfaction of people over 65 with both home and neighbourhood	Chief Executives	LA - Place Survey			Y			Y	Y	
141	Number of vulnerable people achieving independent living	Adult Services	LA					Y	Y	Y	
142	Number of vulnerable people who are supported to maintain independent living	Adult Services	LA					Y		Y	
153	Working age people claiming out of work benefits in the worst performing neighbourhoods	Environmental Services	JobCentre Plus			Y			Y		Y
154	Net additional homes provided	Environmental Services	Housing Flows Return			Y			Y	Y	
156	Number of households living in Temporary Accommodation	Wigan & Leigh Housing	CLG (Housing and Communities Analysis Division)-P1E	was 25/4/08		Y	Y		Y	Y	
158	% non-decent council homes	Wigan & Leigh Housing	Janice Barton	Was 1/8/08		Y			Y	Y	
160	Local Authority tenants' satisfaction with landlord services	Wigan & Leigh Housing	LA	Jan-09	Y				Y	Y	
163	Working age population qualified to at least Level 2 or higher	Environmental Services	Department for Innovation University and Skills DIUS			Y					Y
164	Working age population qualified to at least Level 3 or higher	Environmental Services	Department for Innovation University and Skills DIUS			Y					Y
168	Principal roads where maintenance should be considered	Environmental Services	Highways Authorities	01/04/2009-01/07/2009	Y					Y	
169	Non-principal roads where maintenance should be considered	Environmental Services	Highways Authorities	01/04/2009-01/07/2009	Y					Y	
171	VAT registration rate	Environmental Services	BERR on ONS Websites			Y			Y		Y
175	Access to services and facilities by public transport, walking and cycling	Environmental Services	LA			Y			Y	Y	
177	Local bus passenger journeys originating in the authority area	GMPT	Passenger Transport Authorities	01/04/2009-01/07/2009	Y					Y	
178	Bus services running on time	GMPT	Passenger Transport Authorities	TBA	Y						

Indicator Number	Description	Responsible Dept	Information Source	Submission Deadline	Internal Audit Risk Assessment					Internal Audit to review	Limited verification needed
					LA Input	LAA	High Risk (AC/IA)	Intervention	Indicators that matter		
179	Value for money - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Business Support Services	LA	01/07/2009-03/08/09	Y					Y	
180	Changes in Housing Benefit/Council Tax Benefit new claims and change events	Business Support Services	DWP (from single extract scan)	Monthly			Y			Y	
181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Business Support Services	DWP (from single extract scan)	Monthly			Y			Y	
182	Satisfaction of businesses with local authority regulation services	Environmental Services	Survey of business customers LA	01/04/2009-22/05/09	Y					Y	
183	Impact of local authority regulatory services on the fair trading environment	Environmental Services		31/03/2009-30/06/09	Y					Y	
187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	Environmental Services	LA	01/12/2008-31/03/2009	Y					Y	
188	Adapting to climate change	Environmental Services	LA	01/03/2009-29/05/09	Y	Y			Y	Y	
191	Residual household waste per head	Environmental Services	Defra based on information provided by LA to WasteDataFlow			Y			Y	Y	
195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and flyposting)	Environmental Services	Defra	01/04/2009-30/06/2009	Y	Y			Y	Y	
197	Improved local biodiversity - active management of local sites	Environmental Services	LA	01/04/2009-30/06/2009	Y					Y	
198	Children travelling to school - mode of travel usually used	Environmental Services	Dft			Y			Y	Y	
Local LAA	% take up by PVI of allocated safeguarding training courses				Y					Y	
Local LAA	% of vulnerable adults and/or appropriate representatives invite to attend safeguarding initial case conference				Y					Y	
Local LAA	Visitor Spend (£m)	WLCT			Y					Y	
Local LAA	Aggregation of libraries, heritage and arts	WLCT			Y					Y	
Local LAA	Visits to parks and open spaces	WLCT			Y					Y	
Local LAA	Visits to sports and leisure centres	WLCT			Y					Y	
Local LAA	Access to positive activities for young people with LDD				Y					Y	