

Report to Business & Transformation Scrutiny Panel

Agenda
Item:
A.6

Meeting Date: 29 November 2018
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: QUARTER 2 PERFORMANCE REPORT 2018/19
Report of: Policy and Communications Manager
Report Number: PC 23-18

Purpose / Summary:

This report contains the Quarter 2 2018/19 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's 2018/19 Key Performance Indicators (KPIs) are also included.

Recommendations:

1. Consider the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities.

Tracking

Executive:	10/12/18
Scrutiny:	Business and Transformation 29/11/18 Health and Wellbeing 15/11/18 Economic Growth 22/11/18
Council:	N/A

1. BACKGROUND

This report contains the Quarter 2 2018/19 performance against the Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. The Panel's Key Performance Indicators (KPIs) are also included.

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Following a review of the initial set of five Service Standards, five further measures were introduced from Quarter 2 2017/18. All measures were reviewed by officers at the end of 2017/18 and changes consulted on at Scrutiny Panels earlier in the year.

Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs. The following pages contains the Council's performance against the Service Standards for this Panel.

The appendix attached contains the Council's performance against the KPIs within the Panel's remit.

The updates against the actions in the Carlisle Plan are presented in Section 3. Only actions within the remit of the Panel are included in this report. The intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Scrutiny agendas and Portfolio Holder reports.

Summary of KPIs and Service Standards:

Service Standards – 0 'red', 2 'amber' and 3 'green'

KPIs – 1 'red', 1 'amber' and 8 'green'

Summary of Exceptions (RED)

Measure	Target	Performance
FR03 Average number of working days lost due to sickness absence per FTE (full-time equivalent) employee.	3.7	5.2 (separate agenda item at BTSP 14/2/19)

2. PROPOSALS

None

3. RISKS

None

4. CONSULTATION

The report was reviewed by Directorate Management Teams in November, by the Senior Management Team on 12 November 2018 and has been considered at the other Scrutiny Panels.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to comment on the Quarter 2 Performance Report prior to it being submitted to Executive.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

Contact Officer: Gary Oliver

Ext: 7430

Appendices attached to report:

Performance Dashboard

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL - This report raises no explicit legal issues.

FINANCE – This report raises no explicit financial issues

EQUALITY – This report raises no explicit issues relating to the Public Sector Equality Duty.

INFORMATION GOVERNANCE – This report raises no explicit issues relating to Information Governance.

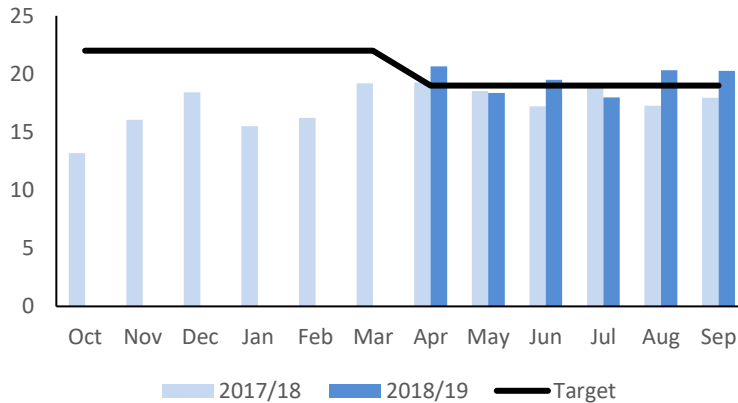

Section 1: Service Standards 2018/19

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Following a review of the initial set of five Service Standards, five further measures were introduced from Quarter 2 2017/18.

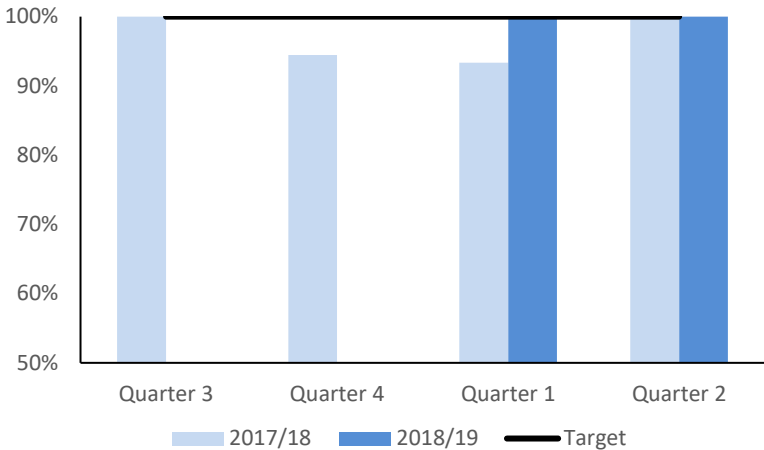
Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs.

The following page contains the Council's performance against the Service Standards within the Panel's remit.

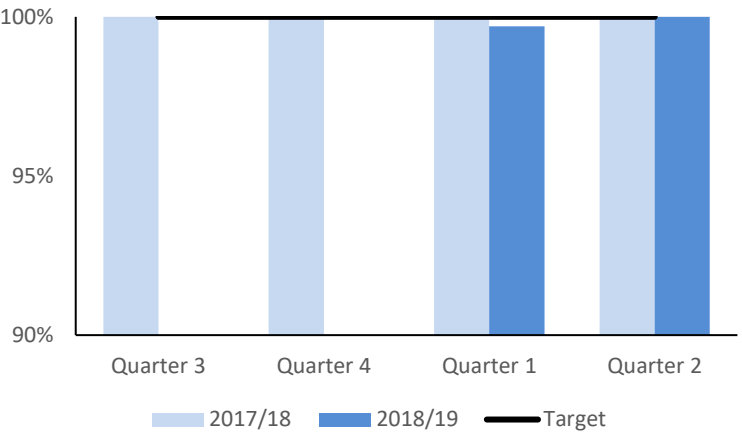
SS04: Average number of working days to process new benefits claims

Service Standard	To End of Quarter 2 2018/19	Performance by Month	Further Information																																																				
New claims should be processed within 19 days to achieve top two quartiles compared to other local authorities	19.4 days (Q2 2017/18: 18.1 days)	 <table><caption>Monthly Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>2017/18 (days)</th><th>2018/19 (days)</th><th>Target (days)</th></tr></thead><tbody><tr><td>Oct</td><td>13.5</td><td>-</td><td>22.0</td></tr><tr><td>Nov</td><td>16.0</td><td>-</td><td>22.0</td></tr><tr><td>Dec</td><td>18.5</td><td>-</td><td>22.0</td></tr><tr><td>Jan</td><td>15.5</td><td>-</td><td>22.0</td></tr><tr><td>Feb</td><td>16.5</td><td>-</td><td>22.0</td></tr><tr><td>Mar</td><td>19.0</td><td>-</td><td>22.0</td></tr><tr><td>Apr</td><td>19.5</td><td>20.5</td><td>19.0</td></tr><tr><td>May</td><td>18.5</td><td>18.5</td><td>19.0</td></tr><tr><td>Jun</td><td>17.5</td><td>19.5</td><td>19.0</td></tr><tr><td>Jul</td><td>18.5</td><td>18.5</td><td>19.0</td></tr><tr><td>Aug</td><td>17.5</td><td>20.5</td><td>19.0</td></tr><tr><td>Sep</td><td>18.5</td><td>20.5</td><td>19.0</td></tr></tbody></table>	Month	2017/18 (days)	2018/19 (days)	Target (days)	Oct	13.5	-	22.0	Nov	16.0	-	22.0	Dec	18.5	-	22.0	Jan	15.5	-	22.0	Feb	16.5	-	22.0	Mar	19.0	-	22.0	Apr	19.5	20.5	19.0	May	18.5	18.5	19.0	Jun	17.5	19.5	19.0	Jul	18.5	18.5	19.0	Aug	17.5	20.5	19.0	Sep	18.5	20.5	19.0	1885 new claims so far in 2018/19 – increase of 4.1% compared to same period in 2017/18.
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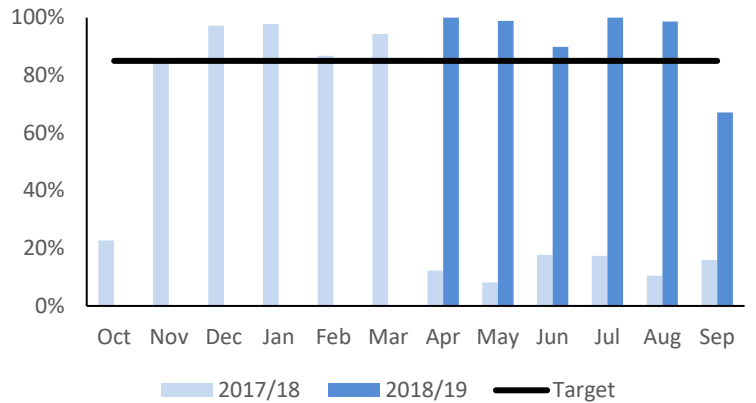
SS05: Proportion of corporate complaints dealt with on time

Service Standard	To End of Quarter 2 2018/19	Performance by Quarter	Further Information
Corporate complaints should be dealt with within 15 working days	100%	 <p>100% (Q2 2017/18: 97%)</p> <p>Quarter 3 Quarter 4 Quarter 1 Quarter 2</p> <p>2017/18 2018/19 Target</p>	13 out of 13 corporate complaints have been completed on time so far in 2018/19. 32 complaints were made in the same period last year. No complaints have been referred to the Ombudsman in 2018/19.
	On target?		
	✓		

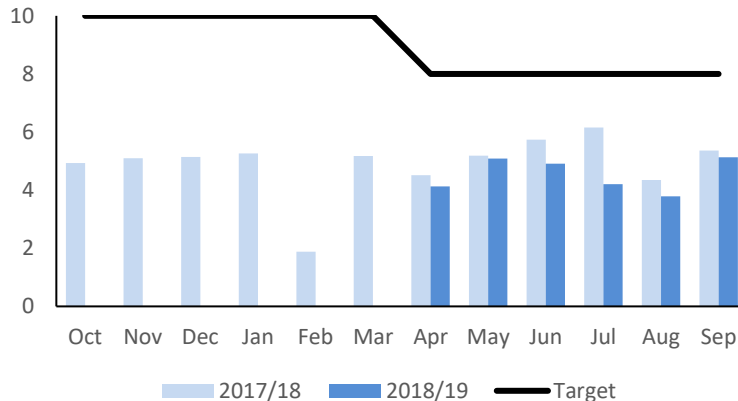
SS07: Proportion of non-contentious licence applications completed on time

Service Standard	To end of Quarter 2 2018/19	Performance by Quarter	Further Information
100% of non-contentious licence applications should be completed within 10 working days	99.8% (Q2 2017/18: 100%)	 <p>100% 95% 90%</p> <p>Quarter 3 Quarter 4 Quarter 1 Quarter 2</p> <p>2017/18 2018/19 Target</p>	<p>589 out of 590 applications completed on time so far in 2018/19.</p> <p>In 2017/18 100% of 871 applications were completed on time.</p>
	On target?		
	▲		

SS08: Proportion of official local authority searches completed on time

Service Standard	To end of Quarter 2 2018/19	Performance by Month	Further Information																																							
85% of official local authority searches should be completed within 10 working days	92.3% (Q2 2017/18: 12%)	 <table><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>Oct</td><td>22</td><td>85</td></tr><tr><td>Nov</td><td>85</td><td>95</td></tr><tr><td>Dec</td><td>95</td><td>95</td></tr><tr><td>Jan</td><td>95</td><td>95</td></tr><tr><td>Feb</td><td>85</td><td>95</td></tr><tr><td>Mar</td><td>95</td><td>95</td></tr><tr><td>Apr</td><td>12</td><td>95</td></tr><tr><td>May</td><td>8</td><td>95</td></tr><tr><td>Jun</td><td>18</td><td>88</td></tr><tr><td>Jul</td><td>18</td><td>95</td></tr><tr><td>Aug</td><td>10</td><td>95</td></tr><tr><td>Sep</td><td>15</td><td>68</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	Oct	22	85	Nov	85	95	Dec	95	95	Jan	95	95	Feb	85	95	Mar	95	95	Apr	12	95	May	8	95	Jun	18	88	Jul	18	95	Aug	10	95	Sep	15	68	417 searches were completed in the year to date – 7% more than the same period last year.
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Nov	85	95																																								
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Aug	10	95																																								
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On target?																																										
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SS10: Average number of working days to process benefit claimants' changes of personal details

Service Standard	To End of Quarter 2 2018/19	Performance by Month	Further Information																																																				
Changes should be processed within 8 days	4.5 days (Q2 2017/18: 5.1 days)	 <table><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th><th>Target</th></tr></thead><tbody><tr><td>Oct</td><td>5.0</td><td></td><td>10.0</td></tr><tr><td>Nov</td><td>5.0</td><td></td><td>10.0</td></tr><tr><td>Dec</td><td>5.0</td><td></td><td>10.0</td></tr><tr><td>Jan</td><td>5.0</td><td></td><td>10.0</td></tr><tr><td>Feb</td><td>2.0</td><td></td><td>10.0</td></tr><tr><td>Mar</td><td>5.0</td><td></td><td>10.0</td></tr><tr><td>Apr</td><td>4.5</td><td>4.0</td><td>8.0</td></tr><tr><td>May</td><td>5.0</td><td>5.0</td><td>8.0</td></tr><tr><td>Jun</td><td>5.5</td><td>5.0</td><td>8.0</td></tr><tr><td>Jul</td><td>6.0</td><td>4.0</td><td>8.0</td></tr><tr><td>Aug</td><td>4.5</td><td>3.5</td><td>8.0</td></tr><tr><td>Sep</td><td>5.0</td><td>5.0</td><td>8.0</td></tr></tbody></table>	Month	2017/18	2018/19	Target	Oct	5.0		10.0	Nov	5.0		10.0	Dec	5.0		10.0	Jan	5.0		10.0	Feb	2.0		10.0	Mar	5.0		10.0	Apr	4.5	4.0	8.0	May	5.0	5.0	8.0	Jun	5.5	5.0	8.0	Jul	6.0	4.0	8.0	Aug	4.5	3.5	8.0	Sep	5.0	5.0	8.0	Nearly sixteen thousand changes have been processed in the 2018/19 year to date. This is a 6% decrease compared to the same period last year.
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Section 2: Key Performance Indicators (KPIs)

Service Standards are not the only set of measures used to interrogate the performance of the Council. Alongside the review of Service Standards, a set of Key Performance Indicators derived from the links between the service plans and Budget Resolution were developed. These are attached as a dashboard.

Section 3: Carlisle Plan on a Page 2016–18 Delivery

Priority 1: Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle

Business Property & Infrastructure:

OUTCOME	<u>2. City Centre redevelopment projects</u>
SMT OWNER	Jane Meek
Scrutiny Panel	Economic Growth / Business & Transformation
Specific – What is the task	Promote development opportunities and regeneration opportunities within the city centre (including Carlisle Station, Caldew Riverside, The Citadel, English Street and The Pools.) Set out a strategy for the future vitality and viability of the city centre including development options for the regeneration opportunity sites (Carlisle Station, The Pools, Court Square, Caldew Riverside and the Citadel).
Measurable – How will success be measured?	Production of a city centre masterplan
Achievable – Is it feasible?	Yes
Realistic – Resources available	The technical and complex nature of the work will necessitate the engagement of external experts drawing on the awarded Local Growth Fund. Continued consultancy support will be required to produce the masterplan. This will be funded by revenue budgets secured through the MTFP process.
Time Bound – Start/end dates	The preparation of the masterplan will commence Q3 2018-19, with a draft version produced by the end of Q4.
Progress in Quarter 2 2018/19 against project plan / key milestones achieved	Feasibility and viability appraisals have been undertaken on various development options for the sites during Q1 and Q2.
Emerging issues / risks to the project	Delivery and funding options for the city centre regeneration sites are currently being explored through the Borderlands Growth Deal.

Priority 2: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents

Service and Facilities Development:

OUTCOME	<u>12. Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city.</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Business & Transformation / Health & Wellbeing
Specific – What is the task	<ol style="list-style-type: none"> 1. To retender and award a new leisure contract with a significantly reduced subsidy. 2. Develop Outline Designs and budgetary package and secure approvals for Sands Centre Development. 3. Complete works on cycle track and open the facility. 4. Complete works on tennis canopy and open the facility.
Measurable – How will success be measured?	<ol style="list-style-type: none"> 1. The award of a new contract. 2. Executive approval for outline designs and consent (inc budgetary provision) to develop detailed design and works. 3. An operational track by October 2017. 4. Canopy covered courts by Spring 2018.
Achievable – Is it feasible?	<ol style="list-style-type: none"> 1. COMPLETE 2. Sufficient budget and permission has been secured to appoint a design team to take the project to the end of outline design. The design team are currently working on a more detailed design to RIBA Stage 3. 3. COMPLETE 4. Support in place from the LTA and a clear scheme identified, subject to planning permission the canopy can be delivered.

Realistic – Resources available	<ol style="list-style-type: none"> 1. COMPLETE 2. The project is on schedule and has adequate financial resource to be completed. 3. COMPLETE 4. Sufficient budgetary provision has been made via grant funding from the LTA and the city council's capital programme. Work is currently underway to procure the enabling work to get the tennis courts back into service.
Time Bound – Start/end dates	<ol style="list-style-type: none"> 1. COMPLETE 2. Route to Affordability to be completed by the end of October 2018 and contracts put in place for the Principal Contractor. The designers need to be novated to the Principal Contractor by the end 2018, to maintain programme. Temporary accommodation (or alternative arrangements) need to be put in place by the end of October 2018 to allow demolition and construction of the Sands Leisure facilities by March 2019. Completion of the project scheduled for December 2020. 3. COMPLETE 4. The enabling works was scheduled for completion by end November 2018.
Progress in Quarter 2 2018/19 against project plan / key milestones achieved	<ol style="list-style-type: none"> 1. The leisure contract retender is complete and it has been in place since December 2017. 2. RIBA Stage 3 and 4 design work continues and a schedule for returning to Executive, Scrutiny and Council is being planned. Planning application has been submitted and is due for consideration in November. 3. The cycle track is complete and operational. The final account has been settled following adjudication. 4. The proposed Tennis Canopy at Bitts Park has been abandoned due to the extent and condition of main sewers running under the courts and the risks and costs associated with works nearby. Dialogue will continue with the LTA to see if there are any other options providing covered courts in the City.

Emerging issues / risks to the project	The Sands project: a) Matching affordability with the design criteria of the scheme, and third-party expectations b) condition of the existing building; c) management of the temporary accommodation budget, d) staff car parking; e) management of the interaction between the construction of the project and phase 2 of the Environment Agencies Flood Defence scheme. f) interaction with the Carlisle Flood Defence Group.
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Business & Transformation Scrutiny Panel Performance Dashboard 2018/19 to end of Quarter 2

Key	
↓	Performance is deteriorating (compared to same period last year)
↑	Performance is improving (compared to same period last year)
→	No change in performance (compared to same period last year)
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	New Code	Measure	Performance to end of Q2 2018/19	Performance to end of Q2 2017/18	Trend	Target	Comments
✓	CSe14	Actual car parking revenue as a percentage of car parking expenditure (including recharges).	129%	135%	↓	121%	Revenue exceeded target
✓	CSu02	Proportion of customer "calls for service" logged in Salesforce completed on-line	14.8%	7.5%	↑	8.5%	From calls logged in Salesforce CRM (2402 out of 16254 logs).
✓	CSu04	Percentage of Council Tax collected	56.6%	56.6%	→	56.6%	
✓	CSu05	Percentage of NNDR collected	58.2%	57.3%	↑	57.3%	
✓	CSu06	Proportion of direct social media messages on Facebook and Twitter responded to within 24 hours	100%	N/A	N/A	100%	New measure for 2018/19
✓	FR01	Actual net spend as a percentage of annual net budget.	45.1%	40.7%	↑	45%	
✓	FR02	Percentage of all invoices paid within 30 working days	98.7%	98.8%	↓	98%	5466 invoices paid
✗	FR03	Average number of working days lost due to sickness absence per FTE (full-time equivalent) employee.	5.2	3.7	↓	3.7	Sickness Absence will be a separate agenda item at the Business & Transformation Scrutiny Panel in Feb 2019.
▲	FR04	Percentage of return to work interviews completed in five working days of returning to work.	78%	81%	↓	81%	
N/A	FR16	Revenue gained from external delegates enrolled on City Council training events	£ 1,200	#N/A	N/A	Info only	New measure for 2018/19. Currently no target set. Places on courses are offered to external delegates once internal demand has been fulfilled.
N/A	GRS04	Proportion of contested licence applications decided on within 50 working days.	N/A	N/A	N/A	95%	0 contested applications so far in 2018/19
✓	GRS05	Proportion of Temporary Event Notices licences processed within 1 working day.	100%	100%	→	100%	108 applications so far in 2018/19