

Report to Executive

Agenda
Item:

A.10

Meeting Date: 1 July 2013
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Yes

Title: 2012/13 Summary of Service Standards
Report of: Policy & Communications Manager
Report Number: PC 10/13

Purpose / Summary:

This is the end of year performance report against the 2012/13 Service Standards that help measure our performance and customer satisfaction.

Details of each service standard are in the table at Appendix 1. The table illustrates the cumulative end of year figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally.

Recommendations:

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

Tracking

Executive:	1 July 2013
Overview and Scrutiny:	Community – 30 May 2013 Resources – 6 June 2013 Environment & Economy – 13 June 2013
Council:	16 July 2013

1. BACKGROUND

Service Standards were introduced at the beginning of 2012/13. We believe that they provide a standard in service that our customers can expect from us and a standard by which we can be held to account. They are based on timeliness, accuracy and appropriateness of the service we provide in key areas.

It can be seen from the table that the majority of standards demonstrate consistently good performance throughout the year, and in the case of *Processing New Benefit Claims*, significant improvement month-on-month. This was due to a continuous programme of reviewing processes and resources in order to maximise efficiency.

(With regard to the request from Members during the last O&S cycle concerning the claims that are not processed in time. The majority were delayed because the Benefits team were awaiting further information from the claimants. Other examples included a joint Housing Benefit/Council Tax Benefit claim that was deemed defective; and a delay in another Council Tax Benefit claim because the property was not banded until mid-December – the team could therefore not assess the claim.)

The one standard that has seen deterioration in performance is that of *Percentage of Waste Sent for Recycling*. This is due mainly to the lack of garden waste in the winter months when compared with the 2011 figures.

2. PROPOSALS

The Service Standards continue to be developed and amended to accommodate the needs of our customers and changes in legislation. They will continue to be monitored by the Senior Management Team and regular progress will be reported to the Executive and Overview and Scrutiny throughout 2013/14.

3. CONSULTATION

The report was reviewed by the Senior Management Team at their meeting on 14 May 2013 and was considered by the Overview and Scrutiny Panels on the following dates:

Local Environment – Responsible for managing high-level and team level service standards on a day-to-day basis.

Resources – Responsible for managing team level service standards on a day-to-day basis.

APPENDIX 1

Service Standard - Percentage of Household Planning Applications processed within eight weeks

Service Standard	Actual End of Year Figure	Performance by Month																										
80% (Nationally set target)	89.9%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>April 2012</td><td>94.1%</td></tr><tr><td>May 2012</td><td>100.0%</td></tr><tr><td>June 2012</td><td>85.3%</td></tr><tr><td>July 2012</td><td>95.5%</td></tr><tr><td>August 2012</td><td>92.3%</td></tr><tr><td>September 2012</td><td>80.0%</td></tr><tr><td>October 2012</td><td>81.3%</td></tr><tr><td>November 2012</td><td>84.2%</td></tr><tr><td>December 2012</td><td>96.3%</td></tr><tr><td>January 2013</td><td>89.5%</td></tr><tr><td>February 2013</td><td>88.2%</td></tr><tr><td>March 2013</td><td>90.9%</td></tr></tbody></table>	Month	Percentage	April 2012	94.1%	May 2012	100.0%	June 2012	85.3%	July 2012	95.5%	August 2012	92.3%	September 2012	80.0%	October 2012	81.3%	November 2012	84.2%	December 2012	96.3%	January 2013	89.5%	February 2013	88.2%	March 2013	90.9%
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Service Standard - Percentage of missed waste or recycling collections

Service Standard	Actual End of Year Figure	Performance by Month																										
40 missed collections per 100,000 (Industry Standard) Carlisle's figure opposite converts to 26 misses	0.03%	<table><thead><tr><th>Month</th><th>Percentage of missed collections</th></tr></thead><tbody><tr><td>April 2012</td><td>0.03%</td></tr><tr><td>May 2012</td><td>0.03%</td></tr><tr><td>June 2012</td><td>0.03%</td></tr><tr><td>July 2012</td><td>0.02%</td></tr><tr><td>August 2012</td><td>0.02%</td></tr><tr><td>September 2012</td><td>0.03%</td></tr><tr><td>October 2012</td><td>0.03%</td></tr><tr><td>November 2012</td><td>0.02%</td></tr><tr><td>December 2012</td><td>0.02%</td></tr><tr><td>January 2013</td><td>0.04%</td></tr><tr><td>February 2013</td><td>0.03%</td></tr><tr><td>March 2013</td><td>0.03%</td></tr></tbody></table>	Month	Percentage of missed collections	April 2012	0.03%	May 2012	0.03%	June 2012	0.03%	July 2012	0.02%	August 2012	0.02%	September 2012	0.03%	October 2012	0.03%	November 2012	0.02%	December 2012	0.02%	January 2013	0.04%	February 2013	0.03%	March 2013	0.03%
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Service Standard - Percentage of household waste sent for recycling

Service Standard	Actual End of Year Figure	Performance by Month																										
Nationally set target of 50% by 2020	44%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>April 2012</td><td>47%</td></tr><tr><td>May 2012</td><td>50%</td></tr><tr><td>June 2012</td><td>54%</td></tr><tr><td>July 2012</td><td>51%</td></tr><tr><td>August 2012</td><td>49%</td></tr><tr><td>September 2012</td><td>48%</td></tr><tr><td>October 2012</td><td>44%</td></tr><tr><td>November 2012</td><td>41%</td></tr><tr><td>December 2012</td><td>31%</td></tr><tr><td>January 2013</td><td>34%</td></tr><tr><td>February 2013</td><td>33%</td></tr><tr><td>March 2013</td><td>37%</td></tr></tbody></table>	Month	Percentage	April 2012	47%	May 2012	50%	June 2012	54%	July 2012	51%	August 2012	49%	September 2012	48%	October 2012	44%	November 2012	41%	December 2012	31%	January 2013	34%	February 2013	33%	March 2013	37%
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Service Standard - Customer Website Satisfaction

Service Standard	Actual End of Year Figure	Performance by Month																										
There is currently no national standard for website satisfaction. A local standard will be developed during 2013/14. Satisfaction will also be compared with performance against the other service standards.	69.6%	<table><thead><tr><th>Month</th><th>Performance (%)</th></tr></thead><tbody><tr><td>April 2012</td><td>74.4%</td></tr><tr><td>May 2012</td><td>72.6%</td></tr><tr><td>June 2012</td><td>57.9%</td></tr><tr><td>July 2012</td><td>64.1%</td></tr><tr><td>August 2012</td><td>71.1%</td></tr><tr><td>September 2012</td><td>72.0%</td></tr><tr><td>October 2012</td><td>69.5%</td></tr><tr><td>November 2012</td><td>69.2%</td></tr><tr><td>December 2012</td><td>67.6%</td></tr><tr><td>January 2013</td><td>71.9%</td></tr><tr><td>February 2013</td><td>70.7%</td></tr><tr><td>March 2013</td><td>67.2%</td></tr></tbody></table>	Month	Performance (%)	April 2012	74.4%	May 2012	72.6%	June 2012	57.9%	July 2012	64.1%	August 2012	71.1%	September 2012	72.0%	October 2012	69.5%	November 2012	69.2%	December 2012	67.6%	January 2013	71.9%	February 2013	70.7%	March 2013	67.2%
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Service Standards - Processing new benefit claims in less than 28 days



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Service Standard	Actual End of Year Figure	Performance by Month																										
No other councils measure this service standard as a percentage – there is therefore no national standard. The standard will also be changed for 2013/14 to reflect the change in the Benefits system. During this review a standard in performance will be established.	60.5%	<table><thead><tr><th>Month</th><th>Performance (%)</th></tr></thead><tbody><tr><td>April 2012</td><td>37.0%</td></tr><tr><td>May 2012</td><td>48.2%</td></tr><tr><td>June 2012</td><td>51.3%</td></tr><tr><td>July 2012</td><td>51.2%</td></tr><tr><td>August 2012</td><td>56.6%</td></tr><tr><td>September 2012</td><td>62.3%</td></tr><tr><td>October 2012</td><td>70.2%</td></tr><tr><td>November 2012</td><td>75.4%</td></tr><tr><td>December 2012</td><td>76.7%</td></tr><tr><td>January 2013</td><td>63.9%</td></tr><tr><td>February 2013</td><td>82.7%</td></tr><tr><td>March 2013</td><td>70.9%</td></tr></tbody></table>	Month	Performance (%)	April 2012	37.0%	May 2012	48.2%	June 2012	51.3%	July 2012	51.2%	August 2012	56.6%	September 2012	62.3%	October 2012	70.2%	November 2012	75.4%	December 2012	76.7%	January 2013	63.9%	February 2013	82.7%	March 2013	70.9%
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EXCERPT FROM THE MINUTES OF THE COMMUNITY OVERVIEW AND SCRUTINY PANEL HELD ON 30 MAY 2013

COSP.40/13 END OF YEAR PERFORMANCE REPORT

The Policy and Performance Officer submitted private report PC.11/13 which outlined the Council's end of year performance against the 2012/13 Service Standards that helped to measure performance and customer satisfaction. Details of each service standard were included in the table appended to the report, which illustrated the cumulative end of year figure, a month-by month breakdown of performance and, where possible, an actual service standard baseline that had been established either locally or nationally.

By way of background the Policy and Performance Officer advised that the Service Standards were based on timeliness, accuracy and appropriateness of the service provided by the Council in key areas. The table indicated that the majority of standards demonstrated consistently good performance throughout the year and, in the case of "Processing New Benefit Claims", significant improvements had been made month on month. That was due to a continuous programme of reviewing processes and resources in order to maximise efficiency.

During the last Overview and Scrutiny cycle Members request information concerning claims that had not been processed in time. The Policy and Performance Officer advised that the majority were delayed because the benefits Team were awaiting further information from the claimants. The Officer outlined other issues that had caused a delay in the processing of claims.

One standard that had seen a deterioration in performance was that of "Percentage of Waste Sent for Recycling". That was due mainly to the lack of garden waste in the winter months when compared with the 2011 figures.

The Policy and Performance Officer advised that the Service standards would continue to be developed and amended to accommodate the needs of the Council's customers and changes in legislation. The Standards would continue to be monitored by the Senior Management Team and regular progress would be reported to the Executive and Overview and Scrutiny throughout 2013/14.

In considering the update Members raised the following comments and questions:

- *Only the indicator on Revenues and Benefits was within the remit of the Panel but all indicators were included in the report.*

The Policy and Performance Officer advised that Benefits had performed well throughout the year with a steady upward trend. The Chief Executive had taken ownership of the indicators and regular reports were submitted to the Chief Executive.

The Policy and Performance Officer explained the reasons why the figure was not 100%.

- *Members were concerned about the changes to the Benefits system due to take place shortly.*

The Policy and Performance Officer advised that he had spoken with the Benefits Manager who was looking at measures for the future. However the current service standards would be retained.

- *How would the 6 priorities within the Carlisle Plan be indicated in future reports?*

The Policy and Performance Officer explained that it was intended that there would be quarterly updates which would be split into service standards against measures within the Carlisle Plan. At the present stage the Policy and Performance Officer was unsure whether the information would be narrative or quantitative.

- *The new format would be easier to understand if there was more narrative about why indicators were above or below standard.*

The Policy and Performance Officer agreed that narrative could be included in future reports.

RESOLVED – That Report PC.11/13 be noted.

EXCERPT FROM THE MINUTES OF THE RESOURCES OVERVIEW AND SCRUTINY PANEL HELD ON 6 JUNE 2013

ROSP.44/13

2012/13 END OF YEAR PERFORMANCE REPORT

The Policy and Performance Officer presented report PC.12/13 setting out the end of year performance against the 2012/13 Service Standards.

The Policy and Performance Officer reminded the Panel of the introduction of the Service Standards which were based on timeliness, accuracy and appropriateness of the service the Council provided in key areas.

The table attached to report PC.12/13 showed that the majority of standards demonstrated consistently good performance throughout the year, and in the case of 'Processing New Benefit Claims', significant improvement month on month. One standard which had appeared to show deterioration in performance was the 'Percentage of Waste Sent for Recycling'. This had been due to very little garden waste collected in the winter months. This was a cyclical pattern that occurred every year.

The Panel asked for the reasons behind the missed waste collections in January and if the proposed changes to the waste service would impact the figures.

The Policy and Performance Officer reported that there had been 26 missed collections, mainly due to severe weather. The number of missed collections was lower than the Industry Standard of 40 per 100,000. The proposed changes to the waste service would make a minor improvement on the performance figures.

The Town Clerk and Chief Executive highlighted the service standard for processing new benefit claims in less than 28 days. In the past the performance in the service had been poor. This could affect the most vulnerable people and he felt that the improvement in the standard was a real success story. The Policy and Performance Officer added that the majority of the claims which had not been processed within 28 days was due mainly to the Council waiting on information from claimants and other organisations.

RESOLVED – That the 2012/13 End of Year Performance report (PC.12/13) be noted.