
**EXCERPT FROM THE MINUTES OF THE
ENVIRONMENT AND ECONOMY
OVERVIEW AND SCRUTINY PANEL
HELD ON 13 JUNE 2013**

EEOSP.37/13 2012/2013 END OF YEAR PERFORMANCE REPORT

The Policy and Performance Officer submitted private report PC.13/13 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 requested 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:

- *What was the reason for the drop in planning applications processed within 8 weeks?*

The Director of Economic Development advised that she did not have the answer to hand but agreed that she would bring that information to a future meeting.

- *The Development Control Committee take on a lot of work and complex applications and he believed that the Council's Planning Department to be one of the best. He congratulated the staff and their Director for their hard work and support to the Committee.*
- *It would be useful to be able to look at numbers as well as percentages.*

The Director explained that that was the reason why it was difficult to give an immediate answer and the reduction could be due to many issues including the number of major applications to be processed or Officers' leave.

RESOLVED – 1) That Report PC.13/13 – 2012/2013 End of Year Performance Report be noted.

2) That the Panel were encouraged to note that standards were being maintained and looked forward to the next report.