

# Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.3**

Meeting Date: 22 August 2013  
Portfolio: Finance, Governance and Resources  
Key Decision: No  
Within Policy and Budget Framework: Yes  
Public / Private: Yes

Title: Quarter One Performance Report 2013/14  
Report of: Policy and Communications Manager  
Report Number: PC 14/13

### Purpose / Summary:

This Performance Report updates the Panel on the Council's service standards that help measure performance and customer satisfaction. It also includes updates on key actions contained within the Carlisle Plan.

Details of each service standard are in the table at Appendix 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. The updates against the actions in the Carlisle Plan follow on from the service standard information in Appendix 2.

### 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:	30 September 2013
Overview and Scrutiny:	Community – 22 August 2013 Resources – 29 August 2013 Environment and Economy – 12 September 2013

## 1. BACKGROUND

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

Service standards were introduced at the beginning of 2012/13. They provide a standard in service that our customers can expect from the City Council and a standard by which we can be held to account. The measures of the standard of services are based on timeliness, accuracy and quality of the service we provide in areas that have a high impact on our customers.

A new service standard will be introduced from the autumn – Customer Satisfaction with Environmental Services. This will be measured from customer feedback from the website and through the Carlisle Focus magazine reader's survey.

Regarding the information on the Carlisle Plan, the intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that take place within the Overview and Scrutiny agendas and Portfolio Holder reports.

## **2. CONSULTATION**

The report was reviewed by the Senior Management Team at their meeting on 6 August 2013 and is being considered by the Overview and Scrutiny Panels on the following dates:

Community Overview and Scrutiny Panel	22 August 2013
Resources Overview and Scrutiny Panel	29 August 2013
Economy and Environment Overview and Scrutiny Panel	12 September 2013

## **3. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

The Panel are asked to comment on the 1<sup>st</sup> Quarter Performance Report prior to it being presented to Executive.

**Contact Officer: Steven O'Keeffe Ext: 7258**

**Appendices Appendix 1 – 2013/14 Quarter 1 Service Standards**

**attached to report: Appendix 2 – Carlisle Plan Update**

**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:**

## **CORPORATE IMPLICATIONS/RISKS**

**Chief Executive's** – Responsible for monitoring and reporting on service standards, customer satisfaction and progress in delivering the Carlisle Plan whilst looking at new ways of gathering and reviewing customer information.

**Community Engagement** – Responsible for managing high level projects and team level service standards on a day-to-day basis.

**Economic Development** – Responsible for managing high level projects and team level service standards on a day-to-day basis.

**Governance** – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

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

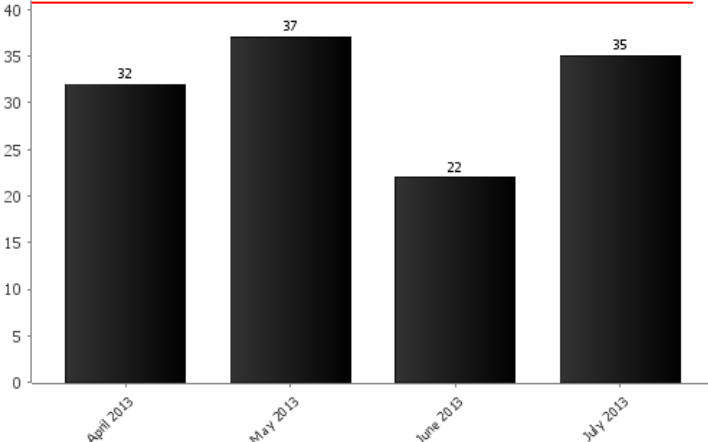
**Resources** – Responsible for managing high level projects team level service standards on a day-to-day basis.

# APPENDIX 1: 2013/14 QUARTER 1 SERVICE STANDARDS

## Service Standard: Percentage of Household Planning Applications processed within eight weeks

Service Standard	Year to Date Figure	Performance by Month										
<p style="text-align: center;">80% (Nationally set target)</p>	<p style="text-align: center;">88.2%</p>	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2013</td> <td>93.3%</td> </tr> <tr> <td>May 2013</td> <td>90.9%</td> </tr> <tr> <td>June 2013</td> <td>83.9%</td> </tr> <tr> <td>July 2013</td> <td>88.0%</td> </tr> </tbody> </table>	Month	Percentage	April 2013	93.3%	May 2013	90.9%	June 2013	83.9%	July 2013	88.0%
Month	Percentage											
April 2013	93.3%											
May 2013	90.9%											
June 2013	83.9%											
July 2013	88.0%											

## Service Standard: Number of missed waste or recycling collections

Service Standard	Year to Date Figure	Performance by Month										
<p>40 missed collections per 100,000 (Industry Standard)</p>	<p>31.5 missed per 100,000 (mean average)</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Missed Collections per 100,000</th> </tr> </thead> <tbody> <tr> <td>April 2013</td> <td>32</td> </tr> <tr> <td>May 2013</td> <td>37</td> </tr> <tr> <td>June 2013</td> <td>22</td> </tr> <tr> <td>July 2013</td> <td>35</td> </tr> </tbody> </table>	Month	Missed Collections per 100,000	April 2013	32	May 2013	37	June 2013	22	July 2013	35
Month	Missed Collections per 100,000											
April 2013	32											
May 2013	37											
June 2013	22											
July 2013	35											

This service standard was previously measured as a percentage of all collections made whereas the industry standard is measured per 100,000 collections. To allow an easier comparison to be made with the industry standard and for benchmarking purposes the standard from now on will therefore be measured in the same format as the target.

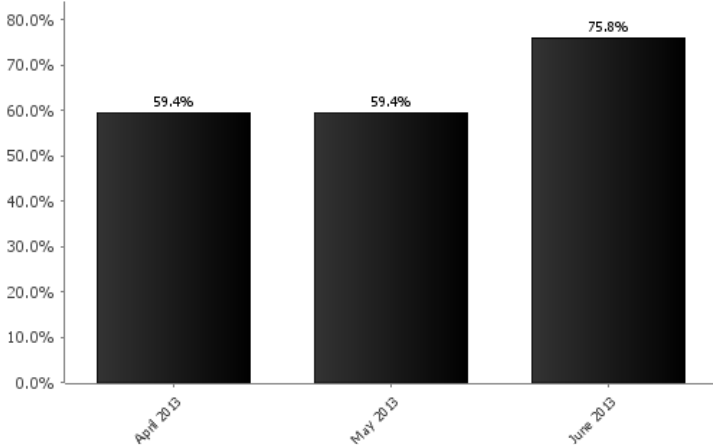
## Service Standard: Percentage of household waste sent for recycling

Service Standard	Year to Date Figure	Performance by Month																																							
<p>Nationally set target of 50% by 2020.</p>	<p>45%</p>	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Monthly Value (%)</th> <th>2020 Monthly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-13</td> <td>40</td> <td>50</td> </tr> <tr> <td>May-13</td> <td>48</td> <td>55</td> </tr> <tr> <td>Jun-13</td> <td>-</td> <td>58</td> </tr> <tr> <td>Jul-13</td> <td>-</td> <td>57</td> </tr> <tr> <td>Aug-13</td> <td>-</td> <td>55</td> </tr> <tr> <td>Sep-13</td> <td>-</td> <td>53</td> </tr> <tr> <td>Oct-13</td> <td>-</td> <td>52</td> </tr> <tr> <td>Nov-13</td> <td>-</td> <td>48</td> </tr> <tr> <td>Dec-13</td> <td>-</td> <td>38</td> </tr> <tr> <td>Jan-14</td> <td>-</td> <td>38</td> </tr> <tr> <td>Feb-14</td> <td>-</td> <td>38</td> </tr> <tr> <td>Mar-14</td> <td>-</td> <td>48</td> </tr> </tbody> </table>	Month	Monthly Value (%)	2020 Monthly Target (%)	Apr-13	40	50	May-13	48	55	Jun-13	-	58	Jul-13	-	57	Aug-13	-	55	Sep-13	-	53	Oct-13	-	52	Nov-13	-	48	Dec-13	-	38	Jan-14	-	38	Feb-14	-	38	Mar-14	-	48
Month	Monthly Value (%)	2020 Monthly Target (%)																																							
Apr-13	40	50																																							
May-13	48	55																																							
Jun-13	-	58																																							
Jul-13	-	57																																							
Aug-13	-	55																																							
Sep-13	-	53																																							
Oct-13	-	52																																							
Nov-13	-	48																																							
Dec-13	-	38																																							
Jan-14	-	38																																							
Feb-14	-	38																																							
Mar-14	-	48																																							

The graph above shows what the monthly target would be in order to achieve the 2020 target of 50%. The monthly target changes to reflect seasonal variations of recycling rates; particularly garden waste tonnages. Work will be done to calculate the annual targets over the next six years in order to achieve a 50% recycling rate by 2020.

In reference to the 2013/14 performance, the total dry recycling and composting figure for April are of concern. A meeting has been arranged with the green box contractor to discuss why tonnages have decreased over the past few months. However, one of the main contributory factors for the low April figure is because the low temperatures affected the garden waste tonnages. This figure increased in May with the rise in temperature and onset of spring.

## Service Standard: Overall web user satisfaction

Service Standard	Year to Date Figure	Performance by Month								
There is currently no national standard for website satisfaction.	64.8%	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2013</td> <td>59.4%</td> </tr> <tr> <td>May 2013</td> <td>59.4%</td> </tr> <tr> <td>June 2013</td> <td>75.8%</td> </tr> </tbody> </table>	Month	Percentage	April 2013	59.4%	May 2013	59.4%	June 2013	75.8%
Month	Percentage									
April 2013	59.4%									
May 2013	59.4%									
June 2013	75.8%									

For reference, the end of year figure for 2012/13 was 69.9%. This standard is currently measured using Govmetric's online web satisfaction software. From August this standard will be redefined as overall satisfaction with Council services. It will be measured using a combination of a survey on the most visited City Council web pages and the reader's survey in Carlisle Focus resident's magazine. In future, satisfaction with the Council's website will be measured internally by Digital and Information Services.

## Service Standard: Average number of days to process new benefits claims

Service Standard	Year to Date Figure (Average)	Performance by Month										
All new claims should be processed within 22 days	18.65 days	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>April 2013</td> <td>20.16</td> </tr> <tr> <td>May 2013</td> <td>17.99</td> </tr> <tr> <td>June 2013</td> <td>19.66</td> </tr> <tr> <td>July 2013</td> <td>16.80</td> </tr> </tbody> </table>	Month	Average Days	April 2013	20.16	May 2013	17.99	June 2013	19.66	July 2013	16.80
Month	Average Days											
April 2013	20.16											
May 2013	17.99											
June 2013	19.66											
July 2013	16.80											

This standard was previously measured in 2012/13 as the proportion of new claims that were processed within 28 days. This was a specific measure defined locally and consequently did not enable us to easily benchmark with other authorities. As a result we have now adopted the industry standard way of measuring the performance of this service. The Department for Work and Pensions (DWP) ranks authorities into quartiles and Carlisle's target is to not fall lower than the 2<sup>nd</sup> quartile.

Below shows the quartile ranges based on 2012/13 data. Carlisle's performance from April to July of 18.65 days would put us in the 2<sup>nd</sup> quartile.

DWP official figures for 2012/3:

- 6–18 days – Top Quartile
- 18-22 days – 2<sup>nd</sup> Quartile
- 22-28 days – 3<sup>rd</sup> Quartile
- >28 days – Bottom Quartile



## **Appendix 2: Carlisle Plan Update**

### **PRIORITY – We will support the growth of more high quality and sustainable business and employment opportunities**

The Council's Key Decisions will support business growth, with its services being viewed as 'business friendly' through working more closely with them to meet business' needs.

With this in mind, a Sense of Place, re-named the Carlisle Story, was launched at an event attended by more than a hundred businesses and organisations on 11 July. The Carlisle Story is designed to better promote the city in order to increase visitor numbers, encourage investment and attract people to live in the city.

The public consultation on developing the Local Plan began on 29 July and will run until 16 September. The Local Plan includes an Employment Land Review to identify strategic employment sites.

It also expresses the Council's desire to see between 550 and 650 homes built in and around the city every year between 2015 and 2030 in order to help ensure the economic growth of the city.

The M6 Corridor Protocol has been agreed and signed between Carlisle City, Eden and South Lakeland District Councils. This initiative seeks to capitalise on the strategic advantages of the M6 as a basis for targeting business investment around identified employment sites and support growth in key centres of Carlisle, Penrith and Kendal.

The Local Enterprise Partnership (LEP) has undertaken to establish a reference group to help develop a plan of action for the M6. It is envisaged that the M6 corridor initiative will address a range of issues that are identified within the draft LEP business plan, including broadband, skills and infrastructure provision.

An Economic Development Liaison Panel has been established with four meetings having already taken place with businesses / developers to date. A further meeting is scheduled before the end of August.

**PRIORITY - We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle**

This priority supports tourism, the arts and creative industries. It is recognised that arts and leisure are important in making Carlisle a great place to work, live and visit.

Developing public realm improvements is a key piece of work under this priority. This involves the City and County Councils working together. Currently light business cases are being prepared for the various individual projects.

Phase 1 of the work at the Old Town Hall was completed at the end of June 2013. This included essential repairs to the fabric of the building. Plans for phase 2 are still being developed for implementation in 2014/15. This work will focus on the interior of the building and provide a more modern and enhanced tourist information facility.

The Carlisle Plan provides a pledge for development of an arts centre. The Executive approved funding on 5 August for the Warwick Street Fire Station to be the preferred option for the centre. A draft project plan was presented to the Corporate Programme Board on 11 July showing estimated completion of the Arts Centre by 31 October 2014.

The first Carlisle Tourism Conference was held at the end of April with over 100 delegates in attendance. The Carlisle Tourism Partnership is reviewing the outcomes of workshops held at the conference to agree actions for the next twelve months.

Other activity regarding this priority includes the completion of the Sport and Physical Activity Strategy. The vision of this strategy is for Carlisle to become more active, healthy and successful by creating opportunities and overcoming barriers to take part in sport and physical activity. Tenders are also currently out to build the cycleway ramp at Willowholme. The anticipated start date on this project is September 2013.

**PRIORITY - We will work more effectively with partners to achieve the City Council's priorities**

The City Council wants to establish Carlisle as a nationally recognised sub-regional capital by becoming an effective partner in the key areas of housing and economic growth.

The new Women and Families Accommodation building was opened on Water Street on 15 July. The facility replaces the hostel on London Road which has been in operation since 1975.

Homelife Carlisle, a home improvement agency hosted by the City Council has helped 25 people with affordable warmth and income maximisation measures through the Warm Homes service. It was also successful in gaining funding from the Electricity Safety Council for three thousand Pounds.

The function and membership of the Carlisle Partnership is currently being revised. As part of this revision the Healthy City Steering Group now carries out a strategic health function. The group now act as the principal district link to the County Health and Wellbeing Board.

The City Council has received external funding from the Cumbria Police Commissioner to support programmes associated with tackling antisocial behaviour and strengthening community resilience. This links in with the work being carried out by the Carlisle and Eden Community Safety Partnership.

Work with the Local Enterprise Partnership and representation on the Children's Trust Direct Delivery Group are also issues currently under consideration.

**PRIORITY - We will work with partners to develop a skilled and prosperous workforce, fit for the future**

The City Council continues to work closely in partnership both locally and regionally.

The Carlisle Economic Partnership (CEP) has developed an action plan of key priorities following the recent Economic Review of Carlisle. Priority 2 sets out some key actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs. This will be delivered through engagement with partners on the LEP, CEP and working with the Employment and Skills Commission.

The City Council has been working closely with the University of Cumbria to establish a Business Interaction Centre at Paternoster Row. Works are due to be completed by the end of August 2013.

The Carlisle Growth Hub has been established to deliver a package of co-ordinated business support through the Chamber of Commerce. This was delivered through the CEP as key priority 1, action 1 for business. There are additional actions within this priority which will continue to engage partners in exploring options for funding or opportunities to support business growth.

## **PRIORITY - Together we will make Carlisle clean and tidy**

The City Council recognises the shared responsibility between it and the community and is committed to a pro-active approach to making Carlisle a place that its residents can be proud of.

As part of the Clean Up Carlisle campaign new litter bins incorporating an ashtray have been installed, a programme of roadside channel clearance using new deep clean machinery has been launched, a programme of school visits has been established and four prosecutions for dog-fouling offences have successfully been made.

The Traffic Order relating to the Public Realm improvements in the Historic Quarter is still to be completed and implemented. Formal objections will be considered by the Highways and Transport Working Group on 23 September 2013.

The project design regarding the Public Realm work in Caldewgate is to be progressed following the outcomes of other public realm work and 'Carlisle Story' activity. The designs for the Public Realm work will be styled in keeping with the 'Carlisle Story'.

## **PRIORITY - We will address Carlisle's current and future housing needs**

The City Council recognises the need to provide several hundred homes per year to support economic growth. It is committed to planning for this future housing need by working with key partners to ensure that these plans deliver high quality homes that are affordable, energy efficient and sustainable.

The Council's Housing Strategy is key to this priority. The Strategy sets out the key challenges Carlisle faces in delivering its housing priorities, and the actions we will take to meet and overcome these challenges.

As part of delivering the Affordable Housing Programme, there has been progress at both the Harraby and Raffles project sites. Planning permission has been received for the houses on Arnside Road, while Riverside has received Board approval to move forward with properties on Dalton Avenue. The Executive has also approved the release of a site at Thomlinson Avenue.

The demand for the Empty Homes Project has been very positive with plans for upgrade work being developed for 38 properties.

The gypsy and traveller transit site has been delayed due to initial failure by the contractor to meet some of their obligations. Meetings have since taken place with the contractor and an action plan has been prepared to recover the project. A review meeting is scheduled for late August 2013 to review progress against this plan.