



## **RESOURCES OVERVIEW AND SCRUTINY PANEL**

### ***Panel Report***

**Public**

**Date of Meeting:** 21 February 2013

**Title:** Performance Update

**Report of:** Policy and Communications Manager

**Report reference:** PC 06/13

**Summary:**

This report updates the Panel on the latest position regarding the Service Standards that help measure our performance and customer satisfaction.

**Questions for / input required from Scrutiny:**

1. Consider the Service Standards.

**Contact Officer:** Steven O'Keeffe

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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

## **1. BACKGROUND INFORMATION**

Standards in the services we provide help define what our customers can expect from us and remind our managers and employees of the challenges and obligations we face. With this in mind, earlier in the year, we developed a list of Service Standards that we believe affect our customers the most, and standards by which we can be held to account. They are based on timeliness, accuracy and appropriateness of the service we provide in key areas.

## **2. SERVICE STANDARDS**

It is not our intention to measure Service Standard performance solely against targets. Our current performance already exceeds some of the nationally-set targets; although we are satisfied with that achievement we feel that achievement of locally agreed service standards are of more relevance.

We measure our performance on a monthly basis and display the standards in the Civic Centre reception, as well as publishing them on our website (see [www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx](http://www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx)). The Senior Management Team also reviews our performance on a monthly basis.

Following on from the first quarter presentations to Overview and Scrutiny, comparisons with other authorities has been increased to include Nearest Neighbour authorities; they are authorities that may have similar profiles to Carlisle in terms of population, geographical isolation and so on.

The latest Service Standard information is attached overleaf as Appendix 1.

### **Management Information**

As well as the list of Service Standards – that may be viewed as quite high-level – several other measures exist that are monitored either by the team(s) directly delivering the service, or through the corporate performance management process.

It is intended that every team within the five Directorates of the City Council will have some measures in place that will help them continually improve the service they provide. This will include a value for money measure and a measure of customer satisfaction. These measures are or will be monitored through the team's service plan.

## Impact Assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?	Yes	Positive
Age	Yes	Positive
Disability	Yes	Positive
Race	Yes	Positive
Gender/ Transgender	Yes	Positive
Sexual Orientation	Yes	Positive
Religion or belief	Yes	Positive
Human Rights	Yes	Positive
Health inequalities	Yes	Positive
Rurality	Yes	Positive

If you consider there is either no impact or no negative impact, please give reasons:

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If an equality Impact is necessary, please contact the P&P team.

## APPENDIX 1: Service Standards Figures (October/December 2012)

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



Year to date	Performance Data Trend Chart	Contextual Information								
90.0%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>October 2012</td><td>82.0%</td></tr><tr><td>November 2012</td><td>85.0%</td></tr><tr><td>December 2012</td><td>95.0%</td></tr></tbody></table>	Month	Percentage	October 2012	82.0%	November 2012	85.0%	December 2012	95.0%	<p><b>We aim to:</b></p> <ul style="list-style-type: none"><li>- We aim to find the balance between facilitating new development to meet the needs of today's community, whilst protecting and enhancing the environment for future generations</li><li>- Give our customers an efficient, prompt service when processing their household planning applications</li><li>- Exceed the nationally set targets</li><li>- Where it is not possible to process an application within the specified time, communicate the reasons to all relevant parties</li></ul> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Sevenoaks (E) = 77.81% Staffordshire Moorlands (E) = 86.39% Rushcliffe (E) = 88.1% Mansfield (NN) = 84% St Edmundsbury (NN) = 80% West Lancashire (NN) = 75% Other Cumbrian DC average = 88.3 (Q1 2012/13)</p>
Month	Percentage									
October 2012	82.0%									
November 2012	85.0%									
December 2012	95.0%									

## Service Standard - Percentage of missed waste or recycling collections



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Year to date	Performance Data Trend Chart	Contextual Information								
0.02%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>October 2012</td><td>0.02%</td></tr><tr><td>November 2012</td><td>0.02%</td></tr><tr><td>December 2012</td><td>0.02%</td></tr></tbody></table>	Month	Percentage	October 2012	0.02%	November 2012	0.02%	December 2012	0.02%	<p>The figures are collected on a monthly basis and profiling takes place to be as accurate as possible i.e. collections are reduced during the winter when there are no green bin collections.</p> <p>Industry Standard is 40 misses per 100,000. Our percentage figure converts to 26 misses.</p> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Rushcliffe (E) = 44 per 100,000 Chorley (E) = 36 per 100,000 Other Cumbrian DC average = 53 per 100,000 (Q1 2012/13)</p>
Month	Percentage									
October 2012	0.02%									
November 2012	0.02%									
December 2012	0.02%									

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



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Year to date	Performance Data Trend Chart	Contextual Information								
49.4%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>September 2012</td><td>48%</td></tr><tr><td>October 2012</td><td>46%</td></tr><tr><td>November 2012</td><td>42%</td></tr></tbody></table>	Month	Percentage	September 2012	48%	October 2012	46%	November 2012	42%	<p>More than 40 per cent of England's household waste was recycled, reused or composted last year, representing a new record for the country according to provisional statistics released by Defra in 2011. This beat the government's target of achieving a 40 per cent recycling rate by June 2010. The current national average is 46 per cent of collected waste. The figure represented an ongoing trend that has seen the proportion of waste sent to landfill fall from 79 per cent a decade ago. However, England still lags well behind countries such as Germany that have all but eliminated waste streams to landfill. In addition, recycling rates of about 40 per cent are still well short of the 2020 target that require local authorities to increase recycling rates to 50 per cent. There are nationally set targets of 50% recycling by 2020.</p> <p>NB: At the time of publication, November's figures were not available.</p> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Sevenoaks (E) = 32% Staffordshire Moorlands (E) = 59% Chorley (E) = 49% Cheltenham (HC) = 34% St Edmundsbury (NN) = 55.2% North West Leicestershire (NN) = 45% Erewash (NN) = 44%</p>
Month	Percentage									
September 2012	48%									
October 2012	46%									
November 2012	42%									

## Service Standards - Processing new benefit claims in less than 28 days

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Year to date	Performance Data Trend Chart	Contextual Information								
76.7%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>October 2012</td><td>70.0%</td></tr><tr><td>November 2012</td><td>76.7%</td></tr><tr><td>December 2012</td><td>76.7%</td></tr></tbody></table>	Month	Percentage	October 2012	70.0%	November 2012	76.7%	December 2012	76.7%	<p><b>New claim'</b> means any claim made following a change of address to a different local authority area or any other claim that leads to an award, except when there is no break in entitlement and no change of local authority following a change of address. <b>'Time taken to process'</b> means the time counted in calendar days <b>from</b>, and including, the day a new claim for Housing Benefit or the relevant information forwarded from DWP is physically received at any designated office of a local authority <b>to</b>, and including the day the claim is decided. Time should be counted in accordance with the MIS guidance. This means that if a claim is received on a Monday and a decision made on the same day, the time taken is one day.</p> <p>28 days represents the cut off for the middle quartiles of all district councils. This is our own internal measure and it is not possible to compare with other authorities.</p>
Month	Percentage									
October 2012	70.0%									
November 2012	76.7%									
December 2012	76.7%									

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## Service Standard - Overall satisfaction with council services

Year to date	Performance Data Trend Chart	Contextual Information								
69.5%	<table><caption>Performance Data Trend Chart Data</caption><thead><tr><th>Month</th><th>Performance (%)</th></tr></thead><tbody><tr><td>October 2012</td><td>70.0%</td></tr><tr><td>November 2012</td><td>70.0%</td></tr><tr><td>December 2012</td><td>70.0%</td></tr></tbody></table>	Month	Performance (%)	October 2012	70.0%	November 2012	70.0%	December 2012	70.0%	<p>Figure taken from the Govmetric. This is a system that collects data and allows the Council to access a summary of customer satisfaction levels. GovMetric is also used across two other communication channels: when customers contact the Council Customer Contact Centre via telephone or when we respond to a customer via email.</p> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics These figures represent their year-end (2011/12) performance</b></p> <p>Rushcliffe (E) = 78.4% Wychavon (E)= 69% Chorley (E) = 65.5% Wyre Forest (NN) = 52% Fenland (NN) = 95% Bristol (HC) = 69.9%</p>
Month	Performance (%)									
October 2012	70.0%									
November 2012	70.0%									
December 2012	70.0%									