

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.4

Meeting Date: 1 June 2017
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and
Budget Framework YES
Public / Private Public

Title: END OF YEAR PERFORMANCE REPORT 2016/17
Report of: Policy and Communications Manager
Report Number: PC 08-17

Purpose / Summary:

This report contains the fourth quarter performance against the current service standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Details of the service standard are in the table in Section 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. Only the service standard relevant to the Panel is included in this report. The updates against the actions in the Carlisle Plan follow on from the service standard information in Section 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:	3/7/17
Overview and Scrutiny:	Community Overview & Scrutiny 1/6/17 Resources Overview & Scrutiny 13/6/17 Environment and Economy Overview & Scrutiny 15/6/17
Council:	N/A

1. BACKGROUND

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.

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 takes place within the Overview and Scrutiny agendas and Portfolio Holder reports. All actions are included in this reported. It is intended that only actions that sit under the remit of the Panel will be included in future reports. The table appended to the report shows which actions these will be.

2. PROPOSALS

None – Performance reporting options workshop for Members planned for 20 June 2017

3. CONSULTATION

The report was reviewed by the Senior Management Team on 9 May 2017 and will be considered at the other Overview and Scrutiny Panels on the following dates:

Resources Overview & Scrutiny 13/6/17

Environment and Economy Overview & Scrutiny 15/6/17

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

1. The Panel are asked to comment on the End of Year Performance Report prior to it being submitted to Executive.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

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**Appendices
attached to report:
None**

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/RISKS:

Corporate Support and Resources – Responsible for monitoring customer satisfaction, financial management and for managing high level projects.

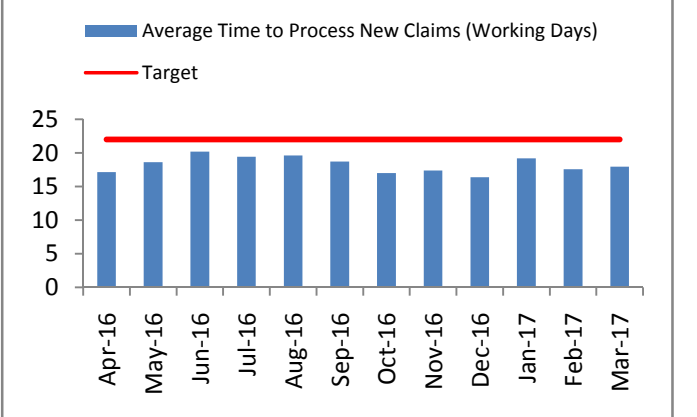
Community Services– Responsible for monitoring and reporting on service standards, progress in delivering the Carlisle Plan and for working with teams to develop team service standards for operational use.

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

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

SECTION 1: 2016/17 SERVICE STANDARDS

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

Service Standard	2016/17	Performance by Month																										
<p>New claims should be processed within 22 days to achieve top two quartiles of local authorities</p>	<p>18.2days (2015/16 – 18 days)</p>	 <p>Average Time to Process New Claims (Working Days)</p> <p>Target</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Average Time to Process New Claims (Working Days)</th> </tr> </thead> <tbody> <tr><td>Apr-16</td><td>17</td></tr> <tr><td>May-16</td><td>18</td></tr> <tr><td>Jun-16</td><td>20</td></tr> <tr><td>Jul-16</td><td>19</td></tr> <tr><td>Aug-16</td><td>19</td></tr> <tr><td>Sep-16</td><td>18</td></tr> <tr><td>Oct-16</td><td>17</td></tr> <tr><td>Nov-16</td><td>17</td></tr> <tr><td>Dec-16</td><td>16</td></tr> <tr><td>Jan-17</td><td>19</td></tr> <tr><td>Feb-17</td><td>17</td></tr> <tr><td>Mar-17</td><td>17</td></tr> </tbody> </table>	Month	Average Time to Process New Claims (Working Days)	Apr-16	17	May-16	18	Jun-16	20	Jul-16	19	Aug-16	19	Sep-16	18	Oct-16	17	Nov-16	17	Dec-16	16	Jan-17	19	Feb-17	17	Mar-17	17
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Contextual Information:

In 2016/17, 3546 new benefit claims were processed compared to 3864 in 2015/16.

Section 2: Carlisle Plan Nov 16 – Mar 18 Delivery [COSP Actions]

Priority	Key Action/Project [O+S Panel]	Directorate	Progress in Quarter 4 2016/17
Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents	<i>Service & Facilities Development</i>		
	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 (November 2017) [COSP] [ROSP]	Community Services	Initial proposals have been received from interested bidders, they have been reviewed and feedback has been provided. Refined requirements have been issued to bidders and they are currently working up their detailed solutions. We remain on schedule to have a preferred bidder in place in the Summer and to complete the retender on time.
	Deliver a renewed Old Fire Station 2017/18 Business Plan and Development Strategy (March 2018) [COSP]	Community Services	Work on a revised business plan has commenced, with the initial focus on programming approaches, the action and is on schedule.
	Monitor and support the Tullie House Trust 2017/18 Business Plan and associated development plans (September 2017) [COSP]	Community Services	The LGA Productivity Expert programme has produced a detailed set of recommendations for the Council and the Trust. These have been considered at a joint meeting. They will be reflected in the business plan for 2018-21.
	Work with Community Centres to develop enhanced business plans, broadband and Wi-Fi services at appropriate sites (March 2018) [COSP]	Community Services	Community Centres have all submitted 3 year business plans covering 2016 – 19. Enhanced Wi-Fi and Broadband is in the final stages of implementation.
	<i>Healthy City Programme</i>		
	Continue to work with key	Community	Partners continue to play a key role in the locality and Healthy City

	partners to deliver the World Health Organisation Phase VI Healthy City Action Plan (March 2018) [COSP]	Services	forum. Key quarter updates include abstract acceptances and representation (presentation and panel) at the World Health Organisation annual business and technical conference covering four key areas: air quality, green infrastructure, youth democracy and digital health.
	Continue to support and develop the Food City Partnership: Local Healthy Eating Options; Carlisle Food Charter; food sector supply chain development; food skills; education and tourism (March 2018) [COSP]	Community Services	<ul style="list-style-type: none"> • Projects in development: SugarSmart, Sustainable Food City Award and Local Healthy Options Award and already established is Phunkyfoods. • Funding application to Sustainable Food City successful. • Sponsorship brought in for the Local Food Show and a successful event and dinner engaging a wide range of partners. National recognition and attention received.
	Work with partners to develop and deliver a Healthy Workforce programme (from January 2017) [COSP]	Community Services	Partnership workshop held in Jan 2017, lead partners and priority projects being identified. Two key focuses "getting people into work" and "supporting people in work". Funding identified. Scope in development and two events planned for late 2017.

Priority	Key Action/Project [O+S Panel]	Directorate	Progress in Quarter 4 2016/17
Address current and future housing needs to protect and improve residents' quality of life	<i>Housing Strategy</i>		
	Prepare and publish an updated Housing Strategy (June 2017) [COSP] [EEOSP]	Economic Development	Work currently ongoing on updating draft Housing Strategy following Initial consultation with internal colleagues.
	Develop and implement a Housing Delivery Action Plan (June 2017) [COSP] [EEOSP]	Economic Development	The Housing Delivery Action Plan will now be incorporated within the Housing Strategy.
	<i>Homelessness Strategy</i>		
	Work together with partners to monitor progress against Carlisle's Interagency Homelessness Strategy 2015-20 (March 2020) [COSP]	Governance and Regulatory Services	<p>Continued work with partners to progress and meet and develop the strategic aims and objectives contained within the annual action plans.</p> <p>Q4 achievements include:</p> <ul style="list-style-type: none"> • Focused co-ordinated casework to particularly safeguard females identified as at risk of homelessness and rough sleeping; sexual exploitation and domestic abuse • Award of £730k from the DCLG to support a countywide project to target specialist accommodation based support and service reform to meet priorities and prevent domestic abuse • Ongoing development of a bespoke countywide website developed by and for young people who are at risk of homelessness • Ongoing commitment to review and monitor local access barriers to rehousing, and early crisis intervention to manage and prevent evictions and unplanned exits from services • Prevention audit being undertaken with partners; the findings of which will be used to inform a prevention plan and protocols for Carlisle • Hospital discharge protocol developed, due to be implemented

			<p>and rolled out countywide in 2017/18</p> <ul style="list-style-type: none"> Ongoing street needs audit with partners to reduce antisocial behaviour and street culture activity
<i>Housing Quality/Access</i>			
Improve standards in the private rented sector (including student accommodation) through inspections, advice and, where necessary, enforcement (March 2018) [COSP]	Governance and Regulatory Services		Continued support for the National Landlord Accreditation Scheme. 6 HMO inspections completed to check licence conditions. 5 Notices issued to improve the condition of the Private Housing stock 20 Private Sector Houses Inspections
Continue to develop and promote the Council's Empty Homes Service by delivering advice and information to empty homes owners (March 2018) [COSP]	Governance and Regulatory Services		Permanent Empty Homes Officer Post confirmed. In Oct 2012 – 741 homes were registered as long term empty (more than six months empty) compared to 607 in Jan 2017. Number of events and initiatives delivered in 2016 encouraging bringing empty homes back into use.
Deliver the City Council's annual mandatory Disabled Facilities Grant Programme in respect of applications received and revise the Regulatory Reform Order Strategy to improve expenditure compatible with the discretionary grant (March 2018) [COSP]	Governance and Regulatory Services		Housing Renewal Assistance Policy adopted in January 2017. New discretionary Grants available from 2017/18 Around £600k DFG allocations in 2016/17. County Procurement framework in development.

	<p>Develop local solutions to ensure opportunities to maximise the delivery of affordable homes which respond to locally evidenced needs (ongoing) [COSP]</p>	<p>Economic Development</p>	<ul style="list-style-type: none"> • Work underway on drafting Affordable and Specialist Housing Supplementary Document to add context to Local Plan policies • Housing Association briefing session held on 12 April for local associations • Respond to Housing White Paper consultation May 2017 • Liaise with Adult Social Care to develop a better locational picture of the need for Extra Care housing • Continue to explore funding opportunities and good practice through working with a range of partners, including the HCA and Cumbria Housing Group.
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