

ECONOMY AND ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 29 November 2012

Title: Performance Update

Report of: Policy and Communications Manager

Report reference: PPP 14/12

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 Ext: 7258

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 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 Standards' 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). Senior Management Team also review 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 below 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

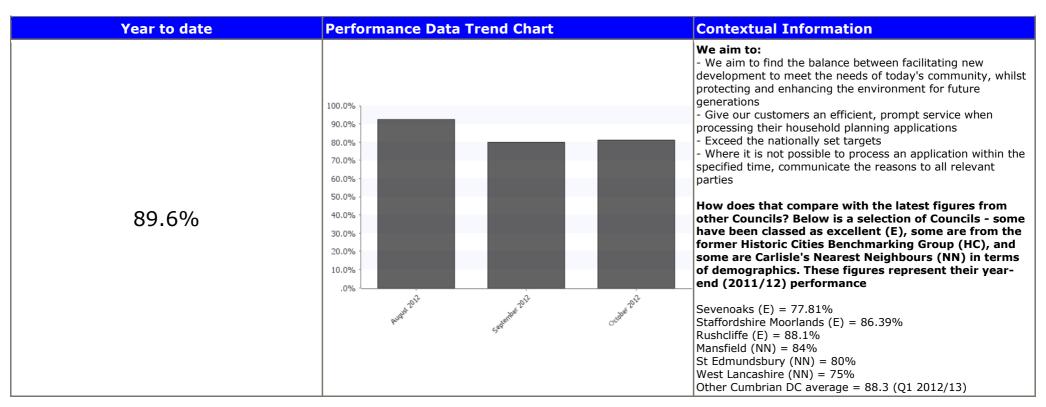
If you consider there is either no impact or no negative impact, please give reasons:			
	-		

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

APPENDIX 1: Service Standards Figures (October/November 2012)

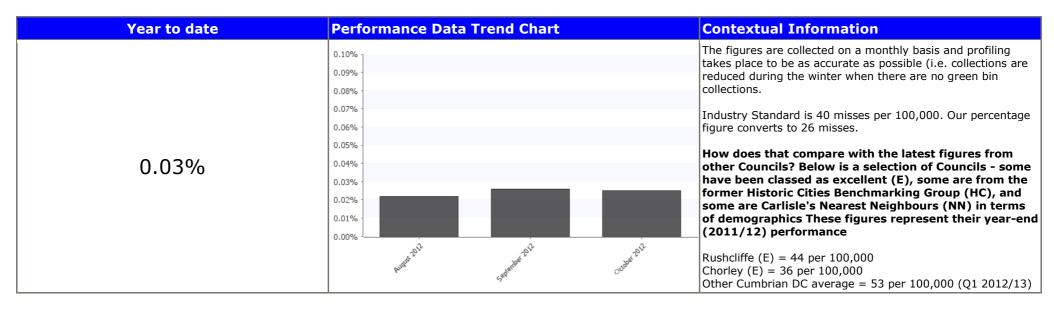
Service Standard - Percentage of Household Planning Applications processed within eight weeks





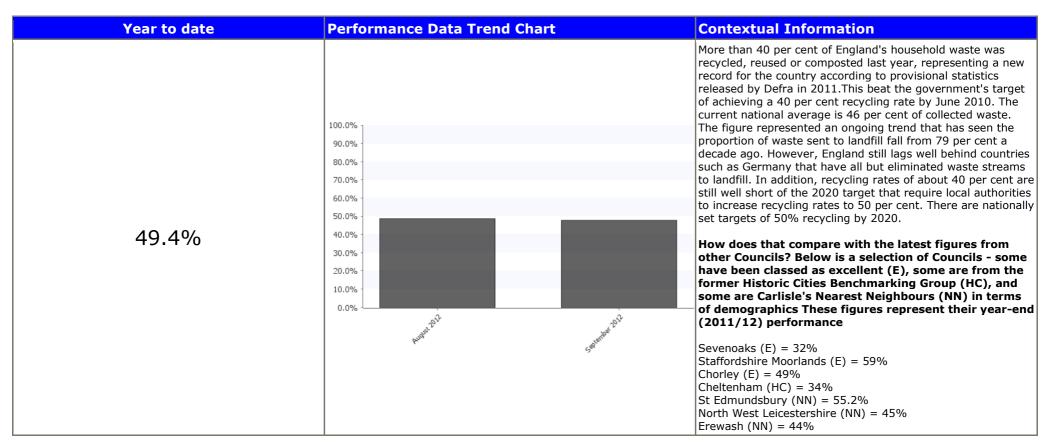
Service Standard - Percentage of missed waste or recycling collections





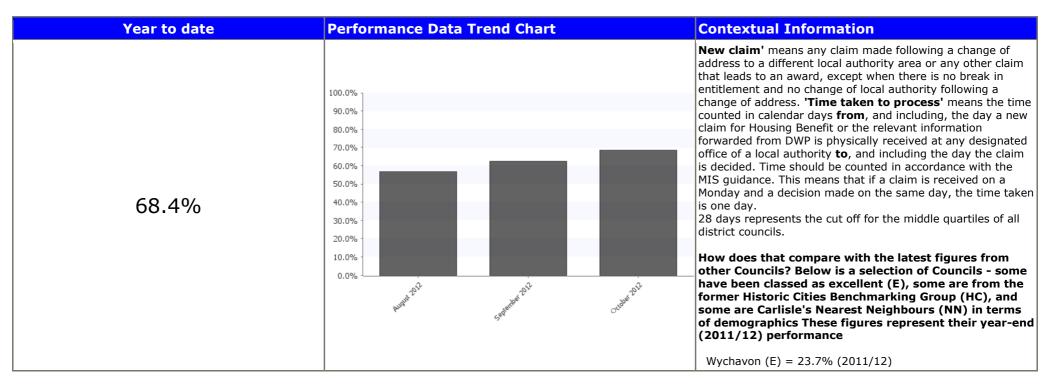
Service Standard - Percentage of household waste sent for recycling





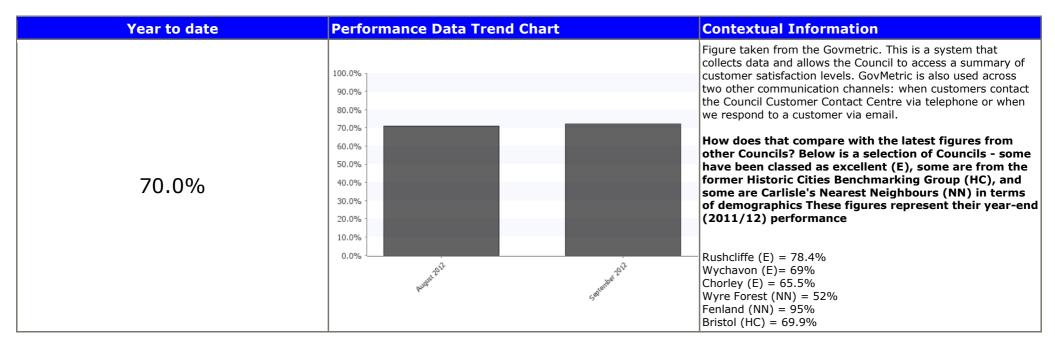
Service Standards - Processing new benefit claims in less than 28 days





Service Standard - Overall satisfaction with council services





Agenda Item No: A.6