

# Report to Resources Overview and Scrutiny Panel

Agenda  
Item:  
**A.6**

Meeting Date: 6 June 2013  
 Portfolio: Finance, Governance and Resources  
 Key Decision: No  
 Within Policy and Budget Framework: Yes  
 Public / Private: Yes

Title: 2012/13 End of Year Performance Report  
 Report of: Policy & Communications Manager  
 Report Number: PC 12/13

**Purpose / Summary:**

This is the end of year performance report against the 2012/13 Service Standards that help measure our performance and customer satisfaction.

Details of each service standard are in the table at Appendix 1. The table illustrates the cumulative end of year figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally.

**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:	1 July 2013
Overview and Scrutiny:	Community – 30 May 2013 Resources – 6 June 2013 Environment & Economy – 13 June 2013
Council:	16 July 2013

## **1. BACKGROUND**

Service Standards were introduced at the beginning of 2012/13. We believe that they provide a standard in service that our customers can expect from us and a standard by which we can be held to account. They are based on timeliness, accuracy and appropriateness of the service we provide in key areas.

It can be seen from the table that the majority of standards demonstrate consistently good performance throughout the year, and in the case of *Processing New Benefit Claims*, significant improvement month-on-month. This was due to a continuous programme of reviewing processes and resources in order to maximise efficiency.

(With regard to the request from Members during the last O&S cycle concerning the claims that are not processed in time. The majority were delayed because the Benefits team were awaiting further information from the claimants. Other examples included a joint Housing Benefit/Council Tax Benefit claim that was deemed defective; and a delay in another Council Tax Benefit claim because the property was not banded until mid-December – the team could therefore not assess the claim.)

The one standard that has seen deterioration in performance is that of *Percentage of Waste Sent for Recycling*. This is due mainly to the lack of garden waste in the winter months when compared with the 2011 figures.

## **2. PROPOSALS**

The Service Standards continue to be developed and amended to accommodate the needs of our customers and changes in legislation. They will continue to be monitored by the Senior Management Team and regular progress will be reported to the Executive and Overview and Scrutiny throughout 2013/14.

## **3. CONSULTATION**

The report was reviewed by the Senior Management Team at their meeting on 14 May 2013 and is being considered by the Overview and Scrutiny Panels on the following dates:

Community Overview and Scrutiny Panel	30 May 2013
Resources Overview and Scrutiny Panel	6 June 2013
Economy and Environment Overview and Scrutiny Panel	13 June 2013

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

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

#### **5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

The Service Standards measured performance in the areas believed to be the most important to our customers.

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

**Appendices attached to report: Appendix 1 – 2012/13 Results**

**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 service standards and customer satisfaction whilst looking at new ways of gathering and reviewing customer information.

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

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

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

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

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

**APPENDIX 1**

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



[www.carlisle.gov.uk](http://www.carlisle.gov.uk)

Service Standard	Actual End of Year Figure	Performance by Month																										
<p style="text-align: center;">80% (Nationally set target)</p>	<p style="text-align: center;">89.9%</p>	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>94.1%</td></tr> <tr><td>May 2012</td><td>100.0%</td></tr> <tr><td>June 2012</td><td>85.3%</td></tr> <tr><td>July 2012</td><td>95.5%</td></tr> <tr><td>August 2012</td><td>92.3%</td></tr> <tr><td>September 2012</td><td>80.0%</td></tr> <tr><td>October 2012</td><td>81.3%</td></tr> <tr><td>November 2012</td><td>84.2%</td></tr> <tr><td>December 2012</td><td>96.3%</td></tr> <tr><td>January 2013</td><td>89.5%</td></tr> <tr><td>February 2013</td><td>88.2%</td></tr> <tr><td>March 2013</td><td>90.9%</td></tr> </tbody> </table>	Month	Percentage	April 2012	94.1%	May 2012	100.0%	June 2012	85.3%	July 2012	95.5%	August 2012	92.3%	September 2012	80.0%	October 2012	81.3%	November 2012	84.2%	December 2012	96.3%	January 2013	89.5%	February 2013	88.2%	March 2013	90.9%
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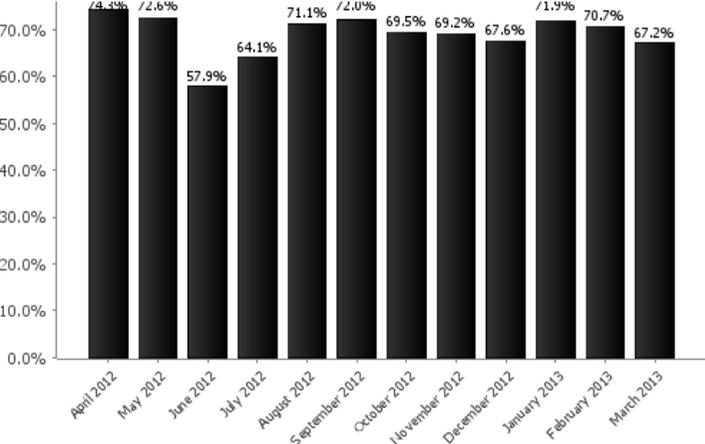
## Service Standard - Percentage of missed waste or recycling collections

Service Standard	Actual End of Year Figure	Performance by Month																										
<p>40 missed collections per 100,000 (Industry Standard) Carlisle's figure opposite converts to 26 misses</p>	<p>0.03%</p>	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage of Missed Collections</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>0.03%</td></tr> <tr><td>May 2012</td><td>0.03%</td></tr> <tr><td>June 2012</td><td>0.03%</td></tr> <tr><td>July 2012</td><td>0.02%</td></tr> <tr><td>August 2012</td><td>0.02%</td></tr> <tr><td>September 2012</td><td>0.03%</td></tr> <tr><td>October 2012</td><td>0.03%</td></tr> <tr><td>November 2012</td><td>0.02%</td></tr> <tr><td>December 2012</td><td>0.02%</td></tr> <tr><td>January 2013</td><td>0.04%</td></tr> <tr><td>February 2013</td><td>0.03%</td></tr> <tr><td>March 2013</td><td>0.03%</td></tr> </tbody> </table>	Month	Percentage of Missed Collections	April 2012	0.03%	May 2012	0.03%	June 2012	0.03%	July 2012	0.02%	August 2012	0.02%	September 2012	0.03%	October 2012	0.03%	November 2012	0.02%	December 2012	0.02%	January 2013	0.04%	February 2013	0.03%	March 2013	0.03%
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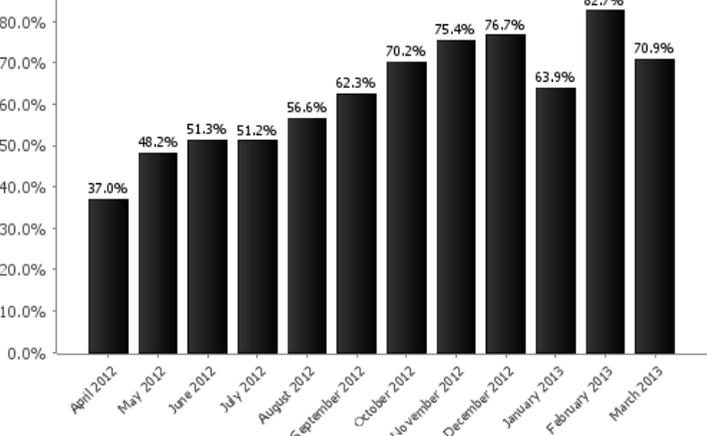
## Service Standard - Percentage of household waste sent for recycling

Service Standard	Actual End of Year Figure	Performance by Month																										
<p>Nationally set target of 50% by 2020</p>	<p>44%</p>	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>47%</td></tr> <tr><td>May 2012</td><td>50%</td></tr> <tr><td>June 2012</td><td>54%</td></tr> <tr><td>July 2012</td><td>51%</td></tr> <tr><td>August 2012</td><td>49%</td></tr> <tr><td>September 2012</td><td>48%</td></tr> <tr><td>October 2012</td><td>44%</td></tr> <tr><td>November 2012</td><td>41%</td></tr> <tr><td>December 2012</td><td>31%</td></tr> <tr><td>January 2013</td><td>34%</td></tr> <tr><td>February 2013</td><td>33%</td></tr> <tr><td>March 2013</td><td>37%</td></tr> </tbody> </table>	Month	Percentage	April 2012	47%	May 2012	50%	June 2012	54%	July 2012	51%	August 2012	49%	September 2012	48%	October 2012	44%	November 2012	41%	December 2012	31%	January 2013	34%	February 2013	33%	March 2013	37%
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## Service Standard - Customer Website Satisfaction

Service Standard	Actual End of Year Figure	Performance by Month																										
<p>There is currently no national standard for website satisfaction. A local standard will be developed during 2013/14. Satisfaction will also be compared with performance against the other service standards.</p>	<p>69.6%</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>74.4%</td></tr> <tr><td>May 2012</td><td>72.6%</td></tr> <tr><td>June 2012</td><td>57.9%</td></tr> <tr><td>July 2012</td><td>64.1%</td></tr> <tr><td>August 2012</td><td>71.1%</td></tr> <tr><td>September 2012</td><td>72.0%</td></tr> <tr><td>October 2012</td><td>69.5%</td></tr> <tr><td>November 2012</td><td>69.2%</td></tr> <tr><td>December 2012</td><td>67.6%</td></tr> <tr><td>January 2013</td><td>71.9%</td></tr> <tr><td>February 2013</td><td>70.7%</td></tr> <tr><td>March 2013</td><td>67.2%</td></tr> </tbody> </table>	Month	Percentage	April 2012	74.4%	May 2012	72.6%	June 2012	57.9%	July 2012	64.1%	August 2012	71.1%	September 2012	72.0%	October 2012	69.5%	November 2012	69.2%	December 2012	67.6%	January 2013	71.9%	February 2013	70.7%	March 2013	67.2%
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## Service Standards - Processing new benefit claims in less than 28 days

Service Standard	Actual End of Year Figure	Performance by Month																										
<p>No other councils measure this service standard as a percentage – there is therefore no national standard. The standard will also be changed for 2013/14 to reflect the change in the Benefits system. During this review a standard in performance will be established.</p>	<p>60.5%</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>37.0%</td></tr> <tr><td>May 2012</td><td>48.2%</td></tr> <tr><td>June 2012</td><td>51.3%</td></tr> <tr><td>July 2012</td><td>51.2%</td></tr> <tr><td>August 2012</td><td>56.6%</td></tr> <tr><td>September 2012</td><td>62.3%</td></tr> <tr><td>October 2012</td><td>70.2%</td></tr> <tr><td>November 2012</td><td>75.4%</td></tr> <tr><td>December 2012</td><td>76.7%</td></tr> <tr><td>January 2013</td><td>63.9%</td></tr> <tr><td>February 2013</td><td>82.7%</td></tr> <tr><td>March 2013</td><td>70.9%</td></tr> </tbody> </table>	Month	Percentage	April 2012	37.0%	May 2012	48.2%	June 2012	51.3%	July 2012	51.2%	August 2012	56.6%	September 2012	62.3%	October 2012	70.2%	November 2012	75.4%	December 2012	76.7%	January 2013	63.9%	February 2013	82.7%	March 2013	70.9%
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