

# Report to Community Overview and Scrutiny Panel

Agenda Item:

**A.5** 

Meeting Date: 30 May 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 11/13

#### **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 Appendix 1 – 2012/13 Results

attached to report:

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.

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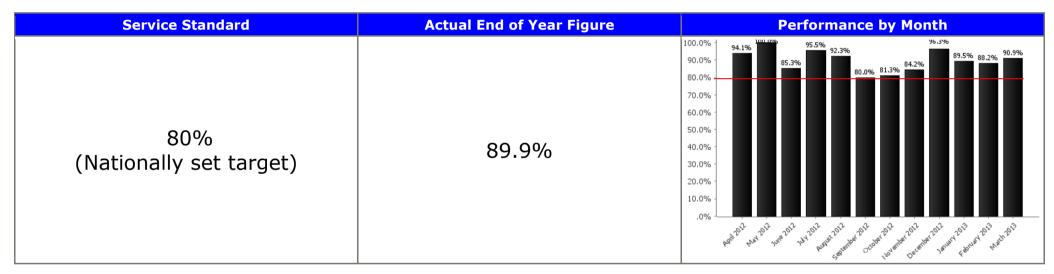
**Local Environment –** Responsible for managing high-level and team level service standards on a day-to-day basis.

**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





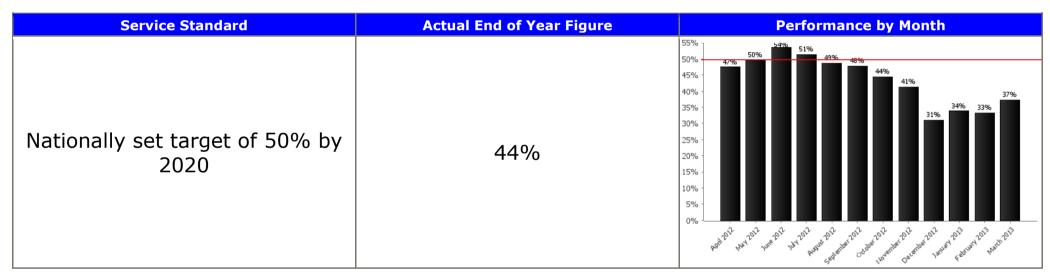
### **Service Standard - Percentage of missed waste or recycling collections**



Service Standard	Actual End of Year Figure	Performance by Month
40 missed collections per 100,000 (Industry Standard) Carlisle's figure opposite converts to 26 misses	0.03%	0.05% - 0.04% - 0.04% - 0.03% - 0.03% 0.03% 0.03% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.02% 0.00

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





### **Service Standard - Customer Website Satisfaction**



Service Standard	Actual End of Year Figure	Performance by Month
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.	69.6%	70.0% - 64.1% 72.6% 64.1% 69.5% 69.2% 67.6% 70.7% 67.2% 67.2% 60.0% - 60.0% - 64.1% 64.1% 69.5% 69.2% 67.6% 70.7% 67.2% 67.2% 60.0% - 64.1% 64.1% 69.5% 69.2% 69.2% 67.6% 67.6% 67.2% 67.2% 67.6% 67.2% 67.2% 67.2% 69.5% 69.2% 69.2% 67.6% 67.6% 67.2% 67.2% 67.2% 69.5% 69.2% 69.2% 67.6% 67.6% 67.2% 67.2% 69.5% 69.2% 69.2% 67.6% 69.2% 67.6% 67.2% 67.2% 69.5% 69.2% 69.2% 67.6% 69.2% 67.6% 67.2% 67.2% 69.5% 69.2% 69.2% 69.2% 67.6% 69.2% 67.6% 69.2% 67.6% 69.2

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



Service Standard	Actual End of Year Figure	Performance by Month
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.	60.5%	80.0% - 70.0% - 70.2% 75.4% 76.7% 70.9% 63.9% 70.9% 63.9% 70.0% - 37.0