

## REPORT TO RESOURCES SCRUTINY COMMITTEE



<b>DATE</b>	<b>3<sup>rd</sup> December 2013</b>
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### Scorecards: Q2 2013/14

#### PURPOSE

1. To inform Members of the Q2 performance results.

#### RECOMMENDATION

2. That this report is noted.

#### REASONS FOR RECOMMENDATION

3. To help inform committee discussion about organisational performance.

#### SUMMARY OF KEY POINTS

4. This report provides performance information "by exception." It shows where performance against key indicators has been strong or where performance has not met targets specified by service unit managers. The report focuses on results for those services within the committee's remit.
5. **On target indicators**
  - % of residents satisfied with the Council overall:
    - 55% of Citizens' Panel members satisfied, against a target of 48%. In 2010, only 39% were satisfied.
  - Corporate: sickness absence:
    - On average staff took 1.4 days. This is the second best Q2 result, and the Council is on target to be below 6 days.
  - Legal Services: % of satisfactory or better feedback on closed case surveys
    - 100% of clients were satisfied in the last quarter.
  - Benefits Right First Time indicator (average number of days to process new claims and change of circumstances):
    - Against a target of 12 days, the result this quarter was 10.02. Amongst nearest neighbour councils (a group of authorities serving a similar demographic) the average is 16 days, based on Q4 12/13 data.
6. **Off target indicators**
  - No of sanctions/prosecutions carried out by Revenues and Benefits:
    - 8 have been carried in the year to date, compared with 24 by the end of Q2 last year.
    - However, the team are hopeful of achieving the overall target of 47 by the

end of the year. A number of pro-active fraud exercises have commenced and these investigations have not yet come to fruition. A CPI project was carried out earlier in the year to identify inefficiencies in the fraud investigation process following the recent restructure of the team. There have also been delays on the DWP's side in relation to joint prosecutions. The Atlas system of providing information directly from the DWP helps to ensure that we receive information about changes in income in a timely way avoiding fraudulent overpayments (previously, data matches from the Housing Benefit Matching Service HBMS would identify these for tax credits particularly and these were lucrative in terms of fraud investigations).

## 7 Customer Satisfaction

The Citizens' Panel general satisfaction survey took place during October 2013. Satisfaction levels with key services has increased. A full report on the findings will be published in due course.

	% satisfied		
	2010	2012	2013
Keeping public land clear of litter	28	55	59
Household refuse collection	87	84	84
Door step recycling	82	76	80
Sport/leisure facilities	60	52	57
Parks and green spaces	75	80	85
Satisfaction with the Council overall	36	51	55

### FINANCIAL IMPLICATIONS AND BUDGET PROVISION

8. None arising directly from this report.

### POLICY IMPLICATIONS

9. As set out in the recommendations.

### DETAILS OF CONSULTATION

10. Heads of Service

### BACKGROUND PAPERS

[\\fsth01\Global\Corporate\Balanced Scorecards](#)