

**REPORT TO SCRUTINY**

<b>DATE</b>	<b>7<sup>th</sup> December 2020</b>
<b>PORTFOLIO</b>	<b>Resources and Performance Management</b>
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**Q2 Performance Report 2020-21****PURPOSE**

1. To inform the Scrutiny Committee of the Q2 performance results.

**RECOMMENDATION**

2. That Members note this report.

**REASONS FOR RECOMMENDATION**

3. To inform member scrutiny of organisational performance.

**SUMMARY OF KEY POINTS**

4. Sections 5 and 6 of this report provide key highlights from the scorecards.  
  
The report does not comment on finance measures, as these are reported separately in budget monitoring reports.  
  
Where comparison with other authorities is available for the indicators, this is also reported.
5. On target indicators
  - Corporate: average number of days per employee lost to sickness absence.
    - On average, employees took 1.43 days during Q2, compared to 1.28 in the same period last year. The council is on target to achieve less than 6 days per employee at year end.
  - Liberata: telephone calls answered within target time.
    - With 81% of calls answered within time, the target of 80% was achieved.
  - Liberata: average number of days to process benefits new claims and change of circumstances.
    - Against a target of 9 days, the Q2 result was 2.58 days; in Q2 last year the result was 6.63.
    - The latest available data for comparison with other areas is from Q1 20/21 (this measures housing benefit processing only) and shows that Burnley's housing benefit processing time overall was 4 days, compared to the statistical nearest neighbour average of 9 days.

	<ul style="list-style-type: none"> <li>○ Regards processing of new claims for benefits (i.e. excluding changes of circumstance for those already in receipt), chart 2 below shows long term improvement since the start of the contract with Liberata.</li> <li>● Housing and Development: percentage of planning applications processed within the target time. <ul style="list-style-type: none"> <li>○ 85% of major applications were processed on time. The target is 60%.</li> <li>○ 65% of minor applications were processed on time. The target is 65%.</li> <li>○ However, 65% of 'other' applications were processed on time, missing the target of 80%.</li> </ul> </li> </ul>																																
6	<p><b>Off-target indicators</b></p> <ul style="list-style-type: none"> <li>● Liberata: council tax collection and NNDR collection <ul style="list-style-type: none"> <li>○ Reaching 52% by the end of Q2, the year end outturn for council tax collection is projected to be just off target.</li> <li>○ Reaching 54% by the end of Q2, the year end outturn for NNDR collection is projected to be off target.</li> <li>○ The trends in Burnley are similar in other districts.</li> </ul> </li> <li>● Streetscene: missed bins <ul style="list-style-type: none"> <li>○ In Q2, for every 100,000 collections, on average 72 bins were missed. The target is 55 (all reports of missed bins are included in the count, regardless of cause (i.e. includes reports from residents that forgot to present bins).</li> <li>○ The Q2 result is an improvement on Q1, when 84 per 100,000 were missed.</li> <li>○ The collection crews have dealt with significant increases in tonnage, but have also been affected by covid-19 related staff absence.</li> <li>○ As shown below, resident satisfaction with waste and recycling collections has improved dramatically following the introduction of the new wheeled bin service.</li> </ul> </li> </ul>																																
7	<p><b>Covid-19 affected services</b></p> <p>A significant number of objectives could not be achieved due to lockdown, ranging from environmental prosecutions to Towneley Hall visitor numbers. The impact of lockdown will be reflected in unit scorecards through the rest of 2020.</p>																																
8	<p><b>Resident satisfaction</b></p> <table border="1" data-bbox="153 1458 1422 1765"> <thead> <tr> <th>Measure</th> <th>2020</th> <th>2019</th> <th>Direction of travel</th> </tr> </thead> <tbody> <tr> <td>Satisfaction with the local area</td> <td>64%</td> <td>53%</td> <td>↑</td> </tr> <tr> <td>Satisfaction with the way the council runs things</td> <td>47%</td> <td>35%</td> <td>↑</td> </tr> <tr> <td>Satisfaction with keeping public land clear of litter</td> <td>33%</td> <td>28%</td> <td>↑</td> </tr> <tr> <td>Satisfaction with household refuse collection</td> <td>72%</td> <td>54%</td> <td>↑</td> </tr> <tr> <td>Satisfaction with doorstep recycling</td> <td>66%</td> <td>47%</td> <td>↑</td> </tr> <tr> <td>Satisfaction with parks and open spaces</td> <td>80%</td> <td>73%</td> <td>↑</td> </tr> <tr> <td>Stating Antisocial behaviour is a problem</td> <td>45%</td> <td>52%</td> <td>↓</td> </tr> </tbody> </table>	Measure	2020	2019	Direction of travel	Satisfaction with the local area	64%	53%	↑	Satisfaction with the way the council runs things	47%	35%	↑	Satisfaction with keeping public land clear of litter	33%	28%	↑	Satisfaction with household refuse collection	72%	54%	↑	Satisfaction with doorstep recycling	66%	47%	↑	Satisfaction with parks and open spaces	80%	73%	↑	Stating Antisocial behaviour is a problem	45%	52%	↓
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**FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

9. None arising directly from this report.

**POLICY IMPLICATIONS**

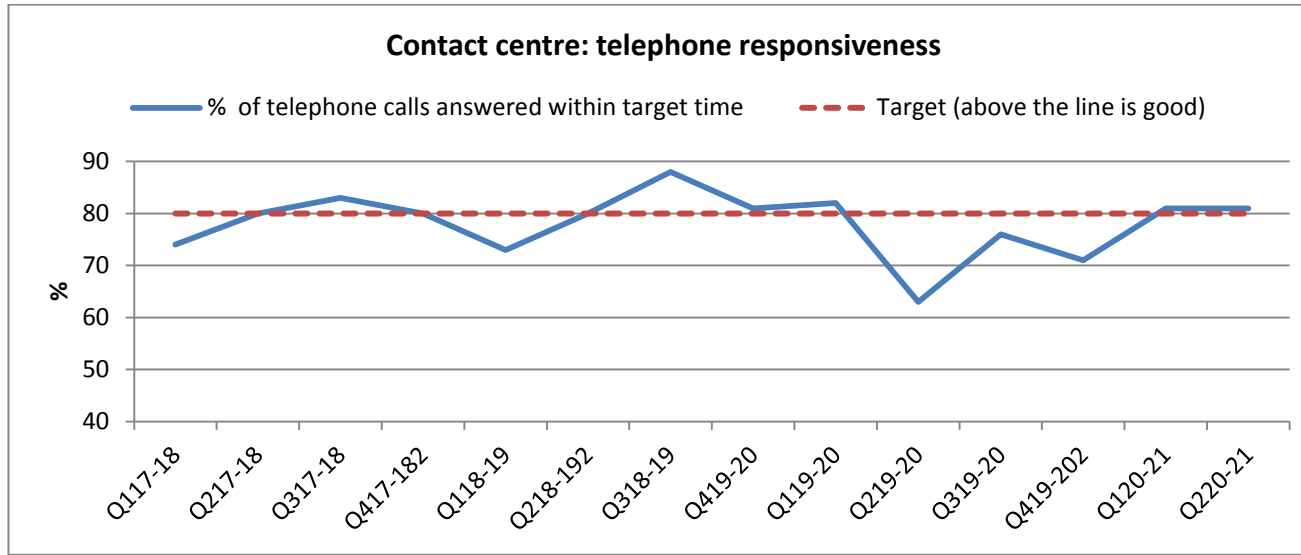
10. As set out in the report.

## **DETAILS OF CONSULTATION**

### 11. Heads of Service

## Appendix 1- trends

### Chart 1



### Chart 2

