

**REPORT TO SCRUTINY COMMITTEE**

<b>DATE</b>	<b>November 25th 2021</b>
<b>PORTFOLIO</b>	<b>Resources and Performance Management</b>
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**Q2 performance report 2021-22****PURPOSE**

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

**RECOMMENDATION**

2. That members note this report.

**REASONS FOR RECOMMENDATION**

3. To help inform member scrutiny of organisational performance.

**SUMMARY OF KEY POINTS**

4. Sections 5 and 6 of this report provide highlights from unit 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 1.35 days during Q2, compared to 1.43 in the same period last year. The council is on target to achieve less than 6 days per employee at year end.
- Liberata: average number of days to process benefits new claims and change of circumstances.
  - Against a target of 9 days, the Q2 result was 2.87. In Q2 last year, we achieved 2.58 days (appendix 1, chart 1).

- The latest available data for comparison with other areas is from Q1 21/22 (this measures housing benefit processing only) and shows that Burnley's housing benefit processing time overall was 3 days. This was the fastest in the North West, where the average time taken was 7 days.
- Streetscene: successful prosecutions
  - 37 cases were taken to court this quarter: all for dirty back yards, all successful. £17,126 was issued by the courts in fines.
- Economy and Growth: business relocation assists
  - The Business Support Team has already achieved its year-end target to assist 8 business to relocate or expand in the borough.
- Housing and Development: percentage of planning applications processed within target time.
  - Major: on target, with 100% processed in time
  - Minor: on target, with 71% processed in time, against a target of 65%.
  - Other: off target, with 71% processed in time, against a target of 80%. See chart below 2 below for the recent trend data.
  - The latest available data for comparison with other areas is from Q1 21/22 and shows that for both major and minor applications, Burnley was a top quartile performer in the North West, but bottom quartile for 'other' applications.

## 6 Off target indicators

- Liberata: telephone calls answered within target time.
  - With 54% of calls answered within time. The target is 80%. However the caller abandonment rate is on target, at 5%.
  - Staff turnover, coupled with longer and more complex calls as a consequence of the pandemic, account for the drop in performance. Chart 3 shows the trend.
  - Recruitment has been undertaken and a remediation plan is in place.
  - A service credit will be paid by Liberata for missing the target.
- Streetscene: missed bins
  - In Q2, for every 100,000 collections, on average 93 bins were missed.
  - Though not very significant in real terms, this is above the target of 75 (chart 4). The service has been stretched due to collecting extra weights and longer collection rounds - an ongoing feature of home working and the shift to online shopping - whilst also managing higher levels of sickness during the pandemic. In addition, rules have been relaxed during Covid and more missed bins have been collected whether they were missed or not, this is now under review, with a return to the norm planned. The Streetscene contract team continue to tackle this issue with Urbaser, and the direction of travel is positive (see chart 4).

## 7 Trends

Interpreting performance based on a comparison between the previous result and latest result may prompt unnecessary "firefighting." The trend assessment in the scorecards is based on three or more data points that have the same direction of travel. So even where three or more data points are available, the scorecard may state "No trend" because there is no pattern in the direction of travel.

A selection of trend data relevant to the highlights above is contained in appendix 1 of this report.

<b>FINANCIAL IMPLICATIONS AND BUDGET PROVISION</b>
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8. None.

<b>POLICY IMPLICATIONS</b>
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9. As set out in the report.

<b>DETAILS OF CONSULTATION</b>
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10. Heads of Service

## Appendix 1- trends

Chart 1

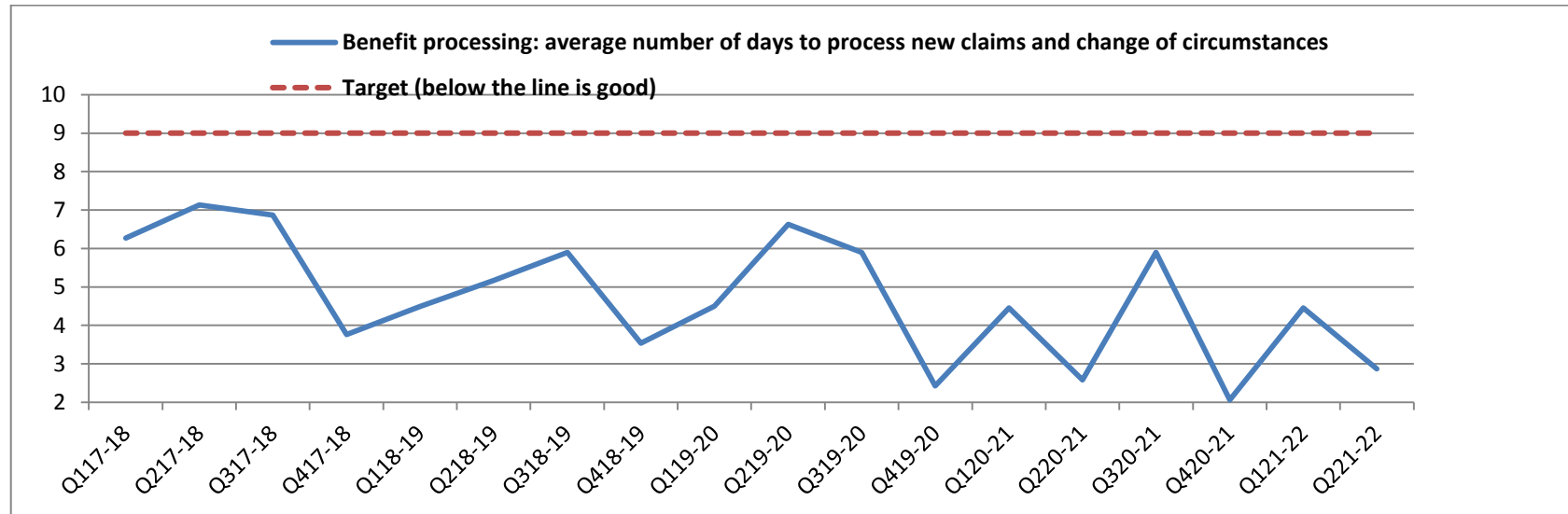


Chart 2

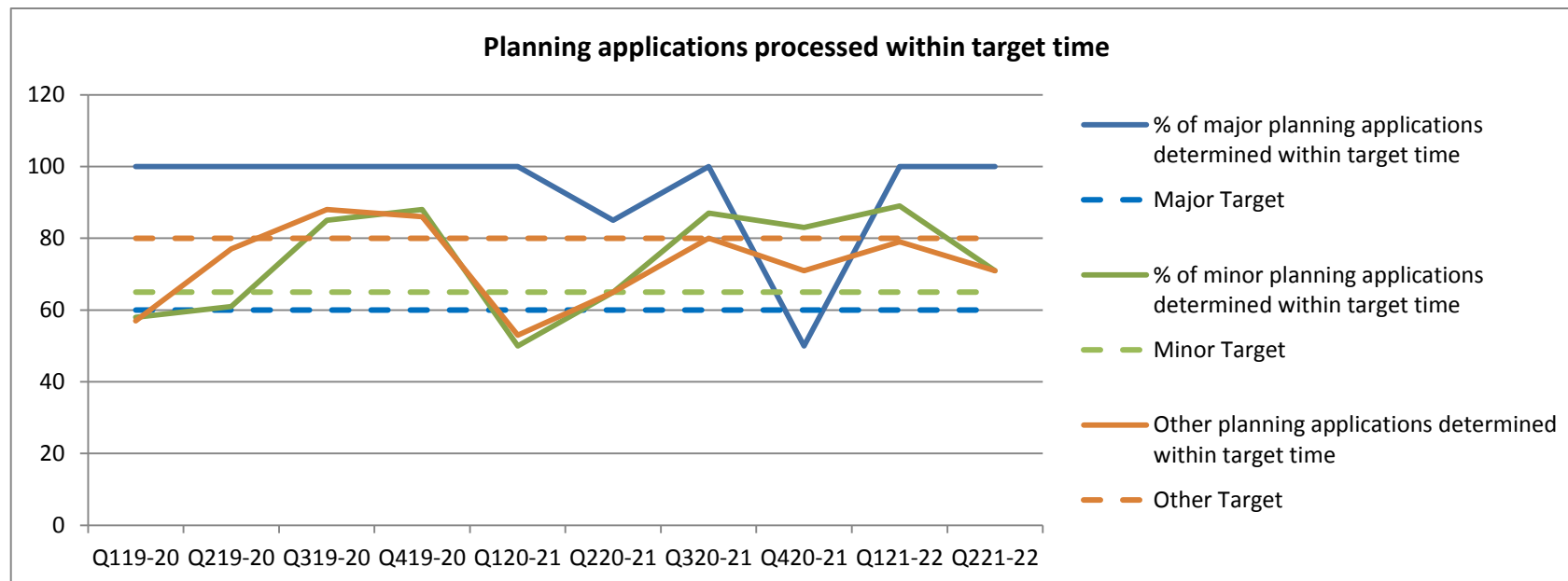


Chart 3

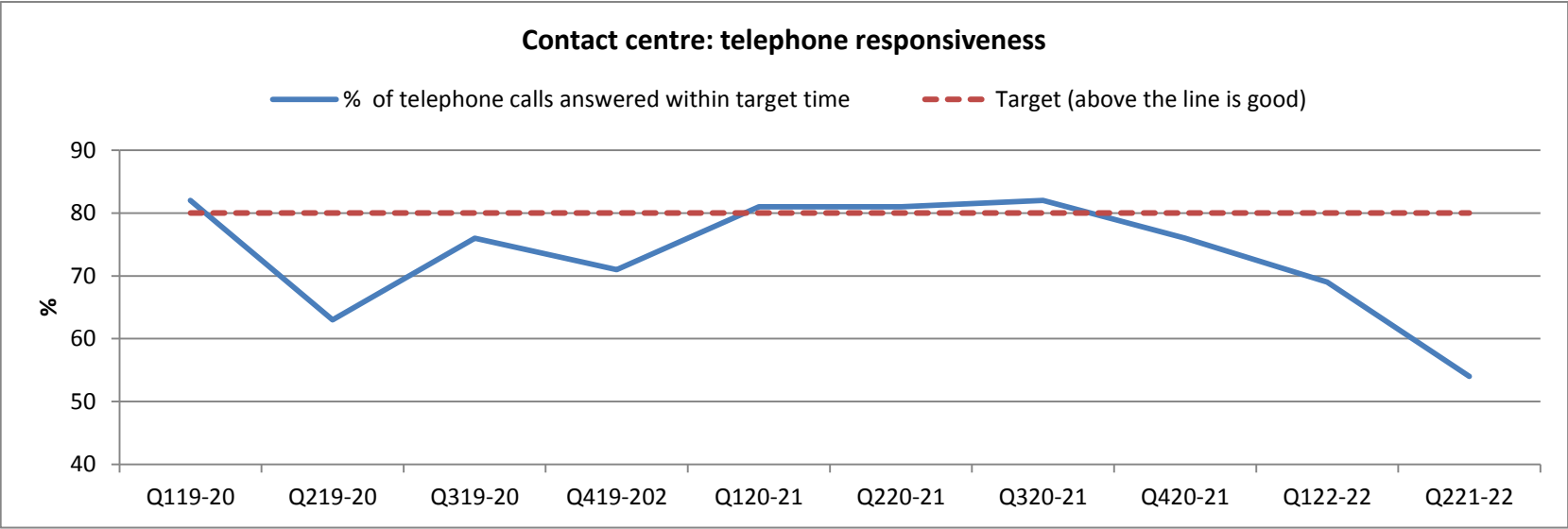


Chart 4

