

REPORT TO SCRUTINY

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PORTFOLIO	Resources and Performance Management
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Q4 performance report 2021-22**PURPOSE**

1. To inform Scrutiny Committee of the year end performance results for 2021-22.

RECOMMENDATION

2. That Scrutiny Committee consider 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**

- Liberata: average number of days to process benefits new claims and change of circumstances.
 - Against a target of 9 days, the Q4 result was 2.3 days.
 - The latest available data for comparison with other areas is from Q3 21/22 (this measures housing benefit processing only) and shows that Burnley's housing benefit processing time overall was 4 days. This was the fastest in the North West, where the average time taken was 7 days.
- Streetscene: successful prosecutions
 - A further 17 cases for dirty back yards were taken to court this quarter and all were successfully prosecuted with the court issuing £9520 in fines. This makes a total of 120 prosecutions in 21/22.
- Economy and Growth: business relocation assists, jobs and investment
 - The Business Support Team assisted a further 2 business relocations this quarter, bring the total to 12 in 21/22 exceeding their year-end target of 8.

- 112 jobs were created and 430 safeguarded through business support programmes by the year end, against a target of 25 and 20 respectively.
- £7,645,490 million in external investment was levered into the borough, against a year-end target of £3.5m
- Housing and Development: percentage of planning applications processed within target time.(Chart 2)
 - Major: on target, with 83% processed in time, against a target of 60%
 - Minor: on target, with 71% processed in time, against a target of 65%.
 - Other: off target, with 72% 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 Q3 21/22 and shows that Burnley's performance for minor and major applications is higher the North West average, but just below the average for 'other' applications.
- Housing and Development Control- vacant properties brought back into use (chart 3):
 - Against a target of 80, 106 properties were bought back into use by year end, an increase of 10 compared to last year (see chart 3).

6

Off target indicators

- Corporate: average number of days per employee lost to sickness absence.
 - On average, employees took 2.09 days during Q4, compared 1.51 in the same period last year. The end of year average at 6.56 target is over the target of 6 days, but remains a very good result given the impact of covid.
- Liberata: telephone calls answered within target time.
 - 78% of calls answered within time. The target is 80%. However, this is a strong improvement on the previous quarters as shown in chart 4. In addition, the caller abandonment rate remains on target at 5%.
 - The main explanation for the increase in wait times is that calls have become more complex as people look for support to deal with the negative effects of the pandemic and the cost of living crisis, e.g. loss of employment, falling behind with payments, looking for support on where to obtain assistance, ad hoc grant applications. While more customers are contacting us online (call volumes have reduced by 11%) the increase in call durations means that there has been an 18% increase in the total call handling time compared to pre-pandemic levels. Liberata have implemented a range of actions in response to a problem that is affecting many councils, including recruitment into the shared service contact centre, incentives for team members who are performing above normal performance levels and action to reduce sickness levels.
- Streetscene: missed bins
 - In Q4, for every 100,000 collections, on average 104 bins were missed (chart 5).
 - Though not very significant in real terms, this is above the target of 75. The service continues to be stretched due to collecting extra weights whilst also managing higher levels of sickness. In addition, rules have been relaxed since the start of the pandemic: bins have been collected on

non-round days whether they were missed by the crews on the round day, or whether residents did not present their bin. This is now under review, with a return to the previous policy planned

7 **Customer Satisfaction**

Customers have two opportunities to provide satisfaction.

- If they are contact the council through an online form, then they can use a star rating.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION
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8. None.

POLICY IMPLICATIONS

9. As set out in the report.

DETAILS OF CONSULTATION

10. Heads of Service

Appendix 1- trends

Chart 1

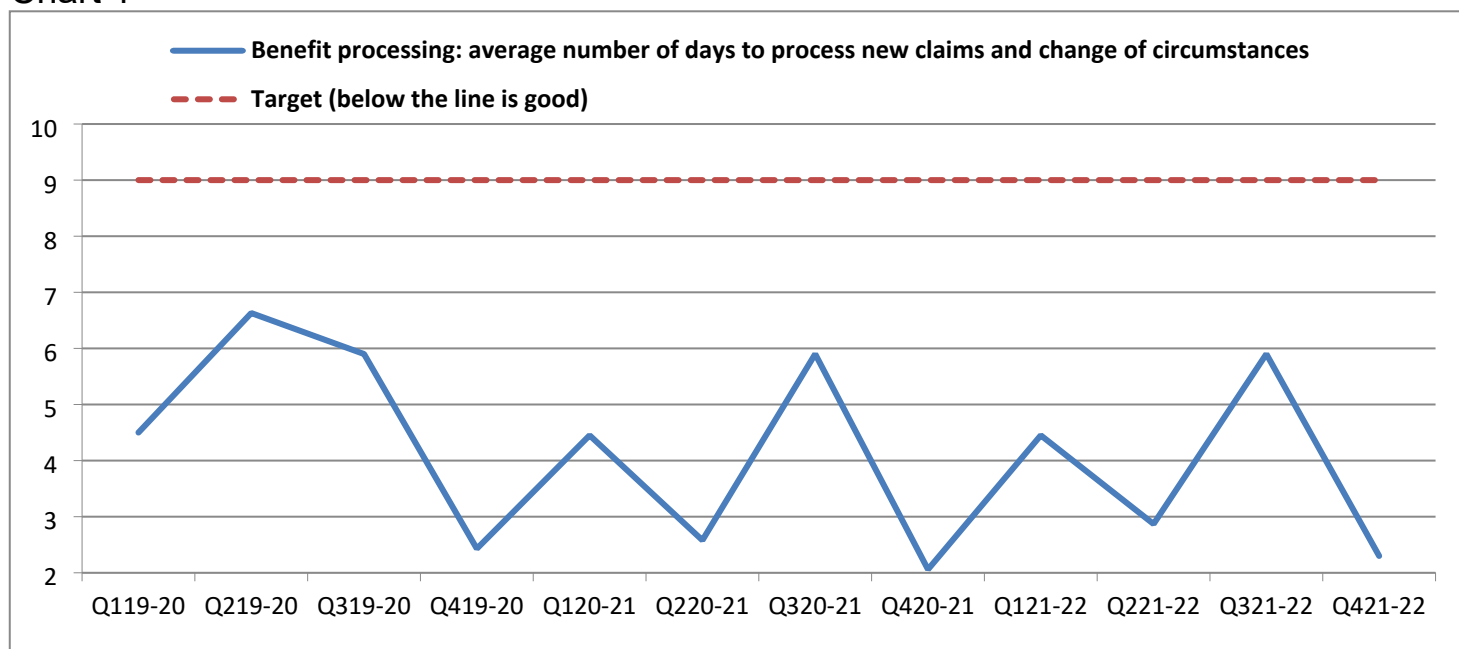


Chart 2

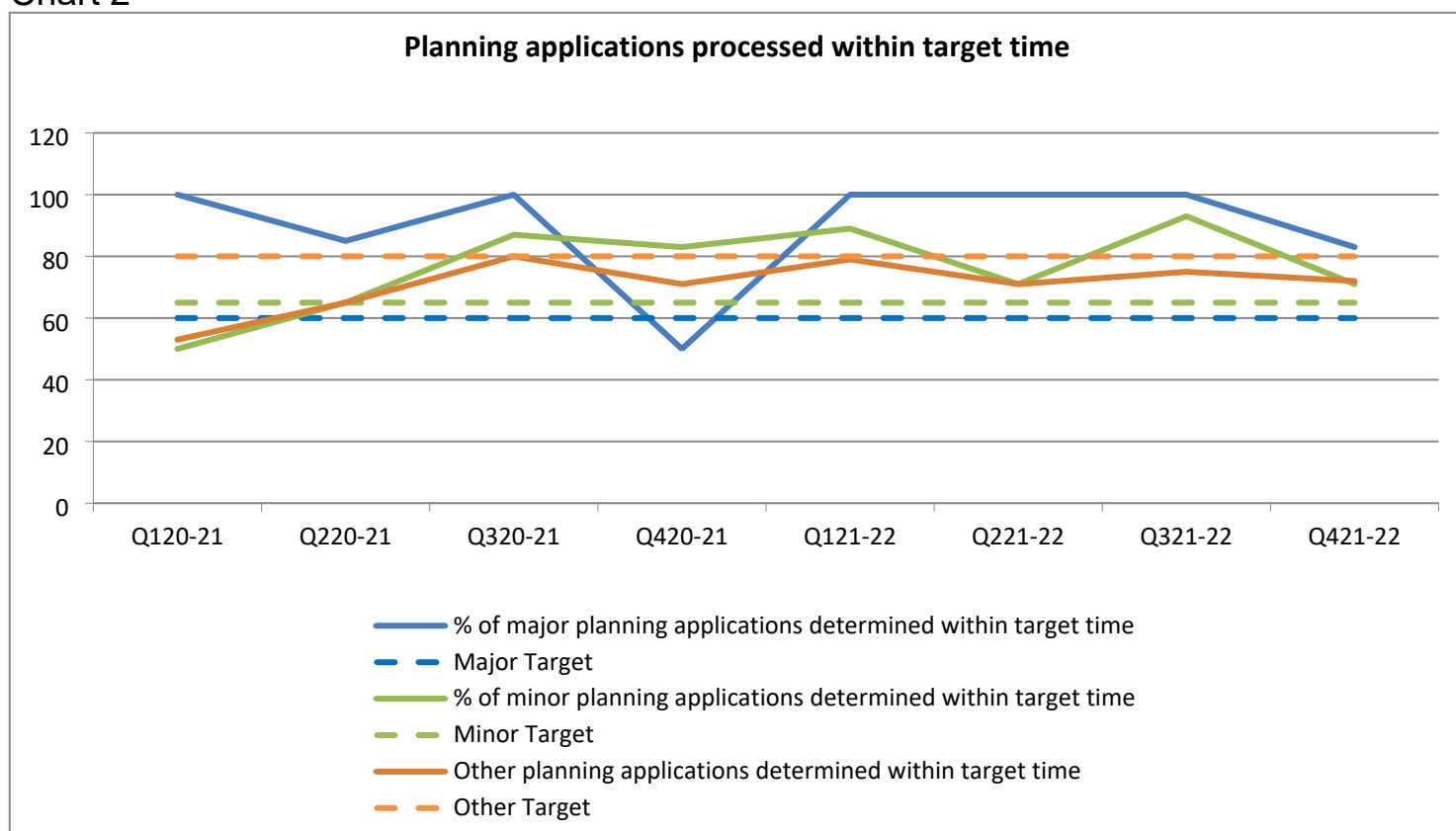


Chart 3

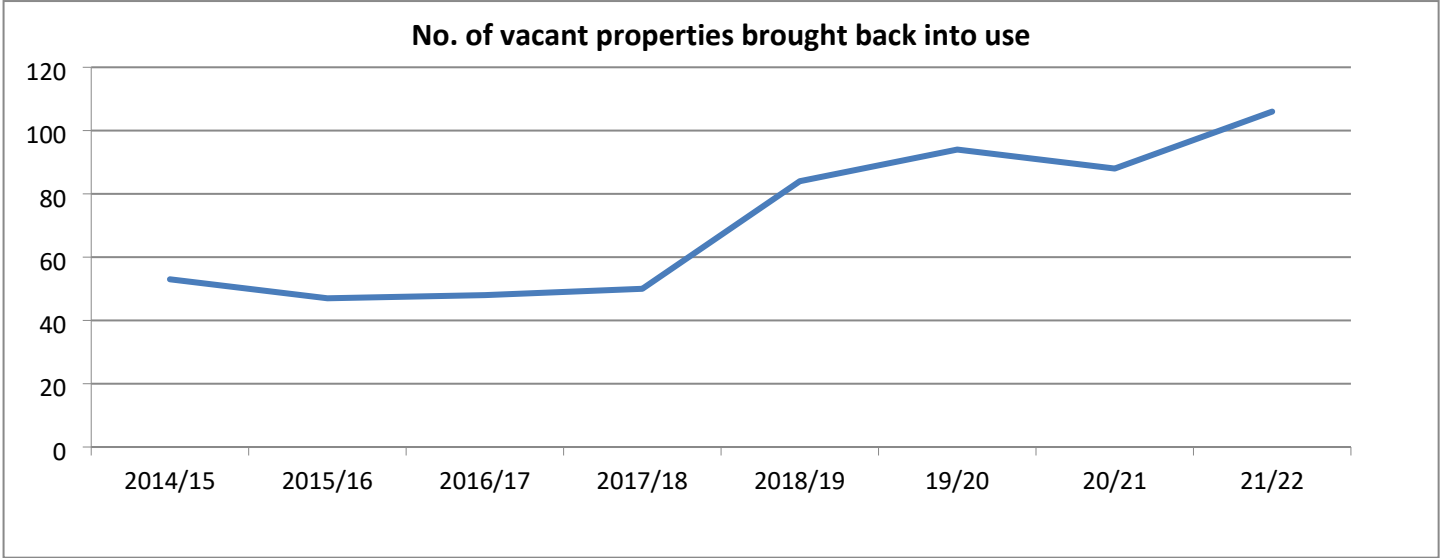


Chart 4

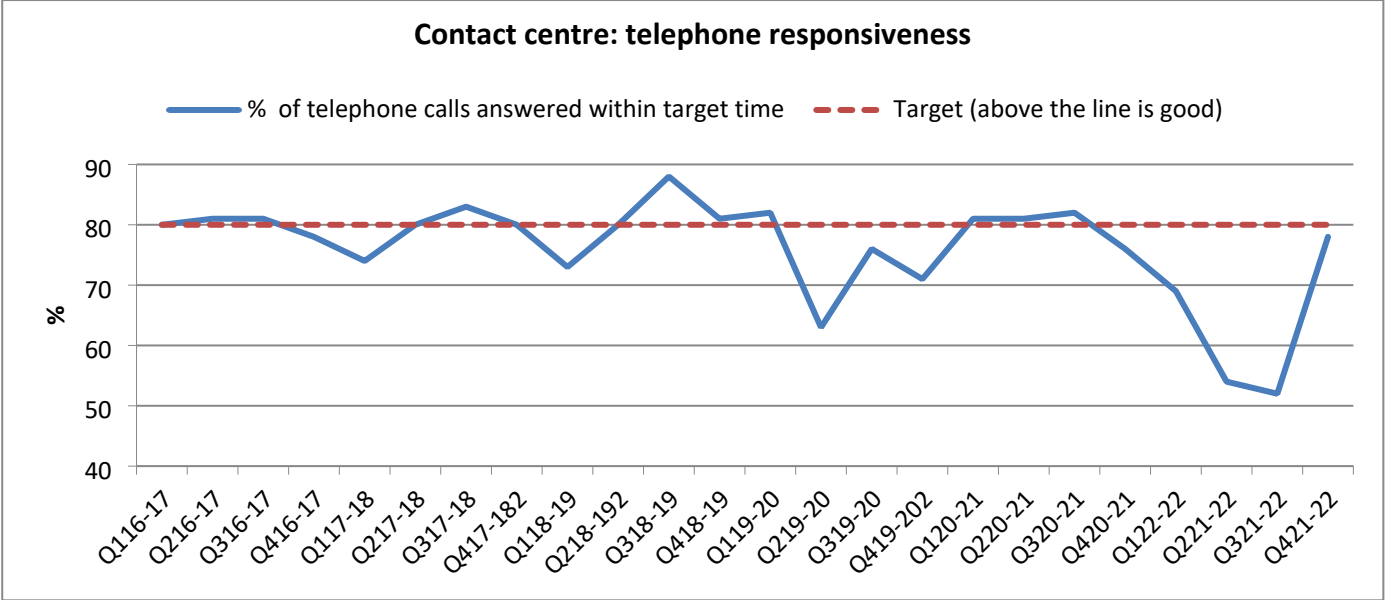


Chart 5

