

**REPORT TO SCRUTINY**

DATE	24 November 2022
PORTFOLIO	Resources and Performance Management
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**Q2 performance report 2022-23****PURPOSE**

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

**RECOMMENDATION**

2. That members note the report.

**REASONS FOR RECOMMENDATION**

3. To help inform scrutiny discussion service 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 1.47 days during Q2, compared to 1.35 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 2.1. In Q2 last year, we achieved 2.9 days (appendix 1, chart 1).

- The latest available data for comparison with other areas is from Q1 22/23 (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 8 days.
- Streetscene: successful prosecutions
  - 117 cases were taken to court this quarter: 38 for dirty back yards, all successful. The court awarded £5,625 in costs, £5,044 in compensation and issued fines of £13,214 to 79 people for failing to pay a fixed penalty notice.
- Housing and Development: number of cases of homelessness prevented
  - 62 households avoided homelessness with support of the Housing Needs team. This is the highest number since the 2017 statutory homelessness duties came in (chart 1). While the higher number of preventions reflects the higher number of approaches being made, it also shows that the team are actively working with clients and looking for solutions to prevent them from becoming homeless.
- Housing and Development: percentage of planning applications processed within target time.
  - Major: on target, with 67% processed in time, against a target of 60%
  - Minor: on target, with 82% processed in time, against a target of 65%.
  - Other: off target, with 88% 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 22/23 and shows that for all application types, Burnley was amongst the best performing councils.

6

### Off target indicators

- Liberata: telephone calls answered within target time.
  - With 64% of calls answered within time. The target is 80%. Chart 3 shows the trend.
  - However, the caller abandonment rate is on target, at 4%.
  - Liberata is producing a second remediation plan. A service credit will be paid by Liberata for missing the target.
- Streetscene: missed bins
  - In Q2, for every 100,000 collections, on average 100 bins were missed.
  - Though not very significant in real terms, this is above the target of 75 (chart 4).
  - 9 residents complained about bins and waste collection in the quarter; however, following an investigation into the causes, 3 were found to be the fault of the council.

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. Not applicable.

Appendix 1- trends

Chart 1

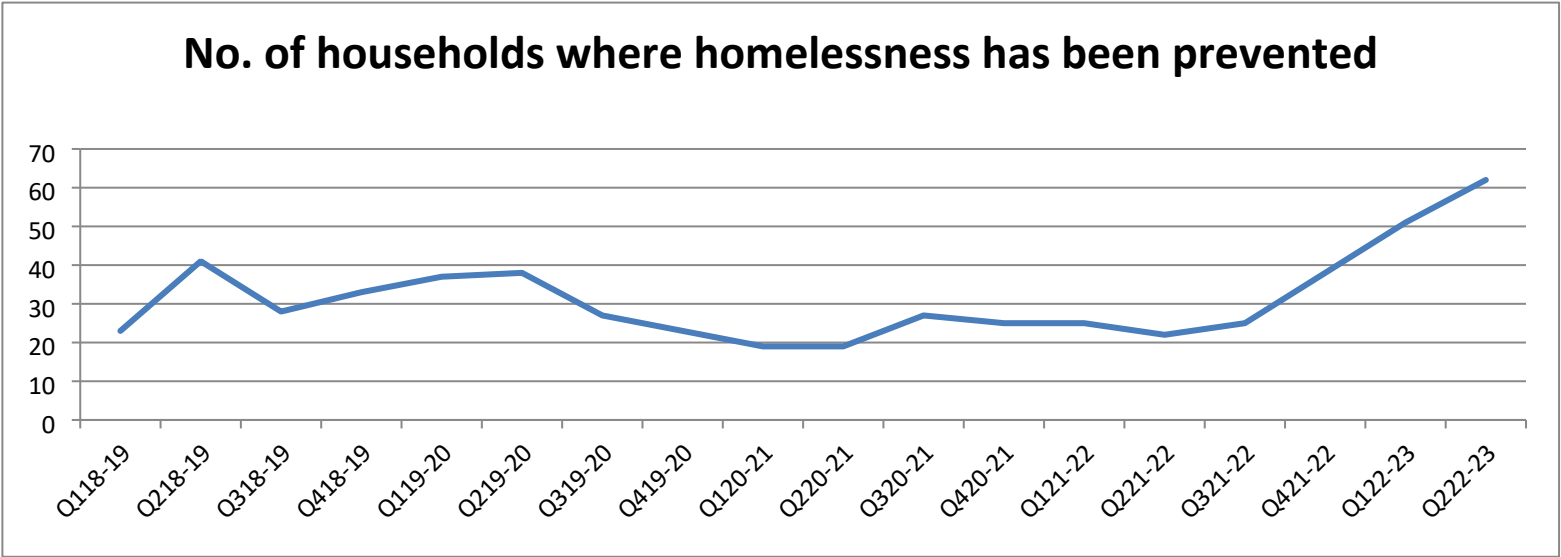


Chart 2

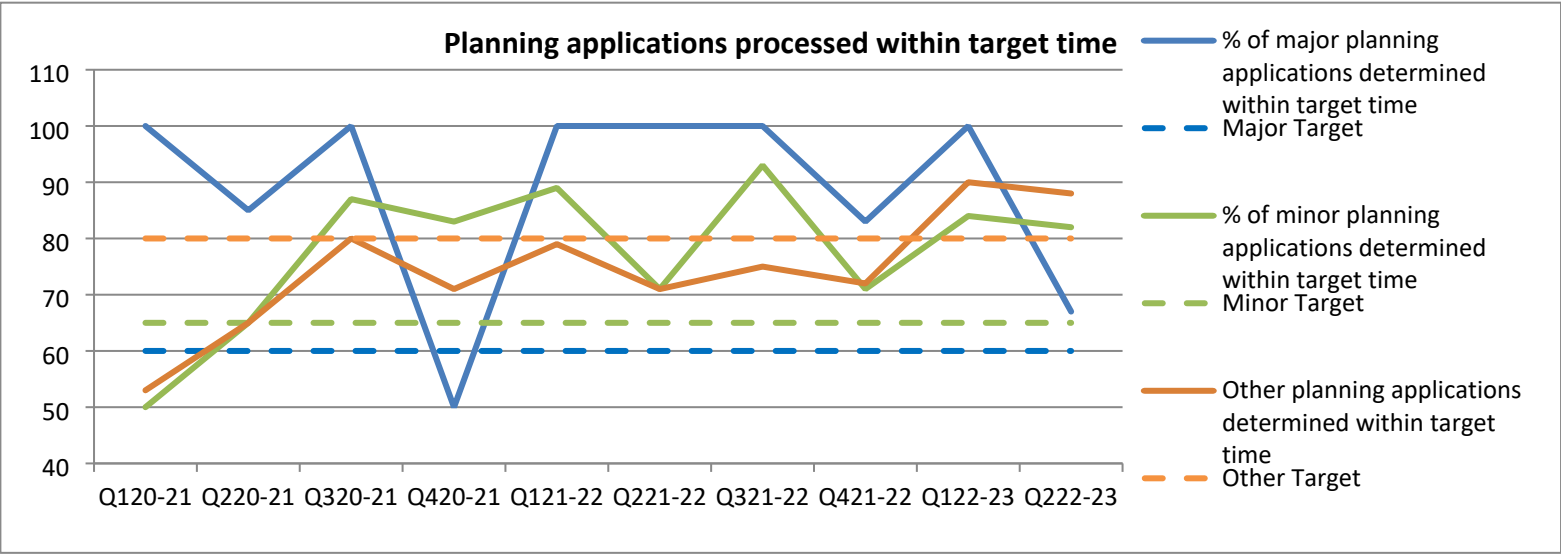


Chart 3

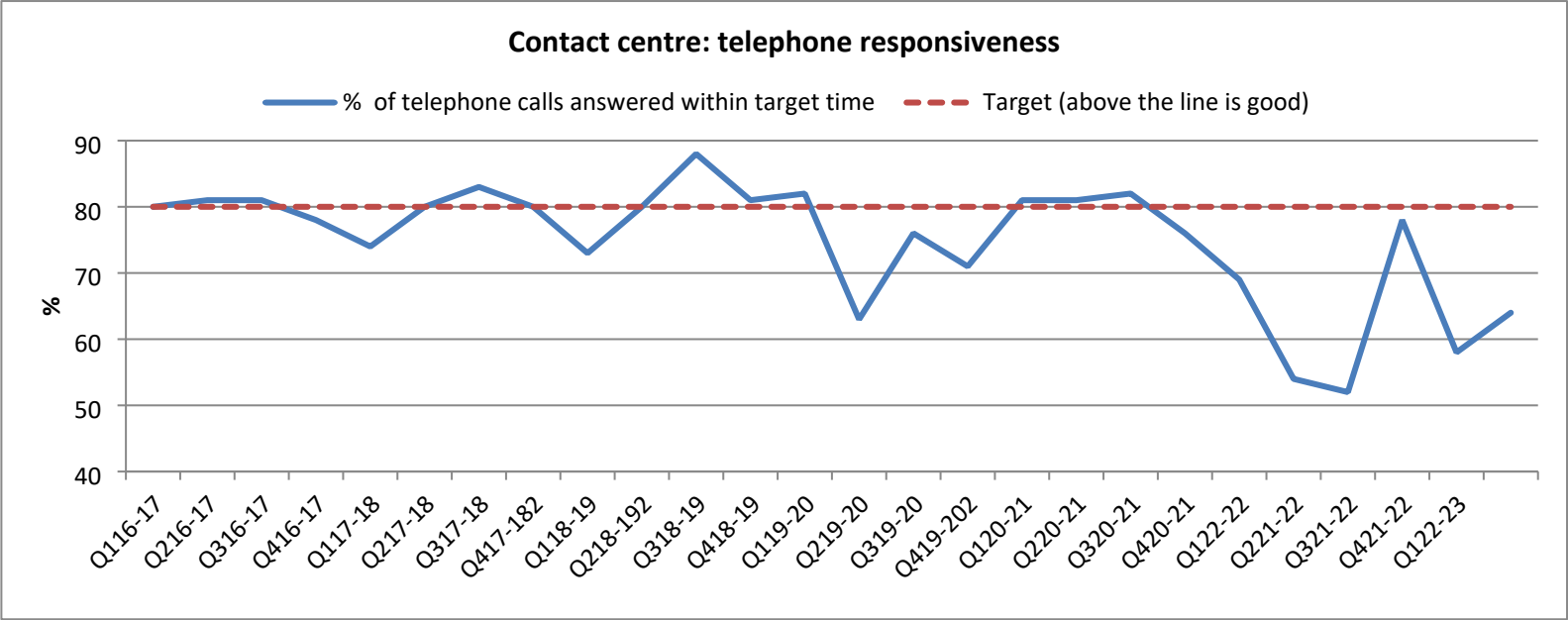


Chart 4

