


ITEM NO	
---------	--

REPORT TO SCRUTINY COMMITTEE

 Burnley .gov.uk	DATE	November 23 2023
	PORTFOLIO	Resources and Performance Management
	REPORT AUTHOR	Vicky White
	TEL NO	01282 477124
	EMAIL	vwhite@burnley.gov.uk

Q2 performance report 2023-24

PURPOSE

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

RECOMMENDATION

- 2. That members note this report.

REASONS FOR RECOMMENDATION

- 3. To help inform 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 Q2 result was 1.92 days which is lower than the same period last year.
 - The latest available data for comparison with other areas is from Q4 22/23 (this measures housing benefit processing only) and shows that Burnley's housing benefit processing time overall was 2 days. The district average in the North West is 3 days.
 -
- Liberata: telephone calls answered within target time. (Chart 3)
 - 87% of calls answered within time. The target is 80%. The caller abandonment rate is also within target at 1%.
- Streetscene: successful prosecutions
 - 44 prosecutions for environmental offences yards were taken to court this quarter and all were successfully prosecuted. 29 of these were in relation to failure to pay a penalty notice and 15 related to dirty back yards.
- Housing and Development: percentage of planning applications processed within target time.(Chart 2)
 - Major: on target, with 100% processed in time, against a target of 80%
 - Minor: on target, with 91% processed in time, against a target of 85%.
 - Other: on target, with 100% processed in time, against a target of 90%.
 - The latest available data for comparison with other areas is from Q4 22/23 and shows that Burnley's performance for all application types was at or above the North West district average.

6 Off target indicators

- Streetscene: missed bins (Chart 1)
 - At 79 per the 100,000 collections the target of 75 per 100K collections was narrowly missed. However, performance has greatly improved with the figure in the quarter being the lowest since Q3 2020/21.
 - Streetscene are continuing to work with Urbaser to achieve the target.
- Corporate: average number of days per employee lost to sickness absence.
 - On average, employees took 1.6 days during Q2, which is an increase on the last quarter and the same period last year. However monitoring of Managing Attendance policy shows that processes are being followed by managers.

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.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

8. None.

POLICY IMPLICATIONS

9. As set out in the report.

DETAILS OF CONSULTATION

10. Heads of Service

Appendix 1- trends

Chart 1

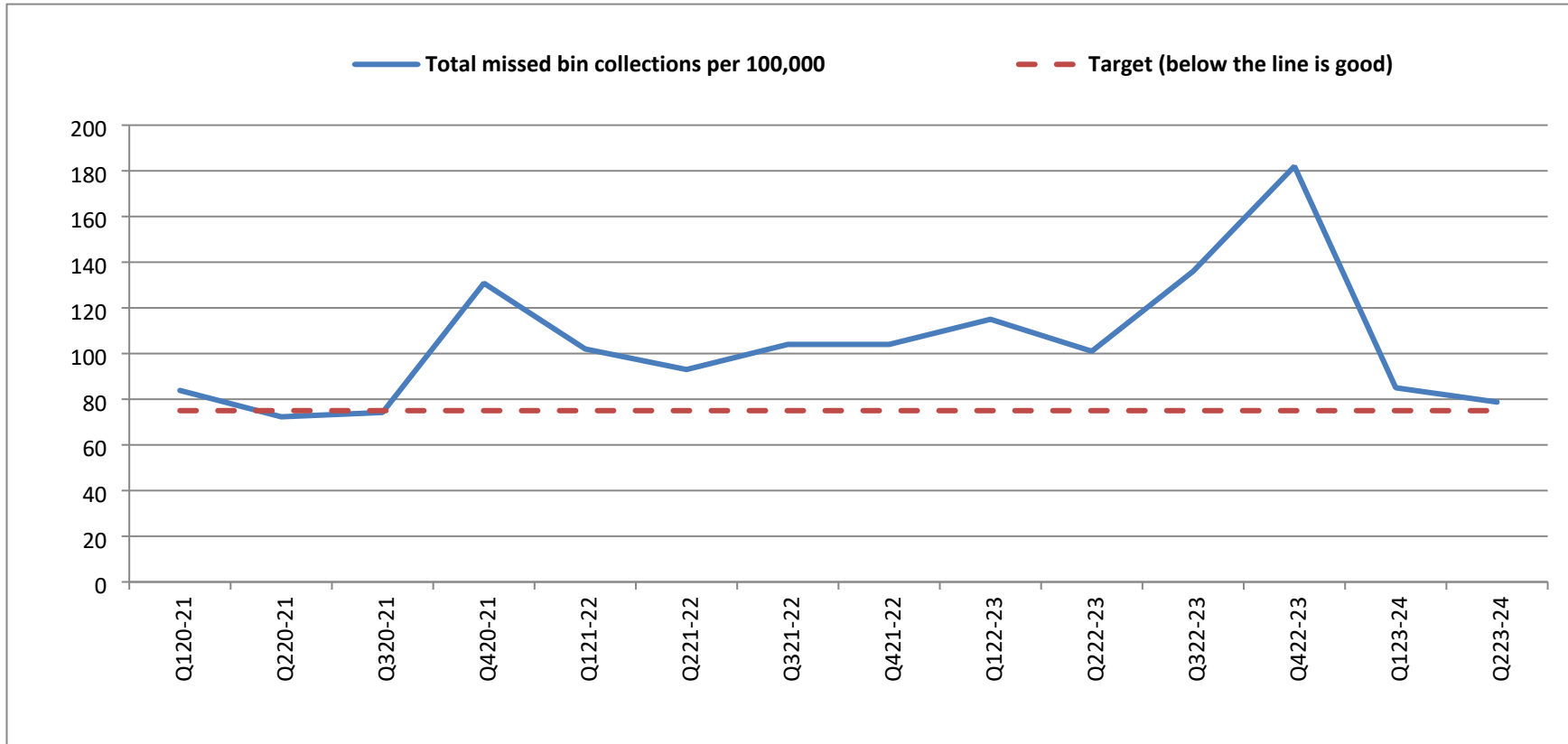
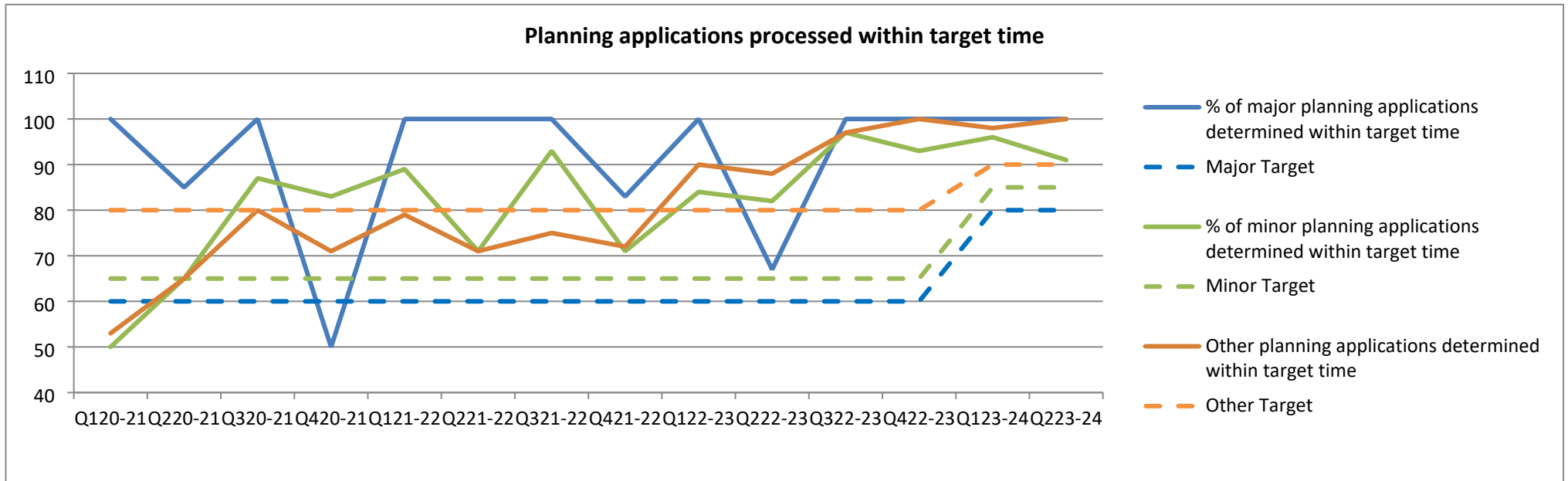


Chart 2



* The targets have been increased for 2023/24

Chart 3

