

**Barrow Borough Council**  
**Overview and Scrutiny Committee**  
**Wednesday, 2 November 2022**  
**Service Performance**

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**Report from:** Director of Resources

**Report Author:** Director of Resources

**Wards:** (All Wards);

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**1.0 Summary and Conclusions**

- 1.1 This report contains service performance for the year April 2021 to March 2022, and for April to June 2022 where that is available.
- 1.2 The service performance framework has been reviewed to clarify the indicators reported in the annual Statement of Accounts; performance against corporate strategic priorities is reported within the Growing Forward report.

**2.0 Recommendation**

- 2.1 **It is recommended that Overview and Scrutiny Committee receive the Service Performance report.**

**3.0 Background and Proposals**

- 3.1 The service performance framework has been reviewed to clarify the indicators reported separately to the strategic priorities reported as the Growing Forward report.
- 3.2 The framework is attached as **Appendix 1** and aims to define each indicator, to note the source of the data, any target in place where that is relevant, and the responsible officer.
- 3.3 This report contains the service performance for the financial year 2021-2022 and quarter 1 of 2022-2023 where this is available.

Planning Applications

- 3.4 Planning applications have a nationally set target for major applications processed within 13 weeks of 60%, and other applications within 8 weeks of 70%.
- 3.5 Performance is measured across a two-year period and at 31 March 2022 and 30 June 2022, the major applications were 73.68% within 13 weeks and the others 74.26% within 8 weeks.

#### Food Safety Inspections

- 3.6 The food safety inspections were reset post-COVID by the Food Standards Agency.
- 3.7 The inspection regime is a phased approach based on the Categories of the establishment, with new businesses highlighted as a priority.
- 3.8 In accordance with the Food Standards Agency recovery plan all 'A' rated premises received an on-site intervention, in addition 7 out of 10 'B' rated premises received an on-site intervention, along with 29 'C' rated, 29 'D' rated and 51 'E' rated premises receiving an intervention.
- 3.9 Achievement of the recovery plan is better suited to an annual report.

#### Forum Theatre Attendance

- 3.10 There were 23,742 attendees for 2021-2022; recovery from COVID restrictions impacted the programme.
- 3.11 For quarter 1 there were 12,176 attendees.

#### Disabled Facilities Grants Awarded

- 3.12 During 2021-2022 104 grants were awarded; for quarter 1, 41 grants were awarded.
- 3.13 From December 2022 the Council appointed a second Housing Grants Officer, and increased the non-means tested limit of grant to £10,000.

#### Operations

- 3.14 There are several performance indicators for Operational Services and 2021-2022 is shown below; performance for 2022-2023 is not yet available:
- Playground maintenance inspections 100%
  - Waste containers delivered within 7 working days 73%
  - Assisted list waste collections missed 0.11%
  - Fly tips collected within 1 working day of being reported 67%

- Percentage of missed waste or recycling collections 4.53%
- 3.15 There is also an indicator for the percentage of household waste sent for recycling and the data for 2021-0222 is not yet available.

### Corporate Complaints

- 3.16 The percentage of corporate complaints dealt with within the timescales assigned to the stages was 64% for 2021-2022; an analysis is attached as **Appendix 2**.
- 3.17 For quarter 1 of 2022-2023 performance is at 75%.
- 3.18 Complaints handling training is to be provided by the Local Government Ombudsman in November/December 2022.

### Housing Benefits

- 3.19 With Universal Credit as the route for support to working age claimants, the legacy benefit claims are limited to the more complex areas of specified/supported accommodation and temporary accommodation, and all pension age claimants.
- 3.20 The average time to process a new claim across 2021-2022 was 30 days and for quarter 1 2022-2023 was 27 days.
- 3.21 The average time to process a change in circumstances across 2021-2022 was 5 days and for quarter 1 2022-2023 was 10 days – there is a significant bulk of transactions in the last quarter of the year; at the same time last year performance was at 11 days.
- 3.22 The Revenues and Benefits Department have managed the Council's business support grants, extended Business Rate relief, Council Tax relief and Self-isolation Payments through 2021-2022 which hugely increased workloads.
- 3.23 During 2022-2023 Revenues and Benefits have managed the Energy Rebate schemes.
- 3.24 There are several vacancies within the service and agency workers are currently engaged and a document management automation is currently being implemented.

### Revenues

- 3.25 As noted in the Housing Benefits section, the additional work from COVID and the Energy Rebate schemes have impacted performance.

- 3.26 For Council Tax 2021-2022, the Council achieved 95.35% in-year collection; recovery of the balances owed continues beyond the billing year.
- 3.27 For quarter 1 2022-2023 collection is at 28.61% (2021-2022 was 28.67%).
- 3.28 For Business Rates 2021-2022 achieved 97.94% in-year collection; quarter 1 was 2022-2023 34.46% (2021-2022 was 26.1%).
- 3.29 The collection of Business Rates is ahead of previous years but that can be influenced by the major ratepayer's payment dates changing even slightly over a month-end.

### Absence Management

- 3.30 Absence management performance is reported as an average over the workforce – that is not to infer that all staff were absent through illness, it is a standard calculation.
- 3.31 The average number of days lost to long term sickness for 2021-2022 was 9.15; for quarter 1 2022-2023 this was 2.74 days (2021-2022 quarter 1 was 1.76 days).
- 3.32 The average number of days lost to short term sickness for 2021-2022 was 2.4; for quarter 1 2022-2023 this was 0.56 days (2021-2022 quarter 1 was 0.2 days).

### Conclusion

- 3.33 The service performance is presented for noting and should the Overview and Scrutiny Committee wish to delve into any area of performance, the appropriate Head of Service shall be instructed to report to or attend the committee meeting.

## **4.0 Consultation**

- 4.1 Consultation is not relevant to the recommendation.

## **5.0 Alternative Options**

- 5.1 There are no alternatives to present as the report is for noting.

## **6.0 Contribution to Council Plan Priorities**

- 6.1 Service performance *#Provide reference/links to council plan priorities of People, Place and Prosperity – include any health, social, economic and environment (including climate change) impacts*

## **7.0 Implications**

### **7.1 Financial, Resources and Procurement**

- 7.1.1 There are no direct financial, resource or procurement implications from the recommendation.

## 7.2 Legal

7.2.1 There are no specific legal implications arising from the report.

## 7.3 Local Government Reorganisation

7.3.1 There are no implications to raise.

## 7.4 Equality and Diversity

7.4.1 There are no equality or diversity implications from the recommendation.

### Risk

Risk	Consequence	Controls required
Inadequate service performance and service provision.	Impact on customers; reputational risk.	Regular monitoring and positive action to address performance.

### Contact Officers

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### Appendices attached to this report-

Appendix No.	Name of Appendix
1	Service Performance Framework
2	Complaints Annual Report