

Barrow Borough Council
Overview and Scrutiny Committee
Wednesday, 7 December 2022
Performance Management Q2 2022-2023

Report from: Director of Resources
Report Author: Director of Resources
Wards: (All Wards);

1.0 Summary and Conclusions

- 1.1 This report contains the cumulative service performance information for April to September 2022.
- 1.2 Quarter 2 is rated against a red, amber, green scale that is described within the report and shall be added to the Service Performance Framework.

2.0 Recommendation

- 2.1 **It is recommended that Overview and Scrutiny Committee:-**
1. **Receive the report;**
 2. **Agree that the red, amber, green scale is added to the Service Performance Framework.**

3.0 Background and Proposals

- 3.1 The cumulative service performance information for April to September 2022 is presented as **Appendix 1**.
- 3.2 The performance is reported quarterly and a red, amber, green (RAG) rating has been applied to indicate where performance is of concern.
- 3.3 The scale applied to award the RAG rating is:
- +/- under 10% - green
 - +/- between 10% and 20% - amber
 - +/- 20% or more – red

- 3.4 Where performance is rated amber or red, then an explanation will be provided in the quarterly report for consideration and to identify any actions.
- 3.5 It is proposed that the RAG rating is added to the Service Performance Framework and that will include clarification of the comparative, for example, some of the indicators can be measured against each quarter to see progressions, but others such as the collection of local taxes are best compared with the same period the previous year.
- 3.6 The Forum indicator is for show/performance attendance. The Head of Visitor Economy and Culture has also reported that the external events, Jubilee party, pride, and unity that the Forum supported attracted more than 20,000 people, and the Autumn programme has many sell out performances.
- 3.7 Waste containers delivered within 7 days – good performance would be a high percentage of containers delivered within 7 days. Issues with performance during the April to September period have been recognised and improvements will be apparent from October onwards.
- 3.8 Corporate complaints dealt with in the timescale – this has improved from quarter 1 and will continue to be monitored.
- 3.9 Average time to process new housing benefit claims and claim changes – good performance would be a low number of days. As previously reported the claims remaining on housing benefit are complex and relate to supported accommodation and temporary accommodation; the service is also managing staff shortages through external support. The number of days has increased during quarter 2 due to additional service pressures:
- Housing Benefit Assurance Process – this is a mandatory DWP duty which is a comprehensive review of several claims, including visits and interviews. The samples are supported accommodation claims, flagged for various reasons and the Council must comply with the evidence requirements and justify the decisions that have been made.
 - Housing Subsidy Claims – the DWP claims for 2020-2021 and 2021-2022 are subject to audit and a large volume of claims are tested. Where the determinations or evidence relied upon is queried, this goes to the Service to respond.
 - Delivery of the mandatory and discretionary Energy Rebate Schemes and compliance with government reporting.
- 3.10 Long and short term sickness averaged per employee are both higher than the same point in the year in 2021. The detailed quarterly analysis will be considered by the Senior Management Team.
- 3.11 It is hoped that the percentages of assisted list collections missed, and general containers missed will be updated at the meeting.

3.12 The percentage of household recycling remains outstanding, and officers are progressing the data requests.

4.0 Consultation

4.1 Consultation is not relevant to the recommendation.

5.0 Alternative Options

5.1 The report is for noting.

6.0 Contribution to Council Plan Priorities

6.1 Service performance is cross-cutting and supports all of the Council Plan Priorities.

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 to understand performance, and positive action to address performance.

Contact Officers

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Appendices Attached to this Report

Appendix No.	Name of Appendix
1	Performance Monitoring 2022-2023