

Service Performance Framework

Version Control:	
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Background

1. The Council's Performance Framework has been reviewed to clarify those service indicators that are to be reported upon.
2. This framework does not include the matters contained within the Growing Forward Report which seeks to report upon corporate strategic progress.
3. This framework covers service performance and takes the form of a framework adopted by management to provide the Overview and Scrutiny Committee with regular reporting; a new Policy has not been established due to the closeness of vesting day and the introduction of the Westmorland and Furness Council performance monitoring arrangements.

Responsibilities

4. The Council Plan is approved by Full Council and contains the objectives required to achieve the key priorities; delivery of the priorities is the responsibility of Members and senior management.
5. Service performance represents those areas of the Council's operations that are a health check on service delivery; service performance is the responsibility of heads of service.
6. Reporting of service performance goes to the Overview and Scrutiny Committee throughout the year and is included in the Statement of Accounts narrative report at the end of the financial year.
7. The methodology for each area reported is contained in this framework and data is collated for reporting by the Director of Resources, if the Overview and Scrutiny Committee wish to delve into any area of performance, the Head of Service shall report to or attend the committee meeting.
8. The indicators in the current set were established in 2017 and whilst the set remains unchanged in the absence of a Policy reset, the context surrounding some of the indicators has changed.

Monitoring

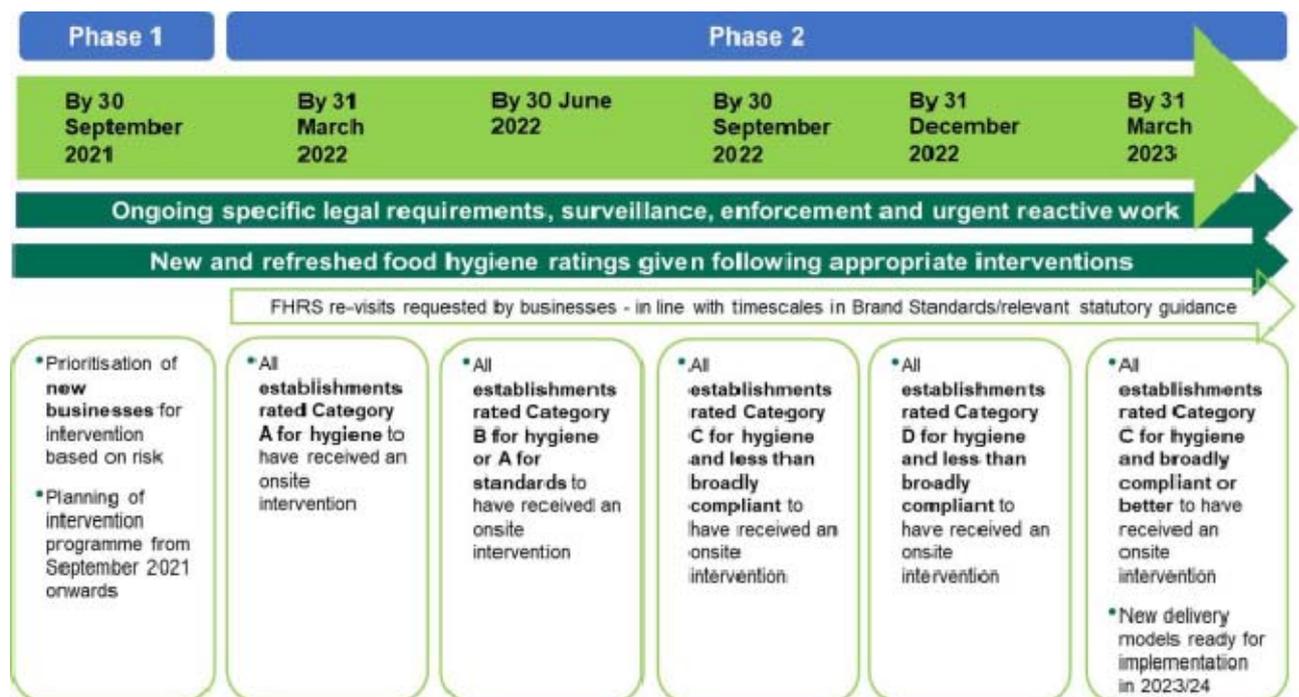
9. Monitoring is generally reported quarterly and a red, amber, green rating is applied to indicate where performance is of concern:
 - +/- under 10%; rated green
 - +/- between 10% and 20%; rated amber
 - +/- 20% or more; rated red
10. Where performance is rated amber or red, then an explanation will be provided in the report for consideration and to identify any actions.

Planning Applications

11. Planning authorities are set a performance target by government for the determination of applications, which is divided into two categories, major and other applications.
12. The targets are major 60% within 13 weeks and others 70% in 8 weeks. In extreme circumstances of poor performance, an authority can be taken into special measures as defined in section 62A of the 1990 Act. Applicants would have the option of applying to the Planning Inspectorate instead of the Council.
13. Government measures performance over a two-year period, currently 1 October 2021 to 30 September 2023; locally performance is reported quarterly. Performance data is extracted from the planning application system and is published on the Council's Planning Hub.
14. Responsible Officer: Head of Development Management.

Food Safety Inspections

15. Due to the COVID-19 pandemic and the restrictions placed on businesses 471 inspections were due in 2021-2022, this included new unrated premises and those overdue from 2020-2021.
16. In June 2021 the Food Standards Agency (FSA) set out their expectations for the delivery of local authorities' food safety controls from July 2021 to 2023-2024. This recovery plan provided a framework for re-starting programmed food inspections in line with the Food Law Codes of Practice (for England, Wales and Northern Ireland) for new food establishments and for high-risk and/or non-compliant establishments while providing flexibility for lower risk establishments:



17. All Food Safety interventions are recorded in a Management Information System. Premises due for inspection are 'tagged' for the financial year to enable reporting; completion of the plan is monitored annually. New businesses are added to intervention programme throughout the year.

18. Responsible Officer: Head of Public Protection.

Forum Theatre Attendance

19. The attendance at shows held in the Forum are recorded in a computerised booking system and are relatively simple to report upon and demonstrate the use of the venue. Performance is reported quarterly.

20. Responsible Officer: Head of Visitor Economy and Culture.

Disabled Facility Grants

21. The Disabled Facility Grants awarded are recorded in a master spreadsheet of all applications that the Grant Officers constantly update.

22. The Council receives government funding to distribute under the provisions of the Housing Grants, Construction and Regeneration Act 1996, and a locally approved policy which has introduced discretions to increase uptake. Performance is reported quarterly.

23. Responsible Officer: Head of Programme Management and Climate Change.

Playground Inspections

24. The Council's playgrounds are inspected by a contracted third party.

25. The inspections are recorded in the contractor's software that is accessed by the Head of Operational Services and performance is monitored in the contract meetings. Performance is reported quarterly.

26. Responsible Officer: Head of Operational Services.

Waste and Recycling

27. These performance targets were established by the Council in April 2017; these continue unchanged through the change in service delivery (direct delivery from 10 October 2022).

28. The data to measure performance is extracted from the Customer Relationship Management (CRM) system. Performance is reported quarterly.

29. The performance indicators are:

- Waste containers delivered within 7 working days

- Assisted list waste collections missed
- Fly tips collected within 1 working day of being reported
- Percentage of missed waste or recycling collections
- Percentage of household waste sent for recycling

30. Responsible Officer: Head of Operational Services.

Complaints

31. The Council has a Complaints Policy and uses a corporate complaint handling process.

32. There is an informal service rectification stage prior to a formal stage 1 which triggers an investigation, and formal stage 2 which triggers an appeal.

33. Complainants that remain dissatisfied can address their issues to the Local Government Ombudsman once the Council's stages are complete.

34. Complaints, compliments and Local Government Ombudsman data is reported annually to the Audit and Governance Committee and the Senior Management Team.

35. The complaints are logged in a central system and are held on file within Democratic Services. Performance is reported quarterly.

36. Responsible Officer: Head of Democratic and Electoral Services.

Housing Benefit Claims

37. The average time taken to process new Housing Benefit applications and changes in circumstances are reported from the date stamps contained in the Benefits System.

38. The Council administers Housing Benefit on behalf of the Department of Works and Pensions (DWP), and the performance data is extracted and securely transmitted to enable the DWP to monitor performance. Locally performance is reported quarterly.

39. The Council has a combined Revenues and Benefits Service which is a common approach; since 2020 there have been new demands placed upon this Service to administer mandatory and discretionary COVID-19 business grants, mandatory and discretionary COVID-19 rate reliefs, self-isolation payments, and the energy rebate.

40. Responsible Officer: Head of Revenues and Benefits.

Council Tax and Business Rates

41. The Council's budget relies upon local taxes and the cashflow with the major preceptors also relies upon local taxes being collected in real terms.

42. The percentage of Council Tax and Business Rates due for the year that is collected in-year is the performance measure.

43. The percentage for in-year monitoring is different to the overall expected collection rate which includes payments received in later years. Performance is reported quarterly.

44. Responsible Officer: Head of Revenues and Benefits.

Absence Management

45. The Council recognises its responsibilities in promoting the good health of its staff and that doing so is likely to lead to a workforce who will be more productive and who are better able to lead full and satisfying working lives.

46. The Council is committed to promoting healthy living for all staff and providing facilities to encourage this, examples include: the provision of a confidential Occupational Health Service; ergonomic assessments to ensure the working environment and equipment used is suitable; regular eye tests for users of display screen equipment; and the provision of a confidential counselling service.

47. The average long term and separate short term absence position is monitored by the Senior Management Team. Performance is reported quarterly.

48. Responsible Officer: Head of HR.

Service Performance Indicators

Description	Head of Service
Planning decisions determined within set timescale – major applications	Development Management
Planning decisions determined within set timescale – other applications	Development Management
Food safety inspections	Public Protection
Forum theatre attendance	Culture & Visitor Economy
Number of disabled facilities grants awarded	Programme Management & Climate Change
Playground maintenance inspections	Operations
Waste containers delivered within 7 working days	Operations
Assisted list waste collections missed	Operations
Fly tips collected within 1 working day of being reported	Operations
Percentage of missed waste or recycling collections	Operations
Percentage of household waste sent for recycling	Operations
Corporate complaints dealt with within timescale	Democratic & Electoral Services
Average time to process new housing benefit claims	Revenues & Benefits

Description	Head of Service
Average time to process housing benefit claims changes	Revenues & Benefits
Council tax collected	Revenues & Benefits
Business rates collected	Revenues & Benefits
Long term sickness averaged per employee	HR
Short term sickness averaged per employee	HR