

Report of:	Head of Governance
Contact Officer:	R Lamond
Telephone No:	X4598
Portfolio Leader:	Corporate Improvement
Key Decision:	No
Report Track:	Customers & Corporate Scrutiny Committee 22/02/16

CUSTOMERS & CORPORATE SCRUTINY COMMITTEE
22 FEBRUARY 2016
QUARTER 3 PERFORMANCE REPORT

1 Purpose of Report

- 1.1 To provide Members with a progress report on the performance of the Council in relation to the actions and indicators set out in the “Customers” Priority Delivery Plan for 2015/16.

2 Recommendations

- 2.1 That Customers & Corporate Scrutiny Committee note the performance information relating to Customers Priority Delivery Plan in Quarter 3 as detailed at Appendix 1.
- 2.2 That the Committee notes the actions and indicators which are rated Yellow, Orange or Red and the associated commentary/remedial action proposed by the Lead Officer, and determines whether any further information or explanation is required to assist Members in their Scrutiny function.

3 Key Issues and Reasons for Recommendation

- 3.1 Information for performance actions and indicators for Quarter 3 (October – December) is included in Appendix 1. The ratings provided for these items indicate that 69.3% of actions and 100% of indicators have been achieved or are on target for success.

4 Relationship to Corporate Priorities

4.1 This report supports the Council’s Corporate Priorities as follows:

- (i) The indicators and actions contribute individually to the Council’s Strategic Objectives as set out in the Corporate Plan 2015-18 and specifically the Customers Priority Delivery Plan for 2015/16.

5 Report Detail

5.1 The Council’s Corporate Plan 2015-18 was approved by Cabinet on 23 June 2015, superseding the previous Corporate Plan for 2011-14 and setting out the revised mission, priorities and strategic objectives of Cannock Chase District Council for the next three years.

5.2 The supporting Priority Delivery Plans (PDPs) are the annual documents that set out how the Council will achieve progress against its strategic objectives; these plans establish the actions, performance measures and timetables for delivery that are the basis of the Council’s quarterly and annual performance reporting framework.

5.3 The “Customers” PDP includes “Direction of Travel” performance indicators (PIs) and actions outlining the significant projects and initiatives being undertaken by the Council in regard to the two strategic objectives: “Delivering Council services that are customer centred and accessible”, and “Making the best use of limited resources”.

5.4 These measures and the relevant ratings and commentary provided by Lead Officers are included in Appendix 1. The actions and PIs are rated according to the system illustrated below, and at the end of Quarter 3 69.3% of actions and 100% of indicators are rated as completed or on target.

5.5

					
	Project completed	Project on target	Project scope/target date requires attention. Alterations considered by Leadership Team.	Project requires amendment. Alterations considered by Cabinet.	Project aborted/ closed
Performance Indicators	-	2 100%	-	-	-
Actions	3 23.1%	6 46.2%	4 30.7%	0 0%	0 0%

6 Implications**6.1 Financial**

There are no direct financial implications arising from the report.

The financial management of the PDPs is standard in accordance with Financial Regulations and any measure to address a performance shortfall as reflected in a PDP report will require compensatory savings to be identified in the current year and be referred to the Delivering Change Process for additional resources in future years.

6.2 Legal

None

6.3 Human Resources

None

6.4 Section 17 (Crime Prevention)

None

6.5 Human Rights Act

None

6.6 Data Protection

None

6.7 Risk Management

None

6.8 Equality & Diversity

None

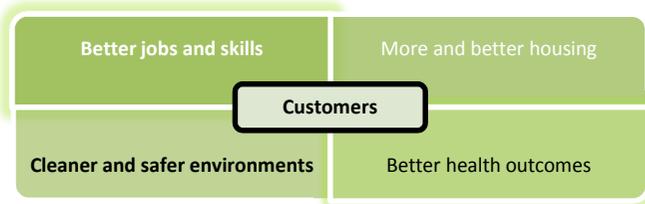
6.9 Best Value

None

7 Appendices to the Report

Appendix 1

Customers 2015/16 PDP Performance Report
Quarters 3

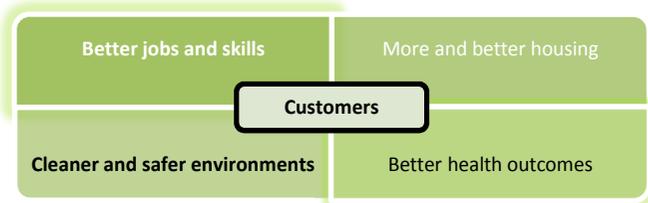


Customers: Delivering Council services that are customer centred and accessible

Direction of Travel PIs				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Customer contact data	25,147 calls received Target 92% 95% answered	25,456 calls received Target 92% 92.5% answered	22,018 calls received Target 92% 93.2% answered	
Uptake of online services				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Use of Online Forms	System not live	System not live	Target – 150 279 Forms completed (221 Reporting Issues + 58 Requesting Information)	Target - 200
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
E – Payments Transactions	Target – TBC Actual – 5435 Value - £601,242	Target – TBC Actual – 5854 Value - £ 624,169		

Strategic Objective					
Delivering Council services that are customer centred and accessible					
Action	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	
<p>Implement electronic web based forms (E-forms)</p> <p>All forms are up to date future forms are being created by ICT on the Abavus system</p> <p>Quarter 3 – To implement e-forms in live</p> <ul style="list-style-type: none"> ➤ All developed e-forms have been implemented in live and progress is being made on developing a mobile app to access services. 	<p>Making services more accessible on-line</p>				
<p>Install modern dispersed Social Alarms as required</p> <p>Quarter 2 – To complete the installation of dispersed alarms.</p> <p>All dispersed alarms have been installed by the end of Quarter 2. In total 1,050 stand-alone alarm systems (connecting directly into client's telephone lines) have been installed replacing the previous hardwired alarm systems during the programme.</p>	<p>System is easier for customers to use, improves their safety and allows them to stay in their own homes</p>				
<p>Refresh the Council's website</p> <p>Launched new website 28.09.15</p> <p>A 24/7 access point to information, portal to requesting services and paying bills.</p> <p>The website receives over 4,600 page views every day (1.7 million each year)</p> <p>Gives our residents immediate interaction with automated payment services and tools for example; 'who are your councillors', benefits calculator and bin collection dates.</p> <p>This is by far the most efficient way for us to interact with our residents and provides a very significant cost saving to us.</p> <p>National figures show that the cost to us of each interaction with residents / businesses cost us approximately:</p> <p>Face to Face: £7.50</p> <p>Telephone: £3.00</p> <p>Website: 30p</p>	<p>Website more customer friendly allowing easy access to information and services</p>				

<p>Develop and implement a Customer Services Strategy</p> <p>Quarter 3 – To develop strategy</p> <ul style="list-style-type: none"> ➤ Progress is being made on developing the strategy with the aim of completing during Quarter 4. 	<p>Customers have clarity as to the standards of service that they can expect to receive</p>				
<p>Undertake review of the Council’s community engagement methods & delivery</p> <p>The review is slightly behind schedule but a meeting to scope the review and provide background information has been arranged for 8 February 2016.</p>	<p>To ensure that there are appropriate and sufficient channels of engagement with customers and residents</p>				
<p>Develop support strategy for Universal Credit Claimants, including:</p> <ul style="list-style-type: none"> • Personal budget skills. Benefits Customer Services Team have received training from CAB, to the same standard as CAB advisors and will be able to deal with requests for this service. Support will continue to be available from CAB in the more complex cases, or those customers needing more than budget skills. • Access to online services. An on-line portal is being created and a Public Access Computer will be available in our reception area. • Assisting with UC claims. Benefit Customer Services staff are able to assist when necessary. <p>Additionally, Benefit staff provide to support to the DWP’s UC staff, when assistance is needed regarding the assessment of Housing Costs.</p> <p>Universal Credit is now “Live” in Cannock Chase. This means that new claimants, who are single and do not have special needs will be paid UC by the DWP, which will include their rent, and so will not need to claim Housing Benefit. The next phase of the role out of UC will be for DWP to make it available to families. We have been told that this will not happen in Cannock Chase before March 2017. No further indicative timescales are available.</p>	<p>To support customers in the move to Universal Credit and assist them in managing their finances</p>				



Customers

Strategic Objective					
Making the best use of limited resources					
Action	Outcomes	Q1 Rating	Q2 Rating	Q3 Rating	
<p>To develop a comprehensive Asset Management Plan which includes all maintenance costs etc.</p> <p>It has not been possible to update the AMP principally due to resource issues in the Property Team. Discussions were undertaken with the Penda private/public partnership involving Staffordshire County Council, the Police and Crime Commissioner and construction and engineering company Keir to assess the opportunity for joint working and securing assistance to meet the Council’s resource shortfall. However, this does not now appear an option so a programme is currently being completed for development of the APM which may require the utilisation of external resources. Work on the AMP will not now start until Q4.</p>	<p>The effective use of the Council’s land and property assets that meet operational needs and make the greatest return on investment</p>	▲	▲	▲	
<p>Evaluate opportunities for maximising the return from property and land assets</p> <p>This work is heavily linked to the item above as the AMP will include an evaluation of assets and returns. An evaluation of leases is required, however, with regard to disposals it is a requirement on public sector agencies to achieve best value and this is applied in Cannock, unless other priorities justify excepting less than best, for instance the disposal of 94 High Green to the Burton Addiction Trust. It should be noted that the Council’s operational, investment and incidental estate is relatively small due to past disposals and very little acquisition over a significant period. Evaluation is made on an ongoing basis as leases come up for renewal.</p>	<p>The effective use of the Council’s land and property assets that meet operational needs and make the greatest return on investment</p>	▲	▲	▲	

<p>Evaluate opportunities for alternative service delivery models for Building Control services</p> <p>Cannock delivers building control for Cannock and Stafford BC. Discussions have been going on since early in 2015 with Lichfield Council officers (who deliver BC for Lichfield, Tamworth and South Staffordshire) on the future of LA building control. Both have been of the view that due to a variety of factors, including competition from the private sector, changes are needed in current arrangements. Initial discussions between Lichfield and Stafford have grown to take in most Staffordshire councils. Portfolio holders from all the LAs have been sought and agreement been given to explore all potential options. Officers from Cannock and Lichfield have also been participating in the work by LABC (LABC is the national umbrella organisation that works on behalf of local authority building control services) to evaluate options for future service delivery. A project board has been established comprised of directors of all the Staffordshire Councils, with the exception of Staffordshire Moorlands (although they and a Derbyshire authority have expressed an interest in the outcome of the work). An officer working group has been carrying out a high level options appraisal for consideration of the board, suggesting that two options be taken forward for more detailed evaluation. The team has been using the business case model developed by LABC to assist LAs in their development of plans for the future of building control. It is planned to take recommendations to the board early in 2016 for those options to be taken forward to the next stage.</p>	<p>A well-resourced, expert and competitive local authority building control service to ensure a safe local built environment</p>				
<p>Evaluate opportunities for alternative service delivery models for Land Charges / Searches service</p> <p>Land charges is a very small service with two part time posts. One is currently vacant with the work covered on a casual basis by an ex member of staff. Some work of the team will be transferred to Land Registry after a government decision to centralise the activity. Discussions were opened with Lichfield Council, who began in May 2015 delivering a shared land charges service for themselves and South Staffordshire District Council, on the potential for joining their shared service. Joint working has been undertaken to evaluate the technical issues around a shared service – staffing, software systems and processes, charging etc. and a draft business case is in production.</p> <p>A report is being taken to Cabinet 24 March 2016.</p>	<p>A sustainable land charges service providing efficient and cost effective land and property information</p>				

<p>Respond to the transfer of the Local Land Charges Register to Land Registry from local authorities</p> <p>This work is progressing to the timetable of the Land Registry. Pilots have been working in some LAs but it is not currently clear when the scheme will be rolled out nationally. Centralisation of some elements of the land charges services will see a reduction in income and is part the justification for pursuing a more efficient shared service which can maintain and potentially increase competitiveness thereby improving service levels and income.</p>	<p>An efficient transfer of services, maintaining environmental information with reduced income</p>				
<p>Prepare an IT strategy</p> <p>Retender of the core infrastructure complete. This sets the direction of the server and data strategy.</p> <p>Future elements of the strategy will include the mechanism for funding the service, remote access, GIS, data ownership and the desktop arrangements.</p>	<p>To ensure Information Technology meets the requirement of customers and service providers alike.</p>				
<p>Introduction of Document Scanning system</p>	<p>To release storage space for use as office accommodation</p>				

				
<p>Project completed</p>	<p>Project on target</p>	<p>Project scope/target date requires attention. Alterations considered by leadership team.</p>	<p>Project requires amendment. Alterations considered by Cabinet.</p>	<p>Project aborted/ closed</p>