



Service Delivery Committee	Tuesday, 19 January 2016	Matter for Information
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Title: Customer Service Charters - Exception Report

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1. Introduction

- 1.1** This is an exception report for Members consideration and information where performance standards have not been met in respect of Service Charters across the Council and the reasons why performance standards have not been met.

2. Recommendations

That Members:

- 2.1.** Consider the proposed Service Delivery Charters; and
2.2. Note the performance standards that have not met the set target as reported at paragraph 3 of this report and the reasons why this has been.

3. Information

- 3.1** Overall the service performance promises have in the majority been met as at December 2015, set out below are the exceptions.

3.2. Customer Services / Revenue and Benefits

Benefits

Average time to process new claims

Cumulative average to end of December 2015	16.98 days
Target	15 days

The average number of days to process new claims is slightly below target but has shown an improvement for the last 4 months. We expect to meet our 15 day target by the end of March 2016.

Benefits

New claims and changes processed will be at least 98% accurate

Cumulative average to end of December 2015	92.16%
Target	98%

The target for accuracy is ambitious but it is important that claims and payments are calculated accurately. A quality checking programme is in place whereby feedback is given to assessors to link errors to actions and solutions to drive improvements in accuracy rates.

Council Tax

We aim to collect 98.5% of the Council Tax that is due in the year

The collection rate at the end of December 2015 is 87% which is 0.2% below target.

We expect to meet our target of 98.5% by the end of March 2016.

3.3. Planning Policy and Regeneration Service

In respect of keeping up to date and monitoring the performance of the Local Plan, (including the preparation, consultation and adoption of reviewed Local Plan by December 2016) this has been delayed due to Duty to Co-operate/Evidence Base Requirements. The Local Plan review is now scheduled to be completed by February 2018

3.4. Corporate Resources (CR) Service

Compliance

In respect of responding in full to all Freedom of Information (FOI) requests within the statutory twenty working days, 436 requests under FOI were made between 07 January 2015 to 06 January 2016. 95.7% were responded to within 20 working days. This was due to an unprecedented level staff turnover impacting on workloads and turnaround times.

Democratic Services

In respect of ensuring that draft minutes of all Council meetings are published on the Council's website with 14 working days of the meeting, all but two draft minutes of Council meetings were published on the Council's website within 14 working days of the meeting. This was due to having one sole Officer being responsible for the minute-taking of all standing Committees (whilst managing additional CR workloads).

Licensing

The Licensing team has not carried out compliance checks of licensed premises in conjunction with the Leicestershire Police. This was due to an unprecedented staff turnover impacting on workloads. Two Pub Watch meetings have been arranged by the Council, but as yet there is no Pub Watch Chair.

Legal / Land Charges

There was a temporary significant reduction in the turnaround of searches for land charges in the late part of 2015 due to resources. A shared arrangement is now in place with Blaby District Council to provide resilience and by 18 December the backlog was cleared and a return to searches being turned around in approximately 7 working days, (and will likely reduce in the new year). This is in line with other Leicestershire District Councils. This is for both official searches and for access to the land charges register under EIR/Personal Search. The arrangement with Blaby DC is in place for the remainder of this financial year, whilst considering options.

3.5. Finance and Accountancy

The target for a minimum of 98% of all suppliers and other creditors to be paid within 30 days of receipt of the invoice or within the agreed payment terms – the indicator is currently running at late eighties. Steps will be taken to improve the authorisation of invoices once they are initially processed.

The budget/finance systems training have been put on hold to roll out when the new software version is available, as it is due shortly.

3.6. Community Services

An update is within the earlier report on this agenda - Community Services Update.

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Implications	
Financial	Nothing significant
Risk	CR1 - Decreasing financial resources. CR2 - Supplier/partner failure.
Legal	The Council is required to provide as a minimum, services that are a statutory requirement.
Equalities	The Council's services are accessible to all.