



Service Delivery
Committee

8 JULY 2014

Decision

Title: SERVICE CHARTERS

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1 Introduction

- 1.1. At the meeting of this committee on 21 January 2014, proposed service delivery Charters for the Council's service areas were approved together with performance to date. The Charters have since been published on the Council's website.
- 1.2 The above meeting requested that this committee be kept updated where promised performance standards have not been met.
- 1.3 This report also includes as an Appendix a further service delivery Charter for the Brocks Hill Country Park for members approval

2. Recommendations

That members':

- 2.1 consider the proposed service delivery Charter for the Brocks Hill Country Park
- 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. The performance standards that have not been fully met for the Community service area have been reported separately within the Delivery of Housing Revenue Account report at Agenda Item 9.
- 3.2 The other service areas whose performance standards which are very slightly below the set targets are as follows:-

Corporate Resources - "respond in full to all Freedom of Information (FOI) requests within the statutory twenty working days." The response rate is currently running at 96% (April to June 2014). Of the 128 FOI requests received, 5 were delayed due to the complexity of the requests

Financial Services - "ensure that a minimum of 98% of all suppliers and other creditors are paid within 30 days of receipt of the invoice or within the agreed payment terms" This is currently running at 97% principally due to a large number of utility invoices that have to be reissued after eg the meter readings being challenged with the utility company.

Financial Services – “We will ensure that all sundry debtors are raised within 7 days of receipt of requests from departments” This has been achieved for 98% of all invoice requests to date in 2014/15, the actual numbers are small and are for various reasons eg VAT queries.

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Implications	
Financial (PL)	The Charters inform the financial planning process and ultimately the setting of the budgets year to year
Risk (AC)	CR1 –decreasing financial resources;CR2 supplier/partner failure
Equalities (AC)	The Council’s services are accessible to all
Legal (AC)	The Council is required to provide as a minimum, services that are a statutory requirement