

PERFORMANCE MANAGEMENT **Appendix C**
Statement to Scrutiny People by the Corporate and Customer Services
Portfolio Holder (Cllr. Dann)
October 2011/12

Achievements

Corporate and Customer Services April 2011 – September 2011

Conducted successful district and parish elections in May
 Conducted successful referendum parliamentary alternative voting system in May
 Annual canvass of electors underway but currently showing an increase in return of voter registration forms
 Consultation on polling station review completed and proposals published on the website
 Performance Management Policy developed
 Project managed HDC involvement in establishment of shared Revenue and benefits service
 Project managed implementation of payroll system
 Organised successful Freedom of the District march

The Council's new web site is now live. The new-look web site is fresh and reflects the rural nature of the District. There is more content on line and the functionality is greater. It is believed that Harborough is the first Council to use 'responsive design' – technology that allows the web site to rearrange to allow ease of use on a range of devices such as tablets and mobile telephones.

Twitter is now being used by the Council. Although only live for a few weeks it already has more than 50 followers. This will inevitable grow over the coming months.

The revised Complaints Procedure is now in place. This now includes a section on dealing with vexatious complainants.

The Councils ICT User Policy, e mail policy and internet policy have all been subject to annual review.

A 'health check' on the Councils ICT (including security) has been carried out. The report highlights a programme to enable the Council to be in a position to deliver the levels of technology that will deliver flexible/ mobile working and systems such as document management. The ICT programme of work now forms part of the Councils Transformation Programme.

The new service point at Lutterworth Library is now open. The opening days were extended to four days per week.

The Customer Services Team have a Service Level Agreement in place with the newly formed Revenues and Benefits Partnership.

A further edition of Talkback has been prepared and distributed. The effectiveness of a Council Newsletter is to be considered – this being an action point from the Communications Strategy.

Revenues and Benefits Shared Service

During 2010/2011 Harborough District Council decided to enter into the Leicestershire Partnership for Revenues and Benefits. Phase one of the project is complete and all partners are able to utilise the document management and other associated systems. Hinckley and Bosworth Council staff moved into the shared Revenues and Benefits accommodation in the Atkins Building in Hinckley in September 2010. HDC moved in May 2011 and NWL joined at the end of July 2011.

Harborough's performance for the first 6 months of the service is summarised in the table below.

Harborough District Council						
NI	Indicator Description	2010/11	2011/12 to Date	Target	Status	
NI 181	Days Taken to Process Housing/ Council New Claims and Change in Events	22.23 Days	12.47 days	11 Days	Amber	Resources to assist with NWL move to partnership
LPI	Indicator Description	2010/11	2011/12	Target	Status	
BV078a	Speed of Processing: New Housing Benefit/ Council Tax Benefit Claims	38.95 Days	23.89 Days	25 Days	Green	Above target

PERFORMANCE MANAGEMENT **Appendix C**
Statement to Scrutiny People by the Corporate and Customer Services
Portfolio Holder (Cllr. Dann)
October 20011/12

BV078b	Speed of Processing: Change in Circumstances for Housing/ Council Tax Benefit Claims	16.81 Days	10.63 Days	6 Days	Red	Resources to assist with NWL move to partnership
BV079b(ii)	Percentage of Recoverable Overpayments Recovered (HB)	51.09%	17.55%	60.00%	Green	On Target
BV076d	Housing Benefit Security - Prosecutions and Sanctions	28 Fraud Investigations Proven	8 Fraud Investigations Proven	42 Fraud Investigations Proven	Green	On Target
BV009	Percentage of Council Tax Collected	98.10%	48.38%	98.90%	Green	On Target
BV010	Percentage of Business Rates Collected	98.25%	49.61%	99.00%	Green	On Target

Corporate Health and Safety

23 Health and Safety training sessions have been held covering

- Personal Safety
- Emergency First Aid
- Defibrillation Training
- Evac. Chair
- Fire Extinguisher Training
- General H&S Awareness
- Risk Assessment
- Manual Handling

Fire Responsibilities:

- Organisation of fire risk assessment
- Production of an on line course for fire sweepers
- Organised Fire extinguisher training for all sweepers
- Updates to Fire Procedure and roll call forms following staff moves and fire drill
- Production of fire check records (caretakers to follow) and evacuation record for future use following drills / false alarms.

Risk Assessment:

- Personal Protective Equipment policy and purchasing guidance
- Display Screen Equipment assessments undertaken for disabled, pregnant and home workers (Revs and Bens)
- Production of a generic office risk assessment

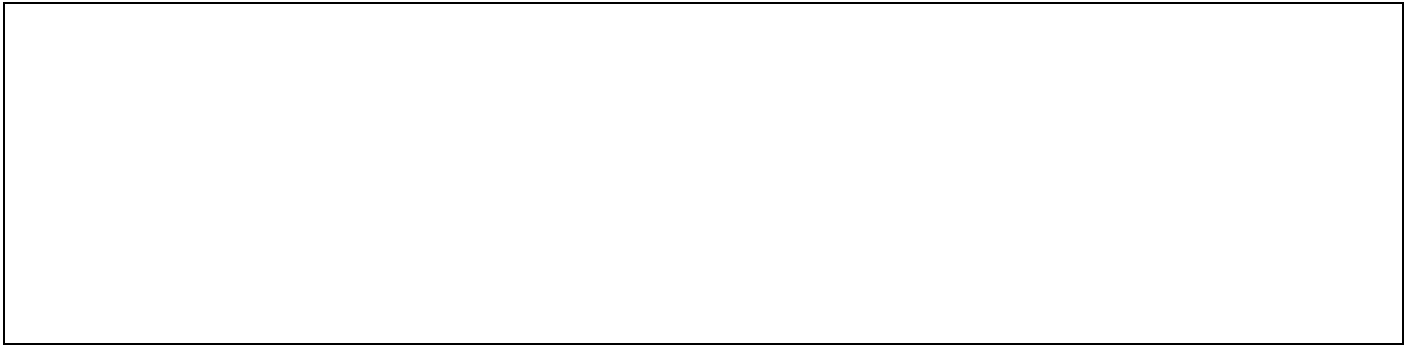
Staff Personal Safety:

- Re-establishment of dangerous person register - with procedures compliant with the Data Protection Act
- Production of a "Policy and Guidance for dealing with aggressive and potentially violent customers" document for staff

General:

- Joint working with Hinckley & Bosworth & NWLDC – production of Memorandum of Understanding and audit of Office at Hinckley following H&S concerns raised.
- Produced a policy on Legionella and then worked with Facilities to ensure procedures for Legionella controls.
- Development of complete range of "Control of Contractors" procedures for Facilities to follow
- Worked with Facilities to review asbestos register and made checks to all but one of our premises that contain asbestos.

PERFORMANCE MANAGEMENT **Appendix C**
Statement to Scrutiny People by the Corporate and Customer Services
Portfolio Holder (Cllr. Dann)
October 20011/12



Current work in progress.

(Bullet points on the key areas of activity within the portfolio, no more than 6)

Corporate Services

Establishing performance management framework for the transformation project
Implementing a leadership and development work stream for the transformation programme
Finalising review of polling stations
Implementing online consultations module for planning applications
Annual canvass of Register of Electors

Corporate Health and Safety

Audits of the Council Offices
Production of H&S seminar for Councillors
Production of stress risk assessments for individuals returning to work after being off work with stress.

A councillor ICT User Group has been set up to look at ICT issues. This will include addressing the recent difficulties Councillors may be experiencing with regard to signing on/ enclosures. The Group will also feed any views to the Transformational Team.

Future plans.

Undertake a community governance review

Embedding of a behavioural competency framework

New Management Development Programme work stream supporting the transformation programme.

A Social Media Policy is to be introduced. This will cover some do's and don'ts when using Twitter and Facebook.

Web site enhancements to include 'My Harborough' with easy access to service information based upon post code. This will also include refuse day information.

The Council intends to launch a Facebook page to make information available to a wider audience.

An ICT Strategy is being developed as follow up work from the recent ICT health check.

The Council is working with the DWP on the introduction of 'Tell Us Once' – data sharing linking the Registrar of Births, Marriages and Deaths with other public sector services. Despite many difficulties, the ICT system is now in place and the Council is awaiting a live date.

Work is about to start on a new Intranet – with an initial meeting with JADU already taken place. The Intranet will integrate with the Internet and will be hosted off site.

PERFORMANCE MANAGEMENT **Appendix C**
Statement to Scrutiny People by the Corporate and Customer Services
Portfolio Holder (Cllr. Dann)
October 20011/12

Continue to develop the Leicestershire Revenues and Benefits Partnership.

Areas of concern

ICT have provided considerable assistance towards the implementation of the Cash Receipting system. To date the system is not live. The existing level of support for one project is not sustainable. This will inevitably affect other projects within the current work plan.

The level of resources within the Customer Services front office will require a review as part of the transformational work. It is inevitable that this area of the business will require additional resource to handle more one stop enquiries/ signposting and to improve performance.

Key Performance Indicators

(report on exceptions, i.e. over or under performing BV indicators)

Better than target		Worse than target	
		LPI 496	Customer Satisfaction – 87% - target is 90%
		LPI 411b	80.35% calls answered by the Call Centre with 60 seconds. The target is 90%.
		BV078b	Speed of Processing: Change in Circumstances for Housing/ Council Tax Benefit Claims

PERFORMANCE MANAGEMENT **Appendix C**
Statement to Scrutiny People by the Corporate and Customer Services
Portfolio Holder (Cllr. Dann)
October 20011/12

Corrective Actions

Report on corrective actions being taken to address under performing indicators

Service review of Customer Services to address resource levels.

BV078b – Measures are in place to improve the performance on this indicator.

Topical issues

None to report.