



## **Portfolio Holder Performance Report 2018/19**

**Quarter 2**

**Councillor Sophie Meudec**



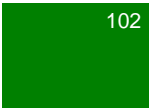
## Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
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**Portfolio Holder: Sophie Meudec**

**Responsible Officer: James Fairclough**

**Service Area: Parks & Cemeteries**

Sep	LI 146	(Cemeteries) Provide cremation service within 10 days of initial service enquiry (%)	100	 100		
Sep	LI 202	(Cemeteries) % of public health cases where costs are likely to be recovered	50	 40	8 Funerals, 1 Written off, 2 Taken over by family, 4 remain to try and recover	
Sep	LI 421	(Cemeteries) Attendance at events - based on events such as Cemeteries Open Day, Schools Annual Remembrance Day service, History talks and tours of the Cemetery.	100	 102		

## Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
<b>Responsible Officer: John Chance</b>						<b>Service Area: SRP Benefits</b>
Sep	LI 016	Speed of processing: average time for processing new claims (Days)	24	17		
Sep	LI 017	Speed of processing: average time for processing notifications of changes of circumstances (Days)	7	5		
Sep	LI 193	LA error (%)	0.48	0.17		
Sep	LI 206	Financial accuracy of Benefit processing (%)	96	96.37		
Sep	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (Days)	10	5		

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Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
<b>Responsible Officer: John Chance</b>						<b>Service Area: SRP Revenues</b>
Sep	LI 012	Proportion of Council Tax collected (% - cumulative)	53.4	53.21	Slightly down on the same period last year (53.48%) Impact of UC and frequent changes in liability which is recalculating instalments into the future	
Sep	LI 013	% of non-domestic rates collected in current financial year (cumulative)	57	58.52		
Sep	LI 352	SRP: % of HB Overpayments collected	80	83.52		

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Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment	
<b>Responsible Officer: Shirley Jarlett</b>							<b>Service Area: Corporate Support</b>
Sep	LI 168	Health & Safety: RIDDOR reportable incidents (number - Council-wide)	5	1	1 RIDDOR incident recorded for Maintenance & Contracts		
Sep	LI 221	Health & Safety: Accidents / Incidents (number) (Non-RIDDOR)	45	87	Better reporting mechanisms and training has increased the number of incidents reported.		
Sep	LI 373 6mthly	Elections: Produce and implement an annual canvass plan to undertake the annual canvass of electors in three stages(%)	75	75	A comprehensive planning has been written and followed for the delivery of annual canvass. Stage 1 and Stage 2 of the annual canvass have been successfully completed and data for stage 3 is currently with printers.		
Sep	LI 376	Elections: Produce a comprehensive election plan which ensures that electors can vote easily and know that their vote will be counted in the way they intended	50	50	A comprehensive project plan has been written to support the delivery of the May 2019 elections.		
Sep	LI 377	Elections: Produce a robust and specific election plan that enables those wanting to stand for election to have confidence in the management of the process and result	50	50	a comprehensive project plan has been written to support the delivery of the election.		
Sep	LI 415	Community Engagement: % of Area Committee budget allocated	50	52			
Sep	LI 506 6mthly	Corporate Health & Safety: Service areas completed 100% of Risk Assessments	100	100			

# CORPORATE PLAN DELIVERY

## PRIORITY 2: A Sustainable Environment

### Develop the remainder of the Millennium Cemetery

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Implementation of the development to the remainder of the Millennium Cemetery  [Completion Due: Autumn 2018]	Delays occurring due to ecological assessment. Increasing costs.	G	Roadway works are complete and now moving towards the final phase of landscaping and tree planting. Refurbishment of the Cemeteries office is nearly complete with just final snagging left to finish.	Lisa Stannard	James Fairclough

# CORPORATE PLAN DELIVERY

## PRIORITY 5: Quality Homes for All

### Manage the transition to Universal Credit as it affects our tenants

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Supporting the transition to Universal Credit which will be implemented from May 2018</p> <p>[Completion Due: 2018/19]</p>	<p>Unknown quantities - speed of transfer, speed of change, government policy Cannot plan for a natural migration</p> <p>Increase in arrears and associated workload if not managed.</p>	<p>G</p>	<p>Quarter 2: Benefits and Business Support: There has been an increase in the quantity of Change of Circumstances notifications received and processed in this year. This has been as a result of both DWP initiatives designed to reduce Fraud and Error and the transition to Universal Credit. The rate of change notification has slowed over the summer period but the level of incoming work is still higher than in previous years.</p> <p>Tenancy Services: One FTE dedicated to UC claims. Regular progress meetings with DWP. IT training is available to tenants if required. Review of housing officer 'patches' imminent.</p> <p>Corporate Support: DWP is currently averaging between 100 -120 new claims a week and since July has also been transferring its UC Live Customers onto UC Full Service, which has gone well with most claimants transferred successfully. The impact of Universal Credit has had an impact on Council services, in particular Revenues and Benefits and Tenancy rent collection where additional work and assistance to customers and tenants has been required. It's anticipated that the changes will have a beneficial impact to both the customer and Council services and will continue to be monitored. IHAG continue to provide Personal Budgeting Support and the Customer Contact Centre Assisted Digital Support, and although numbers in receipt of help is steady, it is below DWP's prediction at the beginning of the year.</p>	<p>Martin King</p> <p>Deborah Carr</p> <p>Amy Mayes</p>	<p>Ian Blofield</p> <p>John Chance</p> <p>Shirley Jarlett</p>

# CORPORATE PLAN DELIVERY

## PRIORITY 7: An Efficient and Effective Council

### Increase our online offering, joining up different systems so customers only have to "tell us once" and encouraging cheaper and more efficient interactions with the Council

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
SRP Revenues & Benefits - Implement and develop Version 2 of Northgate self-service portal (CA-R) - Citizens Access module - to allow customers to submit house move details online.  [Completion Due: March 2019]	Failure of Northgate technology to deliver Self Service function for moves not used by customers so we are not advised of moves. New claims processing will be impacted by transfer to Universal Credit, causing delays to assessments through late notification of UC award	G	Quarter 2: Self service portal is now fully live online and with Customer Services. We are currently working on fine-tuning the back-office processes. We are currently awaiting an update release to fix some bugs which is due in October. It is intended that the portal will be publicised and promoted from November. Nevertheless, we have had some applications via the portal: during September we received 470 registrations for Ipswich customers, 406 move notifications and set up 223 direct debits.  E- Billing: is currently being tested. It is intended to soft-launch before Christmas with a view to go live for annual billing in 2019.	Andrew Wilcock Amy Mayes	John Chance
SRP Revenues & Benefits - Work with Customer Services to implement E-billing for Council Tax and Non-Domestic Rates  [Completion Due: March 2019]					
SRP Revenues - Increase the use of SMS  [Completion Due: December 2018]	Need the most up to date phone number for the customer Incurring costs Northgate functionality	G	Quarter 2: We are currently testing the functionality to use SMS for housing benefit overpayments. The fix for the bug that was discovered has not happened yet. SMS is being used for monthly reminders however SMS use for overpayments is to be developed; resources have been focused on the Self-Serve Portal.	Andrew Wilcock	John Chance
SRP Revenues - Develop Bailiff interfaces  [Completion Due: November 2018]	ICT - integration into Northgate and I@W Staffing Priorities	G	Quarter 2: No further update on this work. The deadline has now been revised to November 2018. Resources have been focused on the Self-Service customer portal.	Andrew Wilcock	John Chance
<b>Seek to reduce reliance on government grants</b>					
Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
SRP Benefits & Business Support - Maximise Income from Subsidy. Keep Local Authority Error below 0.48%. Financial Accuracy of Benefit Processing – > 98%  [Completion Due: March 2019]	SRP does not achieve the appropriate levels to receive DWP incentive payments.	A	Quarter 2: Speed of processing new claims: 21.59 days Speed of processing notifications of change of circumstance: 4.69 days Financial Accuracy: 96.37% Local Authority Error: 0.20%	Amy Mayes	John Chance
SRP Revenues - Collect current and previous year's Non-Domestic Rates arrears  [Completion Due: March 2019]	Business Rates Avoidance on empty properties Economic climate / brexit	G	Quarter 2: 58.52% of non-domestic rates have been collected. It was 57.68% for the same month last year so slightly up on last year. 45.53% of non-domestic rates arrears have been collected.	Andrew Wilcock	John Chance



## CORPORATE PLAN DELIVERY

SRP Revenues - Collection of Housing Benefit Overpayments - collect overpaid Housing Benefit where there is no longer a live claim	Economic climate	G	Quarter 2: 83.52% of housing benefits overpayments have been collected.	Andrew Wilcock	John Chance
[Completion Due: March 2019]					

SRP Revenues - Collection of Council Tax - collect current and previous year's Council Tax arrears	Impact of UC Potential impact of economic climate, welfare reform, brexit Changes in legislation	G	Quarter 2: 53.21% of Council Tax has been collected. It was 53.48% for same month last year so slightly down in comparison; this is due to the effects of UC & frequent changes in liability which is pushing cashflow into the future and we will look to recover this as we go through the financial year. 23.96% of Council Tax Arrears has been collected.	Andrew Wilcock	John Chance
[Completion Due: March 2019]					

### Promote local decision-making and ensure community grants are delivering outcomes for local people

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Manage the delivery of 5 Area Committees across the town and support the local groups wishing to bid for Area Committee funding. Manage the Community Cash grant process.	Protocol is not fit for purpose and prevents valuable community work being undertaken where a need has been identified. Area Committees not necessarily focussed on the needs of their community.	G	Management of the Area Committees continues in 2018/19 and projects approved by each of the area committees will appear in the end year 2018/19 performance reports.	Deborah Carr	Shirley Jarlett
[Completion Due: 2018/19]					

### Work to increase local people pride in Ipswich and promote equality of opportunity

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
To develop the 2019 State of Ipswich report. Work with Suffolk County Council to scope and gather information, publish report.	Limited new datasets Lack of internal and external buy-in Limited staff resources.	A	Project Team has been identified, including representations from outside of the Council to support and manage the development of a State of Ipswich document to support decision making at the Council and the development of key policy documents.	Deborah Carr	Shirley Jarlett
[Completion Due: 2018/19 ]					

Review the current Equality and Diversity Policy to ensure it is up to date and accessible to the organisation to use. Support key decision makers and work with key agencies in Ipswich.	Decision Making across the council does not consider in enough detail the implications with regard to equalities, therefore delivering Council activity which may unintentionally discriminate against one or more groups.	G	The next Equality & Diversity Policy review is scheduled March 2020.  A revised EQIA process now supports the policy and both are on the Council's Intranet. The Council's Forward Plan is reviewed to identify those decisions considered to have equality implications. Equalities Steering group takes place each month to ensure IBC has a good understanding of the current issues. Work to be undertaken during 2019 to develop a comms plan to better promote Equality and Diversity.	Deborah Carr	Shirley Jarlett
[Completion Due: 2018/19]					