

Report to Finance & Performance Management Scrutiny Panel



Date of meeting: 20 September 2011

Subject: KPI 25 – Environment & Neighbourhoods Team service standards

Officer contact for further information: J Gilbert

Committee Secretary: Adrian Hendry

Recommendation:

That the 2011/12 target for KPI 25 be returned to its 2010/11 level of 95% from 97%

Report:

1. KPI 25 measures the response of the Environment & Neighbourhoods Team to requests / complaints from the public. This is a very important front line service area and it is important that residents receive a speedy response to their concerns.

2. The target set for 2010/11 was that 95% of all requests for service should be responded to within 3 working days of receipt. This was an increase on the original 90% target. The performance outcome since Q4 of 2009/10 has been as follows:

Quarter	Performance
Q4 09/10	97.09%
Q1 10/11	94.70%
Q2 10/11	96.20%
Q3 10/11	97.80%
Q4 10/11	96.60%
Q1 11/12	95.30%

It can be seen that in only 2 quarters has a performance in excess of 97% been achieved with the average performance outside of those being 95.7%.

3. When targets for 2011/12 were considered, it was felt that, based upon the then most recent performance, 97% should be attainable. However, upon reflection, it is likely that a consistent performance in excess of 97% will be extraordinarily challenging and certainly will not be achievable without maintaining full officer availability throughout the year and potentially compromising the priority setting arrangements currently in place i.e. dealing with lower priority issues more quickly than is absolutely necessary just to ensure that the target is achieved. To provide some context to the 97% target, based upon the most recent quarter, failing to respond within 3 days to just 2 enquiries per week would cause the target to be missed.

4. It is recognised that such an important service area should provide a speedy response. However, just as important is the ability to ensure that higher priority matters receive earlier attention and are not set aside just to ensure target compliance. On that basis and allowing for the fact that the Team will not be able to maintain full establishment throughout the year, the Panel are asked to consider reducing the 2011/12 target back to the 2010/11 level of 95%, which is still very high, but ensures a reasonable balance between the need to respond, the need to prioritise and the need to attain a target performance.