

Quarterly Service Requests for Reviews of Measures

In 2015/16, a new performance framework was introduced that gave Heads of Service the option to amend their service plans on a quarterly basis in order to ensure they reflect the reality of the service. This would for example include, which measures were still relevant, where they are reported to and any agreed targets. As part of the quarterly reporting, approval for any amendments is sought from the appropriate decision maker e.g. changes to Key Strategic Measures will need to be approved by Corporate Board.

Quarter 1:

Measure of Volume:

1. Jobseeker's Allowance Count (16-64 and 16-24) (Reports to Corporate Board and Executive)

REQUEST from Performance, Research and Consultation team: replace with a count of the total number of claimants, which includes Universal Credit.

REASON: Claimants are being encouraged to apply for Universal Credit (UC), as it encompasses benefits for the employed and unemployed in one application. The reduction in residents claiming Jobseekers Allowance (JSA) may therefore be due to their swapping over to UC, rather than a reduction in unemployment. The total Claimant Count monitors both JSA and UC.

Key Accountable Measure:

2. % of high priority Disabled Facilities Grants approved within 9 weeks of receipt of full grant applications (Ref: CBO6dp15 - Reports to Corporate Board and Executive)

REQUEST from Development and Planning: To be remove this measure and investigate an alternative.

REASON: The measure is no longer useful. The work by the service is carried out before the application is submitted and therefore the processing time from submission to approval does not reflect demand on the service.