



Council Overview and Scrutiny Committee
12 September 2013

2013/14 Quarter 1 Performance Report

Purpose of the report: Scrutiny of Services – Performance Monitoring.

1. The Surrey Residents Survey is a quarterly telephone tracker survey. Each year approximately 6600 residents are interviewed and the results can be generalised to the Surrey population with a high degree of confidence.

The headline Surrey Residents Survey results are:

- 63% of residents are satisfied with the way the Council runs things
 - 43% of residents think the Council provides good value for money
 - 92% of residents are satisfied with their neighbourhood as a place to live
 - 54% of residents feel that the Council keeps people informed
 - 37% of residents feel they can influence decisions
2. Customer satisfaction with the contact centre remains high, with a year-to-date figure of 94% satisfied. This is above the target of 85%
 3. At the end of the first quarter 91% of complaints to the Council were dealt with inside of the target timescale. The Audit and Governance Committee discussed a report on the Council's complaint policy, procedures and performance at its meeting on 2 September 2013¹.
 4. The year-to-date performance for responding to FOI requests within timescale was 91% at the end of May (latest available data), exceeding the target of 85%.
 5. At the end of June, there was a -£1.7m under-spend in the total staffing budget and it is forecast that at the end of the year there will be a £2.1m under-spend against the establishment budget.

Directorate Priorities

6. Each directorate reports on progress against their priorities. The following table is an 'exceptions report' that highlights those priorities currently rated as red or amber. Further detail on each priority is available on the Council's website: <http://www.surreycc.gov.uk/your-council/how-the-council-works/our-performance/our-key-strategies-bookcase/our-business-reports>

¹

http://mycouncil.surreycc.gov.uk/documents/s7823/Complaints%20performance%20report%202012_13.pdf

Priority	Current RAG Rating	End of Year Prediction
Adult Social Care		
Grow preventative services in partnership with District and Borough Councils	Red	Green
Help people regain skills at home, whilst recovering from a setback	Amber	Green
Invest in joined up health and social care services which are local, universal and preventative	Red	Green
Maximise social capital in localities with effective care packages	Red	Red
Help people who fund their own care	Amber	Green
Empower people and their carers to live independently	Amber	Green
Manage the Surrey County Council in-house residential homes efficiently	Red	Green
Co-ordinate the Surrey care market to deliver value for money	Amber	Green
Deliver the Public Value Review of Learning Disabilities services	Amber	Green
Develop a competent and courageous workforce	Amber	Green
Maximise productivity by simplified processes which enable front line staff to spend more time with residents	Amber	Green
Environment and Infrastructure		
Repair road defects and deliver maintenance schemes, including the five year programme to renew 500km of worst roads in the county, within target timescales and budget	Red	Green
Reduce road congestion through delivery of new schemes and initiatives	Amber	Green
Deliver schemes in partnership to reduce energy costs and carbon impact benefitting Surrey residents, businesses and the Council	Red	Green
Chief Executive's Office		
Improve the health and wellbeing of Surrey residents through delivery of –Surreys Joint Health and Wellbeing Strategy; and – the new County Council public health responsibilities effectively, as measured through the Public Health Outcomes Framework.	Amber	Green

7. More detailed performance information is available on the Council's website <http://www.surreycc.gov.uk/your-council/how-the-council-works/our-performance/our-key-strategies-bookcase/our-business-reports>
The quarter one performance score card is attached as **Appendix A**.

Recommendations

The Committee is asked to scrutinise the performance monitoring report and make recommendations as appropriate.

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Sources/background papers: None