

Information Report

Non-targeted (data-only) performance measures that will be reported every quarter to provide context and background information – not suitable for the Balanced Scorecard page as no targets applicable or relevant.



PI Description	Managed By	Q3 16/17	2016/17	Q3 2017/18		17/18	Comment (If Applicable)
			YTD or Total			YTD or total	
<p>Planning Enforcement (Workload)</p> <p>Change: Due to issues extracting the information, breaking down the action in each enforcement case isn't possible. Volume of all current outstanding work is being reported instead</p>	Pat Whymer	-	-	Enforcement cases closed: 106 Live enforcement cases: 324 Enforcement cases received: 110 Backlog closed: 10 Backlog remaining: 77		-	<p><i>Figures as at the end of December.</i></p> <p><i>Latest figures are available on the online dashboards as soon as it is available</i></p>
<p>All: Complaints resolved</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	Area	Complaints rec last qtr 2017/18 Q2		Total	Avg Time (Days)	2017/18 YTD	<p>This breakdown of area and average time to complete timings is only available for the completed complaints.</p> <p>99 complaints were logged during the quarter, 45 of the completed processes were service issues that were dealt with immediately and aren't formal complaints. The remaining 13 processes that are yet to be completed will be a mix between service issues and formal complaints.</p> <p>Note: Service Issues – Some issues are logged as complaints as the customer has a justified concern. Often these are simple issues resolved by talking with the customer so don't form part of our formal complaints process but still are captured for improvement and analysis purposes</p>
	Assets	-	Assets	1	18	1	
	Case Management	-	Case Management	-	-	-	
	Council Tax	4	Council Tax	2	3	11	
	Customer Service Team	-	Customer Service Team	-	-	2	
	Environmental Health	-	Environmental Health	2	39	2	
	Environmental Protection	-	Environmental Protection	-	-	-	
	Finance	-	Finance	1	21	1	
	Housing Benefits	-	Housing Benefits	1	16	5	

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			YTD or Total				YTD or total	
	Housing Advice	-		Housing Advice	-	-	-	
	ICT/Internet	-		ICT/Internet	-	-	-	
	Legal	1		Legal	-	-	1	
	Planning	8		Planning	17	29	37	
	Waste	19		Waste	13	37	39	
	Commercial Services	10		Commercial Services	2	20	16	
	Car Parks/Parking	-		Car Parks/Parking	2	19	2	
	Total	42		Total	41	29	117	
	Service Issues	30		Service Issues	45	N/A	109	
Compliments	-			Service	No.	YTD	<p>We re-launched the compliments process towards the end of this quarter after limited uptake previously.</p> <p>It asks for: service area, team (or staff member), type (helpfulness, solved a problem, above & beyond the call of duty {ABCD}, speed), and a description, which we can make available for managers or members.</p> <p>The process is quick to do and the compliment can be captured by anyone and sent to the staff member involved or their manager for recognition.</p>	
				Commercial Services	-	1		
				Council Tax	-	1		
				CST	12	25		
				Domestic Waste	6	15		
				Housing Advice	1	2		
Long term sickness (days)	Andy Wilson	873.7	YTD 1998	533	YTD 2062	<p>Equivalent to 1.56 days/FTE for the Qtr.</p> <p>Q2 figure: 2 days/FTE</p> <p>This figure relates to 16 individuals averaging 33 working days away. Through the quarter, 2 have resigned and 4 have been managed back into work.</p>		
Number of days lost due to long term sickness								
Short term sickness (days)	Andy Wilson	203	YTD 708	423	YTD 959	<p>Equivalent to 1.2 days/FTE for the quarter.</p> <p>Q2 figure: 0.9/FTE</p>		
Number of days lost due to short term sickness								

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			YTD or Total		YTD or total	
						Public sector averages for all sickness (long term and short term) are around 2-3days/FTE
Top 5 call types	Anita ley			1) Call dealt with on Switchboard 2) Other - Call transferred to another organisation 3) General - Other Enquiry - Dealt With 4) Move 1st Move 5) Transfer to Housing Advice	-	Last Qtr 1) Other - Call transferred to another organisation 2) Call dealt with on Switchboard 3) Revenues - Move 4) Domestic Waste - Missed Waste 5) General - Other Enquiry - Dealt with
Top 5 website processes	Kate Hamp		-	1) Recycling Sack Request 2) Letter of Representation 3) Missed Waste Report 4) Waste Container Request 5) Parking Permit Request	-	Last Qtr 1) Garden waste subscription 2) Letter of representation 3) Recycling Sack Request 4) Missed Domestic Waste Report 5) Waste Container or Sack Request Contact
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	26.2%	23.8%	60%	Q1 16/17 55.6%	Figures as rising more slowly now but seem to be settling around 50% of all transactions
Total number of online transactions	Kate Hamp	4955	13726	Workflow360(W2): 17846	55966	Number of online interactions continues to increase as well as the percentage of all contact through online means. The levels are beginning to level off so further rises from these levels will likely be smaller and based on additional processes coming online and in response to channel shift activities
% of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Anita Ley	70%	70%	-	-	Measure no longer captured in new phone system. Online CST dashboard has more measures data updated monthly and broken down into call types and answer speed.
Nuisance complaints Received	Ian Luscombe	88	308	148	462	The nuisance process (covering noise, odours, smoke, etc) has now gone into Workflow360, this has moved the processes into the Customer Service Team and case

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						management with specialist involvement only required later for more complex investigation.
Average time taken for processing Disabled Facilities Grants (Portion under council control) (Days)	Ian Luscombe	3 days	3 days	0 days	0 days	This is the portion of the process completely under the council's control (from application to approval). Our target is completion within 5 days The average number of days is 0 and has been improving steadily throughout the year. This means on average the completed paperwork is received and completed on the same working day.

Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	Oct 2017	Nov 2017	Dec 2017	Q3 2017/18		Action Response
			Q2	Value	Value	Value	Value	Target	
Average no. of missed bins per 100,000 collections	-		586	156	105	97	358	225	A new management team is now in place and improvement measures and increased monitoring of crews has already shown a positive effect and we would expect this to continue into Quarter 4 to bring the measure back into its normal range.
% of Benefits change of circumstances completed online (IEG4)	Lorraine Mullineaux		8%	8.4%	9%	7.2%	8.3%	25%	This is a new measure and a stretching target. The uptake of new claims online has been very good (64%) and keeps slowly increasing. The change of circumstances online process hasn't been as used as extensively. Due to capacity issues the channel shift activities planned for Quarter 3 will take place over the coming months to improve this figure.