

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.

Performance measure	Managed By	Q3 16/17	2016/17	Q3 2017/18		17/18	Comment (If Applicable)
			YTD or Total			YTD or total	
Planning Enforcement	Pat Whymer	-	-	Enforcement cases closed: 17 Live enforcement cases: 170 Enforcement cases received: 27 Backlog closed: 1 Backlog remaining: 60		-	Figures at the end of December. Latest figures are available on the online dashboards as soon as it is available.
All: Complaints received Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Area	Complaints rec. last qtr Q2 2017/18		Total	Avg Time (Days)	Total no. of complaints YTD	This breakdown of area and average time to complete timings is only available for the completed complaints. 40 complaints were logged during the quarter. 16 were service issues that were dealt with immediately and aren't formal complaints. There are 5 remaining active processes that could be service issues or formal complaints but haven't been completed yet. There were 2 complaints that were for other organisations. 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 or are complaining through us against a third party. They don't form part of our formal complaints process but still are captured for improvement and analysis purposes <u>Ombudsman Complaints</u> 0 received during the quarter.
	Council Tax/NNDR	2	Council Tax/NNDR	1	1	8	
	Customer Services	3	Customer Services	-	-	7	
	Planning	6	Planning	7	32	23	
	Waste	10	Waste	3	43	27	
	Commercial Services	1	Commercial Services	3	21	5	
	Parking	-	Parking	-	-	1	
	Benefits	1	Benefits	2	47	3	
	EH	-	EH	-	-	-	
	Housing	2	Housing	-	-	3	
	Strat Planning	-	Strat Planning	1	54	1	
	Total	25	Total	17	33	62	
Service Issues	26	Service Issues	16	-	67		

Performance measure	Managed By	Q3 16/17	2016/17	Q3 2017/18		17/18	Comment (If Applicable)
			YTD or Total		No.	YTD or total	
All: Compliments received Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.				Service	No.	YTD	We re-launched the compliments process towards the end of this quarter after limited uptake previously. 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. 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.
				Commercial Services	-	1	
				Council Tax	-	1	
				CST	12	25	
				Domestic Waste	6	15	
Housing Advice	1	2					
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	25	YTD 123	128		291	Equivalent to 1.4 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	63	YTD 177	124		211	Equivalent to 1.4 days/FTE for the quarter. Public sector averages for all sickness (long term and short term) are around 2-3days/FTE
CS: Top 5 call types	Anita ley			1) Other - Call transferred to another organisation 2) Move - 1st Move 3) Call dealt with on Switchboard 4) General - Other Enquiry - Dealt with 5) Enforcement - Responding to a reminder / final notice etc		-	Last Qtr 1) Call transferred to another organisation 2) Revenues - Move 3) Domestic Waste - Missed Waste 4) Transfer to Housing Advice 5) General - Other Enquiry - Dealt with
Top 5 website processes	Kate Hamp		-	1) Letter of Representation 2) Missed Waste Report 3) Waste Container Request 4) Parking Permit Request 5) Pest control request		-	1) Garden waste subscription 2) Letter of representation 3) Recycling Sack Request 4) Missed Domestic Waste Report 5) Waste Container or Sack Request Contact

Performance measure	Managed By	Q3 16/17	2016/17	Q3 2017/18	17/18	Comment (If Applicable)
			YTD or Total		YTD or total	
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	26.2%	23.8%	60%	Q2 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
CS: % of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Anita Ley	65%	65%	-	-	<i>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.</i>
Nuisance complaints Received	Ian Luscombe	24	160	63	246	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 management with specialist involvement only required later for more complex investigation.
EH: Average time taken for Disabled Facilities Grants (Fast track) (work days) The total time, from when the application was received until the works are completed. Only a small portion of this is under direct control of the Council.	Ian Luscombe		-	Same working day	0	This is the portion of the process completely under the council's control (from application to approval). Our target is completion within 5 days. All applications received during the quarter were completed in the same working day as they were received.

Exception Report:

Performance measure	Managed by	Prev Status	Last Qtr	Oct 2017	Nov 2017	Dec 2017	Q3 2017/18		Action Response
			Q2	Value	Value	Value	Value	Target	
% of Benefits change of circumstances completed online (IEG4)	Lorraine Mullineau x		8%	8.4%	9%	7.2%	8.3%	25%	This is a new measure and a new and 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 probably due to the majority of claims already in the system would have been submitted using other means and there being a lack of awareness for those claimants. As the high level of new claims online continues, a higher proportion of online change of circumstances should be received naturally. Due to capacity issues the channel shift activities planned for Quarter 3 will take place over the coming months to improve this figure further.