

Appendix B: 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.

Name & Description	Managed By	Q2 15/16	2014/15	Q2 2015/16		15/16	Comment (If Applicable)	
			YTD or Total			YTD or total		
<p>Enforcement (Enforcement Action: Retrospective Planning Application: Remedial Action: No Breach Found)</p> <p>The number of enforcement cases resolved by specific action - enforcement action (EA), retrospective planning application (RPA), remedial action (RA) or no breach found (NBF).</p>	Helen Smart		E.A : R.P.A : R.A : N.B.F :	E.A. - R.P.A. - R.A. - N.B.F. -				
<p>Complaints received</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>		Total	YTD 14/15		Total	Avg Time	YTD	<p>Avg time to respond will be available when the complaints process moves into W2 (Expected early Jan)</p>
	Assets	0	0	Assets	0		0	
	Corporate Services	0	0	Corporate Services	1		1	
	Environment Services	20	32	Environment Services	20		44	
	Environmental Health	3	3	Environmental Health	0		0	
	Finance	0	0	Finance	0		0	
	ICT & CS	6	22	ICT & CS	6		12	
Planning, Economy & Community	5	9	Planning, Economy & Community	3		8		
<p>Compliments received</p> <p>Compliments logged against each Service per quarter. Highlights</p>	Assets			Assets				<p>Seasonal variation exists so comparing performance across previous years is appropriate and useful.</p>
	Corporate Services			Corporate Services				
	Environment Services			Environment Services				

Name & Description	Managed By	Q2 15/16	2014/15	Q2 2015/16		15/16	Comment (If Applicable)
			YTD or Total			YTD or total	
changes over time and the effects of initiatives.	Environmental Health			Environmental Health			
	Finance			Finance			
	ICT & CS			ICT & CS			
	Planning, Economy & Community			Planning, Economy & Community			
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	YTD 24	YTD 55	161		237	Equivalent to 1.95 days/FTE. Low numbers of staff mean 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	YTD 71	YTD 161.5	23		51	<i>Equivalent to 0.3 days/FTE</i>
Top 5 call types into Customer Services	Kate Hamp		-	1) WD Planning – Current application 2) CST WD Waste – Missed collections – Missed refuse 3) WD Council Tax – Make a payment over the phone 4) WD Council Tax – Balance enquiry 5) CST WD Waste – Missed collections – Missed recycling and Food		-	
Top 5 website views/trend	Kate Hamp		-	1. Planning 2. Contact Us 3. Recycling and Waste 4. Council Tax 5. Your Council		-	
% of customer contact through online interaction Demonstrating channel shift	Kate Hamp		-	15.83%			Processes starting to feed directly into W2 saving significant case management time. As customers are required to sign up for an account we have experienced a slight drop in web submission that should correct as more accounts are created
Total number of transactions	Kate Hamp		-	4,131			
Average call answer time The average time in minutes for a call to be answered. This time	Kate Hamp	2.49	1.40	3.21		2.46	Historical average around 1.5-1.6 minutes. Affected by time needed for training, awareness and familiarity as additional processes come on stream as

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			YTD or Total		YTD or total	
shows as an average over each month						well as slight increase in calls as the new web processes bed in.
% of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Kate Hamp		72.33	62.67	66.50	
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.	Drew Powell		-	Data not available due to move of processes to APP	-	<i>No data available</i>

Exception Report: *Still to be updated - awaiting figures*

Name & Description	Managed by	Prev Status	Last Qtr	Jan 2015	Feb 2015	Mar 2015	Q4 2014/15		Action Response
			Q3	Value	Value	Value	Value	Target	
Average Call Answer Time The average time in minutes for a call to be answered. This time shows as an average over each month.	Kate Hamp		1.36	1.31	1.28	1.31	1.25	1	
Residual waste per household	Helen Dobby		86.6	35.9	28.3	31.0	95.7	81	
% of Applications determined within statutory time frame Minor	Pat Whymer		39.7	50	60	60	57.6	65	