

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	Q2 15/16	2015/16	Q2 2016/17			16/17	Comment (If Applicable)
			YTD or Total		Total	Avg Time (Days)	YTD	
Planning Enforcement	Pat Whymer	-	-	Enforcement cases closed: 18 Live enforcement cases: 57 Enforcement cases received: 36 Backlog closed: 64 Backlog remaining: 95			-	
All: Complaints received Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	A more in depth breakdown of areas of complaints from April mean previous year figures are less useful. From next quarter we will show the previous quarter details.				Total	Avg Time (Days)	YTD	This breakdown of area and average time to complete timings is only available for the completed complaints. 57 complaints were logged during the quarter. 5 were for FCC and 1 for DCC. 19 were service issues that were dealt with immediately and aren't formal complaints and 19 were formal complaints. The remaining 13 active processes will be a mix between service issues and formal complaints but weren't completed in the quarter. 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 <u>Ombudsman Complaints</u> None received during the quarter
				Council Tax	5	15	8	
				Customer Services	6	19	9	
				Planning	4	30	8	
				Waste	1	6	3	
				Commercial Services	-	-	1	
				Parking	-	-	1	
				Benefits	-	-	1	
				EH	2	33	2	
				Housing	1	11	1	
				Total	19	24.3	34	
Service Issues	19	8	55					

Performance measure	Managed By	Q2 15/16	2015/16	Q2 2016/17	16/17	Comment (If Applicable)
			YTD or Total		YTD or total	
<p>All: Compliments received</p> <p>Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	Compliments process has been built in W2 and went live at the end of the quarter. Information should be feeding through for Q3					
<p>Long term sickness (days)</p> <p>Number of days lost due to long term sickness</p>	Andy Wilson	161	YTD 237	45.3	98	<p>Equivalent to 0.54 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE</p> <p><i>Avg of 1.96days/FTE per quarter for 2015/16</i></p>
<p>Short term sickness (days)</p> <p>Number of days lost due to short term sickness</p>	Andy Wilson	23.2	YTD 51.4	82.7	113.8	<p>Equivalent to 1 days/FTE for the quarter.</p> <p>This figure reflects the reduced number of employees on the Establishment following voluntary redundancies during 2015.</p> <p><i>Avg of 0.4days/FTE per quarter for 2015/16</i></p>
<p>CS: Top 5 call types</p>	Anita ley			<p>1) WD Planning - Current Application 2) WD Council Tax - paperless DD 3) WD Council Tax -Balance Enquiry 4)WD Planning - Duty Officer - book an appointment 5)WD Council Tax - make a payment over the phone</p>	-	<p>Last Qtr</p> <p>1) CST Elections - SH Electoral register query 2) SH Planning - Planning Officer, current application 3) CST Waste - Place order for recycling sacks 4) SH Benefits - Change of Circumstances 5) CST Waste - 1st Missed Waste</p>
<p>CS: Top 5 website views/trend</p>	Kate Hamp		-	<p>1. Planning 2. Contact Us 3. Recycling & Waste 4. Council Tax 5. Do It Online</p>	-	<p><i>Last qtr</i></p> <p>1. Planning Search 2. Planning 3. Contact Us</p>

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			YTD or Total		YTD or total	
						4. Recycling and Waste 5. Recycling Centres
CS: % of customer contact through online interaction Demonstrating channel shift	Kate Hamp		-	23.8%	Q1 17.8%	We are now receiving almost 25% of requests via the web with over 12,800 accounts being registered. An increasing number of W2 processes (fully integrated needing no additional admin) are now available online and the usage should start to increase as the service is advertised. A number of reporting processes that offer improved functionality for the customer to submit online rather than through the call centre have gone live, mostly circumventing case managers to route directly to operational staff to deal with.
CS: Total number of online transactions	Kate Hamp		-	Workflow360(W2): 5160 Goss Forms: 200	Via Workflow 360:8771 Goss forms: 485	Number of online interactions continues to increase as well as the percentage of all contact through online means
CS: % of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Anita Ley	65%	65%	58%	55%	As more Workflow360 processes go live this should improve as they have been designed to enable first point of contact resolution but the simpler processes being available online means the more complex processes remain with the customer service team. This means this measure will be harder to measure and not as relevant. The new contact centre system will allow for other statistics to be captured for Q3 onwards that will be communicated via this report
Nuisance complaints Received	Ian Luscombe		-	72	136	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.

Performance measure	Managed By	Q2 15/16	2015/16	Q2 2016/17	16/17	Comment (If Applicable)
			YTD or Total		YTD or total	
						<p>It is planned to run antisocial behaviour reporting through the same process in the future but this has been delayed due to staff sickness.</p> <p>As may be expected over the late summer period nuisance complaints received were: General issues: 7%, Noise: 15%, Odour:15%, Bonfire: 63%</p>
<p>EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)</p> <p>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.</p>	Ian Luscombe		-	3 days	3	<p>This is the portion of the process completely under the council's control (from application to approval). Our target is completion within 5 days</p> <p>The average number of days is 3. This measure is improving and was down to 1 day for the last month</p>

Exception Report:

Performance measure	Managed by	Prev Status	Last Qtr	Jul 2016	Aug 2016	Sep 2016	Q2 2015/16		Action Response
			Q1	Value	Value	Value	Value	Target	
<p>CS: Average Call Answer Time</p> <p>The average time in minutes for a call to be answered. This time shows as an average over each month.</p>	Anita Ley		3.1	2.59	2.55	3.28	3.07	1 min	<p>Over 75,000 calls over the quarter which historically, and understandably over the summer holidays, has higher than normal levels of leave and this year had a slightly higher level of sickness both of which would have contributed to the increased call time.</p> <p>This number needs to be compared with the additional processes now dealt with by customer services that previously were passed immediately to the back office. Whilst better for the customer and case management it does place additional strain on the CST with increased call length.</p> <p>As online uptake increases the self-service cases are generally the simpler cases, this leaves the more complex or multi-faceted issues for the contact centre to resolve.</p>