

# 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 15/16	2015/16	Q3 2016/17		16/17	Comment (If Applicable)
			YTD or Total			YTD or total	
<b>Planning Enforcement</b>	Pat Whymer	-	-	Enforcement cases closed: 24 Live enforcement cases: 74 Enforcement cases received: 31  Backlog closed: 26 Backlog remaining: 72		-	More recent figures available on the covalent dashboards
<b>All: Complaints received</b>  Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Area	Complaints rec. last qtr Q2 2016/17		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.  53 complaints were logged during the quarter. 2 were for other public sector bodies (DCC & Police). 31 were service issues that were dealt with immediately and aren't formal complaints. There are only 2 remaining active processes that could be service issues or formal complaints but haven't been completed yet.  <b>Note:</b> 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/NNDR	5	Council Tax/NNDR	3	6	11	
	Customer Services	6	Customer Services	-	-	9	
	Planning	4	Planning	10	39	18	
	Waste	1	Waste	7	28	10	
	Commercial Services	-	Commercial Services	-	-	1	
	Parking	-	Parking	-	-	1	
	Benefits	-	Benefits	-	-	1	
	EH	2	EH	-	-	2	
	Housing	1	Housing	-	-	1	
	Total	19	Total	20	29	34	
Service Issues	19	Service Issues	31	20	55		

Performance measure	Managed By	Q3 15/16	2015/16	Q3 2016/17	16/17	Comment (If Applicable)
			YTD or Total		YTD or total	
<p><b>All: Compliments received</b></p> <p>Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>						<p>Compliments process has been built in W2 and went live at the end of the quarter. Information should be feeding through but there has been limited uptake of the process internally.</p>
<p><b>Long term sickness (days)</b></p> <p>Number of days lost due to long term sickness</p>	Andy Wilson	138	YTD 375	25	123	<p>Equivalent to 0.29 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE</p> <p>Avg of 1.96days/FTE per quarter for 2015/16</p>
<p><b>Short term sickness (days)</b></p> <p>Number of days lost due to short term sickness</p>	Andy Wilson	21.2	YTD 73	62.7	176.5	<p>Equivalent to 0.74days/FTE for the quarter.</p> <p>This figure reflects the reduced number of employees on the Establishment following voluntary redundancies during 2015.Avg of 0.4days/FTE per quarter for 2015/16</p>
<p><b>CS: Top 5 call types</b></p>	Anita ley			<p>1) Revenues Move 2) Call in wrong queue 3) General -Other enquiry - Dealt with 4) Housing - New Enquiry call, transferred to CM 5) EH - New Enquiry call, transferred to CM</p>	-	<p>Last Qtr 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>Call in wrong queue was part of initial set up for phone system. Resolved now</p>
<p><b>CS: Top 5 website views/trend</b></p>	Kate Hamp			<p>Issue with extracting information</p> <p>Moving to the new website and re-focusing on transactions, this measure will highlight processes started rather than page hits</p>	-	<p><i>Last qtr</i></p> <ol style="list-style-type: none"> <li>1. Planning</li> <li>2. Contact Us</li> <li>3. Recycling &amp; Waste</li> <li>4. Council Tax</li> <li>5. Do It Online</li> </ol>
<p><b>CS: % of customer contact through online interaction</b></p> <p>Demonstrating channel shift</p>	Kate Hamp			26.2%	Q1 23.8%	<p>This figure is Q3, Oct-Dec, we are now receiving (March) over 36% of W2 requests via the web. We had over 17,000 accounts being registered. The refresh of the website has</p>

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			YTD or Total		YTD or total	
						<p>removed the need to login making it simpler and easier for customer to interact with us.</p> <p>A number of processes have gone online recently including TENS, planning enforcement, food safety and every process already online has been updated to smooth the customer journey. A number of processes for businesses will be online during April</p>
<b>CS: Total number of online transactions</b>	Kate Hamp		-	Workflow360(W2): 4266	<i>Via Workflow 360:13037</i>	<p>Number of online interactions continues to increase as well as the percentage of all contact through online means.</p> <p>We are expecting almost twice the level of online transactions in Q4 as the new council tax processes go online.</p>
<b>CS: % of calls resolved at first point of contact</b>  Percentage of calls which are resolved at initial contact with CST	Anita Ley	65%	65%	-	-	<p><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></p>
<b>Nuisance complaints Received</b>	Ian Luscombe		-	24	160	<p>The nuisance process (covering noise, odours, smoke, etc) in Workflow360, has been updated to simplify the process for case managers and specialists and ensure consistency of use.</p>
<b>EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)</b>  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	1	<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>All applications received during the quarter were completed in the same working day as they were received.</p>

