

# 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	Q4 16/17	2016/17	Q4 2017/18		17/18	Comment (If Applicable)
			YTD or Total			YTD or total	
<p><b>Planning Enforcement (Workload)</b></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: 108 Live enforcement cases: 364 Enforcement cases received:94		-	<i>Figures as at the end of March.</i>
<p><b>All: Complaints resolved</b></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 Q3		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>74 complaints were logged during the quarter, 15 of the completed processes were service issues that were dealt with immediately and aren't formal complaints, 4 complaints were misdirected at us but were actually about Devon County Council responsibilities. The remaining 9 processes that are yet to be completed will be a mix between service issues and formal complaints.</p> <p><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</p>
	Assets	1	Assets	-	18	1	
	Case Management	-	Case Management	-	-	-	
	Council Tax	2	Council Tax	2	39	13	
	Customer Service Team	-	Customer Service Team	2	27	4	
	Environmental Health	2	Environmental Health	2	17	4	
	Environmental Protection	-	Environmental Protection	-	-	-	
	Finance	1	Finance	-	21	1	
	Housing Benefits	1	Housing Benefits	-	16	5	
	Housing Advice	-	Housing	-	-	-	

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			YTD or Total				YTD or total	
				Advice				
		ICT/Internet	-	ICT/Internet	-	-	-	
		Legal	-	Legal	-	-	1	
		Planning	17	Planning	9	29	48	
		Waste	13	Waste	26	30	65	
		Commercial Services	2	Commercial Services	4	28	20	
		Car Parks/Parking	2	Car Parks/Parking	1	25	3	
		Total	41	Total	46	28	165	
		Service Issues	45	Service Issues	15	N/A	124	
<b>Compliments</b>				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 &amp; 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> <p>Reminders for staff to log them are going in the Friday flash regularly so we can simply report out the data.</p>
				Commercial Services	3	4		
				Council Tax	-	1		
				CST	16	41		
				Domestic Waste	5	21		
				Housing Advice	1	2		
				ICT	1	1		
Housing Benefits	1	1						
<b>Long term sickness (days)</b>								Equivalent to 1.75 days/FTE for the Qtr.
Number of days lost due to long term sickness	Andy Wilson	693	YTD 2691	599		YTD 2661		<p>Q3 figure: 1.56 days/FTE</p> <p>This figure relates to 16 individuals averaging 37 working days away. 1 has been dismissed and 10 have been managed back into work. There are still 5 currently off work</p>
<b>Short term sickness (days)</b>								Equivalent to 1.1 days/FTE for the quarter.
Number of days lost due to short	Andy Wilson	419	YTD 1128	379		YTD 1339		

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			YTD or Total		YTD or total	
term sickness						Q3 figure: 1.2 /FTE  Public sector averages for all sickness (long term and short term) are around 2-3days/FTE
<b>Top 5 call types</b>	Anita Iley			1) Call Transferred to another organisation 2) Call Dealt with on switchboard 3) General - Balance Enquiry 4) Domestic waste - Missed Waste 5) Ctax - Move	-	Last Qtr  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  As the CST deal with such a wide range of processes the most common call types are often the grouped types. We have always received a high number of calls for other agencies, particularly: DCC, the CAB, Housing associations or other organisations people mistakenly believe we are responsible for.
<b>Top 5 website processes</b>	Kate Hamp		-	1) Recycling sack/waste container request 2) Letter of Representation 3) Missed waste report 4) Parking permit application 5) Commercial waste sack purchase	-	Last Qtr  1) Recycling Sack Request 2) Letter of Representation 3) Missed Waste Report 4) Waste Container Request 5) Parking Permit Request
<b>% of customer contact through online interaction (Workflow360)</b> Demonstrating channel shift	Kate Hamp	33%	33%	55%	Q3 16/17 60%	
<b>Total number of online transactions</b>	Kate Hamp	7365	21091	Workflow360(W2): 21800	77795	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

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<b>% of calls resolved at first point of contact</b>  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.
<b>Nuisance complaints Received</b>	Ian Luscombe	126	434	142	604	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.
<b>Average time taken for processing Disabled Facilities Grants</b> (Portion under council control) (Days)	Ian Luscombe	1 day	2 days	1 day	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 1. This means on average the completed paperwork is received and completed by the next day.

## Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr Q3	Jan 2018	Feb 2018	Mar 2018	Q4 2017/18		Action Response
				Value	Value	Value	Value	Target	
<b>Average no. of missed bins per 100,000 collections</b>	-		358	189	112	240	541	225	Notwithstanding the ongoing issues, missed collections were significantly worse in March due to the heavy snow fall. A new team leader has been seconded to provide a holistic view with responsibility for the depot supervisors and case mangers dealing with waste collection issues. A number of improvements that address both personnel and process are being implemented including; more consistent use of the in-cab technology to prevent unjustified missed reports, and providing drivers with more structured route information when relief drivers are covering different rounds to prevent missed roads when local knowledge isn't available.
<b>% of Benefits change of circumstances completed online (IEG4)</b>	Lorraine Mullineaux		8.3%	8.2%	5.2%	18.2%	10.2%	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. The use of the online change of circumstances process has been very variable but the general trend is a steady increase in online usage.
<b>% of calls answered in 20 secs</b>	Anita Ley		47%	32%	40%	42%	38%	50-80%	A 17% increase in the number of calls compared to the last quarter increased the call answer time and decreased the number of calls answered in 20 secs. This is an expected increase as we approach the end of the financial year. The number of calls answered within 5 minutes dropped slightly from the previous quarter but remains around 65%.