

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	Q4 16/17	2016/17	Q4 2017/18		17/18	Comment (If Applicable)
			YTD or Total			YTD or total	
Planning Enforcement	Pat Whymer	-	-	Enforcement cases closed: 29 Live enforcement cases: 235 Enforcement cases received: 36		-	<p>Figures at the end of March.</p> <p>Latest figures are available on the online dashboards as soon as it is available. Some amendments to reporting will be made to the online dashboards in the coming weeks.</p>
<p>All: Complaints received</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	Area	Complaints rec. last qtr Q3 2017/18		Total	Avg Time (Days)	Total no. of complaints YTD	<p>This breakdown of area and average time to complete timings is only available for the completed complaints.</p> <p>24 complaints were logged during the quarter. 1 was a service issues that was dealt with immediately and isn't a formal complaint. There are 5 remaining active processes that could be service issues or formal complaints but haven't been completed yet. There was 1 complaint that was for another organisation.</p> <p>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</p> <p><u>Ombudsman Complaints</u></p> <p>1 received during the quarter. Ombudsman agreed with the Council's response.</p>
	Council Tax/NNDR	1	Council Tax/NNDR	1	58	9	
	Customer Services	-	Customer Services	1	21	8	
	Planning	7	Planning	3	18	26	
	Waste	3	Waste	12	33	39	
	Commercial Services	3	Commercial Services	-	-	5	
	Parking	-	Parking	-	-	1	
	Benefits	2	Benefits	-	-	3	
	EH	-	EH	-	-	-	
	Housing	-	Housing	-	-	3	
	Strat Planning	1	Strat Planning	-	-	1	
	Total	17	Total	17	28	95	
Service Issues	16	Service Issues	1	-	68		

Performance measure	Managed By	Q4 16/17	2016/17	Q4 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. Reminders for staff to log them are going in the Friday flash regularly so we can simply report out the data.
				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					
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	91	YTD 214	175.5		467	Equivalent to 2 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	57	YTD 234	41		252	Equivalent to 0.5 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) Call dealt with on switchboard 2) Ctax - General - Balance Enquiry 3) Call transferred to another organisation 4) Domestic waste - Order bin / caddy/ repair container 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.

Performance measure	Managed By	Q4 16/17	2016/17	Q4 2017/18	17/18	Comment (If Applicable)
			YTD or Total		YTD or total	
Top 5 website processes	Kate Hamp		-	1) Waste container request 2) Letter of Representation 3) Missed waste report 4) General waste enquiry 5) Parking permit application	-	1) Letter of Representation 2) Missed Waste Report 3) Waste Container Request 4) Parking Permit Request 5) Pest control request
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	33%	33%	55%	Q3 16/17 60%	Figures as rising more slowly now but seem to be settling around 50% of all transactions
Total number of online transactions	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
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	125	285	63	309	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		-	2	1	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	Jan 2018	Feb 2018	Mar 2018	Q3 2017/18		Action Response
			Q3	Value	Value	Value	Value	Target	
% of Benefits change of circumstances completed online (IEG4)	Lorraine Mullineau x		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.
Average no. of missed bins per 100,000 collections	Jane Savage		66	101	67	95	263	225	The measure was hit by the snow days in March and the outcome of changes in collection days due to Christmas bank holidays in January. These are one off events and the measure should be back to normal by next quarter. The implementation of in-cab technology should serve to reduce the numbers of missed bins going forward as more unjustified reports as filtered out at source. The round changes that have happened may also cause a temporary drop in performance for the first part of Quarter 1.
% of calls answered in 20 secs	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%.