

# 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	Q1 17/18	2017/18	Q1 2018/19		18/19	Comment (If Applicable)
			YTD or Total			YTD or total	
<b>Planning Enforcement</b>	Pat Whymer	-	-			-	Appendix to follow
<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 Q4 2017/18		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. 78 complaints were logged during the quarter. 18 were service issues that was dealt with immediately and isn't a formal complaint. There are 13 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. <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 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 <u>Ombudsman Complaints</u> 0 received during the quarter.
	Council Tax/NNDR	1	Council Tax/NNDR	2	9	2	
	Customer Services	1	Customer Services	2	4	2	
	Planning	3	Planning	6	18	6	
	Waste	12	Waste	35	21	35	
	Commercial Services	-	Commercial Services	1	8	1	
	Parking	-	Parking	-	-	-	
	Benefits	-	Benefits	-	-	-	
	EH	-	EH	-	-	-	
	Housing	-	Housing	-	-	-	
	Strat Planning	-	Strat Planning	-	-	-	
	Total	17	Total	46	20	46	
Service Issues	1	Service Issues	18	-	18		
<b>All: Compliments received</b> Compliments logged against each Service per quarter. Highlights changes over time and the effects			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	
			Assets	1	1		
			Commercial Services	1	1		

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			YTD or Total			YTD or total	
of initiatives.				Council Tax	-	1	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.
				CST	14	14	
				Domestic Waste	10	10	
				Housing Advice	1	1	
				ICT	-	-	
				Housing Benefits	1	1	
<b>Long term sickness (days)</b> Number of days lost due to long term sickness	Andy Wilson	79	YTD 79	9		9	Equivalent to 0.1 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE  Two instances, from two employees, one has returned to work and the other has resigned.
<b>Short term sickness (days)</b> Number of days lost due to short term sickness	Andy Wilson	33	YTD 33	45		45	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
<b>CS: Top 5 call types</b>	Anita ley			1) Call dealt (1st) with on switchboard 2) Move - (1st) Move 3) Enforcement - Responding to reminder / final notice etc 4) Transfer to Housing Advice 5) Application query- DHC		-	Last Qtr  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  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) Missed waste report 3) Letter of Representation		-	1) Waste container request 2) Letter of Representation 3) Missed waste report 4) General waste enquiry

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			YTD or Total		YTD or total	
				4)Planning application enquiry 5)Garden waste order		5) Parking permit application
<b>% of customer contact through online interaction (Workflow360)</b> Demonstrating channel shift	Kate Hamp	49%	49%	48%	Q4 17/18 55%	Figures as rising more slowly now but seem to be settling around 50% of all transactions.
<b>Total number of online transactions</b>	Kate Hamp	17420	17420	Workflow360(W2): 15666	15666	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.
<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%	-	-	<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>
<b>Nuisance complaints Received</b>	Ian Luscombe	167	167	88	88	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>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	0	0	0	0	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	Apr 2018	May 2018	Jun 2018	Q3 2017/18		Action Response
			Q4	Value	Value	Value	Value	Target	
<b>% of Benefits change of circumstances completed online (IEG4)</b>	Lorraine Mullineau x		10.2%	11%	23%	21%	18.3%	25%	This is a new measure and a very stretching target to try and channel shift a large proportion of customers who are used to interacting with us in more traditional ways. The uptake of new claims online has been very good (~65%) and keeps slowly increasing. The change of circumstances online process hasn't been as used as extensively as new claims but has seen a steady increase since its inception as additional online process are provided. As expected, the level of usage is now approaching the target and if the rate of increase continues it should surpass the target in Q2 or Q3. By achieving a high level of online submissions it gives more capacity to deal with the existing workload, and customers who can't or won't channel shift, in a more timely manner.
<b>% of calls answered in 20 secs</b>	Anita Ley		38%	28%	18%	18%	21%	50-80%	Switchboard calls were answered by team members who covered Reception at both Kilworthy and Follaton . Since the introduction of webchat and voicemails we have tried to allocate all 3 duties to these staff members which has decreased our performance on switchboard as the use of webchat and voicemails has been much higher than expected. I have now moved switchboard calls back into the Contact Centre for the time being and there should be an improvement in the next quarter.
<b>Average no. of missed bins</b>	Jane Savage		87	117	120	72	103	75	Below target performance for the previous quarter was affected by the snowy conditions and the 'Beast from the East'. Issues with reported missed collections this quarter have been affected by the roll out of 'Box clever' and associated changes. Both of these were temporary causes and the missed bins were already falling back down to target levels by the last month of the quarter. Missed bins are expected to be back at normally levels for Quarter 2.