

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 17/18	2017/18	Q2 2018/19			18/19	Comment (If Applicable)
			YTD or Total		Total	Avg Time (Days)	YTD or total	
Planning Enforcement	Pat Whymer	211	-	206			-	<p>See Appendix D for more data</p> <p>This is now the total figure for all enforcement caseload rather than separating out the historic backlog.</p> <p>Cases closed: Q2 - 42</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 Q1 2018/19		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>53 complaints were logged during the quarter. 33 were service issues that was dealt with immediately and isn't a formal complaint. There are 8 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>0 received during the quarter.</p>	
	Council Tax/NNDR	2	Council Tax/NNDR	1	7	3		
	Customer Services	2	Customer Services	-	-	2		
	Planning	6	Planning	2	46	8		
	Waste	35	Waste	4	27	39		
	Commercial Services	1	Commercial Services	1	34	2		
	Parking	-	Parking	1	26	1		
	Benefits	-	Benefits	1	25	1		
	EH	-	EH	2	10	2		
	Housing	-	Housing	-	-	-		
	Strat Planning	-	Strat Planning	-	-	-		
	Total	46	Total	12	26	58		
Service Issues	18	Service Issues	33	-	51			
All: Compliments received			Service	No.	YTD	<p>We re-launched the compliments process towards the end of this quarter after limited uptake previously.</p>		
			Assets	-	1			

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Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.				Commercial Services	2	3	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.
				Comms	-	-	
				Council Tax	-	-	
				CST	20	34	
				Domestic Waste	8	18	
				Housing Advice	1	1	
				Housing Benefits	1	2	
				ICT	1	1	
				Localities	1	1	
				Planning	1	1	
Street naming and numbering	1	1					
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	85	YTD 164	73		81	Equivalent to 0.79 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE Two instances, one has returned to work and the other is still on long term sickness.
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	55	YTD 88	61		106	Equivalent to 0.66 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 (1st) with on switchboard 2) Garden Waste renewal 3) Garden Waste - Manual Payment 4) Garden Waste - New subscription 5) Move - (1st) Move		-	Last Qtr 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

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						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.
Top 5 website processes	Kate Hamp		-	1) Garden waste subscription 2) Letter of Representation 3) Missed waste report 4) General waste enquiry 5) Planning application enquiry	-	1) Recycling sack/waste container request 2) Missed waste report 3) Letter of Representation 4) Planning application enquiry 5) Garden waste order
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	55%	55%	49%	Q1 18 48%	Figures seem to be settling around 50% of all transactions. Additional online routes are coming onstream to keep the channel shift progressing and improvements to existing processes to increase automation keep being made. There are additional access routes that are being offered if it provides a better customer experience, such as IEG4, Goss webforms, etc, which keeps the online interactions increasing across all services.
Total number of online transactions	Kate Hamp	20700	38120	Workflow360(W2): 16541	32207	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	130	212	127	215	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

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						management with specialist involvement only required later for more complex investigation.
<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	0	0	0	0	<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>

Exception Report:

Performance measure	Managed by	Prev Status	Last Qtr	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Action Response
			Q1	Value	Value	Value	Value	Target	
% of Benefits change of circumstances completed online (IEG4)	Lorraine Mullineau x		18.3%	15.8 %	20.4 %	23.9 %	19.8 %	25%	This is a relatively 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%). The change of circumstances online process has seen a steady increase since its inception and the level is still creeping up. If the trend in the data continues the measure should be above target in the next quarter. This measure deals specifically with submission of processes through IEG4 and the benefits portal but there is an increased number of documents received through other electronic means. Whilst submission via the IEG4 portal has the most benefits for customers and staff, further work is being planned to make work submitted by customers choosing these other routes as efficient as possible and reduce the administrative workload further.
% of calls answered in 20 secs	Anita Ley		21%	30%	36%	27%	31%	50-80%	As predicted there has been an improvement in this measure, even over the busy Quarter 2 period due to the reallocation of resources within the team. There has been a corresponding improvement in total calls answered as well as the measure for calls answered in 5 minutes being back above target levels.