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	Q3 17/18	2017/18	Q3 2018/19	18/19	Comment (If Applicable)
			YTD or Total		YTD or total	
Planning Enforcement (Workload)	Pat Whymer	391	-	381	-	This is now the total figure for all enforcement caseload rather than separating out the historic backlog. Cases closed: Q - 93

All: Complaints resolved

Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.

Area	Complaints rec last qtr 2018 Q2		Total	Avg Time (Days)	2018/19 YTD
Assets	2	Assets	-	-	3
Case Management	-	Case Management	-	-	-
Council Tax	1	Council Tax/NNDR	-	-	5
Customer Service Team	-	Customer Service Team	-	-	3
Environmental Health	1	Environmental Health	1	33	2
Environmental Protection	-	Environmental Protection	-	-	-
Finance	-	Finance	-	-	1
Housing Benefits	-	Housing Benefits	1	13	3
Housing Advice	-	Housing Advice	-	-	-
ICT/Internet	-	ICT/Internet	-	-	-
Legal	1	Legal	-	-	2

This breakdown of area and average time to complete timings is only available for the completed complaints.

The reduction in the average number of complaints continues this quarter. 46 complaints were logged during the quarter, 23 of the completed processes were service issues that were dealt with immediately and aren't formal complaints. The remaining 9 processes that are yet to be completed will be a mix between service issues and formal complaints.

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 so don't form part of our formal complaints process but still are captured for improvement and analysis purposes

PI Description	Managed By	Q3 17/18	2017/18	Q3 2018/19			18/19	Comment (If Applicable)
			YTD or Total				YTD or total	
	Planning		8	Planning	10	23	26	
	Waste		9	Waste	2	14	35	
	Commercial Services		4	Commercial Services	-	-	5	
	Car Parks/Parking		4	Car Parks/Parking	-	-	5	
	Total		32	Total	14	21	92	
	Service Issues		41	Service Issues	23	N/A	109	
Compliments	-			Service		No.	YTD	The compliments process 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.
				Assets		-	1	
				Commercial Services		-	3	
				Comms		-	-	
				Council Tax		-	-	
				CST		6	40	
				Domestic Waste		4	22	
				Housing Advice		-	1	
				Housing Benefits		1	3	
				ICT		1	2	
				Localities		-	1	
				Planning		1	2	
				Street naming and numbering		-	1	
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	533	YTD 2063	562			YTD 1592	Equivalent to 1.58 days/FTE for the Qtr. Q2 18 figure: 1.47 days/FTE 20 instances over the quarter 8 staff members have been managed back to work during the quarter, 3 have now resigned.

PI Description	Managed By	Q3 17/18	2017/18	Q3 2018/19	18/19	Comment (If Applicable)
			YTD or Total		YTD or total	
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	423	YTD 960	340	YTD 803	Equivalent to 0.96 days/FTE for the quarter. Q2 figure: 0.62 /FTE Public sector averages for all sickness (long term and short term) are around 2-3days/FTE
Top 5 call types	Anita ley			1) Call - Dealt with on Switchboard 2) General - Other Enquiry 3) Revenues - Move 4) Revenues - Change of Circs - Discount / Exemption 5) Take a Payment	-	Last Qtr 1) Call dealt with on switchboard 2) General - Other Enquiry Dealt With 3) Call Transferred to Another Organisation 4) Move - (1st) Move 5) Recovery - Make Arrangement 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) Recycling sack/waste container request 2) Letter of Representation 3) General waste enquiry 4) General planning enquiry 5) Pest control request	-	Last Qtr 1) Letter of Representation 2) Recycling sack/waste container request 3) Missed waste report 4) General waste enquiry 5) Planning application enquiry
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	55%	55%	59%	Q1 18 49%	Figures seem to be settling around 50% of all transactions. 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

PI Description	Managed By	Q3 17/18	2017/18	Q3 2018/19	18/19	Comment (If Applicable)
			YTD or Total		YTD or total	
						increasing across all services. These are still at low enough levels that they have only a minor effect on the overall online uptake percentages. The increase in online uptake percentage this quarter seems mainly to be driven by a drop off in phone calls rather than a native rise in online applications
Total number of online transactions	Kate Hamp	17846	55966	Workflow360(W2): 17161	49368	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.
% of calls resolved at first point of contact 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.
Nuisance complaints Received	Ian Luscombe	148	462	81	382	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.
Average time taken for processing Disabled Facilities Grants (Portion under council control) (Days)	Ian Luscombe	0 day	0 days	0 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 0. This means on average the completed paperwork is received and completed by the same day.

Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	Oct 2018	Nov 2018	Dec 2018	Q3 2018/19		Action Response
			Q2	Value	Value	Value	Value	Target	
% of Benefits change of circumstances completed online (IEG4)	Lorraine Mullineaux		17.6 %	14.2 %	11.2 %	9.1%	11.5%	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 levels dropped back down in the third quarter. Number of applications via other means was consistent with the previous quarter and a drop of around 80 applications was responsible for this drop in %. In order to improve the online uptake we are updating the form so it displays better on smaller screen devices, mobiles and tablets. The rise in the use of these devices is ever increasing and this should make it easier to navigate and fill in the form from any device. The form is currently being tested with planned deployment in early Feb.
% of calls answered in 20 secs	Anita Ley		31%	24%	38%	54%	39%	50-80%	The measure keeps improving with December back above target level and the quarterly average approaching target level.