

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 15/16	2015/16	Q3 2016/17		16/17	Comment (If Applicable)	
			YTD or Total		YTD or total			
<p>Planning Enforcement (Workload)</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	-	-	<p>Enforcement cases closed: 57 Live enforcement cases: 178 Enforcement cases received: 101</p> <p>Backlog closed: 95 Backlog remaining: 171</p>		-	<p>Figures as at the end of Dec, the end of Q3.</p> <p>Latest figures available on the online dashboards as soon as it is available</p>	
<p>All: Complaints resolved</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	Area	2016/17 Q2			Total	Avg Time (Days)	YTD	<p>This breakdown of area and average time to complete timings is only available for the completed complaints.</p> <p>89 complaints were logged during the quarter, 34 of the completed processes were service issues that were dealt with immediately and aren't formal complaints. The remaining 11 processes that are yet to be completed will be a mix between service issues and formal complaints.</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 so don't form part of our formal complaints process but still are captured for improvement and analysis purposes</p>
	Case Management	1	Case Management	0	-	4		
	Council Tax	5	Council Tax	0	-	7		
	Customer Service Team	7	Customer Service Team	5	18	17		
	Environmental Health	1	Environmental Health	0	-	2		
	Environmental Protection	1	Environmental Protection	0	-	1		
	Housing Benefits	5	Housing Benefits	1	14	6		
	Housing Advice	-	Housing Advice	1	53	1		
	ICT/Internet	1	ICT/Internet	-	-	1		
	Legal	1	Legal	0	-	1		

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			YTD or Total				YTD or total	
	Planning		13	Planning	9	25	29	
	Waste		43	Waste	22	39	65	
	Commercial Services		3	Commercial Services	3	35	7	
	Car Parks/Parking		4	Car Parks/Parking	3	26	11	
	Total		40	Total	44	32	151	
	Service Issues		60	Service Issues	34	N/A	147	
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	347	YTD 1001	874			YTD 1999	Equivalent to 2.44 days/FTE for the Qtr. Q2 figure: 1.99/FTE
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	203	YTD 381	277			YTD 708	Equivalent to 0.77 days/FTE for the quarter. Q1 figure: 0.72/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 in wrong Queue 2) Revenues Move 3) Order recycling container 4) Missed waste 5) EH New enquiry			-	Last Qtr 1) Waste - Missed Bin 2) Council Tax - Move 3) Waste - order/Query about r/sack 4) Benefits - Change of circs - first enquiry 5) Waste - Order bin or caddy / repair / extra / Collection
Top 5 website views/trend	Kate Hamp		-	Not available due to staff unavailability (paternity leave) Figures will be updated on Online O&S dashboard as soon as they become available			-	1. Planning 2. Contact Us 3. Dartmouth Lower Ferry 4. Recycling & Waste 5. Joint Local Plan
% of customer contact through online interaction (W2) Demonstrating channel shift	Kate Hamp		-	26.2%			Q2 23.8%	We are now receiving over 25% of requests via the web with over 16500 accounts being registered (registration won't be necessary in the future to simplify the customer journey).

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						<p>The new website with simplified and standardised scripts, that don't require customers to log in, make it far quicker and easier for the public to interact online. Halving the mouse clicks needed in most instances and smoothing the customer journey, especially when submitted by smartphone.</p> <p>This should start to have an effect towards the end of Q4 and that effect will be visible most quickly to members through using the online dashboards.</p>
Total number of online transactions	Kate Hamp		-	Workflow360(W2): 4955	<i>Via Workflow 360:13726</i>	Number of online interactions continues to increase as well as the percentage of all contact through online means
% 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		-	88	308	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	-	-	1 day	2.6days	<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>The average number of days is 1 and has been improving steadily throughout the year</p>

Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	Oct 2016	Nov 2016	Dec 2016	Q3 2016/17		Action Response
			Q2	Value	Value	Value	Value	Target	
% of household waste sent for recycling	Claire Spencer		55.9 %	49.3%	50.2 %			55%	Still awaiting December figures from DCC
Residual household waste per household (average kgs per	Claire Spencer		100	32	33			92kgs	Still awaiting December figures from DCC