

# 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	Q1 16/17	2016/17	Q1 2017/18		17/18	Comment (If Applicable)
			YTD or Total			YTD or total	
<p><b>Planning Enforcement (Workload)</b></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	-	-	Enforcement cases closed: 74 Live enforcement cases: 314 Enforcement cases received: 135		-	<p><i>Figures as at the end of June, the end of Q1.</i></p> <p><i>Latest figures are available on the online dashboards as soon as it is available</i></p>
<p><b>All: Complaints resolved</b></p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	Area	2016/17 Q4		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>99 complaints were logged during the quarter, 25 of the completed processes were service issues that were dealt with immediately and aren't formal complaints. The remaining 40 processes that are yet to be completed will be a mix between service issues and formal complaints.</p> <p><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 so don't form part of our formal complaints process but still are captured for improvement and analysis purposes</p>
	Case Management	-	Case Management	-	-	4	
	Council Tax	1	Council Tax	5	8.1	13	
	Customer Service Team	-	Customer Service Team	2	11.4	19	
	Environmental Health	1	Environmental Health	-	-	4	
	Environmental Protection	-	Environmental Protection	-	-	1	
	Housing Benefits	-	Housing Benefits	4	11.4	10	
	Housing Advice	3	Housing Advice	-	-	4	
	ICT/Internet	-	ICT/Internet	-	-	1	
	Legal	-	Legal	-	-	1	

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			YTD or Total				YTD or total	
	Planning		14	Planning	12	20.5	55	
	Waste		18	Waste	7	35.9	90	
	Commercial Services		5	Commercial Services	4	28.2	16	
	Car Parks/Parking		3	Car Parks/Parking	-	39	14	
	Total		45	Total	34	21.1	232	
	Service Issues		39	Service Issues	25	N/A	211	
<b>Long term sickness (days)</b> Number of days lost due to long term sickness	Andy Wilson	456	YTD 456	814			YTD 814	Equivalent to 2.3 days/FTE for the Qtr. Q4 figure: 2 days/FTE
<b>Short term sickness (days)</b> Number of days lost due to short term sickness	Andy Wilson	188	YTD 188	219			YTD 219	Equivalent to 0.63 days/FTE for the quarter. Q4 figure: 1.22/FTE Public sector averages for all sickness (long term and short term) are around 2-3days/FTE
<b>Top 5 call types</b>	Anita ley			1) Call transferred to other organisation 2) Revenues move 3) Domestic waste - missed waste 4) Call dealt with on switchboard 5) Domestic waste - order bin / caddy / repair			-	Last Qtr 1) Revenues - Move 2) Call Dealt with by Switchboard 3) Revenues - Discount / Exemption 4) General - Balance Enquiry 5) General - Other Enquiry - Dealt With
<b>Top 5 website views/trend</b>	Kate Hamp			Not available due to staff unavailability. New role taking responsibility for web analytics will begin in June			-	
<b>% of customer contact through online interaction (Workflow360)</b> Demonstrating channel shift	Kate Hamp	17.8%	17.8%	49.2%			Q4 16/17 33.3%	The figures for Qtr 1 show that almost 50% of processes were initiated online. There is still scope to increase this further as more processes go online for Environmental Health & Licensing.

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			YTD or Total		YTD or total	
						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.
<b>Total number of online transactions</b>	Kate Hamp	3611	3611	Workflow360(W2): 17420	17420	<p>Number of online interactions continues to increase as well as the percentage of all contact through online means. This increase of over 10,000 transactions over the quarter show the benefit in the website redesign and enable more automation to reduce the workload for CST and for Case Managers.</p> <p>The increase in online transactions over the past year has been relentless and shows no sign of slowing, boosted by two factors; more processes online, and better customer experience, especially via mobile/tablets.</p>
<b>% of calls resolved at first point of contact</b>  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.
<b>Nuisance complaints Received</b>	Ian Luscombe	79	79	172	172	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. An increase in early summer is expected with more bonfires and other outdoor issues being more prevalent.
<b>Average time taken for processing Disabled Facilities Grants</b> (Portion under council control) (Days)	Ian Luscombe	4 days	4 days	0 days	0 days	<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 0 and has been improving steadily throughout the year. This means on average the completed paperwork is received and completed on the same working day.</p>

## Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	Apr 2017	May 2017	Jun 2017	Q4 2017/18		Action Response
			Q1	Value	Value	Value	Value	Target	
<b>% calls answered in 20 seconds</b>	Anita Ley		29%	23%	26%	25%	25%	50%	<p>We are seeing a reduction in the quick simple calls which is due to better routing in the new telephone system alongside the introduction of the new website. This does mean the Contact Centre are dealing with longer more complex calls which will increase average call length and wait times.</p> <p>An increase in temporary agency staff who have required training coupled with more calls than the previous 3 months has affected performance this quarter.</p>