

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 16/17	2016/17	Q1 2017/18		17/18	Comment (If Applicable)	
			YTD or Total			YTD or total		
Planning Enforcement	Pat Whymer	-	-	Enforcement cases closed: 16 Live enforcement cases: 150 Enforcement cases received: 30 Backlog closed: 3 Backlog remaining: 61		-	Latest figures at the end of September. Latest figures are available on the online dashboards as soon as it is available	
All: Complaints received Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Area		Complaints rec. last qtr Q1 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. 60 complaints were logged during the quarter. 26 were service issues that were dealt with immediately and aren’t formal complaints. There are 9 remaining active processes that could be service issues or formal complaints but haven’t been completed yet. 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 <u>Ombudsman Complaints</u> 0 received during the quarter.
	Council Tax/NNDR		5	Council Tax/NNDR	2	33	7	
	Customer Services		4	Customer Services	3	10	7	
	Planning		10	Planning	6	27	16	
	Waste		14	Waste	10	32	24	
	Commercial Services		1	Commercial Services	1	12	2	
	Parking		1	Parking	-	-	1	
	Benefits		-	Benefits	1	23	1	
	EH		-	EH	-	-	-	
	Housing		1	Housing	2	20	3	
	Total		37	Total	25	26	62	
	Service Issues		25	Service Issues	26	-	25	

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			YTD or Total		YTD or total	
All: Compliments received Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Information should be feeding through but there has been limited uptake of the process internally.					We are 'readvertising' in the Friday flash to encourage officers log them so we can keep a record of compliments that can be reported out easily.
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	45	YTD 98	85	163	Equivalent to 1 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE This is from two instances of long term sickness
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	82	YTD 114	55	87	Equivalent to 0.67days/FTE for the quarter.
CS: Top 5 call types	Anita ley			1) Call transferred to another organisation 2) Revenues - Move 3) Domestic Waste - Missed Waste 4) Transfer to Housing Advice 5) General - Other Enquiry - Dealt with	-	Last Qtr 1) Garden Waste - New Subscription 2) Garden Waste subscription enquiry 3) Revenues Move 4) Call transferred to other organisation 5) Domestic waste - missed waste
Top 5 website processes	Kate Hamp		-	1) Garden waste subscription 2) Letter of representation 3) Recycling Sack Request 4) Missed Domestic Waste Report 5) Waste Container or Sack Request Contact	-	This measure has changed to reflect the transactional focus of the website
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	23.8%	20%	55.6%	Q1 16/17 49.2%	Figures as rising more slowly now but seem to be settling around 50% of all transactions
Total number of online transactions	Kate Hamp	5635	9246	Workflow360(W2): 20700	38120	Number of online interactions continues to increase as well as the percentage of all contact through online means. The levels are beginning to level off so further rises from these

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			YTD or Total		YTD or total	
						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	72	136	130	212	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.
EH: Average time taken for Disabled Facilities Grants (Fast track) (work days) 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		-	Same working day	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	Jul 2017	Aug 2017	Sep 2017	Q2 2017/18		Action Response
			Q1	Value	Value	Value	Value	Target	
% calls answered in 20 seconds	Anita Ley		25%	29%	34%	41%	34%	50%-80%	There has been a consistent improvement in this measure since March from a low of 21%. It is approaching the target range to deliver a good level of service for our phone customers
% of Benefits change of circumstances online (IEG4)	Lorraine Mullineau x		5%	5.1%	6.7%	9.1%	8%	25%	This is a new measure and a stretching target. The uptake of new claims online has been very good but change of circumstances hasn't been as used as extensively. Various channel shift activities will take place over the coming months to improve this figure and naturally as the new claimants, that applied online initially, become a higher percentage of the active claimants the number of changes of circumstances submitted online should increase.