

# 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	Q2 16/17	2016/17	Q2 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	-	-	<p>Enforcement cases closed: 82 Live enforcement cases: 322 Enforcement cases received: 90</p> <p>Backlog closed: 2 Backlog remaining: 87</p>		-	<p><i>Figures as at the end of September.</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	Complaints rec last qtr 2017/18 Q1		Total	Avg Time (Days)	2017/18 YTD	<p>This breakdown of area and average time to complete timings is only available for the completed complaints.</p> <p>84 complaints were logged during the quarter, 30 of the completed processes were service issues that were dealt with immediately and aren't formal complaints. The remaining 12 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	-	-	-	
	Council Tax	5	Council Tax	4	25.7	9	
	Customer Service Team	2	Customer Service Team	-	-	2	
	Environmental Health	-	Environmental Health	-	-	-	
	Environmental Protection	-	Environmental Protection	-	-	-	
	Housing Benefits	4	Housing Benefits	-	-	4	
	Housing Advice	-	Housing Advice	-	-	-	
	ICT/Internet	-	ICT/Internet	-	-	-	

PI Description	Managed By	Q2 16/17	2016/17	Q2 2017/18			17/18	Comment (If Applicable)
			YTD or Total				YTD or total	
	Legal		-	Legal	1	14	1	
	Planning		12	Planning	8	28	20	
	Waste		7	Waste	19	34	26	
	Commercial Services		4	Commercial Services	10	22	14	
	Car Parks/Parking		-	Car Parks/Parking	-	-	-	
	Total		34	Total	42	29	76	
	Service Issues		25	Service Issues	30	N/A	64	
<b>Long term sickness (days)</b> Number of days lost due to long term sickness	Andy Wilson	347	YTD 1001	715		YTD 1529	Equivalent to 2 days/FTE for the Qtr.  Q1 figure: 2.3 days/FTE  This figure relates to 24 individuals averaging 30 working days away	
<b>Short term sickness (days)</b> Number of days lost due to short term sickness	Andy Wilson	203	YTD 381	317		YTD 536	Equivalent to 0.91 days/FTE for the quarter.  Q1 figure: 0.6/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) Other - Call transferred to another organisation 2) Call dealt with on Switchboard 3) Revenues - Move 4) Domestic Waste - Missed Waste 5) General - Other Enquiry - Dealt with		-	Last Qtr  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	
<b>Top 5 website processes</b>	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	

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			YTD or Total		YTD or total	
<b>% of customer contact through online interaction (Workflow360)</b> 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
<b>Total number of online transactions</b>	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 levels will likely be smaller and based on additional processes coming online and in response to channel shift activities
<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	141	220	142	314	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	3 days	3 days	0 days	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 and has been improving steadily throughout the year. This means on average the completed paperwork is received and completed on the same working day.

## Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	July 2017	Aug 2017	Sep 2017	Q2 2017/18		Action Response
			Q1	Value	Value	Value	Value	Target	
<b>% calls answered in 20 seconds</b>	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.
<b>Average no. of missed bins per 100,000 collections</b>	-		472	191	213	182	586	225	This measure has been increasing since March, coinciding with us making it much easier to log missed bins online. It is currently running at around twice the historical average.
<b>% of Benefits change of circumstances online (IEG4)</b>	Lorraine Mullineaux		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.