

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 Code & Short Name	Managed By	Q4 13/14	2013/14	Q4 2014/15		14/15	Comment (If Applicable)	
			YTD or Total			YTD or total		
<p>PEC: Enforcement (Enforcement Action: Retrospective Planning Application: Remedial Action: No Breach Found)</p> <p>The number of enforcement cases resolved by specific action - enforcement action (EA), retrospective planning application (RPA), remedial action (RA) or no breach found (NBF).</p>	Helen Smart	1 3 0 7	E.A : 12 R.P.A : 29 R.A : 2 N.B.F : 124	E.A. - 1 R.P.A. - 6 R.A. - 0 N.B.F. - 9		16 33 0 100	Seasonal variation exists so comparing performance across previous years is appropriate and useful	
<p>All: Complaints received</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>		Total		Total	Avg Time		Seasonal variation exists so comparing performance across previous years is appropriate and useful. Complaints data includes volumes, service area and average response speed. Current system and new W2 process could also group complaint in to type irrespective of service area as an alternatively formatted PI (e.g. Complaints grouped into: process, decision, officer action, etc).	
	Assets	0	10	Assets	1	2.4		6
	Corporate Services	2	3	Corporate Services	0	6.2		2
	Environment Services	34	55	Environment Services	27	8.3		64
	Environmental Health	2	12	Environmental Health	1	3		6
	Finance	4	6	Finance	0	-		2
	ICT & CS	5	19	ICT & CS	9	3.2		29
Planning, Economy & Community	5	46	Planning, Economy & Community	5	7.8	58		
<p>All: Compliments received</p> <p>Compliments logged against each Service per quarter. Highlights</p>	Assets	1	3	Assets	0		2	Seasonal variation exists so comparing performance across previous years is appropriate and useful.
	Corporate Services	2	3	Corporate Services	0		9	
	Environment Services	12	13	Environment Services	6		20	

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			YTD or Total			YTD or total	
changes over time and the effects of initiatives.	Environmental Health	6	7	Environmental Health	0	4	
	Finance	1	1	Finance	0	4	
	ICT & CS	12	24	ICT & CS	1	26	
	Planning, Economy & Community	2	4	Planning, Economy & Community	1	52	
CS: Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson		2255	57		265	Yearly comparison is useful
CS: Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson		232.44	36		124	Yearly comparison is useful
CS: Top 5 call types	Kate Hamp		-	1. Council Tax - make a payment by phone 2. Council Tax - balance enquiry 3. Council Tax - paperless direct debit 4. Council Tax - Discount/Exemption enquiry 5. Waste - day of collection enquiry		-	Comparison not useful
CS: Top 5 website views/trend	Kate Hamp		-	1. Planning 2. Recycling and Waste 3. Contact us 4. Council Tax 5. Your Council		-	Comparison not useful
CS: % of customer contact through online interaction Demonstrating channel shift	Kate Hamp		-	16%			Yearly comparison is useful
CS: Total number of transactions	Kate Hamp		-	3960			Yearly comparison is useful
CS: Average call answer time The average time in minutes for a call to be answered. This time	Kate Hamp			1.25			Yearly comparison is useful

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			YTD or Total		YTD or total	
shows as an average over each month						
<p>CS: % of calls resolved at first point of contact</p> <p>Percentage of calls which are resolved at initial contact with CST</p>	Kate Hamp			72.3		Yearly comparison is useful
<p>EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)</p> <p>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.</p>	Drew Powell		-	1.33	1.29	Yearly comparison is useful

Exception Report

Code and Name	Managed by	Prev Status	Last Qtr	Jan 2015	Feb 2015	Mar 2015	Q4 2014/15		Action Response
			Q3	Value	Value	Value	Value	Target	
CS: Average Call Answer Time The average time in minutes for a call to be answered. This time shows as an average over each month.	Kate Hamp		1.36	1.31	1.28	1.31	1.25	1	Monthly detail is useful for scrutinising performance and spotting trends in the exception report so should remain for the exception report
ES: Residual waste per household	Helen Dobby		86.6	35.9	28.3	31.0	95.7	81	<i>Miscoding of street sweeping at disposal point has led to waste being classified as residual when it should have been classified as recycled. Unfortunately waste cannot be reclassified to correct the error.</i>
PEC: % of Applications determined within statutory time frame Minor	Malcolm Elliott		39.7	50	60	60	57.6	65	<p><i>The service has continued to experience the loss of permanent staff and the need to temporarily replace with agency staff whilst T18 progresses. It has not been possible to recruit on a permanent basis and as such this difficult period of transition continues to impact on performance.</i></p> <p><i>Case management measures have been put in place and whilst not all Government targets are being met officers are managing to determine a good proportion of applications on target.</i></p>