

Appendix B –Scrutiny Report – 2013-14 Q1 WD

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	2012/13	Apr 2013	May 2013	Jun 2013	Q1 2013/14	2013/14	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
<p>EH: Volume of nuisance complaints</p> <p>Number of nuisance complaints. The comments show the breakdown of unjustified and unjustified complaints.</p>	Ian Luscombe	715	Measured for Quarters			128	715	Of the total nuisance complaints closed by the council in Quarter 1, 93 alleged nuisances were under our jurisdiction (EH officers often offer guidance and signposting in the other cases to provide a better customer service). 91 out of the 93 nuisances investigated were dealt with informally, saving time and money.
<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	-	Measured for Quarters			94	-	The portion of this process under the council's full control is performing well, as is the overall process. Average time for portion under Council's direct control is 6 work days. Further work in reducing the end to end time for the customer will be achieved by working more closely with our suppliers/contractors.



<p>PEC: Active Applications (at end of month) Major/Minor/Other</p> <p>The total number of active applications which gives an overview of the workload for the Planning department.</p>	Justine Gosling	-	142	128	135	-	-	Workload levels remain fairly consistent within the service .
<p>PEC: Compliments & Complaints (Justified/Non-Justified split)</p> <p>Detailing the ratio between justified planning complaints (valid complaints about something we did wrong or omitted to do) and non-justified complaints.</p>	Malcolm Elliott	Compliment Just Non-Just	4 2 0	2 0 0	0 0 0	6 2 0	6 2 0	We are continually trying to improve our customers' experience and the low number of complaints reflects this. The number of compliments should also be noted.
<p>PEC: Justified Complaint Type (Process: Statutory Procedure: Person: Communication)</p> <p>Breakdown of justified complaints – Process (Ps), Statutory Procedure (SP), Person (Pn) & Communication (C).</p>	Malcolm Elliott	Ps S.P. Pn C	0 0 0 2	0 0 0 0	0 0 0 0	0 0 0 2	0 0 0 2	The proactive approach to customer service through better caseload management and service improvements has meant that complaint levels are low. However, the way we communicate can still be improved and we remain focused on seeking improvements in this respect.

<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>	Malcolm Elliott	E.A. R.P.A. R.A. N.B.F.	4 0 0 7	4 0 0 9	4 1 0 11	12 1 2 27	-	<p>The higher number of enforcement cases reported this time is due to better recording systems and the clearance of backlog. It should be noted that the majority of enforcement reports are still found to be "no breach found".</p>
<p>ES: PCN's: issued</p> <p>The number of Penalty Charge Notices issued. View in conjunction with those cancelled.</p>	Cathy Aubertin	1464	106	115	114	335	335	<p>The drop in PCNs issued is due to having a CEO vacancy currently. A new postholder has been appointed and will be starting work on 9th September.</p>
<p>ES: PCN's cancelled</p> <p>The number of Penalty Charge Notices cancelled. View in conjunction with those issued.</p>	Cathy Aubertin	175	10	11	3	24	24	<p>7% of penalty charge notices were cancelled over the quarter. Figures of around 10-15% would be considered normal, so this figure demonstrates the high quality of PCNs issued.</p>
<p>ICT & CS: No. of benefit applications</p> <p>Total number of New Housing Benefit/Council Tax Benefit Claims calculated.</p>	Paul Eells	2073	101	77	69	247	247	<p>New Claims only.</p>

<p>All: Complaints received</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	-	261	<p>Assets: 1 Corporate Services: 0 Environment Services: 26 Environmental Health: 1 ICT & CS: 19 Planning, Economy & Community: 0</p>	51	51	
<p>All: Compliments received</p> <p>Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	-	110	<p>Assets: 0 Corporate Services: 0 Environment Services: 23 Environmental Health: 4 ICT & CS: 3 Planning, Economy & Community: 7</p>	37	37	
<p>CS: Long term sickness (days)</p> <p>Number of days lost due to long term sickness</p>	Andy Wilson	702	Measured for Quarters	124	124	<p>The absence for the first quarter of 2013/14 is closer to historic averages and was caused primarily by three members of staff, two recovering from surgery and one with continuous long term absence. It is pleasing to report that all three have returned to work, two towards the end of the quarter, so we anticipate an improvement in the next quarter.</p>
<p>CS: Short term sickness (days)</p> <p>Number of days lost due to short term sickness</p>	Andy Wilson	469.3	Measured for Quarters	62.42	62.42	<p>The performance has improved to better than previous averages. This improvement was in part predicted as the last quarter was affected by a high number of staff with viral infections and this now seems to have been worked through.</p>
<p>ICT & CS: Top 5 call types</p>	Kate Hamp	-	<ol style="list-style-type: none"> 1) Planning enquiry for Duty officer 2) Request a paperless DD 3) Make a Council Tax payment 4) Order replacement recycling receptacles 5) Council Tax balance enquiry 	-	-	

<p>ICT & CS: Top 5 website views/trend</p>	<p>Kate Hamp</p>	<p>-</p>	<ol style="list-style-type: none"> 1. Planning Application Search 2. Search & Track Planning Applications 3. Planning 4. Waste Look Up 5. Contact us 			<p>-</p>	<p>-</p>	
<p>ICT & CS: Average call answer time</p> <p>The average time in minutes for a call to be answered. This time shows as an average over each month</p>	<p>Kate Hamp</p>		<p>1.22</p>	<p>1.47</p>	<p>2.48</p>	<p>1.723</p>		<p>Service levels in the contact centre have been adversely affected for a number of reasons. 1. Transfer of Benefits calls to the contact centre to free up Assessors to clear backlog 2. Council Tax post was also in backlog as a result of the change in software at the beginning of the year - this has now been cleared. 3. Loss of a number key staff through retirement and movement to other services.</p> <p>Staff have now been replaced and resource to handle the Benefits calls has been put in place. Training has begun and we are now trying to ensure we have the right skills in place. It is worth noting that full training in all disciplines can take up to 6 months. Improvements are now being seen and we are expecting performance to be on an upward trend.</p>
<p>ICT & CS: % of calls experiencing a long wait</p> <p>Percentage of calls where the wait is in excess of 7 minutes.</p>	<p>Kate Hamp</p>		<p>28%</p>	<p>33%</p>	<p>39%</p>	<p>33%</p>		<p>As above.</p>

Exception Report

Code and Name	Managed by	Prev Status	Last Qtr/2013 year end	Apr 2013	May 2013	Jun2013	Q1 2013/14		Action Response
				Value	Value	Value	Value	Target	
<p>ICT & CS: Avg End to End time (New Claims) (Days)</p> <p>To measure average processing time taken across all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority.</p>	Paul Eells		24.48	29.68	31.51	27.57	29.59	18	<p>There are a significant number of factors have affecting the level of performance of the team. There has been a continued increase in customer contact both by phone and in person with the introduction of the Social Sector Size Criteria (bedroom tax) and Local Discretionary Welfare Support Scheme (replacement for crisis loans and community care grants) at the beginning of the quarter. This has continued with customers requiring signposting to support services and also to apply for Discretionary Housing Payments to alleviate hardship and to address the shortfall in their rents while they take steps to manage this themselves. 2 Vacancies have been filled and additional temporary staff have been recruited to clear the backlog of work. It is anticipated that processing times will be back within target by December 2013.</p>
<p>ICT & CS: Avg End to End time (Change of circumstances) (Days)</p> <p>The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority.</p>	Paul Eells		12.34	10.94	9.48	8.85	9.76	8	As above

<p>PEC: Number of Major Applications determined within the statutory time frame</p> <p>The percentage of Major applications which are determined within the Government's statutory timescale of 13 weeks.</p>	Malcolm Elliott	n/a	42.86%	n/a	50%	n/a	50%	60%	<p>The number of major applications processed each month is very low. Only 2 were determined in May, one within target and one not. Hence the 50% performance reported. The overall, annual performance is more important when determining performance on major applications. Members are reminded that Govt. deem poor performing councils as those determining applications at 30% or less.</p>
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