

## Appendix B –Scrutiny Report – 2013-14 Q2 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	Jul 2013	Aug 2013	Sep 2013	Q2 2013/14	2013/14	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
<p><b>EH: Volume of nuisance complaints</b></p> <p>Number of nuisance complaints. The comments show the breakdown of unjustified and unjustified complaints.</p>	Ian Luscombe	715	Measured for Quarters			239	367	Of the total nuisance complaints closed by the council in Quarter 2, 183 out of 239 alleged nuisances were under our jurisdiction (EH officers often offer guidance and signposting in the other cases to provide a better customer service). 180 out of the 183 nuisances investigated were dealt with informally, saving time and money.
<p><b>EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)</b></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			-	-	During Q2 we refined the way we enter and report on DFG activity. This was to enable us to analyse the data better and in particular the areas of the process which require input from our partners. In order for the data to be meaningful and to cover a full period we will be reporting on two quarters (Q2 and Q3) at the end of December





<p><b>PEC: Active Applications (at end of month) Major/Minor/Other</b></p> <p>The total number of active applications which gives an overview of the workload for the Planning department.</p>	Justine Gosling	-	137	130	121	-	-	Workload levels remain fairly consistent within the service.
<p><b>PEC: Compliments &amp; Complaints (Justified/Non-Justified split)</b></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	5 2 2	3 0 2	3 0 2	11 2 6	17 4 6	It is pleasing that the service continues to receive consistent compliments on the good service provided by officers. In addition the number of justified complaints has fallen with none being received during September. It must be acknowledged that the service will receive complaints on the nature of planning decisions made. These non justified complaints are not a reflection on the service level provided but rather on the merits of the planning decision made. We continue to monitor the nature of complaints received and to instigate service improvements.
<p><b>PEC: Justified Complaint Type (Process: Statutory Procedure: Person: Communication)</b></p> <p>Breakdown of justified complaints – Process (Ps), Statutory Procedure (SP), Person (Pn) &amp; Communication (C).</p>	Malcolm Elliott	Ps S.P. Pn C	1 0 0 0	0 0 0 1	0 0 0 0	1 0 0 1	1 0 0 3	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><b>PEC: Enforcement (Enforcement Action: Retrospective Planning Application: Remedial Action: No Breach Found)</b></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	E.A. R.P.A. R.A. N.B.F.	1 5 0 18	0 2 1 26	0 4 0 17	1 11 1 61	-	<p>With the support of agency staff the backlog of cases at West Devon has largely been resolved. A significant proportion of the cases received are still resulting in a finding of No Breach Found, however, these cases are being resolved more quickly.</p>
<p><b>ES: PCN's: issued</b></p> <p>The number of Penalty Charge Notices issued. View in conjunction with those cancelled.</p>	Cathy Aubertin	1464	101	157	109	367	702	<p>Although the use of car parks increased during the summer months, due to the good weather, and the number of PCNs issued would normally also increase, the team were a CEO short for the summer months, due to a member of staff leaving. The post has now been filled.</p>
<p><b>ES: PCN's cancelled</b></p> <p>The number of Penalty Charge Notices cancelled. View in conjunction with those issued.</p>	Cathy Aubertin	175	9	15	10	34	58	<p>The number of PCNs cancelled has reduced in accordance with the reduction of PCNs issued.</p> <p>9% of penalty charge notices were cancelled over the quarter. Although this is a slight increase on last quarter, figures of around 10-15% would be considered normal. This figure demonstrates the high quality of PCNs issued.</p>
<p><b>ICT &amp; CS: No. of benefit applications</b></p> <p>Total number of New Housing Benefit/Council Tax Benefit Claims calculated.</p>	Paul Eells	2073	125	85	84	294	541	<p>New Claims only.</p>

<p><b>ICT &amp; CS: Percentage of Non-domestic Rates Collected</b></p> <p>The percentage of non-domestic rates due for the financial year which were received by the authority</p>	Kate Hamp	96.65%	43.77%	51.79%	60.94%	60.94%	60.94%	This collection figure is currently up by 1.45% on last years figures. NNDR collection rates are prone fluctuation mid year due to the dates that payments are received from some of our larger businesses. At the moment we are on track for an improvement in collection.
<p><b>All: Complaints received</b></p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	-	261	Assets: 0 Corporate Services: 0 Environment Services: 20 Environmental Health: 2 ICT & CS: 18 Planning, Economy & Community: 9			49	100	
<p><b>All: Compliments received</b></p> <p>Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	-	110	Assets: 1 Corporate Services: 0 Environment Services: 10 Environmental Health: 3 ICT & CS: 7 Planning, Economy & Community: 11			32	69	
<p><b>CS: Long term sickness (days)</b></p> <p>Number of days lost due to long term sickness</p>	Andy Wilson	702	Measured for Quarters			30	154	As anticipated last quarter, the figure has improved to more typical levels with the return of the long term absentees.
<p><b>CS: Short term sickness (days)</b></p> <p>Number of days lost due to short term sickness</p>	Andy Wilson	469.3	Measured for Quarters			38.83	101.25	
<p><b>ICT &amp; CS: Top 5 call types</b></p>	Kate Hamp	-	1) WD Planning - Duty Officer - general enquiry 2) Council Tax - Paperless DD 3) Council Tax - Make a payment 4) Waste - Missed Recycling and Food 5) WD Planning - Planning officer - Current application			-	-	

<p><b>ICT &amp; CS: Top 5 website views/trend</b></p>	<p>Kate Hamp</p>	<p>-</p>	<ol style="list-style-type: none"> <li>1. Planning Application Search</li> <li>2. Search &amp; Track Planning Applications</li> <li>3. Planning</li> <li>4. Waste Look Up</li> <li>5. Contact us</li> </ol>			<p>-</p>	<p>-</p>	
<p><b>ICT &amp; CS: Average call answer time</b></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>2.24</p>	<p>1.23</p>	<p>2.12</p>	<p>1.863</p>	<p>Over the last three months we have lost two key members of the team to other departments, we have also had one team member on long-term sickness. This has had an impact on performance while recruiting and training new members of the team. There is now a comprehensive training plan in place which will ensure there is increased capacity within CST. We are also working with the Web Editor to provide a range of online forms that will enable the customers to use an alternative access channel thus helping to free the lines for those customers with complex enquiries or who have no access to the internet.</p>	
<p><b>ICT &amp; CS: % of calls experiencing a long wait</b></p> <p>Percentage of calls where the wait is in excess of 7 minutes.</p>	<p>Kate Hamp</p>		<p>33%</p>	<p>25%</p>	<p>34%</p>	<p>30.7%</p>	<p>There has been an increase in longer call types, particularly due to an increase in Council Tax recovery action since the same period of the previous year. Calls resulting from a Council Tax reminder have increased by 8% on the previous year. This results in longer, difficult calls with customers who may be worried or distressed. This coupled with having one team member on long-term sickness and the loss of a number of fully skilled advisors has had a major impact. However, CST have shown an improvement on Q1 through a major training programme of newer team members, particularly in the area of Council Tax and Waste collection (the busiest call types). This should improve further in the next quarter.</p>	

## Exception Report

Code and Name	Managed by	Prev Status	Last Qtr	Jul 2013	Aug 2013	Sep 2013	Q2 2013/14		Action Response
			Q1	Value	Value	Value	Value	Target	
<p><b>PEC: Number of Major Applications determined within the statutory time frame</b></p> <p>The percentage of Major applications which are determined within the Government's statutory timescale of 13 weeks.</p>	Malcolm Elliott		50%	33%	50%	n/a	40%	60%	West Devon determines an average of 5 major applications a quarter. 6 applications were determined in the last quarter, 50% on target. It is important to look at the annual performance when determining major applications in view of the low numbers involved. On average WD determines just under 60% of major applications within time, which is well in the top half of local authorities nationally.
<p><b>PEC: Number of Minor Applications determined within the statutory time frame</b></p> <p>The percentage of Minor applications which are determined within the Government's statutory timescale of 8 weeks.</p>	Malcolm Elliott		65%	36.8%	64%	70%	57.8%	65%	Staff changes/turnover has resulted the drop in performance in the first two months of the quarter, however staffing is more stable with agency planners in place. This is reflected through the September figures for minor and other applications both of which exceed the target.
<p><b>PEC: Number of other Applications determined within the statutory time frame</b></p> <p>The percentage of other applications which are determined within the Government's statutory timescale of 8 weeks.</p>	Malcolm Elliott		72.8%	59.3%	56.5%	82.8%	67.1%	80%	Staff changes/turnover has resulted the drop in performance in the first two months of the quarter, however staffing is more stable with agency planners in place. This is reflected through the September figures for minor and other applications both of which exceed the target.
<p><b>ES: Car Parking season tickets sold (yearly comparison)</b></p> <p>Shows the increase or decrease in season tickets sold in comparison with the previous year.</p>	Cathy Aubertin		53%	-72%	-46%	160%	-37%	-	The number of season tickets sold throughout the year is known to fluctuate. This will, however, be monitored and publicised further.