

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	Q1 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: 27 Live enforcement cases: 136 Enforcement cases received: 67 Backlog closed: 1 Backlog remaining: 64		-	Figures for July: Enforcement cases closed: 3 Live enforcement cases: 141 Enforcement cases received: 39 Backlog closed: 0 Backlog remaining: 64
All: Complaints received Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Area	Complaints rec. last qtr Q4 2016/17		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. 71 complaints were logged during the quarter. 25 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	4	Council Tax/NNDR	5	17	5	
	Customer Services	5	Customer Services	4	14	4	
	Planning	7	Planning	10	30	10	
	Waste	10	Waste	14	30	14	
	Commercial Services	3	Commercial Services	1	27	11	
	Parking	2	Parking	1	15	1	
	Benefits	2	Benefits	-	-	-	
	EH	1	EH	-	-	-	
	Housing		Housing	1	8	1	
	Total	34	Total	37	24	37	
	Service Issues	34	Service Issues	25	20	25	

Performance measure	Managed By	Q1 16/17	2016/17	Q1 2017/18	17/18	Comment (If Applicable)
			YTD or Total		YTD or total	
<p>All: Compliments received</p> <p>Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>						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.
<p>Long term sickness (days)</p> <p>Number of days lost due to long term sickness</p>	Andy Wilson	53	YTD 53	78.8	78.8	Equivalent to 0.9 days/FTE. Low numbers of staff in WD means that any long term sickness has a disproportionate effect on days/FTE
<p>Short term sickness (days)</p> <p>Number of days lost due to short term sickness</p>	Andy Wilson	31.1	YTD 31.1	32.7	32.7	Equivalent to 0.39days/FTE for the quarter.
<p>CS: Top 5 call types</p>	Anita ley			<ul style="list-style-type: none"> 1) Garden Waste - New Subscription 2) Garden Waste subscription enquiry 3) Revenues Move 4) Call transferred to other organisation 5) Domestic waste - missed waste 	-	<p>Last Qtr</p> <ul style="list-style-type: none"> 1) Revenues - Move 2) Domestic Waste - Missed Collection 3) General Other - Enquiry Dealt With 4) Revenues - Discount / Exemption 5) Revenues - General Balance Enquiry
<p>CS: Top 5 website views/trend</p>	Kate Hamp			Issue with extracting information Moving to the new website and re-focusing on transactions, this measure will highlight processes started rather than page hits	-	
<p>CS: % of customer contact through online interaction</p> <p>Demonstrating channel shift</p>	Kate Hamp	17.8%	17.8%	49.2%	Q4 16/17 33.3%	<p>The figures for Qtr 1 show that almost 50% of processes were initiated online. There is still scope to increase this further as more processes go online for Environmental Health & Licensing.</p> <p>The new website with simplified and standardised scripts, that don't require customers to log in, make it far quicker and easier for the public to interact online. Halving the mouse clicks needed in most instances and smoothing the</p>

Performance measure	Managed By	Q1 16/17	2016/17	Q1 2017/18	17/18	Comment (If Applicable)
			YTD or Total		YTD or total	
						customer journey, especially when submitted by smartphone. Reports to management are highlighting the processes achieving better channel shift so more effort can be focused on the processes with lower uptake.
CS: Total number of online transactions	Kate Hamp	3611	3611	Workflow360(W2): 17420	17420	Number of online interactions continues to increase as well as the percentage of all contact through online means. This increase of over 10,000 transactions over the quarter show the benefit in the website redesign and enable more automation to reduce the workload for CST and for Case Managers. The increase in online transactions over the past year has been relentless and shows no sign of slowing, boosted by two factors; more processes online, and better customer experience, especially via mobile/tablets.
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	64	64	167	167	The nuisance process (covering noise, odours, smoke, etc) in Workflow360, has been updated to simplify the process for case managers and specialists and ensure consistency of use.
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	Apr 2017	May 2017	Jun 2017	Q1 2017/18		Action Response
			Q4	Value	Value	Value	Value	Target	
% calls answered in 20 seconds	Anita Ley		29%	23%	26%	25%	25%	50%	<p>We are seeing a reduction in the quick simple calls which is due to better routing in the new telephone system alongside the introduction of the new website. This does mean the Contact Centre are dealing with longer more complex calls which will increase average call length and wait times.</p> <p>An increase in temporary agency staff who have required training coupled with more calls than the previous 3 months has affected performance this quarter.</p>