

# Performance Report 2016/17 Q1



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Report Type: PIs Report

Generated on: 10 August 2016

PI Status		Long Term Trends			Short Term Trends		
	Alert		Improving		Improving		Improving
	Warning		No Change		No Change		No Change
	OK		Getting Worse		Getting Worse		Getting Worse
	Unknown						
	Data Only						

## Responsible OUs 3.0 Environmental & Regulatory Services Partnership

PI Code & Short Name	Q1 2014/15		Q1 2015/16		Q1 2016/17		Long Trend	Short Trend	Note	Assigned To
	Value	Target	Status	Value	Target	Status				
ERS 1 Licences processed under the Licensing Act 2003 within statutory timescales as a percentage of those issued										
ERS 2 (PP 2) Fly tips investigated with evidence present, which result in enforcement action being taken	100.00 %	95.00%		100.00 %	95.00%					Donna Puddy
ERS 3 % of food premises that are not broadly compliant that receive follow up action										Donna Puddy
ERS 4 % of high risk notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries) assessed within one day										Donna Puddy

## Responsible OUs 3.0 Environmental & Regulatory Services Partnership; Building Control

PI Code & Short Name	Q1 2014/15		Q1 2015/16		Q1 2016/17		Long Trend	Short Trend	Note	Assigned To
	Value	Target	Status	Value	Target	Status				

PI Code & Short Name	Q1 2014/15			Q1 2015/16			Q1 2016/17					Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend		Note
	ERS 5 (PSH 1) Percentage of customers satisfied with Building Control services	95.5%	95%		N/A	95%		N/A	95%				
ERS 6 (PSH 2) Percentage of dangerous structures inspected and action taken within 24 hours	100%	100%		100%	100%		100%	100%					Andy Jones
ERS 7 (PSH 3) Percentage of market share retained by Building Control	66.70%	80.00%		65.34%	70.00%		64.75%	70.00%				Market share appears to be relatively stable. We are still targeting homeowners following submission of planning applications, and targeting agents with seminars. A new shared services marketing plan will be in place by the end of the year.	Andy Jones
ERS 8 (PSH 4) Percentage of full plans Building Regulations applications vetted within 21 days of deposit.	57.38%	90.00%		49.53%	85.00%		66.67%	85.00%				36 out of 54 plans checked within 21 days. The improved performance was due to additional resources; in June, nearly 90% of plans were vetted within time	Andy Jones

### Responsible OUs 4.0 Environmental Services; Waste Management

PI Code & Short Name	Q1 2014/15			Q1 2015/16			Q1 2016/17					Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend		Note
	EVS 1 (NI 192) (Cumulative) Percentage of household waste sent for reuse, recycling and composting	62.07%	62.00%		60.63%	63.00%		62.55%	61.00%				
EVS 2 (NI 191) Residual household waste per household (kg)	98.0	89.0		97.0	90.0		97.0	90.0				Not a dissimilar performance to the last two years. We have reviewed the bring bank network and making preparations for the implementation of changes to improve opportunities for recycling	Scott Williams
EVS 5 (ES 53) Percentage of refuse and recycling materials collected on the designated day	99.96%	99.00%		99.97%	99.00%		99.96%	99.00%					Claire Blizzard; Scott Williams



### Responsible OUs 5.0 GO Shared Services

PI Code & Short Name	Q1 2014/15			Q1 2015/16			Q1 2016/17			Assigned To		
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
GO 26 Percentage of invoices (undisputed) for commercial goods and services paid within 30 days of receipt							93.42%	90%				Jenny Poole

### Responsible OUs 5.0 GO Shared Services; Human Resources

PI Code & Short Name	Q1 2014/15			Q1 2015/16			Q1 2016/17			Assigned To		
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
GO 18 (CM 2) Working days lost due to sickness absence per fte	1.11	1.40		.81	1.40		1.45	1.40				Paula Lodge; Kate Righton
GO 19 Working days lost due to sickness absence per fte - excluding long term sick	0.98	1		0.7	1		0.93	1				Paula Lodge; Kate Righton

### Responsible OUs 6.0 ICT, Change & Customer Services; Customer Services

PI Code & Short Name	Q1 2014/15			Q1 2015/16			Q1 2016/17			Assigned To		
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
ICC 2 (CS 2) Customer Satisfaction rate for users of the Council (%)	90.50%	90.00%		90.32%	90.00%		88.88%	90.00%				Sarah Cantwell
ICC 3 (CS 6) % of complaints responded to within 10 working days (council wide)				87.50%	90.00%		85.71%	90.00%				Sarah Cantwell

PI Code & Short Name	Q1 2014/15		Q1 2015/16		Q1 2016/17				Assigned To				
	Value	Target	Status	Value	Target	Status	Value	Target					
ICC 4 (CS 7) % of telephone calls answered within 20 seconds							73.1%	80.0%				Restructure of back office is pushing more work to the Customer Services team. Plus a high staff turnover has led to a dilution of knowledge in the short term, and fully trained members of the existing team take time out from their CS role to support the new staff. This increases the overall call lengths.	Sarah Cantwell

### Responsible OUs 7.0 Land, Legal and Property; Land Charges

PI Code & Short Name	Q1 2014/15		Q1 2015/16		Q1 2016/17				Assigned To				
	Value	Target	Status	Value	Target	Status	Value	Target					
LLP 1 Percentage of land charge searches carried out within ten days	56.01%	90.00%		99.33%	90.00%		99.78%	90.00%					Michaela Salter

### Responsible OUs 7.0 Land, Legal and Property; Legal

PI Code & Short Name	Q1 2014/15		Q1 2015/16		Q1 2016/17				Assigned To				
	Value	Target	Status	Value	Target	Status	Value	Target					
LLP 2 Number of covert surveillance operations approved	0			0			0						Bhavna Patel

### Responsible OUs 8.0 Leisure & Communities

PI Code & Short Name	Q1 2014/15		Q1 2015/16		Q1 2016/17				Assigned To				
	Value	Target	Status	Value	Target	Status	Value	Target					
LC 15 (CuS 38) Number of visitors to museum or galleries	14916	12000		11642	12000		12582	12540					Martin Holland
LC 20 (Cumulative) Number of visits to the three leisure facilities managed by SLM	174,644	155,943		166,421	155,945		155,127	165,595				We are experiencing greater competition; a new gym opened in Cirencester, and other smaller venues are impacting on our group exercise classes. There have also been offers from trampolines parks and travelling bouncy castle fairs. In addition, casual swimming was also down on the same period last year.	Martin Holland



### Responsible OUs 9.0 Planning and Strategic Housing; Development Management

PI Code & Short Name	Q1 2014/15				Q1 2015/16				Q1 2016/17				Assigned To			
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status		Long Trend	Short Trend	Note
	PSH 2 (NI 157a) (Cumulative) % of major applications determined	92.86%	70.00%	✓	73.33%	70.00%	✓	88.89%	70.00%	✓	88.89%	70.00%		✓	↑	↓

### Responsible OUs 9.0 Planning and Strategic Housing; Housing Strategy

PI Code & Short Name	Q1 2014/15				Q1 2015/16				Q1 2016/17				Assigned To			
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status		Long Trend	Short Trend	Note
	PSH 8 (NI 155) Number of affordable homes delivered (gross)	22	20	✓	19	6	✓	46	42	✓	46	42		✓	↑	↑

### Responsible OUs 10.0 Revenues & Housing Support

PI Code & Short Name	Q1 2014/15				Q1 2015/16				Q1 2016/17				Assigned To			
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status		Long Trend	Short Trend	Note
	RHS 2 (RB 6) (Cumulative) Speed of processing: new HB/CTS claims (days)	12.0	12.0	✓	16.6	12.0	✗	13.2	14.0	✓	13.2	14.0		✓	↓	↑
RHS 3 (RB 2) (Cumulative) Time taken to process Housing Benefit/Council Tax Support change events (days)	4.25	5	✓	6.74	6	✗	4.98	6	✓	4.98	6	✓	↓	↑		Mandy Fathers
RHS 5 (RB 4) (Cumulative) Percentage of council tax collected	30.89%	30.00%	✓	31.08%	30.00%	✓	30.94%	30.00%	✓	30.94%	30.00%	✓	↓	↓		Mandy Fathers
RHS 6 (RB 5) (Cumulative) Percentage of non-domestic rates collected	32.14%	30.00%	✓	30.99%	30.00%	✓	31.92%	31.00%	✓	31.92%	31.00%	✓	↓	↓		Mandy Fathers
RHS 10 (Snapshot) Number of households living in Emergency Accommodation				1	6	✓	3	6	✓	3	6	✓	↓	-		Michelle Clifford