



Performance Report 2016/17 Q2

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Report Type: PIs Report

Generated on: 04 November 2016

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

Responsible OUs 3.0 Environmental & Regulatory Services Partnership

PI Code & Short Name	Q2 2015/16		Q1 2016/17		Q2 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				N/A	90.00%		99.14%	90.00%		Donna Puddy
ERS 2 (PP 2) Fly tips investigated with evidence present, which result in enforcement action being taken	100.00 %	95.00%		100.00 %	90.00%		100.00 %	90.00%		Donna Puddy
ERS 3 % of food premises that are not broadly compliant that receive follow up action				N/A	90.00%		N/A	90.00%		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				N/A	90.00%		100.00 %	90.00%		Donna Puddy

Responsible OUs 3.0 Environmental & Regulatory Services Partnership; Building Control

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To		
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
ERS 5 (PSH 1) Percentage of customers satisfied with Building Control services	N/A	95%		N/A	95%		N/A	95%		Long Trend: Short Trend:	Anecdotal feedback from customers to surveyors is positive, however, the customer satisfaction survey return rate has been very low despite streamlining in a digital format. We will evaluate the process of obtaining customer feedback during the imminent review of the Building Control Service	Andy Jones
ERS 6 (PSH 2) Percentage of dangerous structures inspected and action taken within 24 hours	100%	100%		100%	100%		100%	100%		Long Trend: Short Trend:		Andy Jones
ERS 7 (PSH 3) Percentage of market share retained by Building Control	63.93%	70.00%		64.75%	70.00%		64.59%	70.00%		Long Trend: Short Trend:	Market share has improved in July (69.5%) and August (75.8%), but reduced in September (57.5%) which has affected the overall figure. Over the last six months we have been building up a number of partnerships with agents to improve market share	Andy Jones
ERS 8 (PSH 4) Percentage of full plans Building Regulations applications vetted within 21 days of deposit	42.22%	85.00%		66.67%	85.00%		68.75%	85.00%		Long Trend: Short Trend:	Performance continues to improve, but has been affected by limited resilience within the service during the summer period. We expect that moving the service into a shared environment in accordance with the planned project will resolve this issue	Andy Jones

Responsible OUs 4.0 Environmental Services; Waste Management

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To		
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
EVS 1 (NI 192) (Cumulative) Percentage of household waste sent for reuse, recycling and composting	60.69%	63.00%		62.55%	61.00%		62.71%	61.00%		Long Trend: Short Trend:		Scott Williams

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Note	Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
EVS 2 (NI 191) Residual household waste per household (kg)	94.0	88.0		97.0	90.0		96.0	88.0		 	The issue of higher waste arisings continues to be an issue for Gloucestershire and nationally. Focus continues on reducing food waste as we suspect that large amounts are still entering the waste stream. We will also be raising awareness in Cotswold News, and getting residents to think about their purchases at Christmas time and packaging	Scott Williams
EVS 5 (ES 53) Percentage of refuse and recycling materials collected on the designated day	99.96%	99.00%		99.96%	99.00%		99.94%	99.00%		 	Claire Blizzard; Scott Williams	

Responsible OUs 5.0 GO Shared Services

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Note	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%		96.73%	90%		 	Jenny Poole

Responsible OUs 5.0 GO Shared Services; Human Resources

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Note	Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
GO 18 (CM 2) Working days lost due to sickness absence per fte	.59	1.40		1.45	1.40		2.27	1.40		 	There has been an increase in long term sickness absence - all cases are being managed in line with procedure. The reasons for the absences include surgery and post-operative recovery, musculo-skeletal, and back and neck pain	Kate Righton; Lorraine Tommey
GO 19 Working days lost due to sickness absence per fte - excluding long term sick	0.59	0.75		0.93	1		1.1	1		 	Just short of the target. The outturn was affected in particular by some cases of recurrent illness (neck/back pain). At the half year stage, we are still on track to achieve the annual target of 4 days	Kate Righton; Lorraine Tommey

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

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 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 (%)	88.99%	90.00%		88.88%	90.00%		95.60%	90.00%				Note	Sarah Cantwell
ICC 3 (CS 6) % of complaints responded to within 10 working days (council wide)	90.00%	90.00%		85.71%	90.00%		95.00%	90.00%					Sarah Cantwell
ICC 4 (CS 7) % of telephone calls answered within 20 seconds				73.05%	80.00%		70.22%	80.00%				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. We have started to see improvements in Q3, with the majority of new staff almost fully trained. The team is now achieving its targets and have also been able to provide support to WODC customer services	Sarah Cantwell

Responsible OUs 7.0 Land, Legal and Property; Land Charges

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To			
	Value	Target	Status	Value	Target	Status	Value	Target	Status				
LLP 1 Percentage of land charge searches carried out within ten days	99.79%	90.00%		99.78%	90.00%		99.28%	90.00%				Note	Michaela Salter

Responsible OUs 7.0 Land, Legal and Property; Legal

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To			
	Value	Target	Status	Value	Target	Status	Value	Target	Status				
LLP 2 Number of covert surveillance operations approved	0			0			0					Note	Bhavna Patel

Responsible OUs 8.0 Leisure & Communities

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To			
	Value	Target	Status	Value	Target	Status	Value	Target	Status				
												Note	

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status		
LC 15 (CuS 38) Number of visitors to museum or galleries	13393	11000		12582	12540		13367	11495		 	Martin Holland
LC 20 (Cumulative) Number of visits to the three leisure facilities managed by SLM	323,229	311,886		155,127	165,595		302,416	321,145		 	Overall, memberships have grown since the transfer of our leisure facilities to SLM, although they have dropped off slightly this year. We are experiencing greater competition - a new gym opened in Cirencester, and the sports hall has seen a significant reduction in use since Cirencester College opened its own sports hall. The number of visits recorded has also been affected by computer downtime during the quarter, which will reduce the likelihood of Q3 and the annual targets being met Martin Holland

Responsible OUs 9.0 Planning and Strategic Housing; Development Management

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status		
PSH 2 (NI 157a) (Cumulative) % of major applications determined	86.21%	70.00%		88.89%	70.00%		96.00%	70.00%		 	Kevin Field

Responsible OUs 9.0 Planning and Strategic Housing; Housing Strategy

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status		
PSH 8 (NI 155) Number of affordable homes delivered (gross)	12	11		46	42		82	62		 	Anne Powell

Responsible OUs 10.0 Revenues & Housing Support

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17			Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status		
RHS 2 (RB 6) (Cumulative) Speed of processing: new HB/CTS claims (days)	15.8	12.0		13.2	14.0		12.2	14.0		 	Mandy Fathers

PI Code & Short Name	Q2 2015/16			Q1 2016/17			Q2 2016/17				Assigned To		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend		Short Trend	Note
RHS 3 (RB 2) (Cumulative) Time taken to process Housing Benefit/Council Tax Support change events (days)	7.99	6		4.98	6		5.86	6					Mandy Fathers
RHS 5 (RB 4) (Cumulative) Percentage of council tax collected	59.02%	58.00%		30.94%	30.00%		58.91%	59.00%				At the end of Q2, we were just under target; however, a review of performance on 14th October showed that the percentage collected is now ahead of where we were at this stage last year	Mandy Fathers
RHS 6 (RB 5) (Cumulative) Percentage of non-domestic rates collected	57.66%	58.00%		31.92%	31.00%		59.08%	59.00%					Mandy Fathers
RHS 10 (Snapshot) Number of households living in Emergency Accommodation	2	6		3	6		6	6					Michelle Clifford

Half yearly PIs 2016-17 Q2



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Responsible OUs 9.0 Planning and Strategic Housing

PI Code & Short Name	H1 2014/15			H1 2015/16			H1 2016/17			Note	Assigned To	
	Value	Target	Status	Value	Target	Status	Value	Target	Status			
PSH 1 Percentage of customers satisfied with the delivery of the Heritage and Design and Development Management service	79.51%	80.00%		77.04%	80.00%		67.56%	80.00%		 	<p>In the period 1st April 2016 to 30th September 2016 customer feedback indicated that 67.6% of customers are at least satisfied in terms of staff being helpful, providing sufficient information and delivering a timely service. This is based on just 37 responses - the number of responses does appear to be falling. During the same period, we received at least 35 'thank yous' via email (only those notified to DM Manager). One area of dissatisfaction appears to be the withdrawal of the duty officer, and not being able to access a planner without appointment. This has been necessary, and the redirection of this resource has had a marked improvement on planning performance. We continue to monitor satisfaction using a combination of the survey, complaints and compliments</p>	Kevin Field