

Date: 26 January 2021

Audit & Scrutiny Committee

Performance Indicators and Formal Complaints Working Group Report

Working Group Members

Cllr Nolan

Cllr Dr Barrett

Cllr Hirst

Cllr Naylor

Cllr Tanner

Supporting Officers

Steve Summers – Strategic Director

Sarah Bennett – Executive Support Manager

Scope

The scope of the Performance Indicators and Formal Complaints Working Group is set out below:

1. To monitor and consider the Council's service Performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
3. To consider how Performance Indicators and Formal Complaints are reported to the Audit & Scrutiny Committee
4. To make recommendations to the appropriate Audit & Scrutiny Committee.

Meeting Date

1st December 2020

Attached as Addendum 1 are the notes of the meeting.

Terms of Reference

The Working Groups Terms of Reference are attached at Addendum 2

1. Report Recommendations

The report recommendations are set out in full below.

R.1 - That the working group continue to monitor the outcomes of the Formal Complaints for Q3 2020/21.

R.2 - That the working group continue to monitor the outcomes of the Performance Indicators for Q3 2020/21.

2. Introduction

2.1 The council operates a two stage complaints process for customers to take issue with any perceived failure to provide a service, failure to respond to requests or failure to adhere to standards on the part of the council and its officers.

2.2 The council uses a variety of performance indicators to monitor how well services are performing in meeting the needs of service users. The council has set of key indicators of performance, the “toplines”. The topline includes a variety of indicators that relate to the delivery of the council’s priorities.

2.3 The topline measures performance across a range of council activity including: planning, housing, streetscene and revenue and benefits.

3. Explanation of Recommendations

Recommendation 1 That the working group continue to monitor the outcomes of the Formal Complaints for Q3 2020/21.
Explanation To continue to monitor formal complaints quarterly to identify common themes, trends or concerns.
Recommendation 2 That the working group continue to monitor the outcomes of the Performance Indicators for Q3 2020/21.
Explanation To monitor associated annual or quarterly trends and identify areas of performance concern.

**Performance Indicators and Formal Complaints Working Group
Minutes of Meeting 1st December 2020 18:00
Virtual via Microsoft Teams**

Present: Cllr Charles Nolan (CN), Cllr Roger Hirst (RH), Cllr Sandy Tanner (ST), Cllr D Naylor (DN)

Also present: Steve Summers (SS) – Strategic Director
Tracey Lilley (TL) – Director of Housing and Enforcement
Greg Campbell (GC) - Director of Environment
Amanda Julian (AJ) – Director of Law and Governance
Sarah Bennett (SB) – Executive Support Manager

Apologies: Cllr Dr T Barrett, Phil Drane, Jacqueline Van Mellaerts

1. Welcome

The Chair welcomed all present to the meeting, which was the second meeting of the group this financial year.

2. Terms of Reference

These are attached to these minutes.

4.1 Formal Complaints

A presentation on formal complaints received for Q2 2020/21 was provided to the working group (Addendum 3) by SS.

Directors provided explanations for the formal complaints within their directorates.

During the Housing discussion RH noted an increase in the overall volume of Housing complaints. TL informed the group that this is being closely monitored for themes and lessons learnt.

18:10 DN joined the meeting

CN raised that a previous presentation provided by the repairs contractor demonstrated very low numbers of missed appointments, yet this was a cause of some complaints. TL noted that some complaints were in relation to other contractors and will work to understand the comparisons.

During the street scene discussion, RH queried whether there were plans to re-issue food waste caddies to residents. GC confirmed that there are no plans to conduct this, however, further consideration would be given to a promotion on this.

Action: GC to consider food waste campaign inc. distribution of caddies

GC informed the group that tonnage data per waste stream will be presented to Environment, Enforcement & Housing Committee on 8th December 2020.

CN queried when the Council is likely to receive decisions on the outstanding LGO complaints. SS informed the group that LGO and Housing Ombudsman casework was suspended over the Spring and that there are large backlogs. The outcomes will, however, be presented to the group when they are received.

Working Group Action:

1. For the working group to monitor these complaints against future quarters to identify concerns or themes.

4.2 **Performance Indicators**

The working group were provided with data for the council's key Performance Indicators (PIs) for Jul-Sept 2020 (Addendum 4)

TL reviewed the Housing PI's individually. ST congratulated the Housing team for their efforts to recoup rent arrears in a very challenging climate.

In relation to PI E01 & E02, CN asked GC whether some associated finance data can be incorporated.

Action: GC to investigate

SS reviewed the Finance, Revs & Bens, Customer Service and Planning PI's with the group. SS informed the group that a new HR system, due for implementation next year, will track sickness better and provide more detailed information.

RH queried whether Council Tax collection was as expected. SS informed the group that the result is pleasingly close to target, considering the current climate.

CN asked whether more detailed website analytics could be provided to identify areas of high traffic etc.

Action: SB to provide a more detailed web report at the Q3 Working Group.

At the last Working Group, TB requested a breakdown of Officer/Member appeals and SS provided an update to the group that this will be incorporated into a report for Planning committee in the near future.

Working Group Action:

1. For the working group to continue to review progress of Performance Indicators for each quarter of 2020/21.

5. Any Other Business

None

6. Date of next meeting

9th February 2021

**Audit & Scrutiny Committee
Performance Indicators & Formal Complaints Working Group**

Members of Working Group

Crs. Nolan, Dr Barrett, Naylor, Tanner and Hirst.

Terms of Reference

1. To monitor and consider the Council's service Performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
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**BRENTWOOD
BOROUGH COUNCIL**

Members Working Group Formal Complaints Q2 2020/21

Jul-Sept 2020

Formal Complaints received annually

Department	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Assets	0	2	0	1	1	2	3
Building Control	0	0	0	0	0	0	1
Community Safety	0	0	0	0	0	1	1
Community Services	0	0	0	2	1	0	2
Customer Service	0	0	0	1	1	4	5
Governance	0	0	1	1	0	0	2
Housing	10	11	32	30	38	47	75
Env Health & Licensing	0	1	1	0	1	3	4
Finance	0	0	0	0	0	2	0
Legal	3	0	2	1	0	0	0
Parking	0	0	0	0	1	1	3
Planning	10	4	23	13	10	10	16
Revs & Bens	9	2	12	9	31	33	28
Streetscene	1	3	5	3	5	15	44
Total	33	23	76	61	89	118	184

2020/21 Formal Complaints received

Jul-Sept 2020

Q2			
Department	Total	Upheld	%
Customer Service	2	1	50%
Environmental Health	2	1	50%
Housing	17	10	59%
Planning	1	0	0%
Revenues & Benefits	1	0	0%
Streetscene	32	15	47%
Total	55	27	49%

YTD			
Department	Total	Upheld	%
Community Safety	1	0	0%
Customer Service	3	1	33%
Environmental Health	4	2	50%
Housing	23	14	61%
Planning	2	1	50%
Revenues & Benefits	6	3	50%
Streetscene	38	21	55%
Total	77	42	55%

Channel received



	Q1	Q2
Online form	50%	48%
Email	32%	41%
Website enquiry	9%	7%
Via LGO	4%	0%
Telephone	4%	0%
Letter	0%	4%

Upheld Formal Complaints – Jul to Sept 2020

Customer Service



No	Complaint	Stage
1	Poor communication with regards to cancelling a brown bin contract	Stage 1

Upheld Formal Complaints – Jul to Sept 2020

Environmental Health



No	Complaint	Stage
1	Lack of response and delay in action being taken by Officer	Stage 1

Upheld Formal Complaints – Jul to Sept 2020

Housing



No	Complaint	Stage
1	Lack of response and service received regarding Mutual Exchange, failings regarding rent refund	Stage 2
2	Unsightly boarded up garages	Stage 1
3	Various repairs were not actioned within the property	Stage 1
4	Delayed visits by contract engineers, unprofessional attitude by contractors CSA's	Stage 2
5	Contractor appointments unattended, materials left in garden and a neighbour's garden regarding balcony	Stage 1

Upheld Formal Complaints – Jul to Sept 2020

Housing



No	Complaint	Stage
6	Multiple issues relating to condition of property and failure to carry out adequate repairs	Stage 2
7	Conflicting and confusing correspondence by contractor re gas repair. Letter sent accusing tenant of denying access to property which was incorrect	Stage 2
8	Delay in repairs/replacement of porch	Stage 1
9	Contractor delay in boiler repair due to unavailable engineers	Stage 1
10	Contractor claimed tenant missed appointment but tenant was in all day	Stage 1

Upheld Formal Complaints – Jul to Sept 2020

Streetscene



No	Complaint	Stage
1	Repeat missed collections and litter left after collection	Stage 1
2	Repeated damage to red boxes by refuse crew	Stage 1
3	Repeat missed collections	Stage 1
4	Lack of consistency of collecting rubbish by operatives	Stage 1
5	Repeated missed collections and no response from enquiry	Stage 1
6	Change of collection day for communal bins general refuse due to Covid-19, and residents not advised. Repeated missed collections of waste causing issues as bin shed and no response to previous informal enquiries.	Stage 1

Upheld Formal Complaints – Jul to Sept 2020

Streetscene



No	Complaint	Stage
7	Repeat missed collections despite lodging FC last October and standard of communal collections; litter left, gates left open	Stage 1
8	Rude and unhelpful recycling operatives	Stage 1
9	Repeat missed collections of garden waste	Stage 1
10	Assisted collection missed blue sack	Stage 1
11	Assisted collection missed food waste	Stage 1
12	More repeat missed collection despite previous formal complaint	Stage 1

Upheld Formal Complaints – Jul to Sept 2020

Streetscene



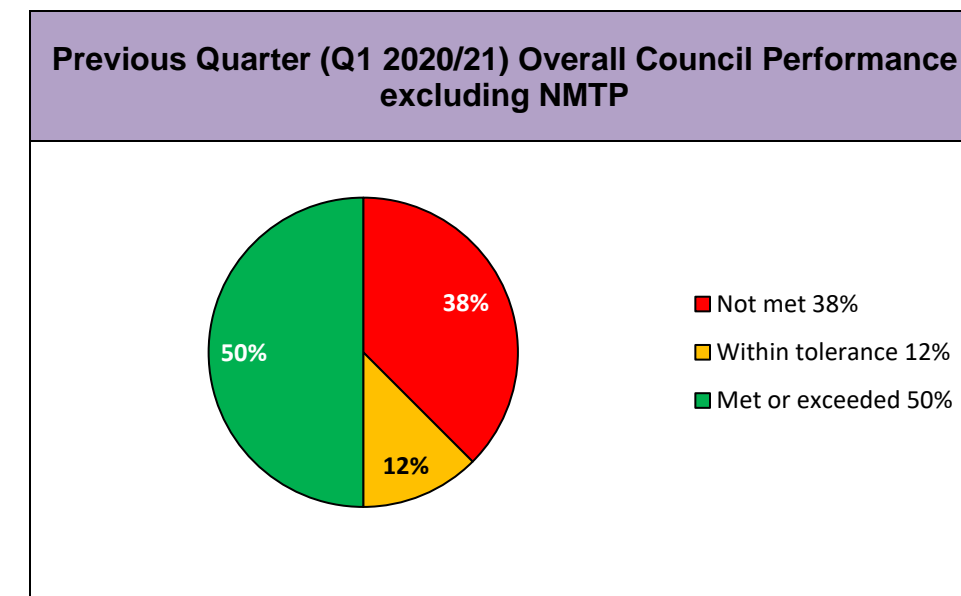
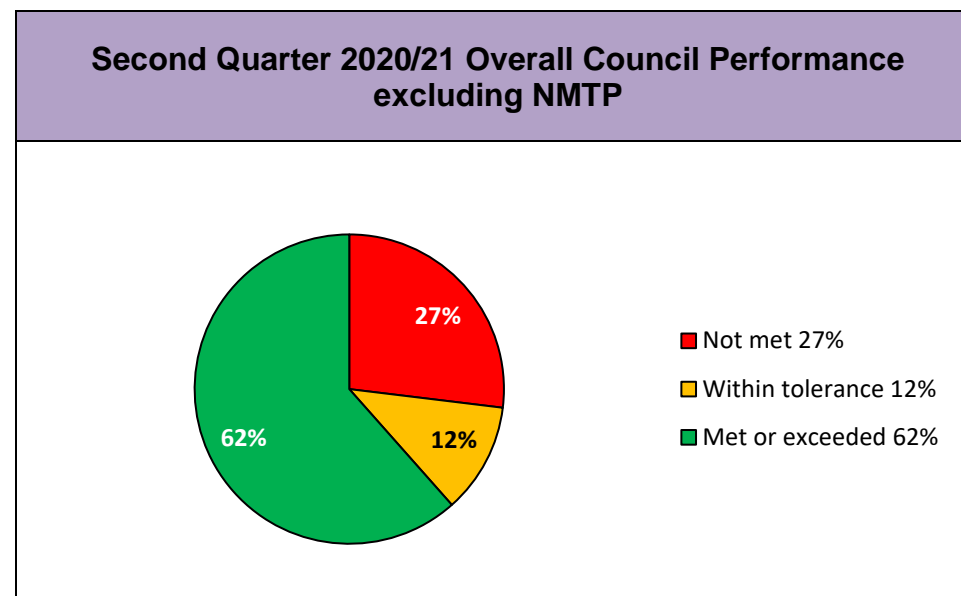
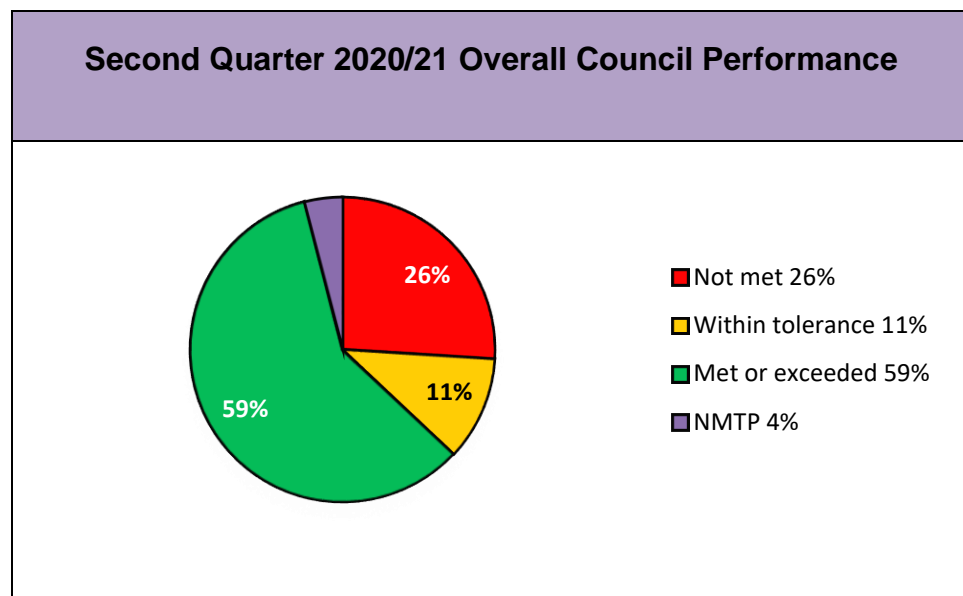
No	Complaint	Stage
13	Broken food caddy by operatives. General complaint re BBC	Stage 1
14	Repeated assisted waste missed collections	Stage 1
15	Repeated missed garden waste	Stage 2

Ombudsman



	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Housing	HO	Handling of boundary dispute	Part upheld	Under investigation
2	Housing	LGO	Information provided to tenants facing eviction	Not upheld	Under investigation
3	Housing	HO	Handling of aids and adaptations request	Part upheld and compensation offered	No fault found
4	Env Health/Planning	LGO	Handling of an alleged planning breach and contamination of land	Not upheld	Under investigation
5	Housing	HO	Refusal of aids and adaptations to property	Not upheld	Under investigation

Performance Dashboard – Second Quarter 2020/21



First Quarter 2020/21 Performance by Department


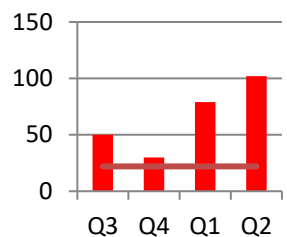


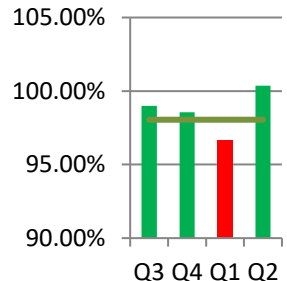


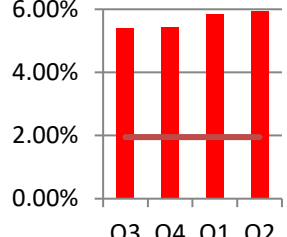


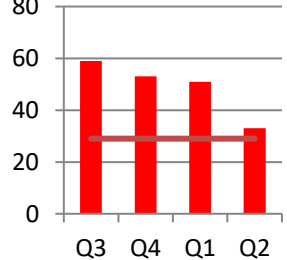

Dept.							NMTP		Total
	No	%	No	%	No	%	No	%	
Contact Centre	0	0%	0	0%	4	100%	0	0%	4
Environmental Health	1	100%	0	0%	0	0%	0	0%	1
Finance	1	50%	0	0%	1	50%	0	0%	2
Housing	3	50%	1	17%	2	33%	0	0%	6
Human Resources	0	0%	1	100%	0	0%	0	0%	1
ICT	0	0%	0	0%	1	100%	0	0%	1
Planning	0	0%	0	0%	4	80%	1	20%	5
Revenues and Benefits	0	0%	1	20%	4	80%	0	0%	5
Street Scene and Environment	2	100%	0	0%	0	0%	0	0%	2
Total	7	26%	3	11%	16	59%	1	4%	27
<i>Previous Quarter Total</i>	<i>9</i>	<i>36%</i>	<i>3</i>	<i>12%</i>	<i>12</i>	<i>48%</i>	<i>1</i>	<i>4%</i>	<i>25</i>

Key

	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
NMTP	Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.


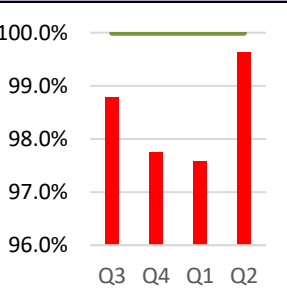


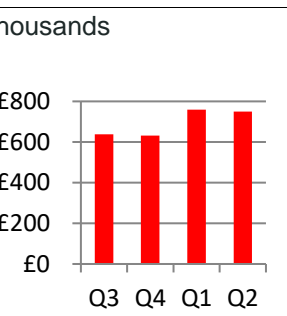

Brentwood Borough Council - Performance Indicator Dashboard


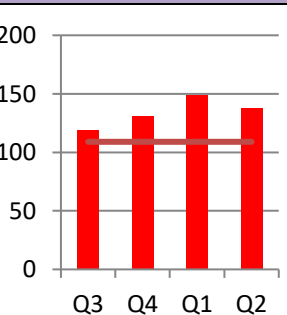

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Housing H01	Average re-let times for Local Authority Housing	Monthly	50 Days (40 Days GN, 136 days SH)	30 Days (28 Days GN, 21 Days SH)	79 Days (60 Days GN, 98 Days SH, 105 TA)	102 Days (81 Days GN, 109 Days SH, 121 Days TA)	22 days	 ↓		91 Days	22 days	 ↓	Void turnaround in Q2 has drastically been impacted by Covid19. We are seeing higher than usual turnaround times as we only recently reintroduced viewed lettings at a slow pace and then sheltered viewing much later into September. This meant, despite works being completed, properties were sat empty due to restrictions on people moving, people with covid symptoms and availability of staff in Brentwood to do viewings. We still have a large backdate of voids to let and get ready to let so we do not expect to see much of, if any improvement in Q3.
Housing H02	% Rent collected from current tenants only as a percentage of rent due	Monthly	98.99%	98.55%	96.63%	100.36%	98.05%	 ↑		98.5%	98.05%	 ↑	Rent collection continues to be a challenge, we have been impacted by residents not paying since April as they wrongly believed that the government had given them a 12 week holiday due to Covid-19. Officers are seeing an increase in people who are now not paying anything towards their rent. However, this has been offset by those tenants whom we have contacted and who are now paying more contributions towards their rent either themselves or via universal credit. This means that we have managed to achieve over 100% collection.
Housing H03	Rent arrears of current tenants as a percentage of rent due	Quarterly	5.41%	5.44%	5.83%	5.93%	1.95%	 ↓		5.88%	1.95%	 ↓	The level of arrears has slowed, however, we have been impacted by Covid-19 as per above.
Housing H04	Households living in temporary accommodation	Monthly	59	53	51	33	29	 ↑		42	29	 ↑	TA figures have reduced significantly in Q2 partly due to the Government's restrictions on evictions due to COVID-19. With the restrictions on allocations gradually being lifted and a large number of properties becoming available we have been able to move more of our homeless applicants into more settled accommodation during this period. Our homeless officers have also worked hard to prevent homelessness and liaise with applicants and their families to work towards a solution to their housing problems rather than use temporary accommodation. We have seen a rise in homeless approaches in recent months in line with last year's figures and with courts now starting to proceed with possession orders we forecast an increase in demand for temporary accommodation in the coming months.

Brentwood Borough Council - Performance Indicator Dashboard



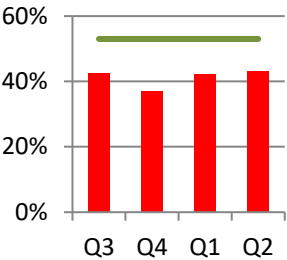




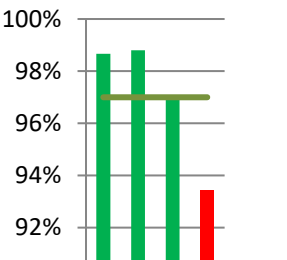


Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Housing H05	Gas servicing in Council homes	Quarterly	98.78%	97.75%	97.58%	99.63%	100%	 ↑		98.6%	100%	 ↑	Despite courts now allowing limited cases to be heard, officers have managed to reduce the number of overdue gas services without the need for court. We have a select few which we have identified will need court action but officers continue to call, letter and cold call these persons until we can get a court date for a gas warrant. It is important to note the outstanding properties are non covid related but, instead, tenants who refused to allow us in or have been uncontactable. Officers will be following up with tenancy action where needed.
Housing H06	Level of Arrears at the end of quarter	Quarterly	£638,343	£632,544	£760,560	£749,775	Reduction from previous quarter	 ↑		£760,560	Reduction from previous quarter	 ↑	Arrears total has decreased slightly this quarter which is thanks to the hard work of officers processing 100% of rent arrears non payer cases via our new system, Mobysoft. This allows us to focus on those not paying, not reducing their arrears at all or by enough and those who pay sporadically. The increased collection from the latter has offset the increase in people now not paying so we expect the figures to continue fluctuating throughout the remainder of the financial year.

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Street Scene and Environment E01	Residual household waste per household	Quarterly	118.70kg	130.56kg	149.25kg	137.41kg	109kg	 ↑		286.7kg	109kg	 ↑	Estimated as statistics to be verified by ECC. 2018/19 actuals – 461kg per household (estimated at 490kg) 2019/20 actuals – - 469kg per household (ECC -33,834 households, estimated 488kg) Residual waste has risen nationally in response to COVID-19 and more people being at home, ecommerce etc Q1 over estimated – actual 136.10 kg



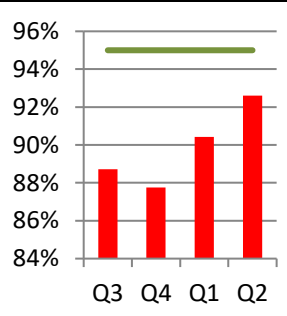




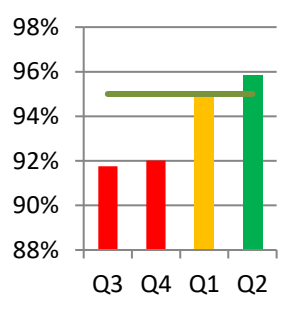




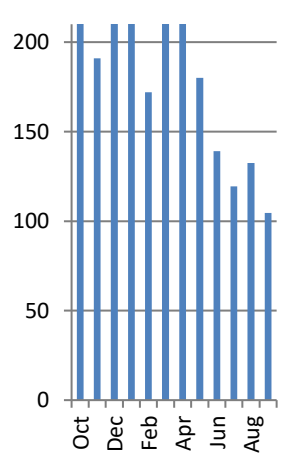


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Street Scene and Environment E02	Percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion	Quarterly	42.60%	36.87%	42.10%	43.16%	53.00%	 		42.6%	53.00%	 	<p>Estimated as statistics to be verified by ECC</p> <p>2018/19 actuals – 45% (estimated at 44.6%)</p> <p>2019/20 actuals – 42.9% (estimated 41.8%)</p>
Environmental Health EH01	Food safety/hygiene standards in food premises	% of broadly compliant food premises - Quarterly	98.67%	98.80%	97.05%	93.44%	97%	 		95.25%	97%	 	<p>In Q4 19-20, The Food Standards Agency suspended inspection activity due to Covid-19. There is a noted drop in broad compliance due to COVID-19. Following the Food Standards Agency Guidance, routine food hygiene inspections were suspended. A high number of new food premises have registered which have not been inspected but are not broadly compliant until inspected.</p> <p>As of Q2 20-21 we are re-starting the highest risk inspections and continue to have a high number of new food premises registrations which are not broadly compliant, until inspected.</p>



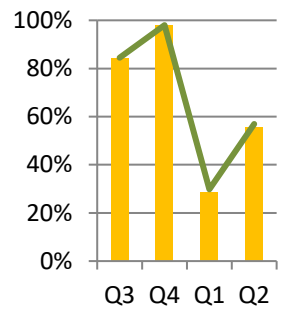




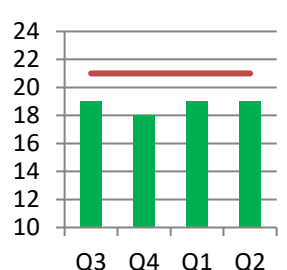




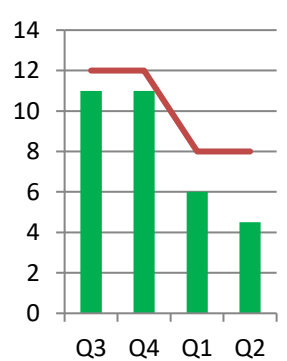


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Finance F01	% of invoices from local suppliers paid within 20 days	Monthly	88.71%	87.75%	90.42%	92.61%	95%	 		91.56%	95%	 	Still below average amount of invoice being received by Accounts Payable, however, we are doing better in terms of getting invoices paid within timeframe with recent scores seeing improvement. Accounts Payable has been reminded on importance of Local invoices being approved.
Finance F02	% of invoices from all suppliers paid within 30 days	Monthly	91.76%	92.02%	94.85%	95.85%	95%	 		95.26%	95%	 	On target for the YTD. As above, a lower volume of invoices are being received, therefore, allowing managers and AP to work on getting invoices approved on time.
Human Resources HR03	Number of days sickness lost per month	Monthly	Oct 239 Nov 191 Dec 222.5	Jan 213 Feb 172 Mar 255	Apr 213 May 180 Jun 139	Jul 119.5 Aug 132.5 Sep 104.5	No target.	 		888.5 days	No target.	 	This PI reflects the number of working days lost to sickness each month.



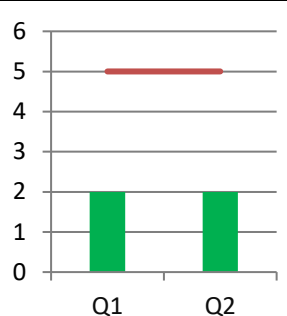




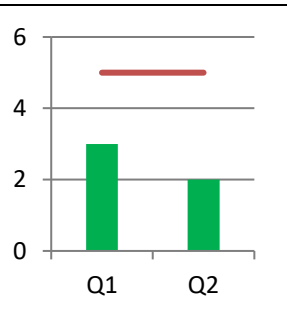




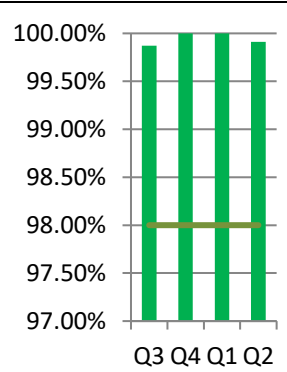




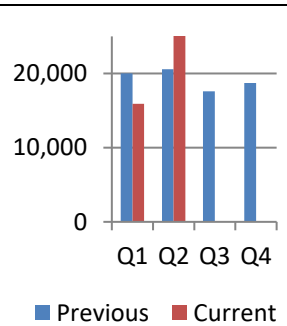


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Revs & Bens CT01	Council Tax collection	Monthly	84.2%	97.8%	28.6%	55.6%	57.2%	 		55.6%	57.2%	 	Q2 Collection for the end of the second quarter is under target. The drop in collection is mainly due to the COVID-19 pandemic which has resulted in many customers being on reduced income and on the government furlough scheme. Whilst a payment holiday was not offered, no formal enforcement letters or liability order court hearings have been issued so far this year.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims	Quarterly	19 days	18 days	19 days	19 days	21 days	 		19 days	21 days	 	We have dedicated officers working on new claims to ensure these are processed in a timely manner to ensure payments are made as quickly as possible to alleviate financial hardship.
Revs & Bens CT05	Housing Benefit and Pensioner Council Tax Support - time taken to process Change of Circumstances	Quarterly	11 days	11 days	6 days	4.5 days	8 days	 		5.25 days	8 days	 	Target reduced to 8 days from 12 days in 19/20. Change of circumstances have become more involved for various reasons including; the calculation of customers earnings being more complex to assess due to the nature of a Customers employment. The increase in zero hour contracts and more frequent changes to wages from month to month has made these assessments more complicated and time consuming. We have also seen additional daily customer notifications from the DWP for customer entitlement to Universal Credit, this information can be duplicated, can be incorrect or incomplete, but each piece of work has to be scrutinised before a decision on each can be made. This makes it a resource intensive process Taking into account of the complexity of this type of work we are pleased with the current performance.



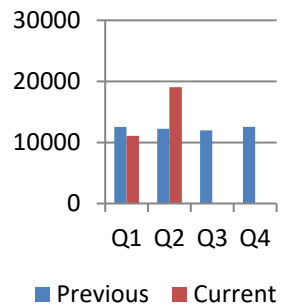




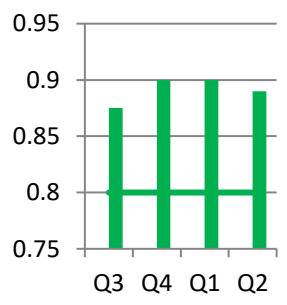




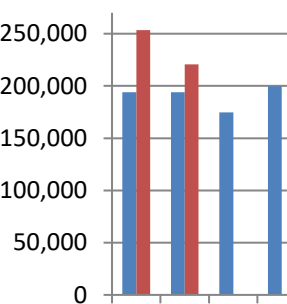


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process new applications	Quarterly	NMTP	NMTP	2 days	2 days	5 days	 		2 days	5 days	 	<p>This is a new PI following introduction of the new Council Tax Reduction Scheme (CTR) in April 2020/21.</p> <p>We have dedicated officers working on CTR applications to ensure these are processed in a timely manner to ensure that accounts are up to date so that residents made aware how much and when they are required to pay their Council Tax.</p>
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances	Quarterly	NMTP	NMTP	3 days	2 days	5 days	 		2.5 days	5 days	 	<p>This is a new PI following introduction of the new Council Tax Reduction Scheme (CTR) in April 2020/21.</p> <p>We have dedicated officers working on CTR applications to ensure these are processed in a timely manner to ensure that accounts are up to date so that residents made aware how much and when they are required to pay their Council Tax.</p>
ICT ICT01	Website uptime	Quarterly	99.87%	100%	100%	99.91%	98%	 		99.95%	98%	 	<p>Drops in website availability can be attributed to several factors, usually external, such as a power surge or cut. Notifications of website down time are sent to IT automatically.</p>
Contact Centre CC01	Telephone calls received via auto attendant	Quarterly	17,612	18,703	15,921	25,665	No target.	 		41,586	No target.	 	<p>This figure depicts the number of calls received by the Contact Centre via the main Council telephone no. 01277 312500. We continue to monitor trends associated with these statistics.</p> <p>There was a sharp increase in calls during Q2, which can mainly be attributed to the introduction of the new recycling scheme. Calls to 'Waste and Street Scene' accounted for 9,360 calls; 172% higher than for the same period 2019-20.</p>

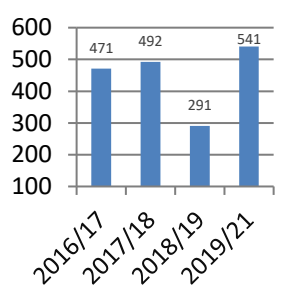


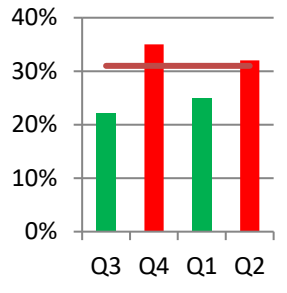




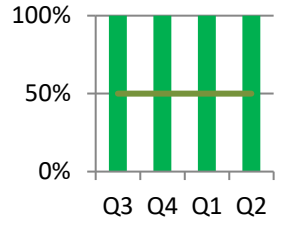




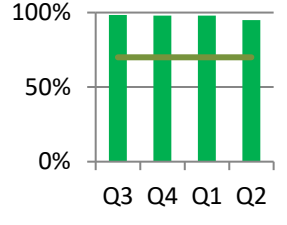




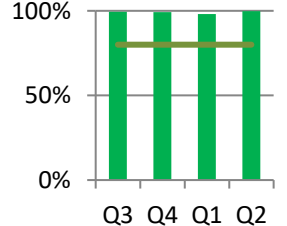


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Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	11,957	12,532	11,096	19,061	No target.	 		30,157	No target.	 	This figure depicts the number of calls received via the main Council telephone no. 01277 312500 and that have selected the applicable service from the options provided. It does not include calls that have selected option '0' (this figure is reflected in CC01). The services undertaken by the Contact Centre are Environmental Health, Licensing, Planning, Building Control, Parking, Operational Services and Housing Services.
Contact Centre CC03	% of telephone calls resolved for those services undertaken by the Contact Centre	Quarterly	87.5%	90%	90%	89%	80%	 		89.5%	80%	 	Consistent performance in Q2. Monthly meetings are held with the service areas to identify areas of improvement and training needs.
Contact Centre CC04	Website sessions	Quarterly	174,615	199,926	253,398	220,531	No target.	 		473,929	No target.	 	Website sessions remain significantly higher than the previous year. There has been a 'shift' to customers using our online services to access Coronavirus information and to interact with the Council while the Town Hall is closed. We hope to continue to embrace this shift and encourage more residents, who are able to, to access our digital services first.

Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	541	NMTP	NMTP	NMTP	NMTP		NMTP	No target	NMTP	The gross number of new homes approved to be built in the Borough. This gives an indication of new homes expected to be completed in the Borough in future. Approvals for new homes help towards the Borough's supply of homes, specifically the required five-year housing supply (published annually). In 2019/20 a total of 541 new dwellings were approved, this is up from 291 in 2018/19.
							NMTP					NMTP	
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications	Quarterly	22.2%	35%	25%	32%	31%	 		28%	31%	 	Monitoring is done to understand why appeals happen and what can be done to reduce them / reduce number of overturns. Also working with agents to understand what we can do to help. Starting from October 2020 appeals are reported at planning committee.
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	100%	100%	100%	100%	50%	 		100%	50%	 	Consistently high performance achieved throughout the year. Processes/performance are constantly being reviewed to ensure standards remain high. Number of Major application types received have not been affected by COVID. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	98.3%	98.2%	98%	95%	70%	 		97%	70%	 	Consistently high performance achieved throughout the year. Processes/performance is constantly being reviewed to ensure standards remain high. Number of minor application types dropped off this year due to COVID, but not as much as expected. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.
Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	99.4%	99.2%	98%	99.7%	80%	 		98%	80%	 	Consistently high performance achieved throughout the year. Processes/performance is constantly being reviewed to ensure standards remain high. Number of other application types dropped off this year due to COVID, but not as much as expected. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.