

Date: 11 March 2020

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 – Corporate Director – Digital & Customer Engagement

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

9th February 2021

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 Q4 2020/21.

R.2 - That the working group continue to monitor the outcomes of the Performance Indicators for Q4 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 Q4 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 Q4 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 9th February 18:00
Virtual via Microsoft Teams**

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

Also present: Steve Summers (SS) – Strategic Director
Jacqueline Van Mellaerts (JVM) – Director of Corporate Resources
Greg Campbell (GC) - Director of Environment
Amanda Julian (AJ) – Director of Law & Governance
Sarah Bennett (SB) – Director of Digital & Customer Engagement
Phil Drane (PD) – Director of Planning & Economy
Michael Hanson (MH) – Housing Manager

Apologies: Tracey Lilley

1. Welcome

The Chair welcomed all present to the meeting, which was the third 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 Q3 2020/21 was provided to the working group (Addendum 3) by SS.

CN requested an annual comparison for upheld complaints, broken down by service. Officers will provide this at the next working group.

Action: SB to provide annual upheld comparisons at next working group

CN acknowledged a significant reduction in upheld Housing complaints for this quarter and congratulated the team.

RH noted that, overall, complaints are still high compared to earlier years, particularly in streetscene.

Directors provided explanations for the formal complaints within their directorates.

SB discussed the 2 customer service complaints and it was noted that technical/admin errors were attributed to both complaints. The technical issue has now been resolved.

GC discussed the Environmental Health complaint with Members and advised that this has now been resolved. The Environmental Health team remain short staffed, however, recruitment efforts are underway.

MH presented the Housing complaints. It was noted that 5/7 of the complaints were in relation to housing repairs. MH advised that issues such as difficulty obtaining parts and new staff had been found to contribute. In relation to the third complaint, CN queried what normal practice would be in this instance. MH advised on the process for removing a named tenant but advised that, in this case, a professionals meeting should have taken place. A new process has since been put in place.

SS provided a brief explanation on the Democratic Services complaint. A written summary of proceedings was provided to the complainant, in line with Schedule 12A, Section 100 of the Local Government Act 1972.

GC explained to the working group that the parking complaint has since been resolved.

SB and JVM provided an explanation on the Revs & Bens complaint, which was attributed to a training gap with the customer service agent, which has now been addressed.

GC ran the group through the street scene complaints. It was noted that repeat missed collections remains a theme. In relation to the fourth complaint, GC advised that repairs have been undertaken to the resident's lawn. In relation to complaints 5 and 6, GC informed the group that crews receive regular reminders on how to return receptacles to avoid such issues. CN commented that folding the recycling bags would help ensure they are returned neatly.

SS advised the group on the outcome of 2 ongoing Ombudsman complaints. In relation to the one where fault was found, a discussion was held regarding compensation. SS informed that often this to compensate the complainant for their time or distress. MH informed that a process review of boundary disputes is underway, in line with the Housing Ombudsman's recommendation.

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 Oct-Dec 2020 (Addendum 4)

MH reviewed the Housing PI's individually. CN and ST congratulated the Housing team for turnaround in void times shown in H01.

A detailed discussion as held on the rent PI's, with MH explaining the actions the team are taking to recoup arrears. There has been a 300% increase in actions on accounts and early intervention, particularly on Universal Credit accounts. However, courts are still not hearing these sort of cases and, with no prospect of eviction, arrears are presenting an ongoing challenge. RH queried whether the target of H03 was realistic. MH informed the group that it seems ambitious at the moment. Projections suggest an increase in arrears over the next 2 years. Housing Officers have conducted some benchmarking and Brentwood is performing in the median, with a trend across the board of reducing performance.

Action: MH will bring a benchmarking report to the next Working Group.

GC reviewed the waste and recycling PI's with the group and informed the group that new PI's will be brought forward for 21/22 and include financial data (as requested at the last working group). CN noted that the national trend for increased residual waste seems flat for Brentwood. GC will be following trends post-COVID.

JVM presented the Finance, HR and Revs & Bens results. In relation to the HR03, it was discussed that working from home has aided a reduction in sickness. CN suggested this should continue to be encourage post-COVID. JVM informed the group that Council Tax collection rates remain pleasing considering the economic climate and celebrated that all processing times within Revs & Bens are on target, despite the number of claims having increased. CN queried whether our results are in line with other authorities, JVM will investigate.

Action: JVM to investigate benchmarking Revs & Bens results.

SB presented the Customer Service and IT PI's and the group noted the results.

CN asked whether more detailed website analytics could be provided to identify areas of high traffic and SB informed that this will be brought to the next working group. DN asked whether this could include the location, which SB will investigate.

Action: SB to provide a more detailed web report at the Q4 Working Group.

In relation to Planning - at a previous Working Group TB requested a breakdown of Officer/Member appeals. PD updated the group that a report is going to Planning and Licensing Committee on 10th February 2021.

Working Group Action:

1. For the working group to continue to review progress of the quarterly Performance Indicators.

5. Any Other Business

TB requested to move the start time of future meetings to 18:30. CN advised that he will confirm this with the other members of the Working Group.

6. Date of next meeting

TBA

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

Members of Working Group

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

Terms of Reference

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2. To consider in detail Formal Complaints received by the Council.
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**BRENTWOOD
BOROUGH COUNCIL**

Members Working Group Formal Complaints Q3 2020/21

Oct-Dec 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

Oct-Dec 2020

Q3			
Department	Total	Upheld	%
Community Safety	3	0	0%
Customer Service	3	2	67%
Environmental Health	2	1	50%
Housing	28	7	25%
Democratic Services	1	1	100%
Licensing	1	0	0%
Parking	1	1	100%
Planning	5	0	0%
Revenues & Benefits	1	1	100%
Streetscene	14	6	43%
Total	54	19	35%

YTD			
Department	Total	Upheld	%
Community Safety	4	0	0%
Customer Service	6	3	50%
Environmental Health	6	3	50%
Housing	51	21	41%
Democratic Services	1	1	100%
Licensing	1	0	0%
Parking	1	1	100%
Planning	7	1	15%
Revenues & Benefits	7	4	57%
Streetscene	52	27	52%
Total	124	61	49%

Channel received



	Q1	Q2	Q3
Online form	50%	48%	53%
Email	32%	41%	37%
Website enquiry	9%	7%	5%
Via LGO	4%	0%	0%
Telephone	4%	0%	5%
Letter	0%	4%	0%

Upheld Formal Complaints – Oct to Dec 2020

Customer Service



No	Complaint	Stage
1	No response to online enquiry	Stage 1
2	No response to emails regarding neighbours overgrown garden	Stage 1

Upheld Formal Complaints – Oct to Dec 2020

Environmental Health



No	Complaint	Stage
1	Applicant stated that no overcrowding points were added to housing application due to Environmental Health not sending the overcrowding assessment	Stage 1

Upheld Formal Complaints – Oct to Dec 2020

Housing



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No	Complaint	Stage
1	Contractor – lack of correspondence and action regarding heating system	Stage 1
2	Delayed repair to heating	Stage 1
3	Repeatedly told to seek ex partners signature for change of tenancy, contradicting police and safeguarding advice.	Stage 2
4	Failure of contractor to attend appointments	Stage 1
5	Service received regarding central heating	Stage 1
6	Original documents sent to Housing Team have been lost	Stage 1
7	No contact to supply dehumidifiers or confirm property was safe following flood	Stage 1

Upheld Formal Complaints – Oct to Dec 2020

Democratic Services



No	Complaint	Stage
1	Following an exempt committee report, no information was provided on what the recommendations were, the basis on which they made and resulting actions	Stage 1

Upheld Formal Complaints – Oct to Dec 2020

Parking



No	Complaint	Stage
1	No response or resolution regarding the boulders in Chatham Way Car Park and the damage caused to fence	Stage 1

Upheld Formal Complaints – Oct to Dec 2020

Revenues and Benefits



No	Complaint	Stage
1	Service provided by call handlers in Customer Service Centre (Basildon) to Council Tax arrears text message	Stage 1

Upheld Formal Complaints – Oct to Dec 2020

Streetscene



No	Complaint	Stage
1	Repeated missed collections	Stage 1
2	Repeated missed collections	Stage 1
3	Repeated missed collections	Stage 1
4	Damage caused to front lawn by refuse vehicle	Stage 1
5	Operative threw white sack over railings damaging plants and shrubs	Stage 1
6	Bins left in front of drive after collection causing safety issues when arriving home	Stage 1

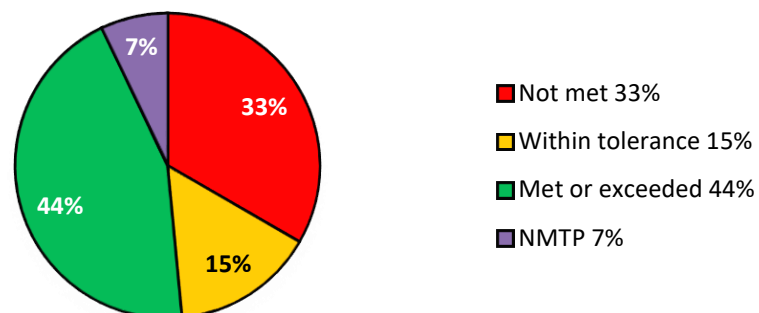
Ombudsman



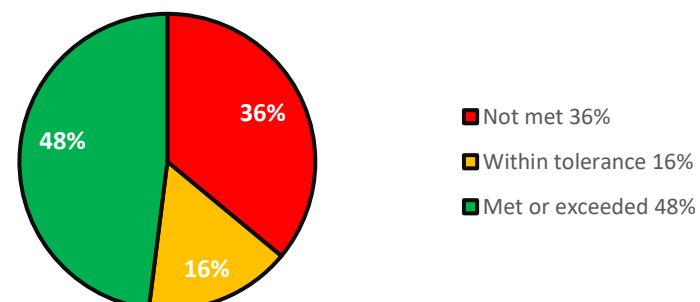
	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Housing	HO	Handling of boundary dispute	Part upheld	<p>Service failure found</p> <p>Order To pay the resident £100</p> <p>Recommendation The landlord should consider implementing a procedure for dealing with boundary related complaints and/or enquiries. Such a procedure could help to ensure fairness and consistency when deciding whether a boundary line should be moved.</p>
2	Housing	LGO	Information provided to tenants facing eviction	Not upheld	Under investigation
3	Env Health/Planning	LGO	Handling of an alleged planning breach and contamination of land	Not upheld	Under investigation
4	Housing	HO	Refusal of aids and adaptations to property	Not upheld	No fault found

Performance Dashboard – Third Quarter 2020/21

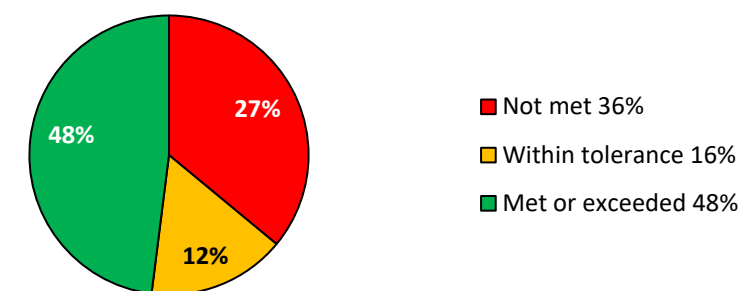
Third Quarter 2020/21 Overall Council Performance



Third Quarter 2020/21 Overall Council Performance excluding NMTP



Previous Quarter (Q2 2020/21) Overall Council Performance excluding NMTP



Third Quarter 2020/21 Performance by Department


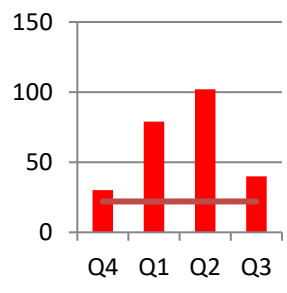


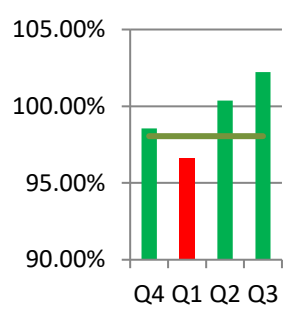


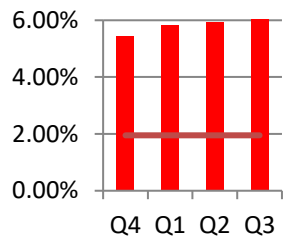


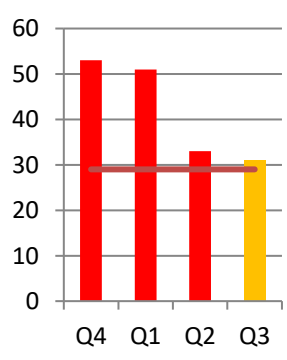

Dept.							NMTP		Total
	No	%	No	%	No	%	No	%	
Contact Centre	0	0%	0	0%	4	100%	0	0%	4
Environmental Health	1	100%	0	0%	0	0%	0	0%	1
Finance	1	50%	1	50%	0	0%	0	0%	2
Housing	4	66%	1	17%	1	17%	0	0%	6
Human Resources	0	0%	1	100%	0	0%	0	0%	1
ICT	0	0%	0	0%	0	0%	1	100%	1
Planning	1	20%	0	0%	3	60%	1	20%	5
Revenues 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	9	33%	4	15%	12	44%	2	7%	27
<i>Previous Quarter Total</i>	<i>7</i>	<i>26%</i>	<i>3</i>	<i>11%</i>	<i>16</i>	<i>59%</i>	<i>1</i>	<i>4%</i>	<i>27</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.



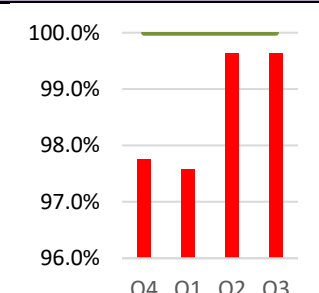




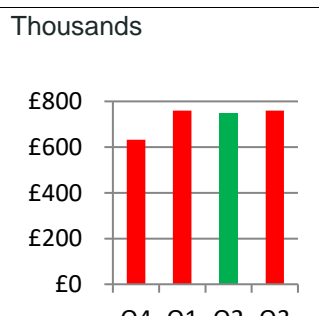


Brentwood Borough Council - Performance Indicator Dashboard



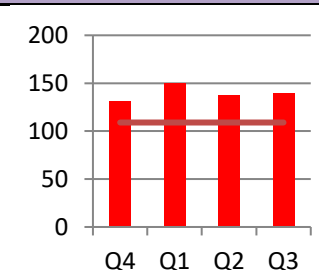


Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 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	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)	40 Days (38.5 Days GN, 38.5 Days SH, 66 Days TA)	22 days	 ↓		74 Days	22 days	 ↓	Void turnaround in Q3 has significantly improved. The large backdate of voids has been cleared and we have now returned to the normal expected void levels. In addition, we have also increased our bidding cycles to weekly to assist in the reduction of delays in allocations.
Housing H02	% Rent collected from current tenants only as a percentage of rent due	Monthly	98.55%	96.63%	100.36%	102.22%	98.05%	 ↑		99.7%	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	5.44%	5.83%	5.93%	6.02%	1.95%	 ↓		5.9%	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	53	51	33	31	29	 ↑		39	29	 ↑	TA figures have slightly reduced in Q3 as we have experienced a relatively steady increase in homeless approaches being accommodated which has been offset by the quantity of case move on through the housing register. We have focused on assisting temporary applicants with arrears issues and ensuring cases are up to date which has resulted in the reduction of historical cases and the reduction of time spent in TA. We anticipate a surge in demand for temporary accommodation in the coming months with court ordered evictions likely to resume once vaccination programmes become more established and the government deems it safe to proceed.

Brentwood Borough Council - Performance Indicator Dashboard


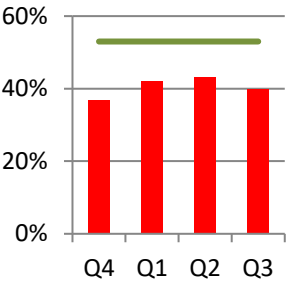


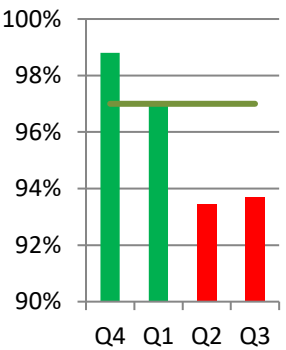

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Housing H05	Gas servicing in Council homes	Quarterly	97.75%	97.58%	99.63%	99.63%	100%	 		98.9%	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	£632,544	£760,560	£749,775	£759,199	Reduction from previous quarter	 		£759,199	Reduction from previous quarter	 	We continue to see decreases in the arrears for accounts without welfare support, but we are starting to see increases in the debt attributed to newer Universal Credit applications. This is also being compounded by the increase in the amount of re-let's that we have managed to process within the last quarter. Despite us trying to intervene early, in a lot of cases an assessment period is causing delays in payments to accounts. In addition to this, all of our higher arrears cases are still pending court action and applications evictions have now been suspended until the end of July.

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 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	130.56kg	149.25kg	137.41kg	139.09kg	109kg	 		425.75kg	109kg	 	<p>Estimated as statistics to be verified by ECC.</p> <p>2018/19 actuals – 461kg per household (estimated at 490kg)</p> <p>2019/20 actuals – - 469kg per household (ECC -33,834 households, estimated 488kg)</p> <p>Residual waste has risen nationally in response to COVID-19 and more people being at home, ecommerce etc</p> <p>Q1 over estimated – actual 136.10 kg</p>


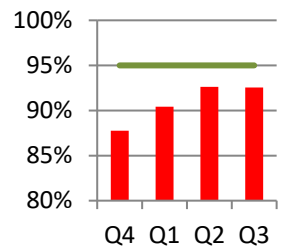


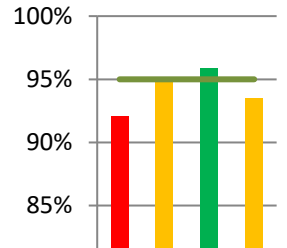


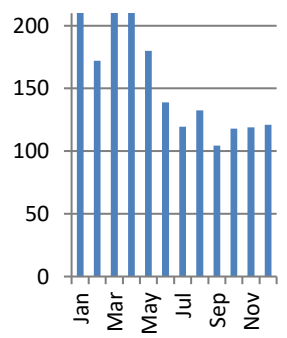

Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 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	36.87%	42.10%	43.16%	39.96%	53.00%			41.7%	53.00%		Estimated as statistics to be verified by ECC 2018/19 actuals – 45% (estimated at 44.6%) 2019/20 actuals – 42.9% (estimated 41.8%)
Environmental Health EH01	Food safety/hygiene standards in food premises	% of broadly compliant food premises - Quarterly	98.80%	97.05%	93.44%	93.68%	97%			94.7%	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 Q3 20-21 we are inspecting food businesses starting the highest risk premises, including new premises. We are beginning to catch up on inspections of previously registered new businesses. However the number of new premises registering with us is still higher than in previous years (pre-COVID).</p>


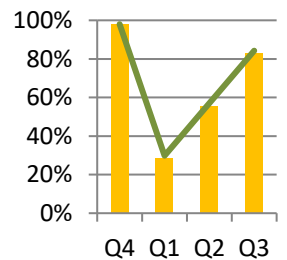

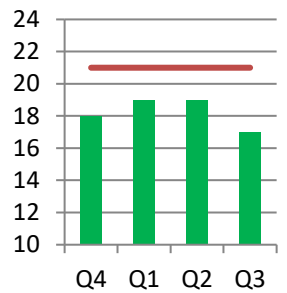
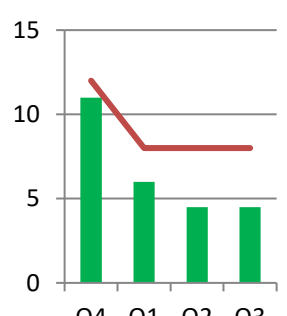
Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 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	87.75%	90.42%	92.61%	92.54%	95%	 ↓		91.8%	95%	 ↓	Local invoices were looking to improve but had a dip in December due to officers focus taken away with the Brentwood Centre causing local invoices being paid late. Hopefully just a temporary blip and will begin to increase towards target
Finance F02	% of invoices from all suppliers paid within 30 days	Monthly	92.02%	94.85%	95.85%	93.48%	95%	 ↓		94.7%	95%	 ↓	As above, the invoices took a dip in December due to the Brentwood Centre. Hopefully just a blip and an increase should happen in the final quarter.
Human Resources HR03	Number of days sickness lost per month	Monthly	Jan 213 Feb 172 Mar 255	Apr 213 May 180 Jun 139	Jul 119.5 Aug 132.5 Sep 104.5	Oct 118 Nov 119 Dec 121	No target.	 ↓		1246.5 days	No target.	 ↑	This PI reflects the number of working days lost to sickness each month.



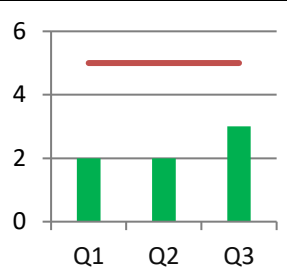




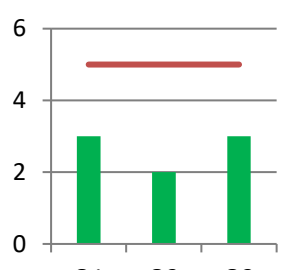


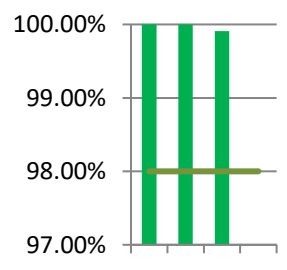




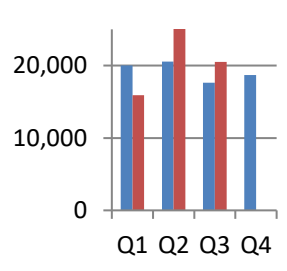


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Revs & Bens CT01	Council Tax collection	Monthly	97.8%	28.6%	55.6%	82.9%	84.2%	 ↓		82.9%	84.2%	 ↓	We remain under target, compared to this time last year. Due to the COVID-19 pandemic, the introduction of formal recovery notices only commenced in late October. Soft reminders letters were sent in June, but there was little impact felt from these documents. The Recovery Team have been proactively calling out to customers who are in arrears to secure a payment, set up a payment plan and signpost customers to relevant support groups. During December over 1,582 soft reminder SMS text messages were sent. No formal Reminder Notices were issued. Whilst the overall collection remains lower than the same period last year this quarter has had a significant improvement on cash collection for the in-year charge.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims	Quarterly	18 days	19 days	19 days	17 days	21 days	✔ ↑		18 days	21 days	✔ ↑	We have dedicated officers working on new claims to ensure these are processed in a timely manner and 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	6 days	4.5 days	4.5 days	8 days	✔ ↑		5 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.



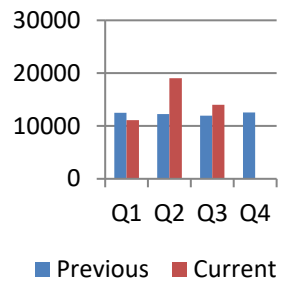




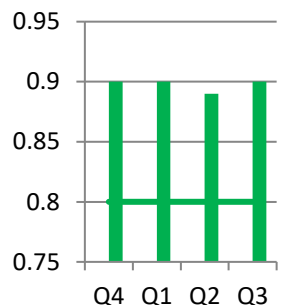




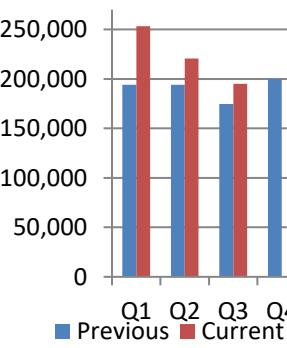


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 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	2 days	2 days	3 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	3 days	2 days	3 days	5 days	 		3 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	100%	100%	99.91%	TBA	98%	TBA		99.95%	98%	 	<p>At time of reporting, our web availability service is running an error.</p> <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	18,703	15,921	25,665	20,507	No target.	 		62,093	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>Calls have remained higher than 19/20 for the second quarter running. The YTD result is currently 6.7% higher.</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
			Q4 Result	Q1 Result	Q2 Result	Q3 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	12,532	11,096	19,061	13,996	No target.	 		44,153	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	90%	90%	89%	90%	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	199,926	253,398	220,531	194,879	No target.	 		668,808	No target.	 	<p>Website sessions are defined as:</p> <p>A session is the period time a user is actively engaged with your website. All usage data (Screen Views, Events, Ecommerce etc) is associated with a session. By default, if a user is inactive for 30 minutes or more, any future activity is attributed to a new session. Users that leave your site and return within 30 minutes are counted as part of the original session.</p> <p>Website sessions remain significantly higher than the previous year (23% increase). 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. The 3rd quarter sees an increase of 11.60% compared to the same period last year.</p>

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q4 Result	Q1 Result	Q2 Result	Q3 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	541	NMTP	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.
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications	Quarterly	35%	25%	32%	43%	31%		33%	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. An 'Appeals Update' report will be reported to Planning Committee Feb 2021 to provide more detail on appeals.	
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	98.2%	98%	98%	98%	70%		98%	70%		Consistently high performance. Processes/performance are 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	99.2%	98%	99.7%	95.8%	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.	