

Date: 9 November 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

Greg Campbell – Corporate Director (Environment & Communities)

Phil Drane – Corporate Director (Planning & Economy)

Tracey Lilley – Corporate Director (Housing & Community Safety)

Leona Murray-Green – Corporate Manager (Customer Engagement)

Scope

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

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

Meeting Date

9th November 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 the remainder of 2021/22.

R.2 - That the working group continue to monitor the outcomes of the Performance Indicators for the remainder of 2021/22.

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 the remainder of 2021/22.
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 the remainder of 2021/22.
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 November 2021 18:30pm
Virtual via Microsoft Teams**

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

Also present: Steve Summers (SS) – Strategic Director
Greg Campbell (GC) – Corporate Director (Environment & Communities)
Phil Drane (PD) – Corporate Director (Planning & Economy)
Tracey Lilley (TL) – Corporate Director (Housing & Community Safety)
Leona Murray-Green (LMG) – Corporate Manager (Customer Engagement)

Apologies: Amanda Julian and Jacqui Van Mellaerts

1. Welcome

The Chair welcomed all present to the meeting.

2. Terms of Reference

These are attached to these minutes.

4.1 Formal Complaints

A presentation on formal complaints received for Q2 2021/22 was provided to the working group (Addendum 3) by SS.

Overall number of complaints for 2021/22 were compared with previous years and an overall decrease in Streetscene complaints was noted.

The group considered in detail the upheld formal complaints by department.

A trend of no or delayed response was noted amongst Environmental Health complaints. GC explained resource issues in this area and how these are being overcome and performance was expected to improve.

Overall, it was noted that the total number for the first two quarters was lower than the previous year's figures.

The working group also noted the presentation included performance

for the first two quarters on response times for formal complaints which was 68%.

The working group then reviewed outstanding Local Government Ombudsman (LGO) and Housing Ombudsman complaints. Outcomes of outstanding investigations will continue to be reported to the working group as they are received.

Working Group Action:

- 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 Q2 2021/22.

The group noted that new indicators had been included for separate tonnages for each waste stream, EO3 to EO7. RH requested that further information be supplied for total waste arisings and questioned whether the targets for EO1 and EO2 need to be reviewed for both financial and environmental implications.

Action: GC will review and discuss with RH directly before the next working group meeting.

In relation to PI P02 (% of appeals allowed) CN requested that the number of applications also be included, as well as the percentage.

RH asked how the council advertise the planning pre application process and the quality of the service following recent resident feedback. PD advised he would look into the particular instances on provision of the information.

Action: To include in the commentary for future quarters.

Working Group Action:

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

5. Any Other Business

None

6. Date of next meeting

Tuesday 8th February 2022 – 18:30

Addendum 2

Audit & Scrutiny Committee Performance Indicators & Formal Complaints Working Group

Members of Working Group

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

Terms of Reference

- To monitor and consider the Council's service Performance Indicators.
- To consider in detail Formal Complaints received by the Council.
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Members Working Group

Formal Complaints

Q2 2021/22

Jul-Sep 2021

Formal Complaints received annually

Department	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Assets	0	2	0	1	1	2	3	0
Building Control	0	0	0	0	0	0	1	0
Community Safety	0	0	0	0	0	1	1	7
Community Services	0	0	0	2	1	0	2	0
Customer Service	0	0	0	1	1	4	5	7
Democratic Services	0	0	1	1	0	0	2	1
Housing	10	11	32	30	38	47	75	66
Env Health & Licensing	0	1	1	0	1	3	4	10
Finance	0	0	0	0	0	2	0	0
Legal	3	0	2	1	0	0	0	0
Licensing	0	0	0	0	0	0	0	2
Parking	0	0	0	0	1	1	3	1
Planning	10	4	23	13	10	10	16	15
Revs & Bens	9	2	12	9	31	33	28	8
Streetscene	1	3	5	3	5	15	44	63
Total	33	23	76	61	89	118	184	180

2021/22 Formal Complaints received

Jul to Sep 2021

Q2			
Department	Total	Upheld	%
Assets	0	N/A	N/A
Community Services	0	N/A	N/A
Electoral Services	0	N/A	N/A
Environmental Health	2	1	50%
Housing	9	3	33%
Planning	8	2	25%
Revenues & Benefits	2	2	100%
Streetscene	7	4	57%
Total	28	12	39%

YTD			
Department	Total	Upheld	%
Assets	1	N/A	N/A
Community Services	1	N/A	N/A
Electoral Services	1	0	0%
Environmental Health	5	3	60%
Housing	30	10	33%
Planning	12	4	33%
Revenues & Benefits	4	3	75%
Streetscene	12	6	50%
Total	66	26	39%

2021/22 Formal Complaints responded to within agreed timeframe Jul to Sep 2021

Q2	
Department	%
Assets	N/A
Community Services	N/A
Electoral Services	N/A
Environmental Health	100%
Housing	56%
Planning	75%
Revenues & Benefits	100%
Streetscene	57%
Total	68%

YTD	
Department	%
Assets	0%
Community Services	0%
Electoral Services	100%
Environmental Health	100%
Housing	70%
Planning	67%
Revenues & Benefits	75%
Streetscene	50%
Total	68%

Channel received



	Q1	Q2	Q3	Q4
Online form	41%	46%		
Email	43%	50%		
Website enquiry	11%	0%		
Via LGO/HO	3%	0%		
Telephone	0%	0%		
Letter	2%	4%		

Upheld Formal Complaints – Jul to Sep 2021

Environmental Health



No	Complaint	Stage
1	No response from EH regarding noise complaint	Stage 1

Upheld Formal Complaints – Jul to Sep 2021

Housing



No	Complaint	Stage
1	Delay to boiler repair and no response from Axis and the Council	Stage 1
2	Issues regarding boiler repair and lack of communication	Stage 2 – Part upheld
3	Outstanding communal issues not resolved	Stage 1

Upheld Formal Complaints – Jul to Sep 2021

Planning



No	Complaint	Stage
1	Delay in contact regarding update of planning application	Stage 1
2	No response from email correspondence to Officer	Stage 1

Upheld Formal Complaints – Jul to Sep 2021

Revenues and Benefits



No	Complaint	Stage
1	No response from Council Tax regarding property exemption	Stage 1
2	Arrears SMS sent despite previous contact made Council Tax advisor was rude and offered incorrect advice	Stage 1

Upheld Formal Complaints – Jul to Sep 2021

Streetscene

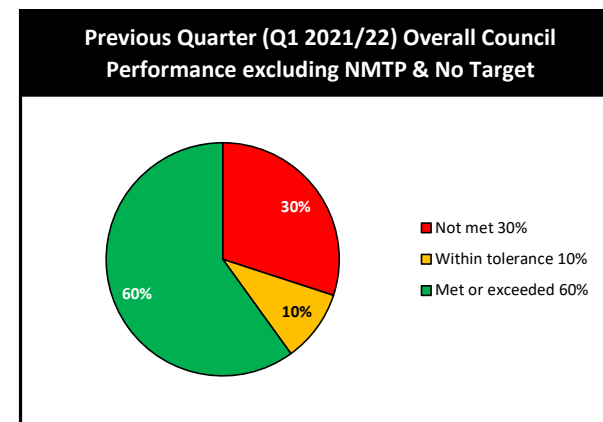
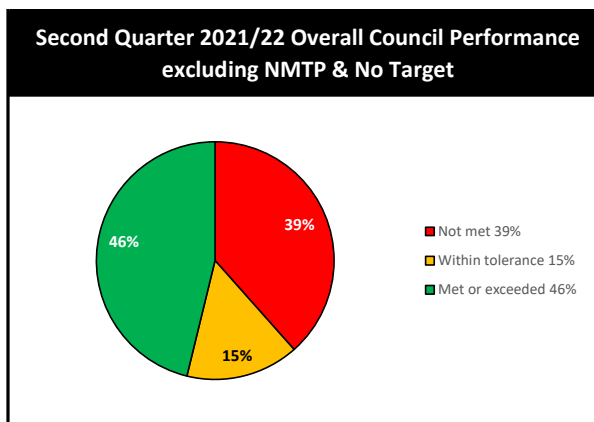
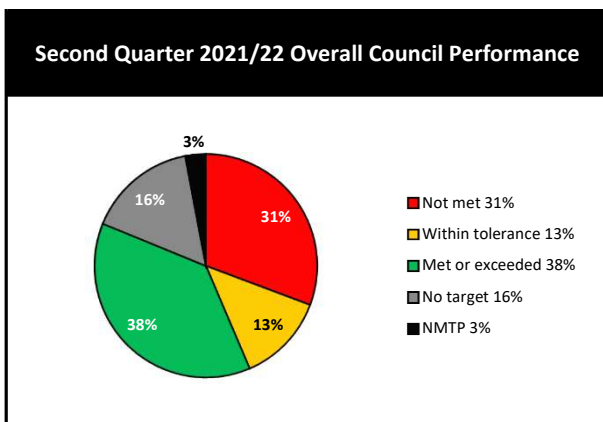


No	Complaint	Stage
1	Failure to address complaints about litter on A12	Stage 2
2	Repeated missed collections	Stage 1
3	Repeated missed collections	Stage 1
4	Repeated missed collection	Stage 1

Ombudsman



	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Parking	LGO	Business deliberately targeted by Council	Not upheld	Decision not to investigate – no evidence of fault and insufficient injustice
2	Environmental Health	LGO	Complaint not taken seriously regarding living in dangerous property	Not upheld	Decision not to investigate – insufficient injustice
3	Housing	HO	Outstanding repairs not actioned	Part upheld	Under investigation
4	Housing	HO	Told conflicting information about being able to move whilst having rent arrears and handling of ASB reports	Not upheld	Under initial review
5	Community Safety/ASB	HO	Decision to limit correspondence and handling of ASB reports	Not upheld	Under investigation
6	Planning/Env Health	LGO	Dispute that condition in application has been achieved	Not upheld	Under initial review


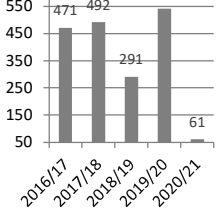


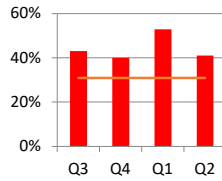


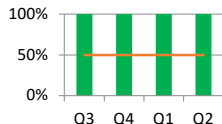


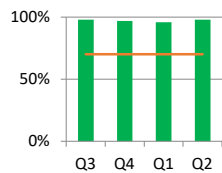



Second Quarter 2021/22 Performance by Department


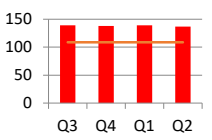


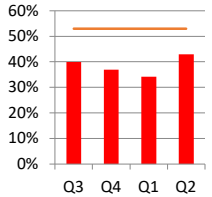


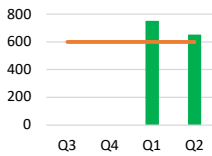


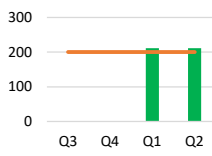


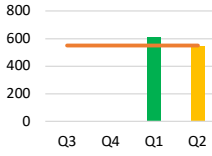

		Red		Amber		Green		No Target		NMTP		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
Economy	Planning	1	17%	0	0%	4	67%	0	0%	1	17%	6
Environment	Street Scene	2	29%	1	14%	4	57%	0	0%	0	0%	7
	Environmental Health	1	50%	1	50%	0	0%	0	0%	0	0%	2
Housing	Housing	3	60%	1	20%	0	0%	1	20%	0	0%	5
Effective	Finance	2	67%	0	0%	0	0%	1	33%	0	0%	3
	Human Resources	0	0%	0	0%	0	0%	1	100%	0	0%	1
	Revenues and Benefits	0	0%	1	20%	4	80%	0	0%	0	0%	5
	Contact Centre	1	33%	0	0%	0	0%	2	67%	0	0%	3
Total		10	31%	4	13%	12	38%	5	16%	1	3%	32
Previous Quarter Total		6	21%	2	7%	12	43%	6	21%	2	7%	28


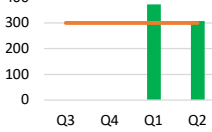


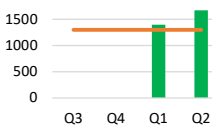


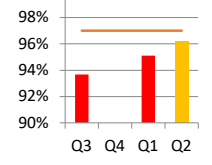


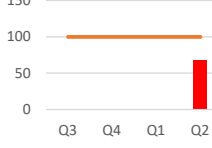

Key


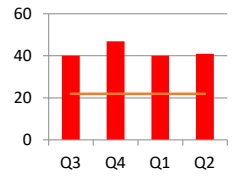


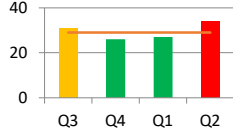


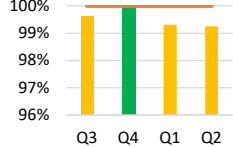


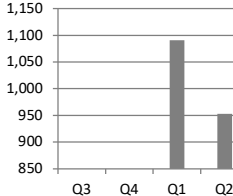


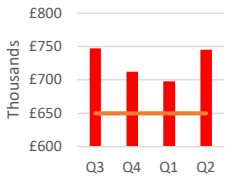

	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
	No target.
NMTP	Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.


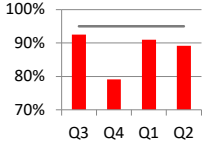


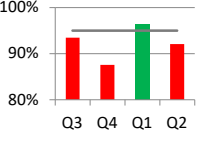


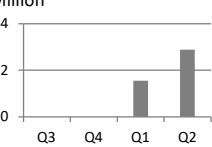


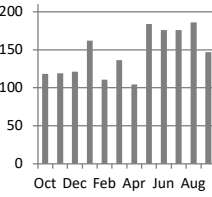

Growing our economy														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2021/22 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	YTD Result			YTD Target	YTD Status & Trend		
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	NMTP	61	NMTP	No target	NMTP 		NMTP	No target	NMTP 	The gross number of new homes approved to be built in the Borough. Approvals for new homes help towards the Borough's supply of homes, specifically the required five-year housing supply (published annually). The total for 2020/21 is lower than previous years. This is likely due to an increase in extensions to existing dwelling since the pandemic, lack of available land (we need the Local Plan to be adopted to unlock green belt sites) and people turning their focus to home renovations. Not measured at this point.	
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications	Quarterly	43.00%	39.90%	53.30%	41%	31%	Red 		47%	31%	Red 	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' is presented to Planning Committee which started on 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%	Green 		100%	50%	Green 	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%	97.30%	95.90%	98%	70%	Green 		97%	70%	Green 	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	96.00%	99.10%	99.10%	95.80%	80%	Green ↓	<table border="1"> <caption>Performance for 'Other' application types</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100</td> </tr> <tr> <td>Q4</td> <td>100</td> </tr> <tr> <td>Q1</td> <td>100</td> </tr> <tr> <td>Q2</td> <td>100</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q3	100	Q4	100	Q1	100	Q2	100	97.45%	80%	Green ↓	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.
Quarter	Performance (%)																						
Q3	100																						
Q4	100																						
Q1	100																						
Q2	100																						
Planning P06	Percentage of planning applications approved	Quarterly	NMTP	NMTP	76.30%	83.40%	75%	Green ↑	<table border="1"> <caption>Percentage of planning applications approved</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>75</td> </tr> <tr> <td>Q4</td> <td>75</td> </tr> <tr> <td>Q1</td> <td>73</td> </tr> <tr> <td>Q2</td> <td>83</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q3	75	Q4	75	Q1	73	Q2	83	79.85%	75%	Green ↑	This is a new PI for 2021/22 and reports approvals of all PS1 and PS2 applications (i.e. excl. pre-applications)
Quarter	Performance (%)																						
Q3	75																						
Q4	75																						
Q1	73																						
Q2	83																						

Protecting our environment														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2021/22 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	YTD Result			YTD Target	YTD Status & Trend		
Street Scene and Environment E01	Residual household waste per household	Quarterly	139.09kg	137.81kg	139.11kg	137.13kg	109kg	Red 		138.11kg	109kg	Red 	Estimated as statistics to be verified by ECC. 2020/21 actuals - 544.4kg per household (34,010 households) Residual waste has risen nationally in response to COVID-19 and more people being at home, ecommerce etc	
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	39.96%	37.00%	34.19%	42.99%	53%	Red 		38.59%	53%	Red 	Estimated as statistics to be verified by ECC 2020/21 actuals - 41.51%	
Street Scene and Environment E03	Paper and card recycled by tonne	Quarterly	NMTP	NMTP	720.45 tonne	652.73 tonne	600 tonne	Green 		1403.18 tonne	1200 tonne	Green 	This is a new PI for 2021/22.	
Street Scene and Environment E04	Cans and plastic recycled by tonne	Quarterly	NMTP	NMTP	211.87 tonne	211.41 tonne	200 tonne	Green 		423.28 tonne	400 tonne	Green 	This is a new PI for 2021/22.	
Street Scene and Environment E05	Mixed glass recycled by tonne	Quarterly	NMTP	NMTP	613.72 tonne	543.76 tonne	550 tonne	Amber 		1157.48 tonne	1100 tonne	Green 	This is a new PI for 2021/22.	

Street Scene and Environment E06	Food waste recycled by tonne	Quarterly	NMTP	NMTP	327.9 tonne	307.2 tonne	300 tonne	Green 		635.1	600 tonne	Green 	This is a new PI for 2021/22.
Street Scene and Environment E07	Garden waste recycled and diverted from landfill per tonne	Quarterly	NMTP	NMTP	1398.6	1672.6	1300 tonne	Green 		3071.2	2600 tonne	Green 	This is a new PI for 2021/22. The increase month-on-month is mainly due to the increased leases on the Brown Bins and the high growth conditions experienced this year
Environmental Health EH01	Food safety/hygiene standards in food premises - % of broadly compliant food premises	Quarterly	93.68%	See commentary	95.10%	96.21%	97%	Amber 		95.66%	97%	Amber 	The Q2 result continues to be lower than target. This is due to a large number of new premises registering with us during COVID-19 (well over double that we would get in a year pre-COVID) and a delay in us inspecting premises due to being engaged in COVID-19 work. In addition, the Food Standards Agency suspended inspections for six months during the initial stages of the pandemic. We are therefore carrying an outstanding inspection list, which to my knowledge has never been the case at Brentwood Borough Council.
Environmental Health EH02	Service requests investigated within target time (5 days)	Quarterly	NMTP	NMTP	NMTP	67.90%	100%	Red 		67.90%	100%	Red 	This is a new PI for 2021/22 and is being reported from Q2. The figure for target response reflects the timeliness of responses by officers to service requests. The figure is improving with some way to go to achieve optimum performance. This figure can be effected by staff absences and work volumes and so is not necessarily reflective of the quality of the work undertaken.

Improving our housing														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2021/22 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	YTD Result			YTD Target	YTD Status & Trend		
Housing H01	Average re-let times for Local Authority Housing	Quarterly	40 Days (38.5 Days GN, 38.5 Days SH, 66 Days TA)	47 Days (41.6 Days GN, 54.7 Days SH)	40 Days (34.5 Days GN, 34.5 Days SH, 58 Days TA)	41 Days (35 Days GN, 34.5 Days SH, 58 Days TA)	22 Days	Red 		40.5 Days	22 Days	Red 	Void turnaround has remained very similar to last quarter, there have been some abandoned properties that have bordered on major works but there is still a good turn around. We're hoping as we clear our backlog from lockdown these results will continue to improve our stats further.	
Housing H04	Households living in temporary accommodation	Quarterly	31	26	27	34	29	Red 		30	29	Amber 	We are continuing to experience an increase in placements in the last quarter partially due to COVID restrictions being relaxed and evictions starting to resume. We are currently still forecasting a steady increase in placements as courts begin to process the backlog in housing cases and more households begin to approach with possession orders.	
Housing 05	Gas servicing in Council homes	Quarterly	99.63%	100%	99.31%	99.25%	100%	Amber 		99.28%	100%	Amber 	LGSR (Landlord Gas Safety Record) compliance remains high and we continue to prioritise access to properties outstanding.	
Housing 07	No. of applicants on the waiting list for Local Authority housing	Quarterly	NMTP	NMTP	1,091	953	No Target	No Status 		1,022	No Target	No Status 	This is a new PI for 2021/22. Housing Register: 623 Transfer Register: 330 We are currently undergoing a re-registration exercise following the introduction of the new Allocations Policy so these figures may not be a true representation of the final outcome of the re-registration exercise which is anticipated to be complete mid October.	
Housing 08	Average Rent Arrears Total (Current Tenants, Garages)	Quarterly	£746,953	£712,342	£698,450	£744,917	£650,000	Red 		£721,684	£650,000	Red 	Last quarter we had 2 Officers reviewing and actioning accounts as well as staying on top of their day-to-day workload. We decided to move to fortnightly processing due to us being unable to process all of the suggested actions on accounts. We are now seeing the result of lower actions on accounts but we have new staff and will be fully staffed on 22nd November. The new staff are beginning to concentrate on the higher level arrears, with the aim of bringing arrears back down.	

Delivering an effective and efficient council														
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Finance E01	% of invoices from local suppliers paid within 20 day	Quarterly	92.54%	79.09%	91.02%	89.17%	95%	Red 		90.10%	95%	Red 	On course for a good result, but faltered in September. Seemed a lot of invoices were affected by an issue within PIM that caused them to be authorised late. Will monitor next month and see if there is an improvement	
Finance E02	% of invoices from all suppliers paid within 30 days	Quarterly	93.48%	87.61%	96.38%	92.12%	95%	Red 		94.25%	95%	Amber 	Slight dip in result, again due to the issues in PIM within September causing invoices to be authorised late. Will monitor in October to ensure improvement	
Finance E03	Value of corporate debt	Quarterly	NMTP	NMTP	£1.547m	£2.886m	Reduction from previous quarter	No Status 		£2.22m	Reduction from previous quarter	No Status 	Corporate debt increased due to the high value of debt on the SAIL customer, which holds £1.85m of all debt. £1.25m of this debt on SAIL is due shortly to be paid	
Human Resources HR03	Number of days sickness lost per month	Monthly	Oct 118 Nov 119 Dec 121	Jan 162 Feb 110.5 Mar 136.5	Apr 104 May 184 Jun 176	Jul 176 Aug 186 Sep 147	No Target	No Status 		973 days	No Target	No Status 	This PI reflects the number of working days lost to sickness each month. Absence figures for Q2 compared to this time last year have increased. This is due to a number of employees off due long term absences (28 days or more) . With the main reason for long term absence being Anxiety/Depression, Stroke and musculoskeletal. Over the coming months we will be targeting support to managers in order to proactively manage absences, to explore if this will see a reduction in long term absences. A review of the Absence Management Policy will also be undertaken. In terms of short term absences the main reasons for short term absences for Q2 was Colds, migraine, Musculoskeletal as well as Mental Health conditions. We continue to offer support to all employees around their wellbeing by way of wellbeing check ins, employee assistance programme, regular 1:1s and Team meetings, Mental Health First Aiders, wellbeing teams channel, wellbeing sway site, weekly relax and stretch classes.	

Revs & Bens CT01	Council Tax collection	Quarterly	82.90%	97%	29.20%	56.30%	57%	Amber 		56.30%	57%	Amber 	Collection for the end of the second quarter is up compared to this time last year with the COVID-19 pandemic, but slightly down on the year before, this drop in collection is mainly due to the halt of formal recovery during the COVID-19 pandemic. We were able to re-establish monthly liability order hearings at magistrates court since the end of August 2021 and we would expect to see an increase in collection from Q3.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims	Quarterly	17 days	14.5 days	16 days	16 days	18 days	Green 		16 days	18 days	Green 	The target has been reduced from 21 days to 18 days for 2021/22. 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	4.5 days	4.5 days	5 days	5.5 days	6 days	Green 		5.25 days	6 days	Green 	The target has been reduced from 8 days to 6 days for 2021/22. Change of circumstances have become more involved for various reasons. 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.
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process new applications	Quarterly	3 days	3 days	3 days	3 days	3 days	Green 		3 days	3 days	Green 	The target has been reduced from 5 days to 3 days for 2021/22. 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.
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances	Quarterly	3 days	2 days	2 days	3 days	3 days	Green 		2.5 days	3 days	Green 	The target has been reduced from 5 days to 3 days for 2021/22. 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.
Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	13,996	14,385	13,969	13769	No Target	No Status 		27,738	No Target	No Status 	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 CC04	Website sessions	Quarterly	194,879	211,054	200,356	133,370	No Target	No Status ↓	<table border="1"> <caption>Website Sessions Data</caption> <thead> <tr> <th>Quarter</th> <th>Previous</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>~175,000</td> <td>~195,000</td> </tr> <tr> <td>Q4</td> <td>~205,000</td> <td>~215,000</td> </tr> <tr> <td>Q1</td> <td>~210,000</td> <td>~205,000</td> </tr> <tr> <td>Q2</td> <td>~220,000</td> <td>~135,000</td> </tr> </tbody> </table>	Quarter	Previous	Current	Q3	~175,000	~195,000	Q4	~205,000	~215,000	Q1	~210,000	~205,000	Q2	~220,000	~135,000	333,726	No Target	No Status ↓	<p>Website sessions are defined as: A session is the period time a user is actively engaged with your website. 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>A new corporate website was launched in June 2021, which now includes Cookie consent. We will carefully monitor trends associated with this across 2021/22.</p>
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Contact Centre CC05	% calls answered within SLA	Quarterly	NMTP	NMTP	33 seconds	71 seconds	60 seconds	Red ↓	<table border="1"> <caption>% Calls Answered within SLA Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>~60%</td> </tr> <tr> <td>Q4</td> <td>~60%</td> </tr> <tr> <td>Q1</td> <td>~35%</td> </tr> <tr> <td>Q2</td> <td>~70%</td> </tr> </tbody> </table>	Quarter	Value	Q3	~60%	Q4	~60%	Q1	~35%	Q2	~70%	52 seconds	60 seconds	Amber ↓	<p>This is a new PI for 2021/22.</p> <p>Benchmarking across Essex reports varying targets for time to answer. We have set our target relatively low in recognition of the important of maintaining a good level of customer service.</p>					
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