

**Date: 24<sup>th</sup> January 2023**

## **Audit & Scrutiny Committee**

### **Performance Indicators and Formal Complaints Working Group Report**

#### **Working Group Members**

Cllr Heard  
Cllr Barrett  
Cllr Hirst  
Cllr Naylor  
Cllr Slade

#### **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.

#### **Notes of the meeting on the 5<sup>th</sup> January 2023**

Attached as Addendum 1 are the notes of the meeting on the 5<sup>th</sup> January 2023.

#### **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 2<sup>nd</sup> Quarter of 2022/23.

R.2 That the working group continue to monitor the outcomes of the Performance Indicators for the 2<sup>nd</sup> Quarter of 2022/23.

## 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 include a variety of indicators that relate to the delivery of the council’s priorities.

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

## 3. Explanation of Recommendations

<b>Recommendation 1</b>
That the working group continue to monitor the outcomes of the Formal Complaints for the third quarter of 22/23.
<b>Explanation</b>
To continue to monitor formal complaints quarterly to identify common themes, trends or concerns.
<b>Recommendation 2</b>
That the working group continue to monitor the outcomes of the Performance Indicators for the third quarter of 22/23.
<b>Explanation</b>
To monitor associated annual or quarterly trends and identify areas of performance concern.

**Performance Indicators and Formal Complaints Working Group  
Minutes of Meeting 5<sup>th</sup> January 2023 18:30  
Virtual via Microsoft Teams**

**Present:** Cllr Heard (Chair)  
Cllr Slade  
Cllr Barrett

**Also present:** Steve Summers (SS) – Strategic Director  
Emily Yule (EY) – Strategic Director  
Phoebe Barnes (PB) – Director of Assets & Investments  
Sarah Bennett (SB) – Director of Customer & Data Insight  
Greg Campbell (GC) – Director of Policy & Delivery  
Phil Drane (PD) – Director of Place & Economy  
Marcus Hotten (MH) – Director of Environment  
Julia Higson (JH) – Interim Director of Housing  
Andrew Hunkin (AH) – Interim Director of People & Governance  
Angela Abbott (AA) – Corporate Manager (Housing Needs & Independent Living)  
Shelley King (SK) – Performance & Digital Transformation Manager  
Nicola March (NM) – Corporate Manager (Housing Estates)  
Leona Murray-Green (LMG) – Corporate Manager (Communications & Customer Engagement)  
Samantha Stanley (SSSt) – Shared Services Revenues & Benefits Operations Manager

**Apologies:** Cllr Hirst  
Cllr Naylor  
Tracey Lilley – Director of Communities  
Tim Wills – Interim Director of Resources  
Rob Manser – Shared Services Revenues & Benefits Manager

**1. Welcome**

The Chair welcomed all present to the meeting.

**2. Terms of Reference**

These are attached to these minutes.

### **3. Performance Indicators**

#### **Summary**

- A summary report provided performance by department for Q2 2022-23. This showed a 12% increase in targets met or exceeded compared with the previous quarter.

#### **Planning**

- Planning performance indicators for Q2 all met or exceeded target.

#### **Street Scene and Environment**

- Performance for Street Scene and Environment in Q2 was below target across all indicators.
- The results shown for residual waste and recycling were indicative of the type of scheme offered in Brentwood.
- The Council is to conduct a food waste awareness campaign as part of an Essex-wide initiative to influence habits
- Plastics tonnage was reducing generally and is reflective of national trends
- Targets to be reviewed for 23/24.
- **ACTION:** Marcus Hotten to discuss increasing recycling income with Cr. Russell.
- **ACTION:** Steve Summers to provide an explanation of target levels to the next working group meeting.

#### **Environmental Health**

- Indicators for Environmental Health showed that service requests investigated within target time fell below the expected measure due to resourcing issues.

#### **Housing**

- A new suite of Housing performance indicators would be reported to the Community, Environment & Enforcement Committee and that the performance indicators reported to the FC & PI Working Group would also be reviewed for the new financial year.
- The number of households in temporary accommodation fluctuates.
- The number of households on the waiting list was not reflective of the number of applications received and rejected for not meeting the criteria.
- The gas servicing rate was impacted by an increase in court applications, but the rate was still just below target.
- Re-let times were high due to the increased number of voids.
- Rent arrears were continually targeted, with a suite of measures employed to ensure payments are maintained.

#### **Finance**

- Performance indicators for Finance were below target. Finance was working with other officers to improve figures.

#### **Human Resources**

- Performance for the number of days lost to sickness was shown to be decreasing. Several measures were being employed to reduce both long-term and short-term sickness.

#### **Revenues and Benefits**

- Whilst Council Tax collection in Q2 was just below target, this was a false positive as the £150 energy rebate credited to accounts had skewed the results. For Q3, this result was near target once again.

- The remaining Revenues and Benefits indicators were above target except for Council Tax Reduction Scheme change in circumstances, where performance had been adversely affected by an increase in customer contact due to the Energy Rebate scheme.

### **Contact Centre**

- Telephone calls to the Contact Centre had decreased, as website visits had increased, demonstrating that channel shift was occurring.
- Telephone calls overall are down 21% compared to the same time last year.
- The time taken to answer calls was below target. This might have been an overly ambitious target and may need to be revised.

**WORKING GROUP ACTION:** For the working group to continue to review progress of the quarterly Performance Indicators.

### **4. Formal Complaints**

- Formal complaints for the years 2016/17 to 2022/23 showed the number of complaints to be increasing year on year. Whilst this could be perceived negatively, it demonstrated the maturity of the formal complaints procedure in recognising and dealing with complaints.
- The Working Group was presented with a number of charts which set out the complaints received in Q2, and the number of complaints responded to within the agreed timeframe.
- The Working Group was advised that there were two stages to formal complaints, stage 1 is dealt with by the service manager and stage 2 by a senior manager or director. Most formal complaints were resolved at stage 1.
- Action plans to improve performance were established where complaints were upheld.

### **Housing**

- Estimated 90% of repairs complaints were related to the Council's repairs contractor.

### **Planning**

- A Planning Enforcement complaint had been referred to the Local Government Ombudsman, which was not investigating any of the complaints at this time as it was content with the way that the Council was engaging in positive dialogue with residents. Of this matter, several complaints were not within the remit of Planning Enforcement.

**WORKING GROUP ACTION:** For the working group to monitor these complaints against future quarters to identify concerns or themes.

### **5. Any Other Business**

None

### **6. Date of next meeting**

13<sup>th</sup> February 18:30

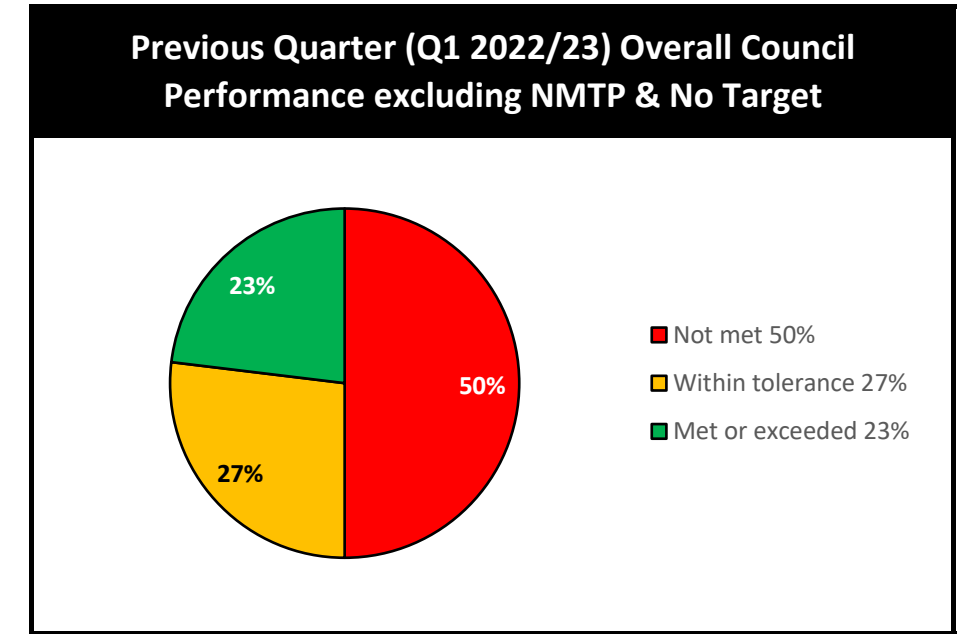
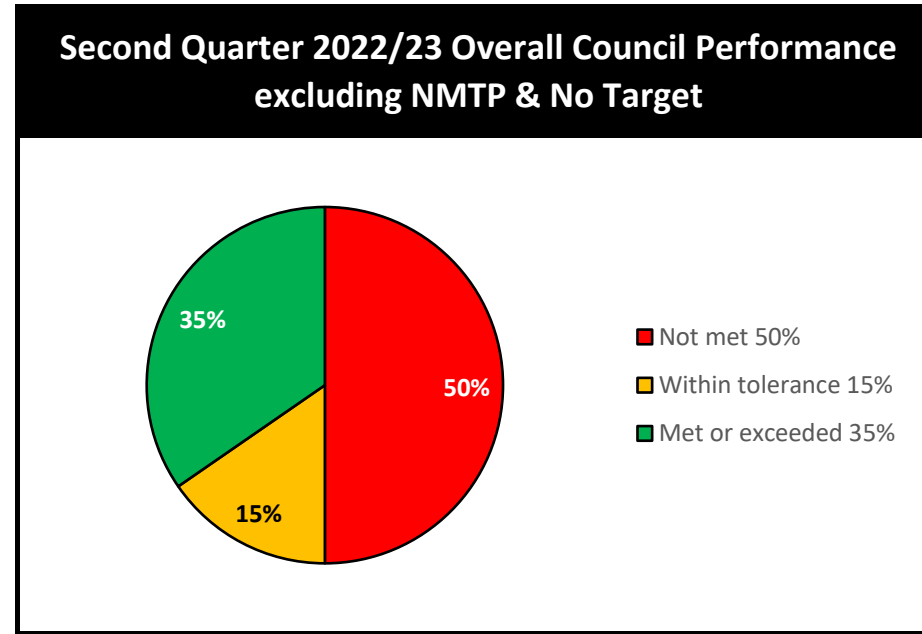
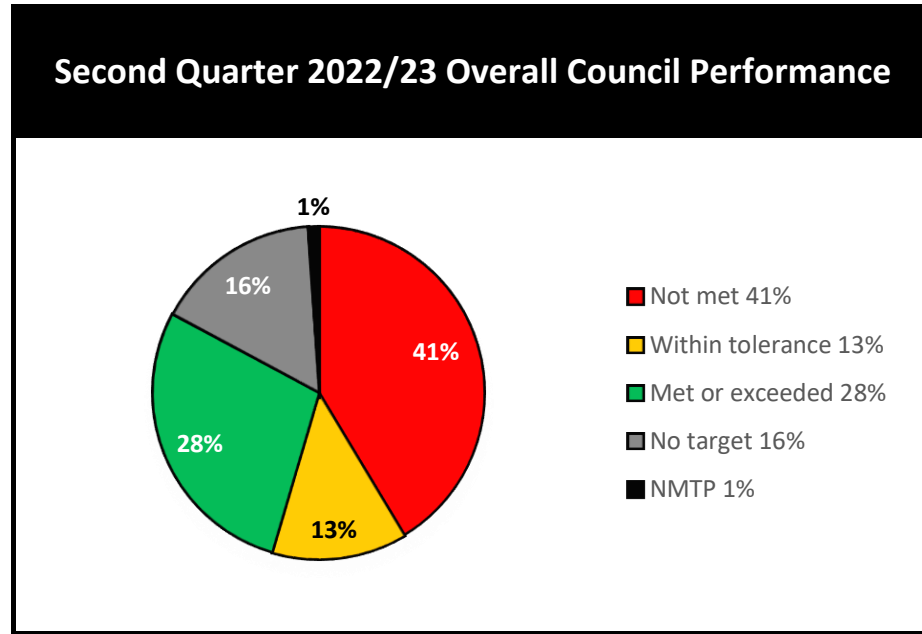
**Audit & Scrutiny Committee  
Performance Indicators & Formal Complaints Working Group**

Members of Working Group:

Cllrs. Heard, Barrett, Naylor, Slade and Hirst.

Terms of Reference:

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### Second Quarter 2022/23 Performance by Department

		Red		Amber		Green		No Target		NMTP		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
<b>Economy</b>	Planning	0	0%	0	0%	5	83%	0	0%	1	17%	6
<b>Environment</b>	Street Scene	6	86%	1	14%	0	0%	0	0%	0	0%	7
	Environmental Health	1	50%	0	0%	1	50%	0	0%	0	0%	2
<b>Housing</b>	Housing	2	40%	2	40%	0	0%	1	20%	0	0%	5
<b>Effective</b>	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	1	20%	1	20%	3	60%	0	0%	0	0%	5
	Contact Centre	1	33%	0	0%	0	0%	2	67%	0	0%	3
<b>Total</b>		<b>13</b>	<b>41%</b>	<b>4</b>	<b>13%</b>	<b>9</b>	<b>28%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>
<b>Previous Quarter Total</b>		13	41%	7	22%	6	19%	5	16%	1	3%	32

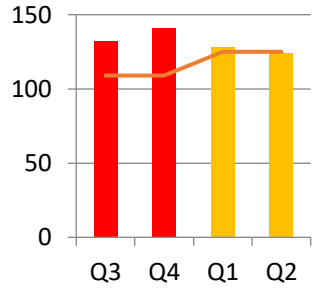
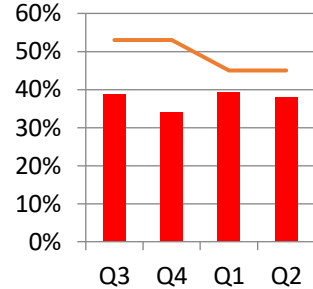
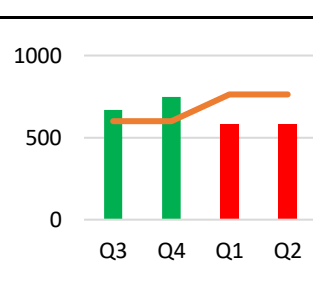
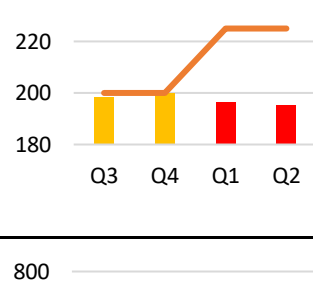
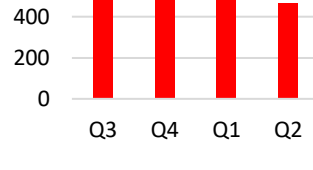
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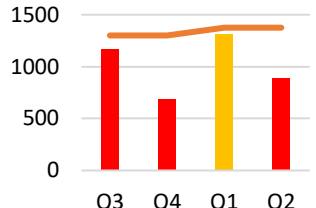
	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
	No target.
	NMTP Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating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

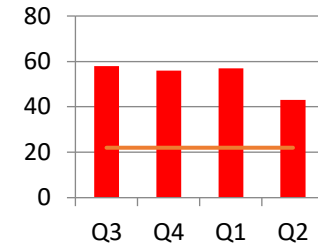
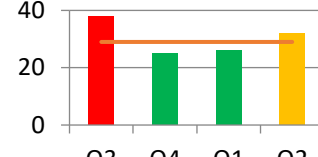
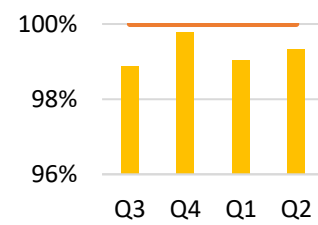
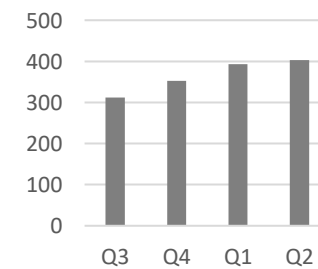
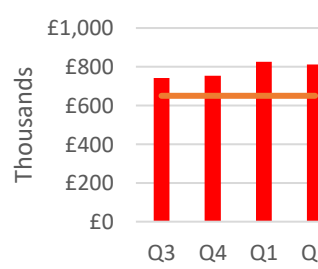
Growing our economy													
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results		Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target			Year to Date Result	Year to Date Target	Year to Date Status & Trend	
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	407	NMTP	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). Monitoring data has concluded that there are 407 NET new dwellings within the borough for the monitoring period 2021-22. This is an increase from last year likely due to the adoption of the Brentwood Local Plan. The adopted Local Plan states in policy MG01 that we will deliver 300 new homes during this period, so we have over delivered by 107 new dwellings which helps with closing the gap for our previous years' short falls.
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications (percentage)	Quarterly	21.40%	15.30%	33.30%	18.50%	31%	Green 		25.90%	31%	Green 	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 to provide more detail on appeals.
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	100%	100%	100%	91.70%	50%	Green 		96%	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	95%	100%	100%	100%	70%	Green 		100%	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.

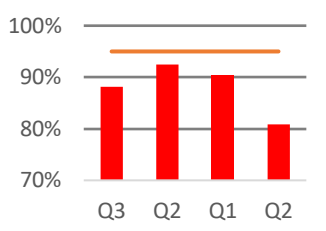
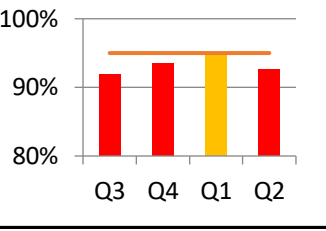
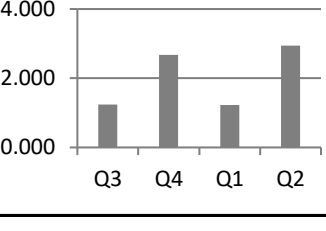
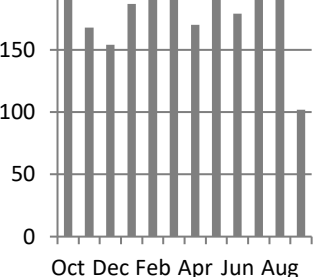


Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	98.90%	99.50%	99.40%	99.70%	80%	Green ↑	<table border="1"> <caption>Performance for 'Other' application types</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <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%	99.55%	80%	Green ↑	Consistently high performance achieved throughout the year. Processes/performance is constantly being reviewed to ensure standards remain high. Number of other application are at 4 year all time high, which is causing pressure on the service. 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	78.80%	80.30%	81.40%	83%	75%	Green ↑	<table border="1"> <caption>Percentage of planning applications approved</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>78.80%</td> </tr> <tr> <td>Q4</td> <td>80.30%</td> </tr> <tr> <td>Q1</td> <td>81.40%</td> </tr> <tr> <td>Q2</td> <td>83%</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q3	78.80%	Q4	80.30%	Q1	81.40%	Q2	83%	82.20%	75%	Green ↑	This reports approvals of all PS1 and PS2 applications (i.e. excl. pre-applications)
Quarter	Percentage (%)																						
Q3	78.80%																						
Q4	80.30%																						
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Protecting our environment														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Street Scene and Environment E01	Residual household waste per household (kg)	Quarterly	132.1	130.45	129.99	124.08	125	Amber ↑		254.07	250	Amber ↑	The quarterly target has been changed from 109kg to 125kg in 2022/23.  The figures still need verification by ECC but the number of kg's per household is returning to more pre-COVID levels.	
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	38.72%	35%	39.66%	37.92%	45%	Red ↓		38.79%	45%	Red ↑	The quarterly target has been changed from 53% to 45% in 2022/23.  Whilst the figures are still to be verified by ECC, recycling is seeing an increase possibly due to more of the population returning to normal working practices away from the home.	
Street Scene and Environment E03	Paper and card recycled by tonne	Quarterly	668.4	716.42	589.0	580.1	763	Red ↓		1169.1	1526	Red ↓	The quarterly target has been changed from 600 tonnes to 763 tonnes in 2022/23.  With the working population returning to the office, this commodity is seeing the majority of falls in recycling and the blue recycling sacks were getting heavier during Q4 of 2021/22.	
Street Scene and Environment E04	Cans and plastic recycled by tonne	Quarterly	198.3	199.88	196.6	195.2	225	Red ↓		391.8	450	Red ↓	The quarterly target has been changed from 200 tonnes to 225 tonnes in 2022/23.  Tonnages are falling in this area, but due to the commodity being light in nature it is only slight variation.	
Street Scene and Environment E05	Mixed glass recycled by tonne	Quarterly	503.9	503.41	494.2	483.3	600	Red ↓		977.5	1200	Red ↓	The quarterly target has been changed from 550 tonnes to 600 tonnes in 2022/23.  With people returning to normal from the pandemic, home entertaining is falling as residents return to the High Street.	

Street Scene and Environment E06	Food waste recycled by tonne	Quarterly	312.5	299.8	250.8	271.7	350	Red 		522.5	700	Red 	The quarterly target has been changed from 300 tonnes to 350 tonnes in 2022/23.  As per mixed glass above.
Street Scene and Environment E07	Garden waste recycled and diverted from landfill per tonne	Quarterly	1169.5	684	1310.3	895.2	1375	Red 		2205.5	2750	Red 	The quarterly target has been changed from 1300 tonnes to 1375 tonnes in 2022/23.  Due to exceptionally high temperatures and little rainfall gardens were not growing.
Environmental Health EH01	Food safety/ hygiene standards in food premises - % of broadly compliant food premises	Quarterly	96.19%	98.08%	97.75%	97.63%	97%	Green 		97.69%	97%	Green 	During Q1 and Q2 we have had a number of new premises registrations (which are uncompliant until inspected). We are continuing to find premises which are at a lower standard of hygiene than pre-Covid.
Environmental Health EH02	Service requests investigated within target time (5 days)	Quarterly	65%	57%	59%	62.08%	100%	Red 		62%	100%	Red 	In spite of the larger number of service requests, the team have managed to slightly improve their response speed. We will be working further over the coming months to improve yet further on this performance. There has been a slight improvement since last quarter due to improved performance by some officers. Further improvements will be sought during the coming months.

Improving our housing														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Housing H01	Average re-let times for Local Authority Housing	Quarterly	58 Days (47 GN, 71 SH, 64 TA)	56 Days (68 GN, 37 SH, 53 TA)	57 Days (46 GN, 101 SH, 38 TA)	43 Days (43 GN, 48 SH, 49 TA)	22 Days	Red ↑		50 Days	22 Days	Red ↑	Void turnaround has decreased as we see more voids coming in and works needed within them. We also saw a period here where voids were held longer than usual by estates to facilitate the decant of tenants from our development sites and this is likely to continue for a short time more.	
Housing H04	Households living in temporary accommodation	Quarterly	38	25	26	32	29	Amber ↓		29	29	Green ↓	Temporary accommodation levels have increased due to a recent influx of applications with complex needs. Despite the work of the Homeless Officers there have been several cases where we have been unable to prevent homelessness. We currently anticipate an increase in approaches from Ukrainian nationals as many 6 month placements are coming to an end.	
Housing H05	Gas servicing in Council homes	Quarterly	98.87%	99.77%	99.04%	99.34%	100%	Amber ↑		99.19%	100%	Amber ↑	Performance for gas servicing has improved for this quarter. LGSR (Landlord Gas Safety Record) compliance remains high and we continue to prioritise access to properties outstanding.	
Housing H07	No. of applicants on the waiting list for Local Authority housing	Quarterly	321	353	393	403	No Target	No Status ↓		398	No Target	No Status ↓	Housing Register: 200 Transfer Register: 203  The council's housing and transfer register numbers have remained relatively stable with a slight decrease in transfer numbers. With continuous improvements to our choice based letting system and the added responsibility for applicants to submit documents through our online portal we are able to process applications more efficiently.	
Housing H08	Average Rent Arrears Total (Current Tenants, Garages)	Quarterly	£741,419	£752,768	£826,591	£812,714	£650,000	Red ↑		£812,714	£650,000	Red ↑	We have seen a slight decrease in rent arrears this quarter which reflects the work of Estates Officers and utilising our systems more effectively. However, we are seeing more residents go into rent arrears due to the cost of living. More cases are expected as we enter winter months and pressures on people's income worsen.	

Delivering an effective and efficient council														
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			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Finance F01	% of invoices from local suppliers paid within 20 day	Quarterly	88.11%	92.45%	90.45%	80.89%	95%	Red ↓		85.57%	95%	Red ↓	Local invoices are currently below par. The KPIs in July especially took a hit which caused this variances. Accounts Payable officers have been instructed to work with officers to help assist this figure to increase. The depot gets a high proportion of these invoices and struggled during this quarter with invoices, so hoping to see an improvement next quarter	
Finance F02	% of invoices from all suppliers paid within 30 days	Quarterly	91.90%	93.52%	94.68%	92.54%	95%	Amber ↓		93.61%	95%	Amber ↑	Close to target as last quarter was, we are still seeing good, positive results with No PO No Pay therefore will work to ensure invoices are processed more on a timely manner.	
Finance F03	Value of corporate debt (£m)	Quarterly	£1.245m	£2.676m	£1.227m	£2.947m	Reduction from previous quarter	No Status ↓		£2.947m	Reduction from previous quarter	No Status ↓	Debt high due to SAIL invoices awaiting to be paid which were raised in September at a value of £2.329m. These were paid in early Oct and debt as of 12/10/22 is at £549k, which is under the target of £1m	
Human Resources HR03	Number of days sickness lost per month	Monthly	Oct 202 Nov 168 Dec 154	Jan 187 Feb 216 Mar 231	Apr 170 May 205 June 179	Jul 245 Aug 250.5 Sep 102	No Target	No Status ↓		1151.5	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 in July and August, however we saw a decrease in September. This is due to a number of employees off due to long term absences (28 days or more). With the main reason for long term absence being long covid, injury/fracture and a heart condition. We continue to support managers and through managing absences under the policy have seen a positive return to work for some of these employees. In terms of short term absences, the main reasons for short term absences for Q2 was colds/coughs/flu, covid (including side effects of the vaccine or self isolation), or gastrointestinal. 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, lunch and learn sessions and encouraging a form of physical activity.	

Revs & Bens CT01	Council Tax collection	Quarterly	83.30%	97.60%	28.80%	56.10%	56.30%	Amber ↑		56.10%	56.30%	Amber ↑	Council Tax collection is just below target. However, this is a false positive as accounts have been credited with the £150 energy rebate payments where direct debit details were not held. We predict that collection is slightly lower than our target due to the ongoing pressures customers are facing with the cost of living.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process <b>new</b> claims (days)	Quarterly	18	18	17.5	16	18	Green ↑		16.75	18	Green ↑	We have dedicated officers working on new claims to ensure these are processed as quickly as possible to alleviate financial hardship. However we do have to rely on customers providing information, which builds in delays that are out of our control. We use email or text messages to ensure the information we need is provided quickly.
Revs & Bens CT05	Housing Benefit and Pensioner Council Tax Support - time taken to process Change of Circumstances (days)	Quarterly	6	3.5	8	8	8	Green ↔		8	8	Green ↔	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.
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process <b>new</b> applications (days)	Quarterly	2	2.5	3	2.5	3	Green ↑		2.75	3	Green ↑	Average time for new Council Tax Reduction applications remains under target for Quarter 2 as 2.5 days.
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances (days)	Quarterly	2	3	7	5	3	Red ↑		6	3	Red ↑	This reduction in processing performance is due to the impact and increase in admin and customer contact received in relation to the Ctax Energy Rebate. However, now that we are coming to the end of this project we expect performance to improve.

Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	11,665	11,539	11,456	10,929	No Target	No Status ↓	<table border="1"> <caption>Telephone calls for CC02</caption> <thead> <tr> <th>Quarter</th> <th>Previous</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>11,665</td> <td>11,539</td> </tr> <tr> <td>Q4</td> <td>11,456</td> <td>10,929</td> </tr> <tr> <td>Q1</td> <td>11,456</td> <td>10,929</td> </tr> <tr> <td>Q2</td> <td>11,456</td> <td>10,929</td> </tr> </tbody> </table>	Quarter	Previous	Current	Q3	11,665	11,539	Q4	11,456	10,929	Q1	11,456	10,929	Q2	11,456	10,929	22,394	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'. The services undertaken by the Contact Centre are Environmental Health, Licensing, Planning, Building Control, Parking, Operational Services and Housing Services.
Quarter	Previous	Current																										
Q3	11,665	11,539																										
Q4	11,456	10,929																										
Q1	11,456	10,929																										
Q2	11,456	10,929																										
Contact Centre CC04	Website sessions	Quarterly	180,536	323,584	256,554	215,982	No Target	No Status ↓	<table border="1"> <caption>Website sessions for CC04</caption> <thead> <tr> <th>Quarter</th> <th>Previous</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>180,536</td> <td>323,584</td> </tr> <tr> <td>Q4</td> <td>256,554</td> <td>215,982</td> </tr> <tr> <td>Q1</td> <td>256,554</td> <td>215,982</td> </tr> <tr> <td>Q2</td> <td>256,554</td> <td>215,982</td> </tr> </tbody> </table>	Quarter	Previous	Current	Q3	180,536	323,584	Q4	256,554	215,982	Q1	256,554	215,982	Q2	256,554	215,982	472,536	No Target	No Status ↑	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.
Quarter	Previous	Current																										
Q3	180,536	323,584																										
Q4	256,554	215,982																										
Q1	256,554	215,982																										
Q2	256,554	215,982																										
Contact Centre CC05	Time taken to answer calls (seconds)	Quarterly	83	108	129	158	60	Red ↓	<table border="1"> <caption>Time taken to answer calls for CC05</caption> <thead> <tr> <th>Quarter</th> <th>Previous</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>83</td> <td>108</td> </tr> <tr> <td>Q4</td> <td>108</td> <td>129</td> </tr> <tr> <td>Q1</td> <td>129</td> <td>158</td> </tr> <tr> <td>Q2</td> <td>129</td> <td>158</td> </tr> </tbody> </table>	Quarter	Previous	Current	Q3	83	108	Q4	108	129	Q1	129	158	Q2	129	158	144	60	Red ↓	Benchmarking across Essex reports varying targets for time to answer. We have set our target relatively low in recognition of the importance of maintaining a good level of customer service.  Current trend - Throughout Quarter 2 there has been a change in staff resources. One vacancy was filled and the advisor is part way through training and another position became vacant. There was also an increase in advisors taking annual leave during this quarter.
Quarter	Previous	Current																										
Q3	83	108																										
Q4	108	129																										
Q1	129	158																										
Q2	129	158																										



# **Members Working Group Formal Complaints Q2 2022/23**

**Jul - Sept 2022**



# Formal Complaints received annually

Department	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Assets	1	1	2	3	0	1
Building Control	0	0	0	1	0	0
Community Safety	0	0	1	1	7	4
Community Services	2	1	0	2	0	1
Customer Service	1	1	4	5	7	1
Democratic Services	1	0	0	2	1	0
Housing	30	38	47	75	66	58
Electoral Services	0	0	0	0	0	1
Env Health	0	1	3	4	10	6
Finance	0	0	2	0	0	0
Human Resources	0	0	0	0	0	1
Legal	1	0	0	0	0	0
Licensing	0	0	0	0	2	1
Parking	0	1	1	3	1	0
Planning	13	10	10	16	15	18
Revs & Bens	9	31	33	28	8	11
Streetscene	3	5	15	44	63	29
<b>Total</b>	<b>61</b>	<b>89</b>	<b>118</b>	<b>184</b>	<b>180</b>	<b>132</b>

# 2022/23 Formal Complaints received

Jul to Sep 2022

Q2			
Department	Total	Upheld	%
ASB/Community Safety	0	0	0%
Assets	1	0	0%
Environmental Health	0	0	0%
Housing	20	7	35%
Parking	0	0	0%
Planning	3	1	33%
Revenues & Benefits	3	1	33%
Streetscene	10	7	70%
<b>Total</b>	<b>37</b>	<b>16</b>	<b>43%</b>

YTD			
Department	Total	Upheld	%
ASB/Community Safety	1	0	0%
Assets	1	0	0%
Environmental Health	1	0	0%
Housing	34	15	44%
Parking	1	0	0%
Planning	9	2	22%
Revenues & Benefits	6	2	33%
Streetscene	25	17	68%
<b>Total</b>	<b>78</b>	<b>36</b>	<b>46%</b>

# 2022/23 Formal Complaints responded to within agreed timeframe Jul to Sept 2022

Q2	
Department	%
ASB/Community Safety	N/A
Assets	100%
Environmental Health	N/A
Housing	85%
Parking	N/A
Planning	100%
Revenues & Benefits	66%
Streetscene	50%
<b>Total</b>	<b>80%</b>

YTD	
Department	%
ASB/Community Safety	100%
Assets	100%
Environmental Health	100%
Housing	82%
Parking	0%
Planning	66%
Revenues & Benefits	50%
Streetscene	72%
<b>Total</b>	<b>71%</b>

# Channel received



	Q1	Q2	Q3	Q4
Online form	41%	62%		
Email	49%	19%		
Website enquiry	5%	11%		
Via LGO/HO	2%	0%		
Telephone	0%	5%		
Letter	2%	3%		

# Upheld Formal Complaints – Jul to Sept 2022

## Housing



No	Complaint	Stage
1	Housing Repairs Removal of Asbestos in hallway and poor communication regarding repairs	Stage 2
2	Housing Repairs Operatives were late to scheduled appointments and conflicting information provided	Stage 1
3	Housing Needs Accused of not paying rent when receiving benefits	Stage 1
4	Housing Repairs Paying for electricity for communal lighting and alarm system for block	Stage 2
5	Housing Needs Poor communication regarding a housing bid	Stage 2
6	No response from Estates Team	Stage 1

# Upheld Formal Complaints – Jul to Sept 2022

## Housing



No	Complaint	Stage
7	Housing Repairs Continued contact after ending tenancy	Stage 1

# Upheld Formal Complaints – Jul to Sept 2022

## Planning



No	Complaint	Stage
1	Being omitted from the weekly lists	Stage 1

# Upheld Formal Complaints – Jul to Sept 2022

## Revenues and Benefits



No	Complaint	Stage
1	No offer of advice or support regarding his circumstances	Stage 2
2	<ol style="list-style-type: none"><li>1. Long wait to speak to an advisor</li><li>2. Unhelpful attitude of advisor</li></ol>	Stage 1



# Upheld Formal Complaints – Jul to Sept 2022

## Streetscene



No	Complaint	Stage
1	No response from 4 contacts to Council	Stage 1
2	Repeated missed collections	Stage 1
3	Information not provided to Insurers	Stage 1
4	Repeated missed collections	Stage 1
5	<ol style="list-style-type: none"> <li>1. Repeated missed collections</li> <li>2. Failure to collect after reporting as missed</li> </ol>	Stage 2
6	Repeated missed collections	Stage 1

# Upheld Formal Complaints – Jul to Sept 2022

## Streetscene



No	Complaint	Stage
7	No refuse collection for 2 months	Stage 1

# Ombudsman



	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Planning x 15	LGO	1. Failure to enforce planning breach re: windows; pumping station; cyclepath		Decision not to investigate at this moment in time as Council is continuing to work with the developer and other parties