

**Date: 14 November 2023**

## **Audit & Scrutiny Committee**

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

#### **Working Group Members**

Cllr Rigby  
Cllr Pound  
Cllr Mayo  
Cllr Munden  
Cllr Murphy

#### **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 24 October 2023**

Attached as Addendum 1 are the notes of the meeting on the 24 October 2023.

#### **Terms of Reference**

The Working Groups Terms of Reference are attached at Addendum 2

#### **1. Report Recommendations**

1.1. 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 3<sup>rd</sup> Quarter of 2023/24.

R.2 That the working group continue to monitor the outcomes of the Performance Indicators for the 3<sup>rd</sup> Quarter of 2023/24.

#### **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, street scene 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 3 <sup>rd</sup> quarter of 2023/24.
<b>Explanation</b>

To continue to monitor formal complaints quarterly to identify common themes, trends or concerns.
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<b>Recommendation 2</b>
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That the working group continue to monitor the outcomes of the Performance Indicators for the 3 <sup>rd</sup> quarter of 2023/24.
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<b>Explanation</b>
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To monitor associated annual or quarterly trends and identify areas of performance concern.
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## Addendum 1

### **Performance Indicators and Formal Complaints Working Group Minutes of Meeting 24 October 2023 18:00 Virtual via Microsoft Teams**

**Present:** Cllr Rigby  
Cllr Pound  
Cllr Mayo  
Cllr Munden

**Also present:** Greg Campbell (GC) – Director of Policy & Delivery  
Sarah Bennett (SB) – Director of Customer & Data Insight  
Marcus Hotten (MH) – Director of Environment  
Lauren Stretch (LS) – Director of Housing  
Nichola Mann (NM) – Joint Acting Director of People & Governance  
Shelley King (SK) – Performance & Digital Transformation Manager

**Apologies:** Cllr Murphy  
Jonathan Stephenson (JS) – Chief Executive Officer  
Steve Summers (SS) – Strategic Director  
Emily Yule (EY) – Strategic Director  
Phoebe Barnes (PB) – Director of Assets & Investments  
Tim Wills (TW) – Interim Director of Resources  
Phil Drane (PD) – Director of Place & Economy  
Claire Mayhew (CM) – Joint Acting Director of People & Governance  
Tracey Lilley (TL) – Director of Communities

#### **1. Welcome & Introduction**

#### **2. Terms of Reference**

These are attached to these minutes.

#### **3. Performance Indicators – Q2 2023-24**

##### **Summary**

- A summary report provided performance by department for Q2 2023-24. This showed 4% increase in targets met or exceeded compared with the previous quarter.

## **Planning**

- Monitoring for 2022-23 P01 has now been completed. This concluded that there are 440 (net) new dwellings within the Borough for the monitoring period 2022-23.
- There was 0% of appeals allowed against the authority's decision to refuse planning applications.
- Consistently high performance has enabled all Planning performance indicators to meet or exceeded target, providing a result of 100% of all planning application types being processed on time.

## **Street Scene and Environment**

- Performance for Street Scene and Environment in Q2 was below target across all indicators with the exception of garden waste recycling.
- The measures and targets for these indicators needed to be reviewed as part of a waste strategy. A review of other authorities' measures and targets would provide a benchmark.
- An update was provided on the communications plan for encouraging recycling with residents. BBC was to be included in the next tranche of an ECC advertising campaign, which would focus on one waste stream at a time.

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## **Environmental Health**

- The percentage of broadly compliant food premises dipped below target, due to continued numbers of new food businesses and reduced resource affecting the unrated figures in the short term.
- Service requests investigated within target time dipped slightly on the previous quarter. A performance issue has been identified and staff training is being undertaken to address this.

## **Housing**

- Void turnaround times had worsened in Q2 due to a higher number being empty pending temporary accommodation lets. The target of 22 days was not being met nationally, and this target was being reviewed.
- The number of households in temporary accommodation remained the same this quarter, with an increase in complex cases. Issues with discharges through Housing Association nominations had been experienced, including long void periods and poor conditions, which had delayed several temporary accommodation move ons.
- Gas servicing was just below target. There had been delays in obtaining court dates despite numerous contact attempts. Process has been reviewed and changes made to enable applications to court to be submitted before LGSR expires.
- The number of households on the council's housing and transfer registers had remained relatively stable. There had been an increase in property lets compared to the previous quarter.
- There had been an increase in rent arrears in Q2. Officers believed that they were seeing an increase in those directly affected by the cost-of-living crisis. Officers would work with tenants to provide support that were in need of assistance.

## **Finance**

- Performance indicators for Finance were below target but a slight improvement on the previous quarter for local suppliers and a large drop for all suppliers. Finance was working with officers to improve these figures; particularly where known resource issues have affected performance.
- The value of corporate debt was at its lowest level. This would need to be reviewed with each department to ensure that invoices were being raised.
- An update on the proposals to improve performance was requested.

## **Human Resources**

- Performance for the number of days lost to sickness was shown to be worsening in Q2. This is due to a number of factors including long term sickness absences cases that are being managed through the council's sickness absence process.

### **Revenues and Benefits**

- All Revenues and Benefits indicators met or exceeded target due to the proactive measures established.

### **Contact Centre**

- Telephone calls to the Contact Centre had decreased compared to the same time last year.
- Website sessions continued to demonstrate a decline from the same time last year, this was due to a change in website platform affecting the way sessions were recorded rather than a decrease in visitors.
- The time taken to answer calls had fallen below target due to absence within the service. A more robust resource plan would be introduced as part of the OneTeam service review.

### **WORKING GROUP ACTION**

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

#### **4. Formal Complaints**

- The Working Group was presented with a number of charts which set out the complaints received in Q3 2023/24, 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.

#### **ASB/Community Safety**

- An ASB issue in neighbouring properties had been reported with not resolution. This was upheld at stage 2.

#### **Customer Services**

- A Subject Access Request had not been responded to within the expected timeframe. This was upheld due to evidence that it had been sent but not responded to.

#### **Environmental Health**

- No contact or resolution to reports submitted and multiple attempts of contact for a noise complaint.

#### **Housing**

- Q2 carried a general theme of complaints associated with Housing repairs, communications and rent payments. A complain about an unreliable lift at St George's Court had also been upheld.

#### **Parking**

- A complaint was upheld regarding overcharging by the Phone & Pay system.

#### **Revenues & Benefits**

- Complaints regarding the Revenues and Benefits service has centred on communications issues and poor service.

#### **Environment**

- Repeated missed bins were the overriding cause of upheld complaints within the Environment service.
- It was noted that the number of complaints against the service was increasing year on year. The number of agency staff and high staff turnover were identified as possible issues affecting the number of missed bins. A change in Terms and Conditions for staff was expected to have a positive impact on recruiting and retaining staff, who would then be able to learn the routes and make fewer mistakes.

### **Ombudsman Decisions**

- Four complaints had received ombudsman decisions in Q2. These related to Environmental Health and issues relating to a bin site at a restaurant, ASB and the landlord's handling of an ASB report, Streetscene and repeated missed collections, and Housing and the landlord's response to repairs operative entering a property without prior knowledge or consent.
- A table indicating the number of Ombudsman decisions for the last five years was requested and would be circulated.

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

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

- All members of the Audit and Scrutiny Committee would be invited to the next Working Group meeting to review proposed Performance Indicator measures and targets for 2024/25.
- Work was on going which was reviewing the performance measures presently in place with a view to providing a draft set of revised performance measures. This work would include benchmarking against other authorities.
- The Working Group were informed that future reports for Performance Indicators and Formal Complaints would be combined into a single report for a better reporting process and to enable better scrutiny. future meetings.

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

6pm, 11 January 2024

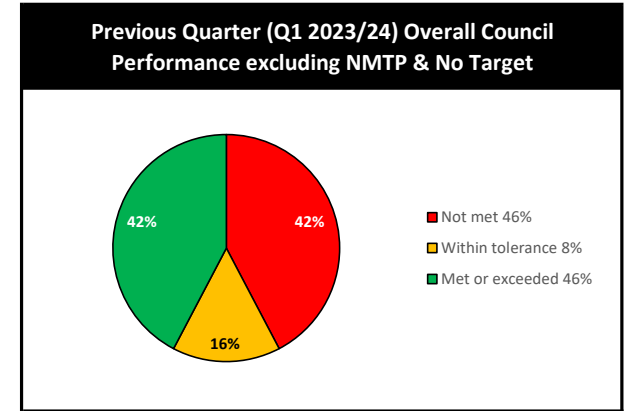
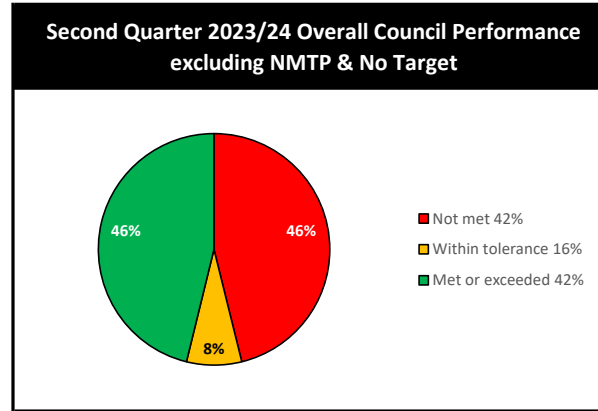
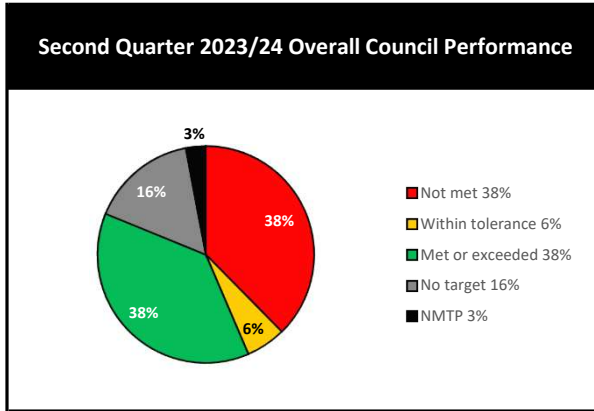
## **Addendum 2**

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

Members of Working Group:  
Cllrs. Rigby, Pound, Murphy, Mayo Munden

Terms of Reference:

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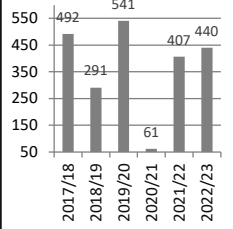
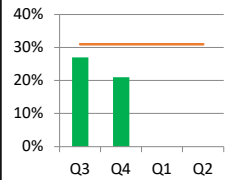
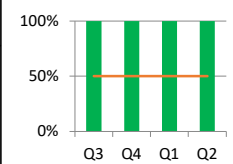
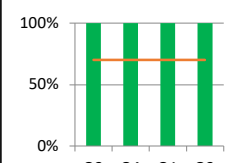
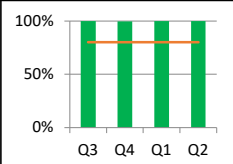



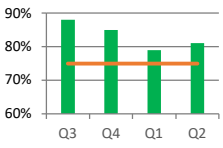

### Second Quarter 2023/24 Performance by Department

		Red		Amber		Green		No Target		NMTP		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
<b>Economy</b>	<b>Planning</b>	0	0%	0	0%	5	83%	0	0%	1	17%	<b>6</b>
<b>Environment</b>	<b>Street Scene</b>	6	86%	0	0%	1	14%	0	0%	0	0%	<b>7</b>
	<b>Environmental Health</b>	1	50%	1	50%	0	0%	0	0%	0	0%	<b>2</b>
<b>Housing</b>	<b>Housing</b>	2	40%	1	20%	1	20%	1	20%	0	0%	<b>5</b>
<b>Effective</b>	<b>Finance</b>	2	67%	0	0%	0	0%	1	33%	0	0%	<b>3</b>
	<b>Human Resources</b>	0	0%	0	0%	0	0%	1	100%	0	0%	<b>1</b>
	<b>Revenues and Benefits</b>	0	0%	0	0%	5	100%	0	0%	0	0%	<b>5</b>
	<b>Contact Centre</b>	1	33%	0	0%	0	0%	2	67%	0	0%	<b>3</b>
<b>Total</b>		<b>12</b>	<b>38%</b>	<b>2</b>	<b>6%</b>	<b>12</b>	<b>38%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>
<b>Previous Quarter Total</b>		<b>11</b>	<b>34%</b>	<b>4</b>	<b>13%</b>	<b>11</b>	<b>34%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>

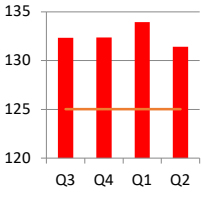
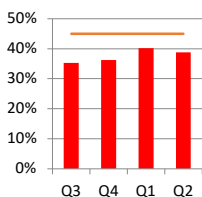
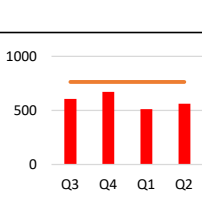
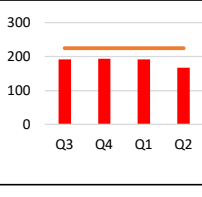
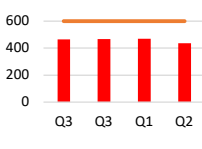
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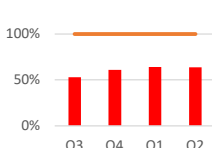
	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
	No target.
<b>NMTP</b>	Not measured this period.
	Performance for the quarter or year to date is improving (up) or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


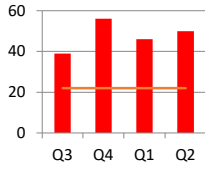


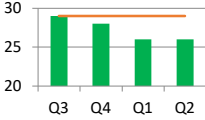


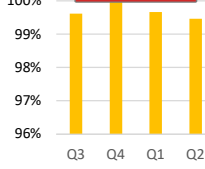


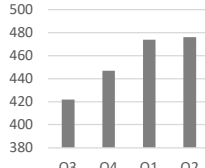


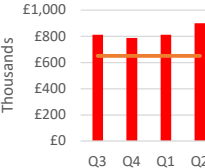

Growing our economy														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	440	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 440 NET new dwellings within the borough for the monitoring period 2022-23. 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 140 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	26.90%	21%	0%	0%	31%	Green		0%	31%	Green	Monitoring is done to understand why appeals happen and what can be done to reduce them and 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. The number of appeals has dropped off so far year to date.	
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. Processes and performance are constantly being reviewed to ensure standards remain high. The number of all application types has dropped off.	
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	100%	100%	100%	100%	70%	Green		100%	70%	Green	Consistently high performance. Processes and performance are constantly being reviewed to ensure standards remain high. The number of all application types has dropped off.	
Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	99.80%	99.60%	100%	100%	80%	Green		100%	80%	Green	Consistently high performance. Processes and performance are constantly being reviewed to ensure standards remain high. The number of all application types has dropped off.	


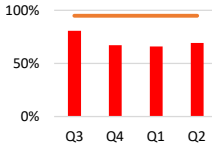


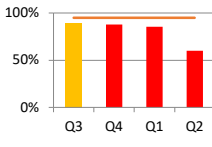


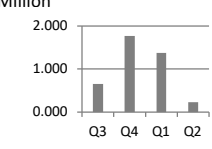


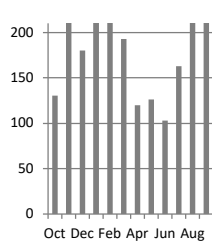


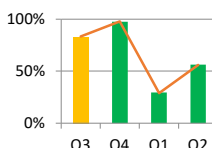

Planning P06	Percentage of planning applications approved	Quarterly	88%	85%	79.20%	81.00%	75%	Green 	 <table border="1"> <caption>Quarterly Approval Percentages</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>88%</td> </tr> <tr> <td>Q4</td> <td>85%</td> </tr> <tr> <td>Q1</td> <td>79.20%</td> </tr> <tr> <td>Q2</td> <td>81.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	88%	Q4	85%	Q1	79.20%	Q2	81.00%	79.60%	75%	Green 	This reports approvals of all PS1 and PS2 applications (i.e. excluding pre-applications)
Quarter	Percentage																						
Q3	88%																						
Q4	85%																						
Q1	79.20%																						
Q2	81.00%																						

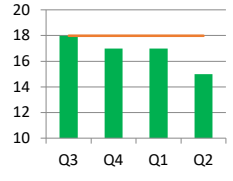
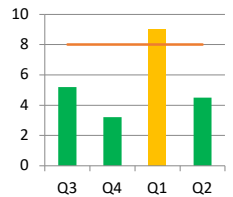
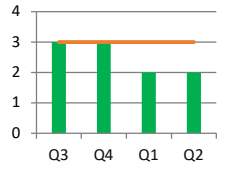
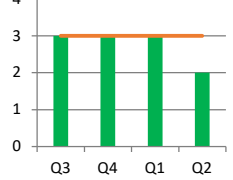
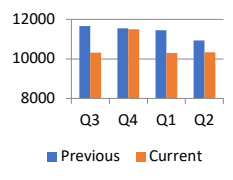



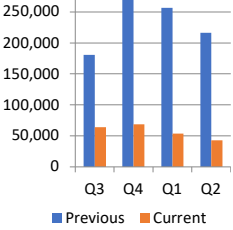



Protecting our environment														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Street Scene and Environment E01	Residual household waste per household (kg)	Quarterly	132.34	132.26	133.94	131.39	125	Red ↑		265.33	250	Red ↑	Residual waste kg per household figures appear to be dropping, although it is too early to draw any conclusions.	
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	35.28%	36.20%	40.18%	38.74%	45%	Red ↓		39.46%	45%	Red ↓	Slight drop in recycling rate due to lower tonnage of garden waste being collected.	
Street Scene and Environment E03	Paper and card recycled by tonne	Quarterly	608.3	672.14	513.02	562.703	763	Red ↑		1075.72	1526	Red ↑	Recycling of paper/card is now recovering but will require further monitoring.	
Street Scene and Environment E04	Cans and plastic recycled by tonne	Quarterly	191.9	193.42	191.3	166.86	225	Red ↓		358.16	450	Red ↓	Collections in last quarter have show downturn, with fairly consistent tonnage across the period up until then. This will need monitoring.	
Street Scene and Environment E05	Mixed glass recycled by tonne	Quarterly	464.1	467.1	468.91	435.656	600	Red ↓		904.6	1200	Red ↓	Glass tonnage is consistent with previous quarters of last year, possibly review of target is required.	

Street Scene and Environment E06	Food waste recycled by tonne	Quarterly	288.8	295.54	258.18	247.82	350	Red 		506.0	700	Red 	Food tonnage remains relatively low in Q1 & Q2 and previous quarters and will need further monitoring.
Street Scene and Environment E07	Garden waste recycled and diverted from landfill per tonne	Quarterly	895.6	673.12	1603.42	1403.22	1375	Green 		3006.6	2750	Green 	Still high levels of garden waste tonnage, lower than Q1 reflecting drier conditions and a slow down in vegetation growth.
Environmental Health EH01	Food safety/ hygiene standards in food premises - % of broadly compliant food premises	Quarterly	97%	97%	96.24%	95.54%	97%	Amber 		95.89%	97%	Amber 	This quarter has again seen continued numbers of new food businesses that are unrated in the short term which impacts the broadly compliant figure total. 39 new businesses have contributed to the non-compliant list being higher than forecasted. Reduced resource in Q2 saw 4 weeks operating at 50% capacity due to staff sickness, therefore the 39 new businesses could not be inspected. All non-compliant businesses will aimed to be visited by the close of Q3.
Environmental Health EH02	Service requests responded to within target time (5 days)	Quarterly	53.10%	61.25%	64.25%	63.70%	100%	Red 		63.98%	100%	Red 	The Q2 KPI figure is a slight reduction from Q1. Work has been undertaken in conjunction with the director to improve the overall performance of the team. This has resulted in the identification of a performance issue impacting on one of the four districts covering Brentwood. This is bringing the overall performance figure down. A programme of staff training is being considered to address this underperformance.

Improving our housing														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 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	39 Days (35 GN, 48 SH, 34 TA)	56 Days (42 GN, 55 SH, 81 TA)	45 Days (29 GN, 67 SH, 51 TA)	Days 50 (49 GN, 49 SH, 54 TA)	22 Days	Red 		41 Days	22 Days	Red 	We are currently running at a higher rate of void property than would ordinarily be the case due to a number being empty pending temporary accommodation lets. These are properties that have not been filled with longer term tenancies due to the option for redevelopment. We also have a handful of properties being held for decants from the development sites which increases turnaround times when one is let. Finally, there is a minor delay due to repairs.	
Housing H04	Households living in temporary accommodation	Quarterly	29	28	26	26	29	Green 		26	29	Green 	Temporary accommodation has fluctuated with an increase in complex approaches however with an increase in discharge numbers are still relatively low. We have experienced issues with discharge through Housing Association nominations ranging from long void periods to poor conditions which has delayed several TA move ons.	
Housing H05	Gas servicing in Council homes	Quarterly	99.62%	100%	99.51%	99.47%	100%	Amber 		99.47%	100%	Amber 	Landlord gas safety servicing schedule is completed in the summer months. 11 properties currently overdue as of 30 September 2023; 6 require court applications, 4 need Housing Officer visits and 1 requires new boiler which will be completed in October. There have been delays in obtaining court dates despite numerous contact attempts. Process has been reviewed and changes made to enable applications to court to be submitted before LGSR expires. This was implemented on 1 September 2023.	
Housing H07	No. of applicants on the waiting list for Local Authority housing	Quarterly	422	447	483	476	No Target	No Status 		476	No Target	No Status 	Housing Register: 248 Transfer Register: 228  The council's housing and transfer registers have remained relatively stable this quarter. We have seen an increase in property lets compared to the previous quarter.	
Housing H08	Average Rent Arrears Total (Current Tenants, Garages)	Quarterly	£812,721	£787,893	£812,065	£900,683	£650,000	Red 		£900,683	£650,000	Red 	The arrears figure fluctuates throughout the year and we have unfortunately seen an increase in arrears. Officers continue to contact residents at the time their payment is late and are building relations with those in the highest arrears to then be able to assist more with income and expenditure. We believe we are now seeing an increase in those directly affected by the CoL crisis and expect this will get worse. Officers are looking at engagement and support events to identify the can't pay and won't pay residents.	

Delivering an effective and efficient council														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 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		
Finance F01	% of invoices from local suppliers paid within 20 days	Quarterly	80.89%	67.30%	65.98%	69.35%	95%	Red 		67.67%	95%	Red 	Local invoices are currently below par. Lower performance in August caused this variance. Accounts Payable officers have been instructed to work with officers to help assist this figure to increase. The Depot, which gets a high proportion of these invoices, struggled during this quarter as they have had ongoing resource issues. However, whilst we are still having these resource issues, we are hoping to see an improvement next quarter.	
Finance F02	% of invoices from all suppliers paid within 30 days	Quarterly	89.35%	87.73%	85.40%	59.86%	95%	Red 		72.63%	95%	Red 	KPIs for July and August also saw a lower performance for Environmental Services. We've also seen an increase in invoices compared to last quarter for July however this improved in September and more invoices are being paid within 30 days. Again, Accounts Payable officers have been instructed to work with officers to help assist this figure to increase.	
Finance F03	Value of corporate debt (£m)	Quarterly	£0.654m	£1.764m	£1.374m	£0.233m	Reduction from previous quarter	No Status 		£0.233m	Reduction from previous quarter	No Status 	The Accounts Receivable Team aim to keep the debt level below £1m. However, due to resources within the Accounts Receivable team, we have reduced capacity to chase these debts and raise invoices. This is the lowest the Debt level has been and will need to be reviewed with each department to ensure invoices are being raised.	
Human Resources HR03	Number of days sickness lost per month	Monthly	Oct 130.5 Nov 218 Dec 180	Jan 286.5 Feb 261 Mar 193	Apr 120 May 126 Jun 103	Jul 163 Aug 230 Sep 241	No Target	No Status 		983	No Target	No Status 	This PI reflects the number of working days lost to sickness each month. Absence figures for Q2 show an increase in number of days lost. This is due to a number of factors including long term sickness absences cases that are being managed through the council's sickness absence process. As an organisation 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, lunch and learn sessions and encouraging a form of physical activity. During the last quarter we launched a new process call One You Conversations which has a wellbeing focus amongst other things, the feedback from this has been very positive and we will continue to encourage this approach going forward.	
Revs & Bens CT01	Council Tax collection	Quarterly	82.80%	97.60%	29.40%	56.30%	56.10%	Green 		56.30%	56.10%	Green 	This figure is above target for collection for quarter 2. A Magistrates Court was cancelled for September. The Court is re-scheduled for October. This has had an impact on collection as summons and liability orders were not issued in September. We are seeing an increase in requests for payment plans from customers who would normally pay on time. This change in customer behaviour means that payment plans are being extended over a longer period of time. Of the outstanding current year debt 97% are currently on an agreed payment plan, 1% are with our enforcement agents for collection. The remaining 2% are in the recovery process.	

Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims (days)	Quarterly	18	17	17	15	18	Green ↑		15.833	18	Green ↑	The average days to process New Claims at the end of quarter two is under the target of 18 days. Most New Claims are supported or temporary housing and the most complicated to process. We will always strive to achieve this target by ensuring we do not delay asking customers for information that is required to process their claim. We will always try to telephone and text customers rather than write, as this builds unnecessary delays in processing. Our dedicated new claims team are always on hand to provide support and assistance to our customers so that all claims are paid as quickly as possible
Revs & Bens CT05	Housing Benefit and Pensioner Council Tax Support - time taken to process Change of Circumstances (days)	Quarterly	5.2	3.2	9	4.5	8	Green ↑		6.75	8	Green ↑	A great quarter, averaging our processed change of circumstances to 4.5 days, and achieving our quarter two target. We continue to encourage residents to use emails, the website and telephone to let us know of their change in circumstances so that we can ensure they get the correct help they need and within a timely manner. This also helps keeping customer contact to a minimum and supports our residents at this difficult time with the cost of living rising
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process new applications (days)	Quarterly	3	3	2	2	3	Green ↔		2	3	Green ↔	We are below target for time to process new applications for Council Tax Reduction which is great for our customers receiving their entitlement in a timely manner.
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances (days)	Quarterly	3	3	3	2	3	Green ↑		2.5	3	Green ↑	We are below target for time to process changes in entitlement for Council Tax Reduction. This is great news for our customers receiving their entitlement promptly.
Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	10,351	11,504	10,313	10,331	No Target	No Status ↓		20,644	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.

Contact Centre CC04	Website sessions	Quarterly	63,603	68,559	53,390	42,983	No Target	No Status 		96,393	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>On 5 Oct 22, the Council changed its website platform, which has dramatically affected the number of sessions recorded. We do not believe that this is an indication of a drop in users, rather a reduction in the number of computer generated hits, leading to false records. This rebaselines the results.</p>
Contact Centre CC05	Time taken to answer calls (seconds)	Quarterly	48	57	66	81	60	Red 		71	60	Red 	<p>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.</p> <p>Current trend - Throughout quarter 2 we have operated with one vacant post affecting call queue time. We have amended rotas to have a positive affect going forward into quarter 3.</p>



# **Members Working Group Formal Complaints Q2 2023/24**

**July - Sept 2023**

## Formal Complaints received annually

Department	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
ASB/Community Safety	0	1	1	7	1	3
Assets	1	2	3	0	1	1
Building Control	0	0	1	0	0	0
Community Services	1	0	2	0	1	0
Corporate	0	0	0	0	0	1
Customer Service	1	4	5	7	1	1
Democratic Services	0	0	2	1	0	0
Electoral Services	0	0	0	0	1	0
Env Health	1	3	4	10	6	1
Finance	0	2	0	0	0	0
Housing	38	47	75	66	58	62
Human Resources	0	0	0	0	1	0
Legal	0	0	0	0	0	0
Licensing	0	0	0	2	1	0



## Formal Complaints received annually

Department	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Parking	1	1	3	1	0	1
Planning	10	10	16	15	18	21
Revs & Bens	31	33	28	8	11	20
Streetscene	5	15	44	63	29	55
<b>Total</b>	<b>89</b>	<b>118</b>	<b>184</b>	<b>180</b>	<b>132</b>	<b>166</b>

# 2023/24 Formal Complaints received

July - Sept 2023

Q2			
Department	Total	Upheld	%
ASB/Community Safety	1	1	100%
Assets	1	0	0%
Community Services	0	0	0%
Customer Services	1	1	100%
Environmental Health	2	1	50%
Housing	15	7	47%
Parking	1	1	100%
Planning	2	0	0%
Revenues & Benefits	7	3	43%
Streetscene	16	12	75%
<b>Total</b>	<b>46</b>	<b>26</b>	<b>57%</b>

YTD			
Department	Total	Upheld	%
ASB/Community Safety	2	2	100%
Assets	1	0	0%
Community Services	1	0	0%
Customer Services	2	2	100%
Environmental Health	3	2	67%
Housing	34	12	35%
Parking	2	2	100%
Planning	5	1	20%
Revenues & Benefits	15	5	33%
Streetscene	35	25	71%
<b>Total</b>	<b>100</b>	<b>51</b>	<b>51%</b>

## 2023/24 Formal Complaints responded to within agreed timeframe Jul - Sept 2023

Q2	
Department	%
ASB/Community Safety	100%
Assets	100%
Community Services	N/A
Customer Services	100%
Environmental Health	100%
Housing	100%
Parking	100%
Planning	100%
Revenues & Benefits	100%
Streetscene	81%
<b>Total</b>	<b>93%</b>

YTD	
Department	%
ASB/Community Safety	100%
Assets	100%
Community Services	100%
Customer Services	100%
Environmental Health	100%
Housing	93%
Parking	100%
Planning	100%
Revenues & Benefits	94%
Streetscene	80%
<b>Total</b>	<b>87%</b>

# Upheld Formal Complaints July - Sept 2023

## ASB/Community Safety



No	Complaint	Stage
1	ASB issues in neighbouring properties were reported with no resolution	2

# Upheld Formal Complaints July - Sept 2023

## Customer Services



No	Complaint	Stage
1	Failure to provide a receipt of Subject Access Request, an expected date for a response and a response within the required timeframe after an email was sent to General Enquiries	1

# Upheld Formal Complaints July - Sept 2023

## Environmental Health



No	Complaint	Stage
1	No contact or resolution to reports submitted and multiple attempts of contact made regarding a noise complaint	1

# Upheld Formal Complaints July - Sept 2023

## Housing



**BRENTWOOD**  
BOROUGH COUNCIL

No	Complaint	Stage
1	No information offered from Housing team that monies would be owed when explaining circumstances surrounding a late key return	1
2	Council stated rent payment was not received despite proof sent. This affected rent arrears and subsequently ability to bid on properties	1
3	No action taken regarding reported issues at neighbour's property	1
4	No action taken regarding reports of noise and works at neighbour's property	2
5	Plumber fixed issue that was previously not resolved by Axis	1
6	No proper explanation given regarding rent shortfall and housing benefit when agreeing to private rented accommodation	2
7	Unreliable lift at St George's Court	1

# Upheld Formal Complaints July - Sept 2023

## Parking



No	Complaint	Stage
1	Payment machine was not in use; overcharged by Phone and Pay system	1



# Upheld Formal Complaints July - Sept 2023

## Revenues and Benefits



No	Complaint	Stage
1	Council Tax account not managed properly and numerous attempts of contact have not resolved issues	1
2	Poor service and incorrect information given by staff member	1
3	Charged incorrect Housing Benefit overpayment; long process to resolve	2

# Upheld Formal Complaints July - Sept 2023

## Streetscene



No	Complaint	Stage
1	Frequent missed collections and no still collection after multiple calls	1
2	Bags are not replaced in correct location after assisted collection Reports made but no contact from Waste team	2
3	Frequent missed garden waste collections and failure to return to collect	2
4	Frequent missed garden waste collections and failure to return to collect	1
5	No removal of dead tree despite numerous attempts of contact	1
6	Frequent missed blue sack collections	1

# Upheld Formal Complaints July - Sept 2023

## Streetscene



No	Complaint	Stage
7	No action taken regarding ice cream vans parking across pedestrian entrance to KGPF	1
8	Frequent missed collections	1
9	Frequent missed garden waste collections	1
10	Aggressive behaviour from refuse collector	1
11	Frequent missed collections, particularly blue and white sacks	1
12	No response to enquiries about a tree despite many attempts of contact	1

# Ombudsman Decisions July – Sept 2023



	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Env Health	LGO	Issues relating to bin site at restaurant	Not upheld	Fault found causing injustice. Recommendations made and compensation paid.
2	ASB	HO	Landlord's handling of ASB reports	Not upheld	Maladministration found in the handling of the reports of harassment & service failure by LL in the way it handled the associated complaint. Compensation paid.
3	Streetscene	LGO	Repeated missed collections	Upheld	Fault found. Compensation paid and actions set out.
4	Housing		The landlord's response to repairs operatives entering the property without prior knowledge or consent.	Upheld	Service failure. Compensation paid.