Overview and Scrutiny Task Group
17 September 2015

Introduction

A summary of performance and productivity information is provided which shows a comparison of April to August 2014 and April to August 2015.

All performance indicators are monitored and managed on a regular basis in the Single Front Office. The regularity can be daily, weekly or monthly.

This document includes an explanatory note of the indicators detailed on the accompanying spread sheet, an analysis of Housing Benefit productivity and a snap shot of abandoned call intervals. This abandoned call information relates to June 2015 only.

Further performance information can be provided where available.

Performance and Productivity Data – Explanatory Note

Item No.	Indicator	Description
1.	Work items o/s	The workflow of customer correspondence is managed through our document management system. These volumes represent the number of work items outstanding.
2.	Telephone Calls Received - Volumes	This is the number of calls received to the contact centre split by those to the switchboard and those to other direct incoming numbers.
3.	Telephones - Average Answered Wait Time (Mins)	This is average time a customer waits before their call is answered split by switchboard and other direct calls.
4.	Telephone Calls Abandoned - Volumes	This is the number of calls abandoned by the customer split by those to the switchboard and those to other direct incoming numbers.
5.	In month abandoned rate	This is the % of customer calls received that are abandoned before they can be answered.
6.	Complaints - numbers	Formal complaints are those dealt with by the Head of Service or CEO. Service complaints includes those logged by the contact centre but also by customers on the web site and these may include: • genuine complaints about council services • complaints about non council services e.g. LCC service requests • service requests e.g. noise complaints
7.	Work items completed	These volumes represent the number of work items completed for : • Inspections – Council Tax and Business Rates Empty Properties • Inspections – New Properties • Bereavement Services • Parking Services
8.	Collection Rates	This includes: • % of net collectable debit for Council Tax and NNDR that has been paid • % of Council Tax and Business Rates direct debit payers • % of Sundry Debtor invoices outstanding for more than 120 days • Number of average days for Sundry Debtor invoices to be paid. N.B. A full Sundry Debtor review is underway across all services, including consultation with Heads of Service, to improve performance in this area.
9.	Recovery - volumes	The volume of Council Tax and Business Rates recovery actions represents the number of non- payment letters sent to customers and includes: • Reminders • Final Notices • Summonses • 14 Day Letters It also includes the number of Council Tax and Business Rates cases referred to the bailiff.

Housing Benefit Productivity

One of the key aims of the creation of the single front office in 2014 was to improve the productivity of services and better manage demand. There are three key service measures, focussed on the processing of benefit claims, which provide a useful indication over time on the overall productivity of a service that has been integrated into the single front office. The graph below sets out the performance in processing times between April 2013 and August 2015. It demonstrates that there has been a reduction in the amount of time taken to process benefit claims since the creation of the single front office.
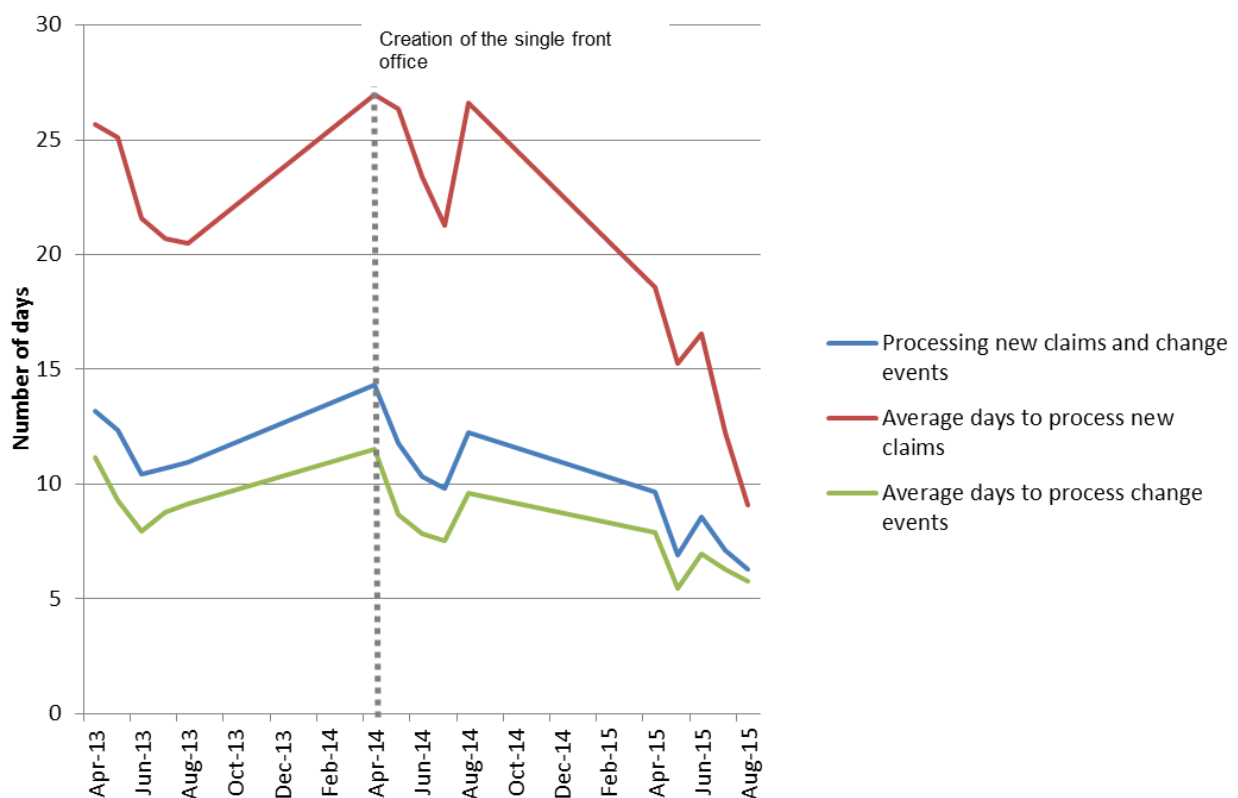
Graph - Average number of days to process new claims and change events

Percentage of New Housing Benefit Claims – Completion Timescales.

	July 2013	July 2014	July 2015	Aug 2015
New Claims processing within:	%	%	%	%
1 day of receipt date	0.2	0.2	25.1	31.8
5 days of receipt date	9.6	15.8	45.8	58.0
1 month of receipt date	75.1	65.5	83.5	88.5
Over a month from receipt date	24.9	34.5	16.5	11.5
1 day of all proofs being received.	34.4	41	73.6	74.9

Analysis of abandoned call intervals – June 2015

SERVICE	Calls Received	Calls Abandoned	Abandon Rate	Av Wait Time Abandon	Max Wait Time Abandon	Abandoned intervals in seconds				
						0-20	21-60	61-120	121-180	181>
Benefits	4263	611	14.3	00:02:29	00:12:11	6.7	15.9	27.5	18.7	31.3
Building Control	23	4	17.4	00:00:16	00:00:36	75	25	0	0	0
Council Tax	11100	2056	18.5	00:02:19	00:13:43	7.8	17.3	27.6	18.6	28.6
Elections	1676	457	27.3	00:02:19	00:09:57	4.8	18.4	29.8	17.3	29.8
Environment	2128	272	12.8	00:02:39	00:09:32	4.8	9.2	24.6	27.6	33.8
Housing	39	0	0	00:00:00	00:00:00	0	0	0	0	0
Leisure	64	8	12.5	00:00:53	00:02:19	50	12.5	25	12.5	0
Licensing	14	0	0	00:00:00	00:00:00	0	0	0	0	0
Members	281	18	6.4	00:01:06	00:02:36	33.3	11.1	27.8	27.8	0
General	2	0	0	00:00:00	00:00:00	0	0	0	0	0
Switchboard	16296	989	6.1	00:01:32	00:14:19	12.5	25.1	36.7	14.6	11.1
Travel Passes	738	153	20.7	00:02:09	00:10:04	10.5	17	24.8	23.5	24.2
Waste	5215	1136	21.8	00:02:27	00:12:50	2.8	15	30.6	21.7	29.8
Total	41839	5704	13.6	00:02:14	00:14:19	7.4	17.7	29.7	19	26.2