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**Service Standards Performance Report  
Sept 2024**



**Built Environment**

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| **Planning Policy**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Consult you on all relevant development proposals and planning documentation. | Consult in line with the Council's SCI document. | N/A No current Consultations | N/A |
| Average response times for customer contact | 5 Working days | 1 Working day | Excellent |
| Average acknowledgement time for consultation response | 5 Working Days | N/A No current Consultations | N/A |
| Keep web pages relevant & accurate | Review annually & check monthly | Completed some changes made | Met target |

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| **Planning DC**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average response time for general planning enquires | 10 working days | 4 working days | Excellent |
| Average time to validate a planning application that is valid on receipt | 15 working days | 12.3 working days | Met target |
| Keep web pages relevant & accurate | Review annually & check monthly | Webpages have been reviewed and no changes were needed. | Met target |

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| **Housing Lettings**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Acknowledgement time for housing application | 3 working days | 2.6 working days | Met target |
| Response time for housing register queries | 3 Working days | 2.9 working days | Met target |

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| **Housing Income**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Response time to rent related queries | 3 working days | 0.36 days | Excellent |
| Response time to rent arrears / financial difficulty | 3 working days | 1.33 days | Exceeding |

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| **Housing Repairs**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Attend repairs within our published timescales | 90% | 89.42% | Below target\* |
| Response time for repairs query | 3 Working days | 0.24 days | Excellent |
| Gas safety inspection | Each property offered inspection once per year | 100% | Met target |

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| **Housing Tenancy**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Response time to tenancy and estate team queries | 3 working days | 1.51 days | Exceeding |
| Acknowledge & log an ASB incident | 3 working days | 1.27 working days | Exceeding |
| Acknowledgement time for change of tenancy requests | 3 working days | 1 days | Exceeding |

**Customer Service & Transformation**

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| **Customer Services**  **Standard** | **Target** | **Result** | **Performance Rating** |
| % Calls answered | 80% (75% in peak periods) | 89% | Exceeding |
| Average wait time (answered) | Within 7 minutes | 1 min 19 seconds | Excellent |
| Average email or contact us response time | 2 working day | 1 working day | Exceeding |
| Overall customer satisfaction  survey score | 85% | 99% | Excellent |

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| **Policy Prformnce and Transformation** | **Target** | **Result** | **Performance Rating** |
| Average response time to calls or emails | 2 working day | 2 working day | Met target |
| Current number of service areas being supported with improvements | Number | 1 | N/A |
| Current number of service areas measuring customer satisfaction | Number | 14 | N/A |
| Number of customers contact for survey by CS improvement officer | Number | 18 | N/A |
| Total number of surveys carried out by all sections | Number | 315 | N/A |
| Number of customer satisfaction results review meetings held | Number | 5 | N/A |
| Run reports monthly to measure performance across the council | 100% of reports run | 100% (28) | Met target |
| Hold Performance Review Meeting | % monthly meetings held | 100% | Met target |
| Produce Complaint Report | Produced bi-annually | Completed Sept 24 | Met target |
| Complaints Policy review | Annual review | Completed Nov 23 | Met target |

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| **IT Standard** | **Target** | **Result** | **Performance Rating** |
| Average response time for urgent issue | Within 1 day | 100% | Exceeding |
| Average resolution time for routine issue | 3 working days | 0.9 days | Excellent |
| Average turn-around time for new starters set up | 5 working days | 5 Working days | Met target |
| Overall system uptime (of OWBC systems) | 99.9% | 99% | Met target |
| Monitoring of system/software issues to drive improvements | 100% monthly monitoring | Yes | Met target |

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| **Communications Team**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average response time for media enquiries | Within 2 hours | 90% | Below target\* |
| Average response time for urgent key messages (staff) | Within 2 hours | 100% | Met target |
| Average response time for communication campaign, or communicate non-urgent messages | 3 working days | 90% | Below target\* |
| Increase in monthly subscription for GovDelivery system | Increase each month | Yes currently 12966 subscribed | Met target |

**\***Resourcing and team pressures

**Finance**

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| **Finance**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average time to process an invoice or approved refund request for payment | 20 working days | 18 working days | Exceeding |
| Average response time to enquiries | 2 working days | 2 working day | Met target |

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| **Benefits**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average processing time for all new claims | 28 days | 11.97 days | Excellent |
| Average processing times – Change of circumstances | 10 days | 1.9 days | Excellent |
| % Calls answered | 92% | 98% | Exceeding |

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| **Council Tax**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average processing time for Occs & Vacs | 18 working days at peak times & 14 working days at other times | 22 days | Below target\* |
| Processing time for death of a liable person notifications | 8 working days | 8 days | Met target |
| Processing time for Refund Requests (bacs) | 8 working days | 10 days | Below target\* |
| % Calls answered | 82% Peak times  87% Rest of the year | 92 % | Exceeding |

\*Resourcing issues

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| **Business Rates**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average processing time for business occ & vacs | 6 days | 4 days | Exceeding |
| % calls answered | 87% | 92 % | Exceeding |
| Average response time for email & other correspondence | 10 working days | 7 working days | Exceeding |

**Law & Democracy**

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| **Corporate Assets**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average time to issue grave deeds | 8 working days | 5 working days | Exceeding |
| Average response time to acknowledge allotment application | 3 working days | 2 working days | Exceeding |
| Average response time for pay & display machines (maintenance issues) | 1 working day | 1 working days | Met target |
| Average response time for other car park maintenance issues | 5 working days | 2 working days | Excellent |
| Average inspection response time for building maintenance/repair requests | 2 working days | 2 working days | Met target |

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| **Clean and Green**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average clean up time for litter/fly tip | 5 working days | 2 working days | Excellent |
| Average emptying times for litter/dog bins | 2 working days | 1 working days | Exceeding |
| Average action time for vandalism to parks/play areas | 2 working days | No vandalism reported | N/A |

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| **Democratic & Electoral**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Response times to email enquiries | 4 Working days | 2 working days | Excellent |
| Register to vote  Average time to send confirmation letter | 5 working days | 2 working day | Excellent |
| Postal/Proxy Vote applications Average dispatch time | 5 working days | 2 working day | Excellent |
| Poll station review (every 5 years) | Every 5 years | Completed & approved Nov 23 | N/A |
| Average general enquiry response times | 3 working days | 2 working day | Exceeding |
| % compliance with statutory publication | 100% | 100% | Met target |
| Production of minutes of committee meetings | 13 Working days | 14 Working days | Below target\* |
| Potential new Councillor enquiry handling times | 3 working days | 1 working day | Excellent |

\*Resourcing

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| **ASB Standard** | **Target** | **Result** | **Performance Rating** |
| Average ASB first contact time | 5 working days | 2 working days | Excellent |
| Average ASB Victim update time | 14 days (Average) | 1 day | Excellent |

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| **DPA & Compliance**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average FOI request processing time  (30 working days statutory requirement) | 15 working days (aim) | 9 working days | Exceeding |
| Average EIR Request processing time  (30 working days statutory requirement) | 12 working days (aim) | 5 working days | Excellent |
| Average DPA Request processing time  (30 working days statutory requirement) | 15 working days (aim) | 4 working days | Excellent |
| Average Subject Access Request processing time. (30 working days statutory requirement) | 15 working days (aim) | N/A | N/A |
| Average complaints acknowledgement response time | 4 working days | 1 working day | Excellent |
| Customer Satisfaction Survey | 93% | 100% | Excellent |

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| **Licensing**  **Standard** | **Target** | **Result** | **Performance Rating** |
| Average processing time - for new driver licence applications (once all documents have been received) | 4 working days | 2.1 working day | Excellent |
| Driver licence renewal applications processed before expiry (once all documents have been received) | 100% | 100% | Met target |
| Average processing time -  New vehicle licence - Hackney carriage/private hire (once all documents have been received) | 4 working days | 1 working days | Excellent |
| Vehicle renewal application - Hackney carriage/private hire processed before expiry (once all documents have been received) | 100% | 100% | Met target |
| Processing of all licensable activity/business within statutory timescales | 100% | 100% | Met target |

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| **Environmental Health**  **Standard** | **Target** | **Result** | **Performance Rating** |
| All service request acknowledgement/initial action | 2 working days | 2 working day | Met target |
| Take first action, make contact with relevant parties to ensure a timely investigation | 90% within 6 working days | 85% | Below target\* |

* Increased volume of service requests

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| **Waste Services Standard** | **Target** | **Result** | **Performance Rating** |
| Missed collection - average  re-collection time | 5 working days | 5 working days | Met target |
| Assisted collection request average assessment turnaround time | 20 calendar days | 18 calendar days | Exceeding |
| % missed bins | less than 0.7% | 0.4% | Exceeding |