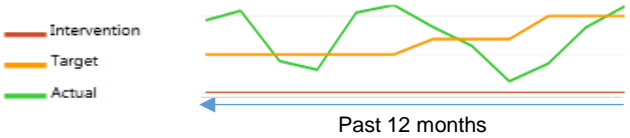
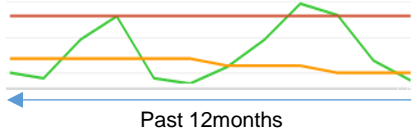
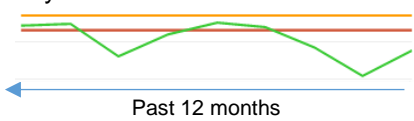
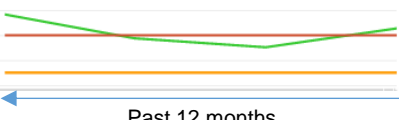


Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments	
Housing Management					
AH211 Average days to re-let all housing stock					
Anita Goddard					
	Oct	16	17	25	AH211 has been identified as an exception due to the significant improvement in performance during the past 3 months. This was due to a detailed piece of work identifying blockages and delays in the process.
	Nov	12	17	25	
	Dec	11	17	25	
	Housing Advice				
AH203 Number of households in temporary accommodation					
Susan Carter/Heather Wood					
	Sep	60	70	70	Quarter 2 and 3 figures are not currently available for AH203 and AH208 due to a new national reporting process which sees raw data submitted to government and the result returned to us at a later date. Results for Q1 have now been published and Q2 will be available imminently. Results for Q1 are as follows: 48 households were in temporary accommodation at end of June. This is better than target.
	Dec	60	70	70	
AH208 Number of households helped to prevent homelessness					
Susan Carter/Heather Wood					
	Sep	56	51	51	43 households were helped to prevent homelessness. This will continue to be monitored on an on-going basis in light of new requirements under new legislation. Measure AH212 (£s spent on Bed and Breakfast accommodation) is a related measure and remains comfortably within target (a decrease in successful homeless prevention and/or increase in temporary accommodation demand would be reflected in a higher use of B&B).
	Dec	56	51	51	

Report continues on the following page.

Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
Contact Centre				
CC303 % of calls to the Contact Centre that are handled (answered)				
Dawn Graham				
	Oct	83.83	90	80
	Nov	88.53	90	80
	Dec	91.28	90	80
				CC303 and CC307 performance has improved due to a combination of reduced call volumes and interim arrangements now in place whilst recruitment of permanent staff continues.
CC307 Average call answer time (seconds)				
Dawn Graham				
	Oct	181.13	100	180
	Nov	117.18	100	180
	Dec	89.26	100	180
Corporate Services				
CC305 % of formal complaint responses sent within timescale (all SCDC)				
EMT				
<div style="border: 1px solid black; padding: 5px;">No line chart included due to new complaints logging processes implemented from June onwards. Previous results not comparable.</div>	Sep	51.85	80	70
	Dec	70.03	80	70
				A piece of work was commenced towards the end of Q2 to align complaints processes, ensure consistency of data and gain learning from complaints. This has resulted in the submission of detailed quarterly complaints reports to CMT and EMT to allow the identification of trends and actions that need to be taken as a result of learning. The Council is also delivering a series of customer care and complaints handling workshops for staff to improve confidence levels. Complaints leads have been identified for each of the Directorates, with regular meetings taking place to discuss the improvement of complaints logging and handling processes.
Finance				
FS109 % invoices paid in 30 days				
Caroline Ryba				
	Oct	94.17	98.5	96.5
	Nov	90.35	98.5	96.5
	Dec	93.78	98.5	96.5
				This indicator shows an improvement in December over November, as colleagues become more familiar with the new Financial Management System. December performance represents 558 invoices paid within 30 days of invoice date and 37 outside of this timescale. An analysis of the data shows that the majority of the time taken is before the invoice is recorded in Finance. Further analysis of the invoices will be undertaken for the next report to identify the services to which the invoices relates, to allow for action to be taken to improve this indicator.
HR				
FS116 Staff sickness days per FTE (non-cumulative)				
Susan Gardner Craig				
	Sep	2.26	1.75	2.5
	Dec	2.64	1.75	2.5
				Although Q3 saw an increase, this was expected due to seasonal illness, and remained lower than Q3 of 17/18 (2.86 sickness days per FTE). During Q3, just over half of sickness days taken were attributed to 18 employees on long-term sickness leave. Efforts are on-going to provide support in relation to specific sickness types, including measures to support mental health in the workplace (e.g. a free and confidential counselling service and the provision of Mental Health First Aider training), as well as working with our Health and Safety Lead to raise awareness of and address back and neck issues, which particularly impact on the Shared Waste Service.
				A full monitoring report is provided quarterly to CMT and Employment and Staffing Committee as part of ongoing sickness reporting.

Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	
Environ. Health & Licensing				
ES406 % major non-compliances resolved				
Rob Lewis				
<p>Past 12 months</p>	Sep	92.0	90	80
	Dec	68.4	90	80
<p>68.4% (13 of 19) of major non-compliances were resolved during quarter 3. Of the six outstanding cases, two are food notices where there is a period of time allowed to comply. Three are fraud cases where legal sanctions are currently being considered, and one is for a dog related offence, again with a decision on further action currently under consideration.</p>				
ES401 % business satisfaction with regulation service				
Rob Lewis				
<p>Past 12 months</p>	Sep	84.4	90	80
	Dec	81.0	90	80
<p>81% (30 of 37) of respondents indicated they were either satisfied or very satisfied with regulation service.</p> <p>Quarter 3 responses to the business satisfaction questionnaire have been analysed by the KPI owner. One case concerned hazardous waste registration, dealt with by the Environment Agency. In this instance the caller was not redirected at the first point of contact. Modifications have now been made to Contact Centre scripts to ensure that similar future cases are immediately re-directed.</p> <p>A second respondent was dissatisfied that it took 5 days for an Environmental Health Officer to respond, although this is within our 10 day response target.</p> <p>A third respondent indicated that they were neither satisfied nor dissatisfied throughout, but gave no further comments for review.</p> <p>Our questionnaires are sent to a sample of businesses whom are either being given guidance or potentially being enforced against.</p>				

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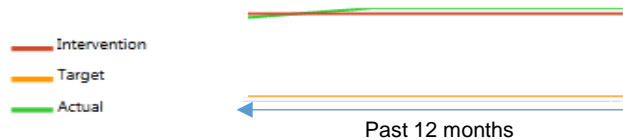
Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
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Dev. Management

PN512 % of appeals against major planning permissions refusal allowed (designation period cumulative)

Eileen Paterson



Sep	10.34	5	10
Dec	10.34	5	10

Although Red, this is due to a high number of appeals allowed during the early part of the current designation period (Mar 2016 - Dec 2018). During the past 12 months, only two major appeals have been allowed. Q4's result will be the first of a new designation period (Mar 2017 - Dec 2019). Going forward we are expecting fewer appeals due to the adoption of the South Cambridgeshire District Plan 2018 which included a 5 year housing land supply.