

Four-day week data collection – Weekly data collection

Introduction

The Department requests that SCDC completes the following **weekly data collection**. The form requests ongoing data on: staffing, costs, service delivery, performance against a range of SCDC's KPIs, and resident feedback.

As stated in the Best Value Notice, the Department requests that this form is completed and returned on a weekly basis starting one week from its receipt. To allow time to gather the relevant information, each weekly submission should correspond to the weekly period two weeks prior to the date of submission.

Please note that **no personal data** should be provided in this form.

Section 1: Organisational data

- Number of staff employed by the organisation during the trial, broken down for each local authority department and team taking part in the trial.
- Number of temporary staff (temporary or agency) in the organisation during the trial, broken down by each local authority department and team taking part in the trial.
- Total staffing costs during the trial, broken down by each local authority department and team taking part in the trial. This will cover both staff employed by the organisation and temporary or agency staff.
- Contracted hours for staff during the trial and actual number of hours worked during the trial, broken down by working pattern.
- Breakdown of all staff taking part in the trial, as well as overall for the organisation (include both temporary and permanent staff) by protected characteristic, where known
- Total number of days lost due to staff sickness during the trial, broken down by each local authority department and team taking part in the trial (include both temporary and permanent staff).
- Percentage of vacant roles during the trial, broken down by each local authority department and team taking part in the trial.
- Percentage of advertised roles successfully filled during the trial, broken down by each local authority department and team taking part in the trial.
- Percentage of all staff employed by the organisation who left during the trial (turnover rate), broken down by each local authority department and team taking part in the trial.

Section 2: Service information

- Operational opening hours for contact centres and other areas taking part in the trial.
- Logs of calls to contact centres and other areas taking part in the trial, this should include call answer time and outcomes of calls. Please ensure that no personal data is included.
- Number of in-person visits to contact centres and other areas taking part in the trial.
- Logs of emails to areas taking part in the trial, including response times and outcomes. Please ensure that no personal data is included.
- Forecast and actual revenue spend for each service area taking part in the trial.
- Forecast and actual capital spend for each service area taking part in the trial.

Section 3: SCDC KPIs

This section will ask for weekly data on a range of SCDC's KPIs, along with relevant contextual data, for example, numerators and denominators where the KPI is a percentage.

Finance – Benefits

- Average number of days to process new Housing Benefit claims
- Total number of new Housing Benefit claims

- Average number of days to process new Council Tax Support claims
- Total number of new Council Tax Support claims

- Average number of days to process new Housing Benefit change events
- Total number of new Housing Benefit change events

- Average number of days to process new Council Tax Support change events
- Total number of new Council Tax Support change events

- Number of undisputed invoices paid within 30 days
- Total number of undisputed invoices
- Percentage undisputed invoices paid within 30 days

Finance – Revenues

- Total housing rent collected (£)
- Total housing rent due (£)
- Percentage housing rent collected

- Total business rates collected (£)
- Total business rates due (£)
- Percentage business rates collected

- Total council tax collected (£)
- Total council tax due (£)
- Percentage council tax collected

Greater Cambridge Planning services - Development management

- Number of major applications including Public Service Infrastructure Developments determined within 8 weeks.
- Number of major applications including Public Service Infrastructure Developments determined within 8-13 weeks.
- Number of major applications including Public Service Infrastructure Developments with an associated planning agreement (e.g. extension of time) that were decided on time
- Total number of major applications decided upon.
- Percentage of major applications determined within 13 weeks or agreed timeline.

- Number of non-major applications including change of use and householder developments determined within 8 weeks

- Number of non-major applications including change of use and householder developments determined within 16 weeks (EIA) or the agreed time limit
- Total number of non-major applications including change of use and householder developments decided upon
- Percentage of non-major applications determined within 8 weeks or agreed timeline
- Number of householder development applications determined within 8 weeks
- Number of householder development applications determined within 16 weeks (EIA) or the agreed time limit
- Total number of validated householder planning applications decided upon
- Average time to determine validated householder planning applications (weeks)
- Number of appeals against major planning permissions refusal allowed
- Total number of appeals against major planning permissions decided upon
- Percentage of appeals against major planning permissions refusal allowed
- Number of appeals against non-major planning permission refusal allowed
- Total number of appeals against non-major planning permission decided upon
- Percentage of appeals against non-major planning permission refusal allowed

Greater Cambridge Planning services - Land Charges

- Average land charges search response days
- Number of land charges searches

Housing – Housing Advice

- Number of households with children leaving B&B accommodation after longer than 6 weeks

Housing

- Number of tenants satisfied with responsive repairs
- Total number of repairs
- Percentage of tenants satisfied with responsive repairs
- Average days to re-let all housing stock
- Number of emergency repairs completed within 24 hours
- Total number of emergency repairs
- Percentage of emergency repairs completed in 24 hours

HR and Corporate Services – Democratic Services

- Number of public hybrid meetings run without issues causing downtime exceeding 5 minutes
- Total number of public hybrid meetings
- Percentage of public hybrid meetings run without issues causing downtime exceeding 5 minutes

Shared Waste and Environment

- Total tonnes of household waste collected
 - Total tonnes of household waste sent for reuse, recycling and composting
 - Percentage of household waste sent for reuse, recycling and composting
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- Number of bins collected on time
 - Total number of bins collected
 - Percentage of bins collected on time

Transformation - Complaints

- Number of formal complaints resolved within timescale
- Total number of formal complaints
- Percentage of formal complaints resolved within timescale

Transformation - Contact Centre

- Number of calls to the contact centre resolved first time
 - Total number of calls to the contact centre
 - Percentage of calls to the contact centre resolved first time
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- Total number of calls to the contact centre that are answered
 - Total number of calls to the contact centre
 - Percentage of calls to the contact centre that are answered
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- Average call answer time (seconds)

Section 4: Resident feedback

Provide the following in relation to SCDC's online feedback form about the four day working week trial:

- Number of online forms received by the organisation that are positive, negative, or indifferent.
- Number of complaints received on service delivery and whether these services are taking part in the trial.
- Methods of publicising feedback form to residents
- Details of all feedback or complaints received.
- Details of the process for handling complaints