

4 Day working week weekly reporting form

Introduction

Weekly

Following your recent receipt of the retrospective data form, 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 week two weeks prior to the date of submission.

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

Data collection - **weekly**

Data recorded in this section should relate to the period **6th May 2024 - 12th May 2024**

Section 1: Organisational data

1A and 1B: Number of staff

1A: Number of permanent and fixed term staff employed by the organisation during the trial, broken down by service area taking part in the trial.

1B: Number of agency staff in the organisation during the trial, broken down by service area taking part in the trial.

1 Service

 Confirm choice

1A. Number of staff employed by the organisation

1B. Number of temporary staff (temporary or agency)

Please use this box to provide additional information

2 Service

 Confirm choice

1A. Number of staff employed by the organisation

1B. Number of temporary staff (temporary or agency)

Please use this box to provide additional information

3 Service

 Confirm choice

1A. Number of staff employed by the organisation

1B. Number of temporary staff (temporary or agency)

12

Please use this box to provide additional information

4 Service

Confirm choice

Housing

1A. Number of staff employed by the organisation

137

1B. Number of temporary staff (temporary or agency)

7

Please use this box to provide additional information

5 Service

Confirm choice

Shared Planning

1A. Number of staff employed by the organisation

133

1B. Number of temporary staff (temporary or agency)

7

Please use this box to provide additional information

6 Service

Confirm choice

Shared Waste

1A. Number of staff employed by the organisation

174

1B. Number of temporary staff (temporary or agency)

19

Please use this box to provide additional information

7 Service

Confirm choice

Transformation

1A. Number of staff employed by the organisation

103

1B. Number of temporary staff (temporary or agency)

8

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press next to go to 1C: Total staffing costs

1C: Total staffing costs

Total staffing costs during the trial, broken down by service area taking part in the trial

1 Service

 Confirm choice

Environment

Staffing costs - permanent and fixed term staff (£)

£ 240,912.66

Staffing costs - agency staff (£)

£ 0.00

Total staffing costs (£)

£ 240,912.66

Please use this box to provide additional information

2 Service

 Confirm choice

Executive office

Staffing costs - permanent and fixed term staff (£)

£ 113,595.63

Staffing costs - agency staff (£)

£ 3,909.59

Total staffing costs (£)

£ 117,505.22

Please use this box to provide additional information

3 Service

 Confirm choice

Finance

Staffing costs - permanent and fixed term staff (£)

£ 244,686.20

Staffing costs - agency staff (£)

£ 96,458.27

Total staffing costs (£)

£ 341,144.47

Please use this box to provide additional information

4 Service

 Confirm choice

Housing

Staffing costs - permanent and fixed term staff (£)

£ 541,433.28

Staffing costs - agency staff (£)

£ 10,278.44

Total staffing costs (£)

£ 551,711.72

Please use this box to provide additional information

5 Service

 Confirm choice

Shared Planning

Staffing costs - permanent and fixed term staff (£)

£ 587,023.61

Staffing costs - agency staff (£)

£ 47,370.21

Total staffing costs (£)

£ 634,393.82

Please use this box to provide additional information

6 Service

 Confirm choice

Shared Waste

Staffing costs - permanent and fixed term staff (£)

£ 531,340.76

Staffing costs - agency staff (£)

£ 72,655.12

Total staffing costs (£)

£ 603,995.88

Please use this box to provide additional information

7 **Service**

Confirm choice

Transformation

Staffing costs - permanent and fixed term staff (£)

Staffing costs - agency staff (£)

Total staffing costs (£)

£ 397,329.50

£ 25,700.35

£ 423,029.85

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1A and 1B: Number of staff

Please press next to go to 1D: Contracted hours for staff

1D: Contracted hours for staff

For staff taking part in the trial, provide the number of contracted hours during the trial and the actual number of hours worked during the trial, broken down by working pattern

	Number of contracted hours for staff taking part in trial	Actual hours worked by staff participating in trial
Working pattern: Full time	37.00	
Working pattern: Part time		
Other working pattern:	Please specify details	

Please press previous to go to 1C: Total staffing costs

Please press next to go to 1E: Total number of days lost due to staff sickness

1E: Total number of days lost due to staff sickness

Total number of days lost due to staff sickness before the trial, broken down by service area taking part in the trial (include both permanent and agency staff)

1 **Service**

Confirm choice

Environment

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

0.11

Please use this box to provide additional information

2 **Service**

Confirm choice

Executive office

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

0.09

Please use this box to provide additional information

3 **Service**

Confirm choice

Finance

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

0.08

Please use this box to provide additional information

4 **Service**

Confirm choice

Housing

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

0.15

Please use this box to provide additional information

5 **Service**

Confirm choice

Shared Planning

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

0.06

Please use this box to provide additional information

6 **Service**

Confirm choice

Shared Waste

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

Please use this box to provide additional information

7 **Service**

Confirm choice

Transformation

Total number of working days lost due to staff sickness

Number of full time equivalents (FTE)

Number of days lost due to sickness per FTE

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1D: Contracted hours for staff

Please press next to go to 1F: Percentage of vacant roles

1F: Percentage of vacant roles

Percentage of vacant roles during the trial, broken down by service area taking part in the trial.

1 **Service**

Confirm choice

Environment

Total number of vacant roles

Total number of roles

Percentage

Please use this box to provide additional information

2 **Service**

Confirm choice

Executive office

Total number of vacant roles

0

Total number of roles

23

Percentage

0 %

Please use this box to provide additional information

3 **Service**

Confirm choice

Finance

Total number of vacant roles

7

Total number of roles

73

Percentage

9.589041095890411

%

Please use this box to provide additional information

4 **Service**

Confirm choice

Housing

Total number of vacant roles

13

Total number of roles

150

Percentage

8.666666666666666

7 %

Please use this box to provide additional information

5 **Service**

Confirm choice

Shared Planning

Total number of vacant roles

23

Total number of roles

156

Percentage

14.74358974358974
36 %

Please use this box to provide additional information

• **Service**

Confirm choice

Shared Waste

Total number of vacant roles

16

Total number of roles

190

Percentage

8.4210526315789474
%

Please use this box to provide additional information

7 **Service**

Confirm choice

Transformation

Total number of vacant roles

8

Total number of roles

112

Percentage

7.1428571428571429
%

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1E: Total number of days lost due to staff sickness

Please press next to go to 1G: Percentage advertised roles successfully filled

1G: Detailed schedule of roles advertised

Provide a detailed schedule of all posts advertised for the previous 12 months by service area (Environment, Executive Office, Finance, Housing, Shared Planning, Shared Waste, Transformation).

For each role advertised, this should include:

- Role type
- Date the role was advertised
- Number of applications received
- Date staff were appointed
- Start date

Please upload your schedule of all posts advertised file using the select file button:

 1G - Week 28.xlsx 38 KB

1H: Percentage of staff who left (turnover rate)

Percentage of staff who left during the trial (turnover rate), broken down by service area taking part in the trial

1 Department

Confirm choice

Environment

Total number of leavers

0

Total number of employees

58

Percentage

0.00 %

Please use this box to provide additional information

2 Department

Confirm choice

Executive office

Total number of leavers

0

Total number of employees

23

Percentage

0.00 %

Please use this box to provide additional information

3 Department

Confirm choice

Finance

Total number of leavers

0

Total number of employees

66

Percentage

0.00 %

Please use this box to provide additional information

4 Department

Confirm choice

Housing

Total number of leavers

0

Total number of employees

137

Percentage

0.00 %

Please use this box to provide additional information

5 Department

Confirm choice

Shared Planning

Total number of leavers

0

Total number of employees

133

Percentage

0.00 %

Please use this box to provide additional information

6 Department

Confirm choice

Shared Waste

Total number of leavers

0

Total number of employees

174

Percentage

0.00 %

Please use this box to provide additional information

7 Department

Confirm choice

Transformation

Total number of leavers

0

Total number of employees

103

Percentage

0.00 %

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1G: Percentage advertised roles successfully filled

Please press next for: Additional commentary

1I: Number of staff who have claimed overtime

Provide the number of staff who have claimed overtime, broken down by each service area taking part in the trial

1 **Service**

Confirm choice

Environment

Total number of staff claiming overtime

5

Please use this box to provide additional information

2 **Service**

Confirm choice

Executive office

Total number of staff claiming overtime

0

Please use this box to provide additional information

3 **Service**

Confirm choice

Finance

Total number of staff claiming overtime

0

Please use this box to provide additional information

4 **Service**

Confirm choice

Housing

Total number of staff claiming overtime

0

Please use this box to provide additional information

5 **Service**

Confirm choice

Shared Planning

Total number of staff claiming overtime

0

Please use this box to provide additional information

6 **Service**

Confirm choice

Shared Waste

Total number of staff claiming overtime

103

Please use this box to provide additional information

7 **Service**

Confirm choice

Transformation

Total number of staff claiming overtime

0

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1F: Percentage of vacant roles

Please press next to go to 1H: Percentage of staff who left each year (turnover rate)

1J: Number of staff undertaking additional employment

Provide the number of staff undertaking additional employment, broken down by each service area taking part in the trial

1 **Service**

Confirm choice

Environment

Total number of staff undertaking additional employment

Please use this box to provide additional information

2 **Service**

Confirm choice

Executive office

Total number of staff undertaking additional employment

Please use this box to provide additional information

3 **Service**

Confirm choice

Finance

Total number of staff undertaking additional employment

Please use this box to provide additional information

4 **Service**

Confirm choice

Housing

Total number of staff undertaking additional employment

Please use this box to provide additional information

5 **Service**

Confirm choice

Shared Planning

Total number of staff undertaking additional employment

Please use this box to provide additional information

6 **Service**

Confirm choice

Shared Waste

Total number of staff undertaking additional employment

Please use this box to provide additional information

7 **Service**

Confirm choice

Transformation

Total number of staff undertaking additional employment

Please use this box to provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1F: Percentage of vacant roles

Please press next to go to 1H: Percentage of staff who left each year (turnover rate)

Additional commentary

Please provide any additional comments on the information provided in this section

Please use this box to provide an explanation for missing data or additional commentary

1A - This is a headcount of permanent and fixed term employees.
1A - The headcount for Housing includes 4 staff who opted out of the 4DW trial. The headcount for Shared Waste includes 2 staff who have opted out of the trial.
1A - Transformation also includes HR and Corporate Services; this is the case for all questions where the weekly data is to be provided by service area.
1A - Our current processes mean that for approximately the first 15 days of the month, HR data is input. For the next 15 days of the month, our Payroll team take additional actions based on our input. This means that HR flag people as leavers, but they do not technically "leave" according to the i-trent system until

Payroll actions are complete.

1B - This is a headcount of temporary, casual, and agency staff

1B - Note - one employee can undertake more than one role

1C - Permanent and fixed term staff costs are calculated monthly via the payroll process which includes calculations of National Insurance, Pension, allowances, overtime etc. This figure is calculated monthly and therefore data cannot be provided for individual weeks. The total costs for each month are provided as soon as the data is available. This data is for April 2024.

1C - Agency staff costs are calculated monthly as part of our monthly accounting processes. The total costs for each month are provided as soon as the data is available. This data is for 01/04/24 to 05/05/24 as Agency staff hours worked are submitted calendar weekly.

1D - Contracted hours for staff - no hours have contractually changed during this trial. The expectation is that from 1st April 2024 all staff work 86.5% of their contracted hours. Full time hours = 37, anticipated working hours = 32

1D - Working pattern Part Time - hours vary between 8.75 - 35 hours per week. Actual hours worked are expected to be 80% of those contracted hours, which remain unchanged.

1E - This has been calculated on working pattern in i trent which for all staff in the trial is 4 days per week.

1E - Days sickness per FTE are calculated using number of days sickness absence in the service area per week divided by number of full time equivalents in the department - note absence data for this week period may change after submission date if further updates to cases are made in i-Trent.

1G - Job title is provided as we do not categorise roles. For roles recruited prior to Sept 2023 we do not have exact dates advertised and have instead provided month and year. We have interpreted date staff appointed as the date the applicant was verbally offered the role and the start date as the day they commenced employment. Please note for driver and loader vacancies some of the adverts were rolling adverts where candidates may have been interviewed and appointed prior to the official closing date - these jobs may have reopened again very shortly afterwards. Where multiple roles were advertised we have identified these using 'M' in column A so multiple roles are shown advertised in one vacancy. This data spreadsheet includes both internal and external vacancies and appointments.

1I - Overtime payments are requested, processed and paid monthly as part of the payroll process so this data is provided monthly as soon as it is available.

Note that a claim made in any month can cover any instances of worked overtime from the previous 3 month period. This number does not include out of hours payments, standby or call out payments. This data is for April 2024.

1J - Additional employment - on 19/01/24 DLUHC paused this request for data pending discussion with the Minister.

Please press previous to go to 1I: Protected characteristics

Please press next to go to Section 2: Service information - before trial

Section 2: Service information

2A: Service information for this week:

Operational opening hours for contact centres and other areas taking part in the trial

2A Contact Centre – 8am-5.30pm Tuesday to Friday, late night Wednesdays until 6.30pm Reception – 9am-4pm Tuesday to Friday

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.

Please upload your Logs of calls to contact centres and other areas taking part in the trial for this week using the Select File button

SCDC Call Logs 2024-05-06 - 2024-05-12.xlsx 238 KB

No attachment.

Average daily number of in-person visits to contact centres and other areas taking part in the trial

26.75

Logs of emails to areas taking part in the trial, including response times and outcomes. Please ensure that no personal data is included.

Please upload your Logs of emails to contact centres and other areas taking part in the trial using the Select File button

Emails Stats Week 28_060524-120524.xlsx 17 KB

No attachment.

Please use this box to provide additional information

2A logs of emails including outcomes - logs cannot be provided, instead weekly statistics on email volumes are provided.

Please press previous to go to Section 1: Organisational data

Please press next to go to 2B and 2C: Forecast/Actual Revenue and Capital Spend

2B & 2C: Forecast/Actual Revenue and Capital Spend

1 Service

Confirm choice

Environment

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend £

Actual revenue spend £

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend £

Actual capital spend £

Please use this box to provide additional information

2 **Service**

Confirm choice

Executive office

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend

£

Actual revenue spend

£

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend

£

Actual capital spend

£

Please use this box to provide additional information

3 **Service**

Confirm choice

Finance

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend

£

Actual revenue spend

£

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend

£

Actual capital spend

£

Please use this box to provide additional information

4 **Service**

Confirm choice

Housing

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend

£

Actual revenue spend

£

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend

£

Actual capital spend

£

Please use this box to provide additional information

5 **Service**

Confirm choice

Shared Planning

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend

£

Actual revenue spend

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend

Actual capital spend

Please use this box to provide additional information

6 Service

Confirm choice

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend

Actual revenue spend

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend

Actual capital spend

Please use this box to provide additional information

7 Service

Confirm choice

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend

Actual revenue spend

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend

Actual capital spend

Please use this box to provide additional information

2B&2C This data is not available weekly as all accounting software is configured to provide monthly figures. Monthly figures are provided as soon as possible after month end.

Click 'Add Another Line' to add another Team

Please press previous to go to 2A: Service information

Please press next for: Additional commentary

Additional commentary

Please provide any additional comments on the information provided in this section

Please use this box to provide an explanation for missing data or additional commentary

Please press previous to go to 2B and 2C: Forecast/Actual Revenue and Capital Spend

Please press next to go to Section 3: SCDC KPIs

Section 3: SCDC KPIs

Click Next to move to the next section

3A: Finance - Benefits

----- Housing Benefit claims -----

Average number of days to process new Housing Benefit claims:

Total number of new Housing Benefit claims:

----- Council Tax Support claims -----

Average number of days to process new Council Tax Support claims:

Total number of new Council Tax Support claims:

----- Housing Benefit change events -----

Average number of days to process new Housing Benefit change events:

Total number of new Housing Benefit change events:

----- Council Tax Support change events -----

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

Total number of new Council Tax Support change events:

----- Undisputed invoices -----

Number of undisputed invoices paid within 30 days:

Total number of undisputed invoices:

Percentage undisputed invoices paid within 30 days:

Please use this box to provide additional information

Please press next to go to 3B: Finance - Revenues

3B: Finance - Revenues

----- Housing rent -----

Total housing rent collected (£):

£ 477,936.00

Total housing rent due (£):

£ 741,996.00

Percentage housing rent collected:

64.4122070738925816 %

----- Business rates -----

Total business rates collected (£):

£ 15,743,165.00

Total business rates due (£):

£ 123,961,880.00

Percentage business rates collected:

12.7000050338055538 %

----- Council tax -----

Total council tax collected (£):

£ 16,576,231.00

Total council tax due (£):

£ 155,847,684.00

Percentage council tax collected:

10.6361740993212321 %

Please use this box to provide additional information

3B – Revenues – Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit.
 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for April 2024.

Please press previous to go to 3A: Finance - Benefits

Please press next to go to 3C: Greater Cambridge Planning services - Development management

3C: Greater Cambridge Planning services - Development management

----- Major planning applications -----

Number of major applications including Public Service Infrastructure Developments:

- determined within 8 weeks

0

- determined within 8-13 weeks

0

- with an associated planning agreement (e.g. extension of time) that were decided on time

2

Total number of major applications including Public Service Infrastructure Developments decided upon:

- delegated decisions

2

- non-delegated decisions

0

Total

2

Percentage of major applications determined within 13 weeks or agreed timeline:

100.00 %

Number of major applications including Public Service Infrastructure Developments received:

1

----- Non-major planning applications -----

Number of non-major applications including change of use and householder developments:

- determined within 8 weeks

30

- determined within 16 weeks (EIA)

0

- with an associated planning agreement (e.g. extension of time) that were decided on time

10

Total number of non-major applications including change of use and householder developments decided upon:

- delegated decisions

39

- non-delegated decisions

1

Total

40

Percentage of non-major applications determined within 8 weeks or agreed timeline:

100.00 %

Number of non-major applications including change of use and householder developments received:

40

----- Householder planning applications -----

Number of householder development applications:

- determined within 8 weeks

26

- determined within 16 weeks (EIA)

0

- with an associated planning agreement (e.g. extension of time) that were decided on time

2

Total number of householder planning applications decided upon:

- delegated decisions

27

- non-delegated decisions

1

Total

28

Average time to determine validated householder planning applications (weeks):

7.89

Number of householder planning applications received:

23

----- Appeals received - refusal allowed -----

Number of appeals against major planning permissions refusal allowed:

0

Total number of appeals against major planning permissions decided upon:

0

Percentage of appeals against major planning permissions refusal allowed:

%

Number of appeals against non-major planning permission refusal allowed:

0

Total number of appeals against non-major planning permission decided upon:

0

Percentage of appeals against non-major planning permission refusal allowed:

%

----- Appeals received - grounds of non-determination -----

Number of appeals received against major planning permission on the grounds of non-determination:

0

Total number of appeals received against major planning permission:

0

Number of appeals received against major planning permission on the grounds of non-determination as a percentage of total number of appeals received against major planning permission:

%

Number of received appeals against non-major planning permission on the grounds of non-determination:

0

Total number of appeals received against non-major planning permission:

1

Number of appeals received against non-major planning permission on the grounds of non-determination as a percentage of total number of appeals received against non-major planning permission:

0 %

Notes:

Guidance and definitions

<https://www.gov.uk/government/publications/district-planning-matters-return-ps1-and-ps2/ps1-and-ps2-district-planning-matters-return-guidance-notes>

Please use this box to provide additional information

Please press previous to go to 3B: Finance - Revenues

Please press next to go to 3D: Greater Cambridge Planning services - Land Charges

3D: Greater Cambridge Planning services - Land Charges

Average land charges search response days:

3.57

Number of land charge searches:

82

Please use this box to provide additional information

Please press previous to go to 3C: Greater Cambridge Planning services - Development management

Please press next to go to 3E: Housing - Housing Advice

3E: Housing - Housing Advice

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

0

Please use this box to provide additional information

Please press previous to go to 3D: Greater Cambridge Planning services - Land Charges

Please press next to go to 3F: Housing

3F: Housing

Number of tenants satisfied with responsive repairs:

Total number of repairs:

336

Percentage of tenants satisfied with responsive repairs:

%

Average days to re-let all housing stock:

43

Number of emergency repairs completed within 24 hours:

90

Total number of emergency repairs:

90

Percentage of emergency repairs completed in 24 hours:

100.00 %

Please use this box to provide additional information

3F Housing - total repairs figure is for all responsive repairs including emergency repairs. Satisfaction rates are calculated from completed surveys. Note more surveys may be returned for work completed this week after our internal deadline for data entry for this submission. 22 surveys returned with a score of 7 and above out of 26 surveys returned this week = 84.62% satisfaction.

Please press previous to go to 3E: Housing - Housing Advice

Please press next to go to 3G: HR and Corporate Services – Democratic Services

3G: HR and Corporate Services – Democratic Services

Number of public hybrid meetings run without issues causing downtime exceeding 5 minutes:

1

Total number of public hybrid meetings:

1

Percentage of public hybrid meetings run without issues causing downtime exceeding 5 minutes:

100 %

Please use this box to provide additional information

Please press previous to go to 3F: Housing

Please press next to go to 3H: Shared Waste and Environment

3H: Shared Waste and Environment

Total tonnes of household waste collected:

2,006

Total tonnes of household waste sent for reuse, recycling and composting:

1,262

Percentage of household waste sent for reuse, recycling and composting:

62.9112662013958126 %

Number of bins collected on time:

181,078

Total number of bins collected:

181,576

Percentage of bins collected on time:

99.7257346785918844 %

Please use this box to provide additional information

Please press previous to go to 3G: HR and Corporate Services – Democratic Services

Please press next to go to 3I: Transformation - Complaints

3I: Transformation - Complaints

Number of formal complaints resolved within timescale:

1

Total number of formal complaints resolved:

1

Percentage of formal complaints resolved within timescale:

100 %

Please use this box to provide additional information

3I Complaints - 'total number of formal complaints' - figure provided is 'total number of formal complaints resolved'.

Please press previous to go to 3H: Shared Waste and Environment

Please press next to go to 3J: Transformation - Contact Centre

3J: Transformation - Contact Centre

Number of calls to the contact centre resolved first time:

1,589

Total number of calls to the contact centre:

2,134

Percentage of calls to the contact centre resolved first time:

74.4611059044048735 %

Total number of calls to the contact centre that are answered:

2,076

Total number of calls to the contact centre:

2,134

Percentage of calls to the contact centre that are answered:

97.2820993439550141 %

Average call answer time (seconds):

28.0

Please use this box to provide additional information

Please press previous to go to 3!: Transformation - Complaints

Please press next to go to Additional commentary

Additional commentary

Please provide any additional comments on the information provided in this section

Please use this box to provide an explanation for missing data or additional commentary

Please press previous to go to 3!: Transformation - Complaints

Please press next to go to Section 4: Qualitative data

Section 4: Resident feedback

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

4A: Online forms received by the organisation that are positive, negative or indifferent

	Number	Percentage
Positive	<input type="text" value="0"/>	<input type="text" value="%"/>
Negative	<input type="text" value="0"/>	<input type="text" value="%"/>
Indifferent	<input type="text" value="0"/>	<input type="text" value="%"/>
Total	<input type="text" value="0"/>	

4B: Number of complaints received on service delivery and whether these services are taking part in the trial

Service area	Is this service area taking part in the trial? (Y/N)	Number of complaints
Housing	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
Finance	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
Shared Planning	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
Shared Waste	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
Environment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
HR & Corporate Services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
Cultural and related services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>
Transformation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>

Executive office

- Yes
 No

4C: Methods of publicising feedback form to residents, for example, newsletters

4C Published on our website <https://www.scams.gov.uk/your-council-and-democracy/four-day-working-week-trial>

4D: Provide details of all feedback or complaints received

No online forms were received.

4E: Provide details of process for handling complaints

4E When completing this form, customers are asked if they wish to be contacted to address their comments. Where that is the case, responses are prepared by the team and agreed by a senior manager. If customers wish to make a formal complaint they are always dealt with through our standard complaints process.

Thank you for completing this survey. Please press Submit to submit this data

Please press previous to go to Section 3: SCDC KPIs