



South Hams
District Council

Key Service Performance

April – November 2023
Overview & Scrutiny



Better lives for all

Introduction

The Council reports on performance in a number of ways as set out in our performance management framework. This report updates members on performance at the second tier – Service Level Performance.

This performance is also considered by the Senior Leadership Team on a regular basis as part of ongoing service performance review discussions.

Over the coming pages, we set out an overview of key service performance including performance history.



Performance on a Page

:-) = On or exceeding target
 :-| = Off target by less than 5%
 :-(= Off target greater than 5%

Measure	November 2023
% of FOI requests handled within timescales	:-(
Ombudsman Cases Received and Upheld	:-)
% of major applications determined within 13 weeks, or with an agreed EOT	:-)
% of non-major applications determined within 8 weeks or with an agreed EOT	:-)
Enforcement cases open at end of quarter	:-)

Measure	November 2023
%age of cases where homelessness was prevented	:-)
Employment Estate Occupancy Rates	:-)
Temporary Events Notices issued in timescale	:-
Average number of days to process new housing benefit claims	:-)
Average number of days to process change in circumstances to housing benefit claims	:-)

Measure	November 2023
Council tax collection	:-)
In-year collection rate for non-domestic rates	:-)
Number of missed bins per 100k	:-(
Household recycling rates	:-(
Contact centre calls answered in 5 mins	:-)

Measure	November 2023
Revs & Bens calls answered in 8 mins	:-(
Total calls	:-
Online Uptake	:-



South Hams % of FOI requests handled within timescales

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	October 2023		
90% as set by the ICO	Higher than target	90%	85.2%	61 cases started / 52 completed within 20 working days	
Explanation of performance this period	<p>The Council has 20 working days to respond to an FOI request as set out by the Information Commissioners Office which means that this measure reports on October 2023 performance – all FOI submitted during October being due by the time this report is considered.</p> <p>During October 2023, 61 cases were started of which 52 were completed on time.</p> <p>We continue to encourage services to completed FOI requests on time and this represents a continued upward trend.</p> <p>KPI to be reviewed ahead of 2024 – 2025. Proposal: to provide data based on origin and to utilise new software reporting functionality.</p>				



Ombudsman Cases Investigated and Upheld

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History (Complaints received vs complaints upheld)
		Target	November 2023		
<51% is the Ombudsman comparator for similar Councils	Lower than target	<51%	0%	1 received but not investigated	
Explanation of performance this period	<p>Of the 9 complaints that customers sent to the Ombudsman since April, only 2 have been investigated but neither were upheld.</p> <p>We are therefore at 0% of cases being upheld, which is positive.</p> <p>KPI to be reviewed ahead of 2024 – 2025. Proposal: replace using internal complaints data and Annual Ombudsman letter to consider performance and trends.</p>				



% of major applications determined within 13 weeks, or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
This is a National Target (60%)	Above Target	70%	100%	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>2 Major applications have been determined both in accordance with an agreed extension of time</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>80%</td> </tr> <tr> <td>July</td> <td>50%</td> </tr> <tr> <td>August</td> <td>100%</td> </tr> <tr> <td>September</td> <td>100%</td> </tr> <tr> <td>October</td> <td>100%</td> </tr> <tr> <td>November</td> <td>100%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	80%	July	50%	August	100%	September	100%	October	100%	November	100%
Month	Percentage																		
April - May - June	80%																		
July	50%																		
August	100%																		
September	100%																		
October	100%																		
November	100%																		
Explanation of performance this period	<p>This is a strong level of performance. The National Target for the determination of Major Applications within 13 weeks or an agreed timeframe is 60%.</p> <p>There was a dip in performance in July that was monitored and along with the adoption of the planning charter all major applications have been determined within the agreed timeframe since August.</p>																		



% of non-major applications determined within 8 weeks or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
This is a National Target (70%)	N/A	80%	92%	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>101 non major applications were determined during November. 96 of which were determined in time or with an agreed extension of time (72 were determined in time and 24 in accordance with an agreed extension of time).</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>92%</td> </tr> <tr> <td>July</td> <td>90%</td> </tr> <tr> <td>August</td> <td>92%</td> </tr> <tr> <td>September</td> <td>92%</td> </tr> <tr> <td>October</td> <td>95%</td> </tr> <tr> <td>November</td> <td>95%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	92%	July	90%	August	92%	September	92%	October	95%	November	95%
Month	Percentage																		
April - May - June	92%																		
July	90%																		
August	92%																		
September	92%																		
October	95%																		
November	95%																		
Explanation of performance this period	This is a good performance well above the National Target (70%) and the local target (80%).																		



Enforcement cases open at end of month

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	Lower than the target	400	382	<p>The total number of enforcement cases open at the end of the month.</p> <p>During November 25 new enforcement cases were received and 32 were closed</p>	<table border="1"> <caption>Enforcement cases open at end of month (Performance History)</caption> <thead> <tr> <th>Month</th> <th>Cases</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>390</td> </tr> <tr> <td>July</td> <td>391</td> </tr> <tr> <td>August</td> <td>400</td> </tr> <tr> <td>September</td> <td>393</td> </tr> <tr> <td>October</td> <td>389</td> </tr> <tr> <td>November</td> <td>382</td> </tr> </tbody> </table>	Month	Cases	April - May - June	390	July	391	August	400	September	393	October	389	November	382
Month	Cases																		
April - May - June	390																		
July	391																		
August	400																		
September	393																		
October	389																		
November	382																		
Explanation of performance this period	There is a decreasing trend this year with the number of closed cases exceeding the number of new cases.																		



Average temporary accommodation use per month

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	Reducing trend	For trend purposes only	29.8	Average number of households in temporary accommodation at any one time over the period.	<table border="1"> <caption>Line Chart Data: Average temporary accommodation use per month</caption> <thead> <tr> <th>Month</th> <th>Average Use</th> </tr> </thead> <tbody> <tr> <td>April - June (Average)</td> <td>26</td> </tr> <tr> <td>July</td> <td>35</td> </tr> <tr> <td>August</td> <td>34</td> </tr> <tr> <td>September</td> <td>29</td> </tr> <tr> <td>October</td> <td>31</td> </tr> <tr> <td>November</td> <td>30</td> </tr> </tbody> </table>	Month	Average Use	April - June (Average)	26	July	35	August	34	September	29	October	31	November	30
Month	Average Use																		
April - June (Average)	26																		
July	35																		
August	34																		
September	29																		
October	31																		
November	30																		
Explanation of performance this period	<p>The number of approaches remains relatively stable and low placement figures overall compared to other areas in Devon.</p> <p>We are seeing additional presentations due to cold weather at points in the month. These may lead to an increase in short stays to protect health during extreme weather.</p>																		



%age of cases where homelessness was prevented

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
2021-22 Average positive outcomes for the South West is 42.5%	Higher than target	60%	73%	Of the total number of households assessed as eligible for a prevention or relief of homelessness service from us – the % of these that are made and accepted.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>% of cases where homelessness was prevented</th> </tr> </thead> <tbody> <tr> <td>April - June (Average)</td> <td>63%</td> </tr> <tr> <td>July</td> <td>63%</td> </tr> <tr> <td>August</td> <td>52%</td> </tr> <tr> <td>September</td> <td>63%</td> </tr> <tr> <td>October</td> <td>83%</td> </tr> <tr> <td>November</td> <td>73%</td> </tr> </tbody> </table>	Month	% of cases where homelessness was prevented	April - June (Average)	63%	July	63%	August	52%	September	63%	October	83%	November	73%
Month	% of cases where homelessness was prevented																		
April - June (Average)	63%																		
July	63%																		
August	52%																		
September	63%																		
October	83%																		
November	73%																		
Explanation of performance this period	<p>The team closed 23 duties in November. Of these 17 were closed having been successfully housed.</p> <p>Case duration is increasing, many applicants are approaching as at risk of homelessness but the availability of housing in the area is resulting in them not successfully securing accommodation before they become homeless. We are therefore working with people for a longer duration and cases are becoming harder to prevent, resulting in us working with many people after they have become homeless to seek to relieve their homelessness.</p> <p>We have seen no reduction in the cost of private rented accommodation with rental rates remaining high resulting in a high reliance on social housing to meet local housing need.</p>																		



Employment Estate Occupancy Rates

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	Higher than target	90%	94%	Number of Occupied Commercial Assets Against Total Number	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>95.5</td> </tr> <tr> <td>July</td> <td>96.0</td> </tr> <tr> <td>August</td> <td>96.0</td> </tr> <tr> <td>September</td> <td>97.0</td> </tr> <tr> <td>October</td> <td>94.5</td> </tr> <tr> <td>November</td> <td>94.0</td> </tr> </tbody> </table>	Month	Occupancy Rate (%)	April - May - June	95.5	July	96.0	August	96.0	September	97.0	October	94.5	November	94.0
Month	Occupancy Rate (%)																		
April - May - June	95.5																		
July	96.0																		
August	96.0																		
September	97.0																		
October	94.5																		
November	94.0																		
Explanation of performance this period	<p>Estates Occupancy has consistently been above target over the last 12-18 months.</p> <p>There is continued strong demand coupled with effective Estate Management which has resulted in maintaining strong occupancy levels.</p> <p>Where there were voids across the estate circa 80% of these were under offer.</p>																		



Temporary Events Notices issued in timescale

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History												
		Target	November 2023														
Statutory requirement	On target	100%	99%	Percentage of applications issued compared to number received	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>100%</td> </tr> <tr> <td>July</td> <td>100%</td> </tr> <tr> <td>August</td> <td>100%</td> </tr> <tr> <td>September</td> <td>100%</td> </tr> <tr> <td>October</td> <td>~98%</td> </tr> </tbody> </table>	Month	Performance (%)	April - May - June	100%	July	100%	August	100%	September	100%	October	~98%
Month	Performance (%)																
April - May - June	100%																
July	100%																
August	100%																
September	100%																
October	~98%																
Explanation of performance this period	<p>Temporary Events Notice (TENS) have a statutory requirement to be issued in one working day from the receipt of the application. These are prioritised against all other licence applications due to the statutory requirement for TENS and that if the Council does not process them correctly the event will receive tacit consent.</p> <p>1 TEN wasn't issued in the required time due to an admin confusion</p> <p>KPI to be reviewed ahead of 2024 – 2025. Proposal: to remove.</p>																

Average number of days to process new housing benefit claims

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
<p>National performance figures are published quarterly. Whilst there isn't an equivalent target, during Q3 the average national performance was 20 days.</p>	Below target	17 days	8 days	It is the average time taken to process a new housing benefit claim. This is calculated as the average (mean) processing time in calendar days, rounded to the nearest day.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>13</td> </tr> <tr> <td>July</td> <td>12.5</td> </tr> <tr> <td>August</td> <td>14</td> </tr> <tr> <td>September</td> <td>17.5</td> </tr> <tr> <td>October</td> <td>11</td> </tr> <tr> <td>November</td> <td>8.5</td> </tr> </tbody> </table>	Month	Average Days	April - May - June	13	July	12.5	August	14	September	17.5	October	11	November	8.5
Month	Average Days																		
April - May - June	13																		
July	12.5																		
August	14																		
September	17.5																		
October	11																		
November	8.5																		
Explanation of performance this period	<p>There has been good performance overall.</p> <p>There was a slight increase in the length of time taken to process new claims in August and September due to applicants not providing sufficient evidence. Applicants are given a month to provide this information.</p>																		



Average number of days to process change in circumstances to housing benefit claims

National Benchmark (and source) \	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
National performance figures are published quarterly. The average number of days taken to process a change in circumstances to an existing housing benefit claim during Q3 was 8 calendar days.	Below target	6 days	5 days	<p>It is how long it takes to process as change of circumstances to an existing housing benefit claim.</p> <p>It is the average time taken, calculated as the average (mean) processing time in calendar days, rounded to the nearest day.</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>4.5</td> </tr> <tr> <td>July</td> <td>3.5</td> </tr> <tr> <td>August</td> <td>4.8</td> </tr> <tr> <td>September</td> <td>8.2</td> </tr> <tr> <td>October</td> <td>5.8</td> </tr> <tr> <td>November</td> <td>5.0</td> </tr> </tbody> </table>	Month	Average Days	April - May - June	4.5	July	3.5	August	4.8	September	8.2	October	5.8	November	5.0
Month	Average Days																		
April - May - June	4.5																		
July	3.5																		
August	4.8																		
September	8.2																		
October	5.8																		
November	5.0																		
Explanation of performance this period	<p>The team has continued to perform better than target throughout the year. The target is set at 6 days for each quarter.</p> <p>The increase in September was due to the reviewing of rents for supported housing, these take longer to process due to complexities of the information and the amount of scrutiny required.</p>																		



Council Tax Collection

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in Q1-3, but the content is not published.	On target	50-75%	74.55%	The in-year collection rate is the amount of council tax due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's council tax. i.e it is how much council tax is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<table border="1"> <caption>Council Tax Collection Performance History</caption> <thead> <tr> <th>Month</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>30.00%</td> </tr> <tr> <td>July</td> <td>40.00%</td> </tr> <tr> <td>August</td> <td>50.00%</td> </tr> <tr> <td>September</td> <td>60.00%</td> </tr> <tr> <td>October</td> <td>70.00%</td> </tr> <tr> <td>November</td> <td>74.55%</td> </tr> </tbody> </table>	Month	Collection Rate (%)	April - May - June	30.00%	July	40.00%	August	50.00%	September	60.00%	October	70.00%	November	74.55%
Month	Collection Rate (%)																		
April - May - June	30.00%																		
July	40.00%																		
August	50.00%																		
September	60.00%																		
October	70.00%																		
November	74.55%																		
Explanation of performance this period	November: 74.55% = £69,042,161.11 collected out of £92,610,807.71 2023/24 net liability. Reduction on 2022 / 23 - in September 2022 £208,050 was posted on to Council Tax accounts due to £150 Energy Rebate scheme. This increased the collection rate from September onwards by around 0.24%																		



In-year collection rate for non-domestic rates

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
<p>DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in Q1-3, but the content is not published.</p>	On target	50-75%	73.13%	<p>The in-year collection rate is the amount of non-domestic rates due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's non-domestic rates.i.e it is how much non-domestic rates is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.</p>	<table border="1"> <caption>In-year collection rate for non-domestic rates (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>33.00%</td> </tr> <tr> <td>July</td> <td>45.00%</td> </tr> <tr> <td>August</td> <td>52.00%</td> </tr> <tr> <td>September</td> <td>58.00%</td> </tr> <tr> <td>October</td> <td>65.00%</td> </tr> <tr> <td>November</td> <td>73.13%</td> </tr> </tbody> </table>	Month	Collection Rate (%)	April - May - June	33.00%	July	45.00%	August	52.00%	September	58.00%	October	65.00%	November	73.13%
Month	Collection Rate (%)																		
April - May - June	33.00%																		
July	45.00%																		
August	52.00%																		
September	58.00%																		
October	65.00%																		
November	73.13%																		
<p>Explanation of performance this period</p>	<p>November: 73.13% = £19,536,833.77 collected out of £26,713,448.63 2023/24 net liability.</p> <p>Difference on 2022/23 - in November 2022 cash collected was increased by £1,613,239.22 CARF relief posted on to accounts for the 2021 financial year in September 2022. These payments would have increased the 2022 November collection rate by up to 5.97%</p>																		



Number of missed bins per 100k

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	November 2023		
80 per 100,000	Below target	80	92	Number of missed bins per 100,000	
Explanation of performance this period	Performance is better than expected after DAS roll out and would be expected to continue to improve.				

Month	Total number of missed collections
April	197
May	169
June	241
July	231
August	235
September	224
October	300
November	259

Household Recycling rates

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History										
		Target	September 2023												
Legal requirement for all Local Authorities	Above target	57%	48%	Data supplied by SH to DCC for verification against disposal points.	<table border="1"> <caption>Household Recycling Rates Performance History</caption> <thead> <tr> <th>Period</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>47%</td> </tr> <tr> <td>July</td> <td>43%</td> </tr> <tr> <td>August</td> <td>45%</td> </tr> <tr> <td>September</td> <td>48%</td> </tr> </tbody> </table>	Period	Rate (%)	April - May - June	47%	July	43%	August	45%	September	48%
Period	Rate (%)														
April - May - June	47%														
July	43%														
August	45%														
September	48%														
Explanation of performance this period	<p>April – May – June: 47% July: 43% August: 45% September: 48%</p> <p>Figures for October and November are pending from DCC.</p> <p>Figures remained fairly consistent ahead of the DAS rollout which is expected to improve the rate further.</p>														



Contact centre calls answered in 5 mins

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	60-80%	60-80%	94.3%	Total calls (Non-Revs & Bens) with wait time over 5 mins divided by total calls	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>78.0%</td> </tr> <tr> <td>July</td> <td>78.0%</td> </tr> <tr> <td>August</td> <td>68.0%</td> </tr> <tr> <td>September</td> <td>80.0%</td> </tr> <tr> <td>October</td> <td>98.0%</td> </tr> <tr> <td>November</td> <td>95.0%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	78.0%	July	78.0%	August	68.0%	September	80.0%	October	98.0%	November	95.0%
Month	Percentage																		
April - May - June	78.0%																		
July	78.0%																		
August	68.0%																		
September	80.0%																		
October	98.0%																		
November	95.0%																		
Explanation of performance this period	<p>The performance is within the target each month of this year.</p> <p>The CST Team are no longer taking any benefit calls and supporting Revs with the long wait calls (over 10 mins).</p> <p>Automated switchboard has gone live with over 75% using it. Along with almost 95% being answered in 5 mins (despite increased demand from SH waste), over 55% are answered in less than 1 minute.</p>																		



Revs & Bens calls answered in 8 mins

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	Above target	80%	58%	Revenues and Benefits calls answered in less than 8 mins/Total RevBens calls.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>58%</td> </tr> <tr> <td>July</td> <td>42%</td> </tr> <tr> <td>August</td> <td>35%</td> </tr> <tr> <td>September</td> <td>72%</td> </tr> <tr> <td>October</td> <td>68%</td> </tr> <tr> <td>November</td> <td>58%</td> </tr> </tbody> </table>	Period	Percentage	April - May - June	58%	July	42%	August	35%	September	72%	October	68%	November	58%
Period	Percentage																		
April - May - June	58%																		
July	42%																		
August	35%																		
September	72%																		
October	68%																		
November	58%																		
Explanation of performance this period	<p>Major changes in the approach to Revs & Bens calls took place at the end of September with the effects to be seen over the following few months.</p> <p>CST are supporting the Revs & Bens call answering teams which should increase performance of this measure in the next quarter.</p>																		



Total Calls

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	Decreasing over time Less than the same time period last year	Below same quarter in previous year	7,404 calls	Total calls to CST	<table border="1"> <caption>Total calls to CST Performance History</caption> <thead> <tr> <th>Period</th> <th>Total calls to CST</th> </tr> </thead> <tbody> <tr> <td>April - June (Average)</td> <td>5,400</td> </tr> <tr> <td>July</td> <td>4,600</td> </tr> <tr> <td>August</td> <td>5,000</td> </tr> <tr> <td>September</td> <td>5,400</td> </tr> <tr> <td>October</td> <td>5,700</td> </tr> <tr> <td>November</td> <td>7,400</td> </tr> </tbody> </table>	Period	Total calls to CST	April - June (Average)	5,400	July	4,600	August	5,000	September	5,400	October	5,700	November	7,400
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Explanation of performance this period	<p>Focus on Right First Time and channel shift continues to reduce demand.</p> <p>Automated switchboard implemented putting customers into the correct queues more quickly. Review of webforms to increase online response. CST are actively managing cases to try to resolve at first point of contact to reduce customers calling to chase up requests.</p> <p>SH rollout of Devon combined service has spiked calls in November as expected but is already returning to a more normal level.</p>																		

Online Uptake. Processes started online vs through the Contact centre

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History														
		Target	November 2023																
N/A	Above target	80%	75.2%	Percentage of processes started online by customer vs by Contact centre	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>80.8%</td> </tr> <tr> <td>July</td> <td>82.2%</td> </tr> <tr> <td>August</td> <td>82.2%</td> </tr> <tr> <td>September</td> <td>82.8%</td> </tr> <tr> <td>October</td> <td>78.2%</td> </tr> <tr> <td>November</td> <td>75.2%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	80.8%	July	82.2%	August	82.2%	September	82.8%	October	78.2%	November	75.2%
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Explanation of performance this period	<p>Increase in CST creating cases in the system from email contact has dropped the overall performance of this indicator.</p> <p>Manually moving general enquiries to the back office after the Waste round restructure has dropped down the online uptake to just below target. We have had a 30-40% increase in processes so overall online processes have kept increasing.</p>																		

