




























# Gloucester City Council Quarterly Performance Report – Quarter 1 2022/23







This report sets out the Council's performance against a set of key performance indicators.

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

## Short Trend Improving

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CCM-2	Number of enviro-crime FPNs issued			
CD & VE-1	Museum of Gloucester/TIC Footfall			
CS-13	Percentage of complaints that escalate to stage 2			
CS-15	Percentage of customers satisfied with the service received across the council			
CWB-33	Number of ASB interventions by Solace completed successfully			
H-10	Average number of new households placed in temporary accommodation			
H-11	Average number of households in B&B Per Month			
PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			
TM-6	Number of unique visitors to website visitgloucester.co.uk			

## Short Trend No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CWB-2	Percentage of environmental health service requests responded to within 3 working days			
H-12	Average number of households with children placed in B&B temporary accommodation with shared facilities for over 6 weeks			

## Short Trend Getting Worse

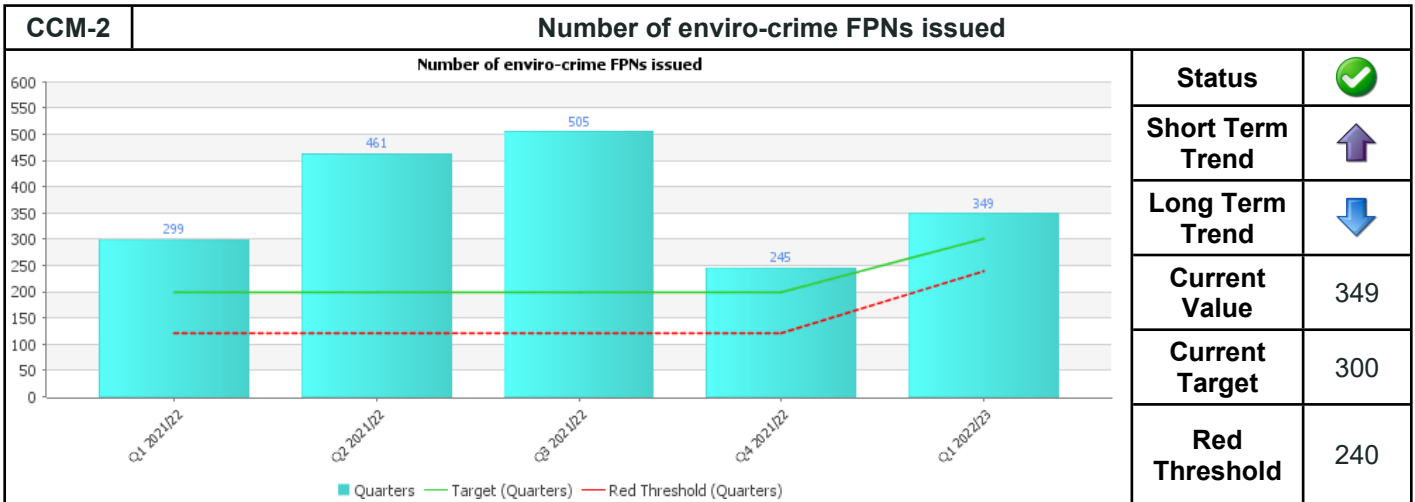
PI Code	Measure	Status	Short Term Trend	Long Term Trend
CS-1	Total number of customer service interactions (calls/emails/report it/face to face)			
CS-7	Average customer waiting time (telephone)			
CS-11	Number of complaints			
CWB-1	Number of environmental health service requests			
H-4	Number of successful homeless preventions			
H-15	Number of Homeseeker applications received			
H-25	Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership			
HR-3	Staff Absence Rate			
WR-13	Percentage of domestic waste collected on time			
WR-15	Percentage of Recycling Receptacles collected on time			
WR-31	Percentage of total waste recycled			

## Cannot group these rows by Short Trend

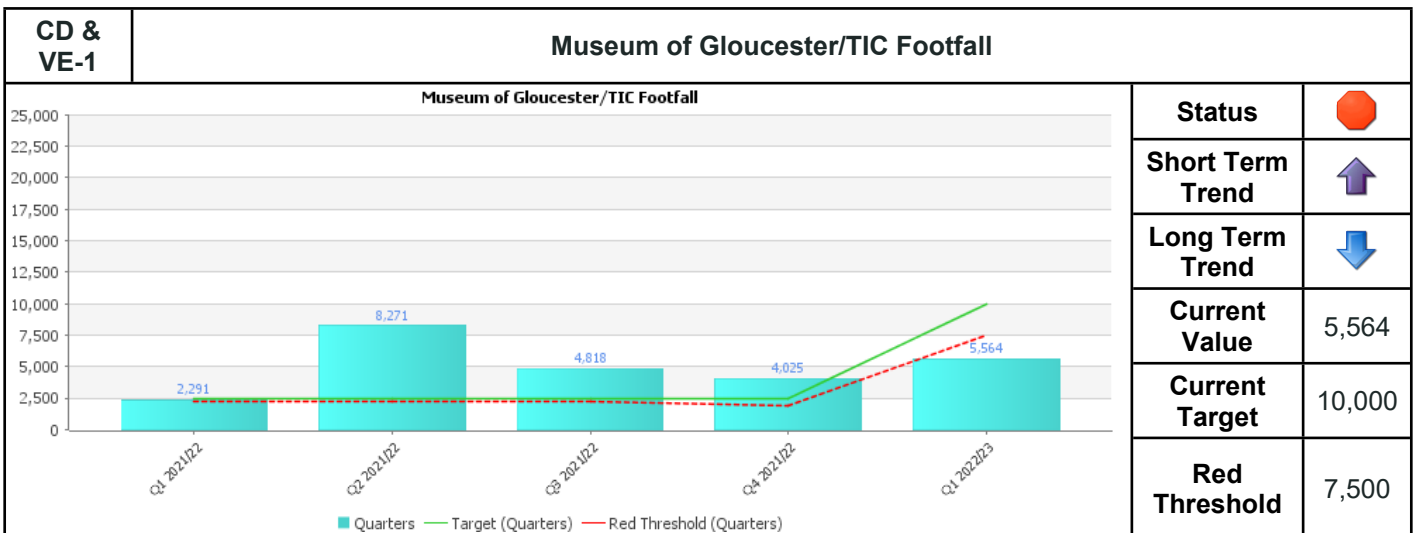
PI Code	Measure	Status	Short Term Trend	Long Term Trend
H-16A	Percentage of Homeseeker applications assessed within 6 weeks			

## Quarter 1 Data Not Accessible

PI Code	Measure
CWB-1	Number of environmental health service requests
CWB-13	Percentage of compliant food premises
DM-2	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.
DM-3	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.
F-7	Financial Outturn vs. Budget



The employment climate has continued to impact our contractor this quarter and the number of operatives has been below the level we would expect. However, the levels of FPNs issued have increased on last quarter and exceeded our target which we have increased for this year.



The Museum of Gloucester saw the following visitor figures:

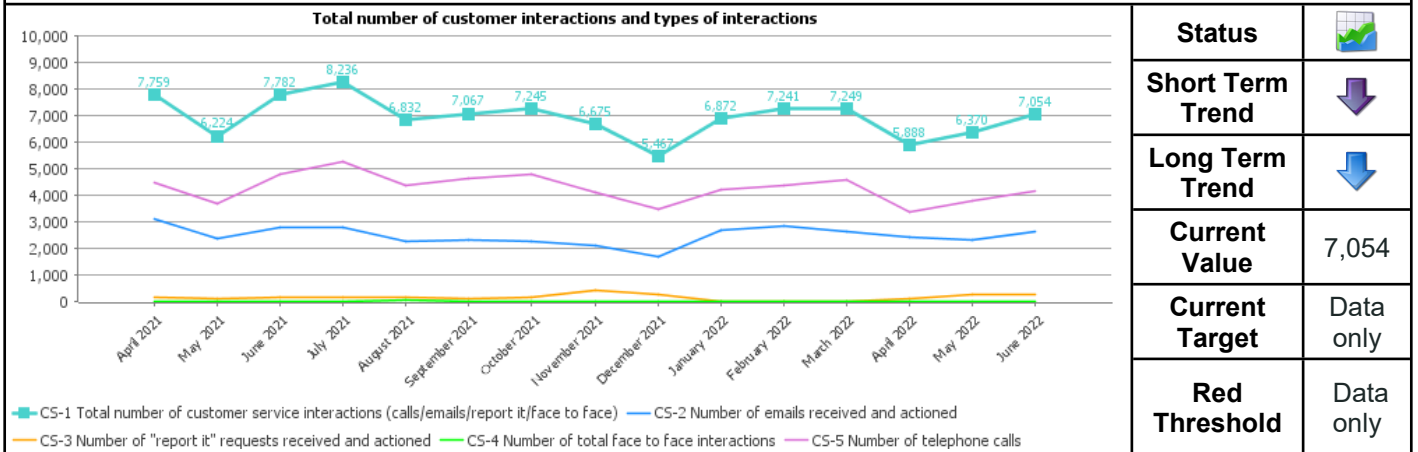
- April: 2297
- May: 1604
- June: 1663

The IPE162 exhibition ended on the 5th June and there was a 3 week window of no exhibition due to the changeover.

The team expects to see a significant increase in visitor number in quarter 2 due to the season and the new titanic Exhibition.

<b>CS-1</b>	<b>Total number of customer service interactions (calls/emails/report it/face to face)</b>
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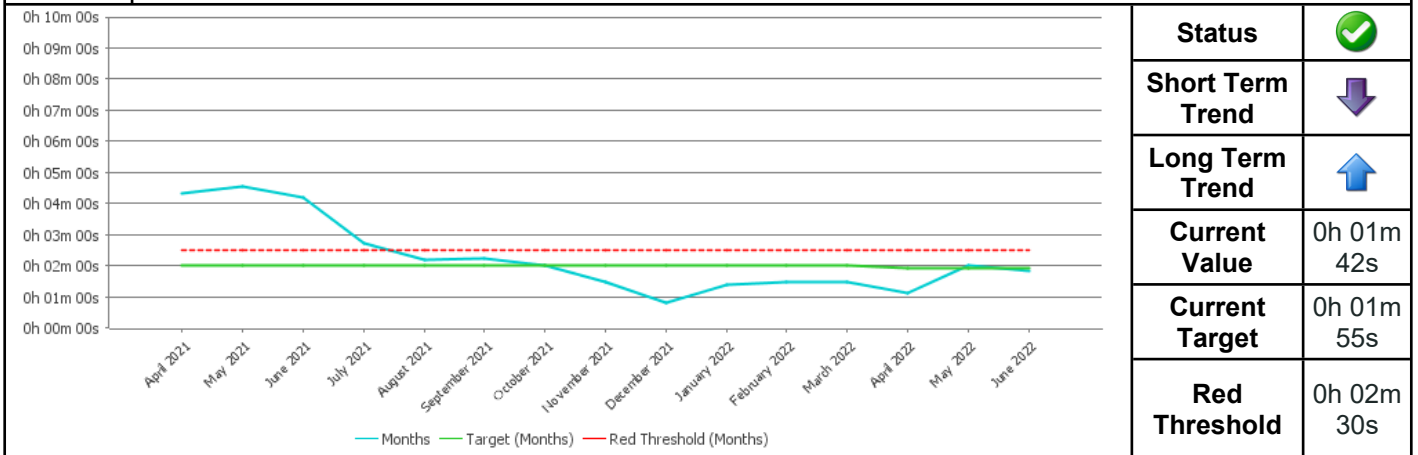
The data table below is in respect of CS-1, however, the chart also shows the data for the different types of interaction.



In June 2022 we handled 7054 contacts in Customer Services. These were made up of the following:

- Telephone Calls: 4162
- Emails: 2627
- Report It enquiries: 265
- F2F interactions: 0 (due to cyber incident)

<b>CS-7</b>	<b>Average customer waiting time (telephone)</b>
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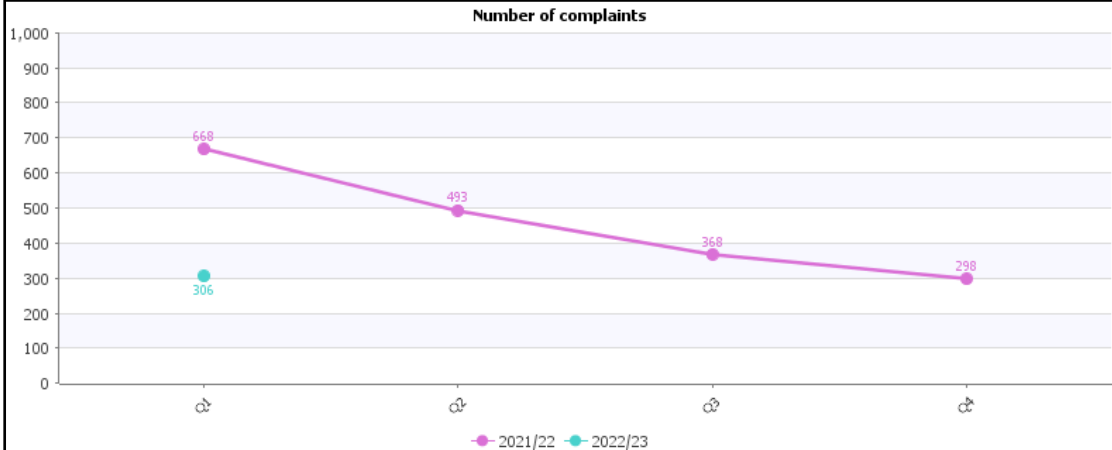
For Qt1 2022/23 the average wait time for calls to be answered is 1m 42s. Our target is to be below 1m 55s.

We are currently recruiting for a fixed term maternity cover for a member of staff who is on maternity leave but we have been able to maintain a below target average wait time.. We switch our resource throughout each day, from handling emails to taking calls, to maintain a good level of call handling and to reduce the wait time as much as is possible.

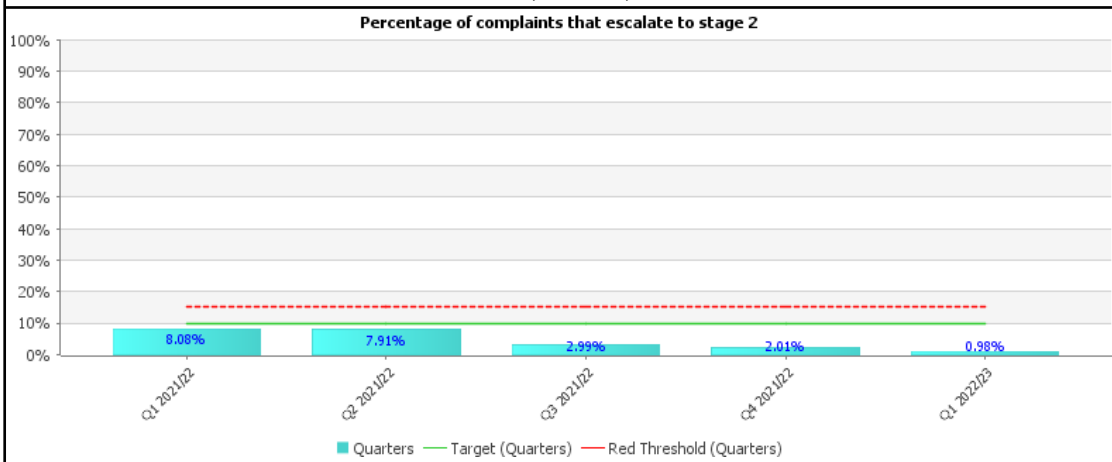
We have been able to continue to work with the Transformation Team on implementing further iterations of changes previously put in place for some processes and this is ongoing which has been impacted by the cyber incident.

For comparison, Qt1 average wait time for 2021/22 was 4m 21s so we have been able to reduce this substantially. The increase in online services has supported this.

<b>CS-11</b>	<b>Number of complaints</b>
<b>CS-13</b>	<b>Percentage of complaints that escalate to stage 2</b>



<b>Status</b>	
<b>Short Term Trend</b>	
<b>Long Term Trend</b>	
<b>Current Value</b>	306
<b>Current Target</b>	Data only
<b>Red Threshold</b>	Data only



<b>Status</b>	
<b>Short Term Trend</b>	
<b>Long Term Trend</b>	
<b>Current Value</b>	0.98%
<b>Current Target</b>	10%
<b>Red Threshold</b>	15%

Due to system outages we implemented a General Complaints process on Granicus in February for complaints to be recorded. We were already using this system for waste complaints.

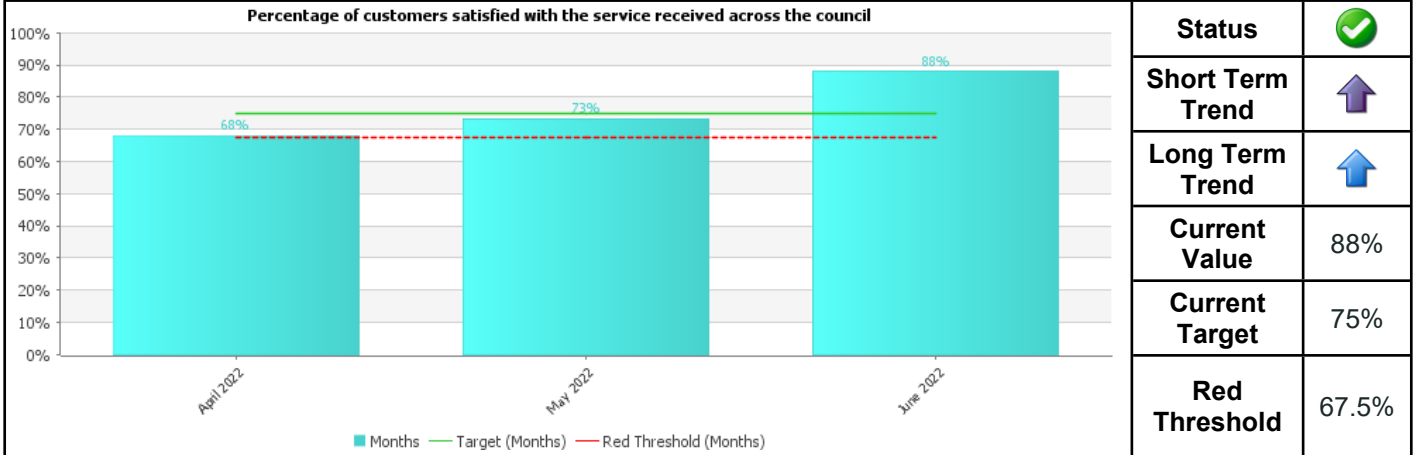
For Qt1 (Apr – Jun)) we recorded 306 complaints, of which 3 of these were stage 2. This is 0.98%.

In Apr 2022 the total number of complaints for services received across all departments that we can report on was 89 (including 1 that went to stage 2) with 68 (76%) of these complaints being recorded for Ubico. In February we recorded 75 complaints across all services (1 of these went to stage 2) with 54 of these being for Ubico (72%). In June we recorded 142 complaints for all services (1 of which went to stage 2), 111 were for Ubico (78%).

In Apr and May, the data we can produce shows that 100% of complaints were handled within 10 working days. In June 94% were handled within 10 working days so for the quarter 98% was achieved. It should be noted that due to the system we did not have full reporting but this has been changed and going forward we have accurate data for this.

<b>CS-15</b>	<b>Percentage of customers satisfied with the service received across the council</b>
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This data is collected through a link to the survey form that is included in each email reply from heretohelp and is also available directly on our website. Customers are also promoted to complete a short feedback form when using our online channel and this data is now included in our overall customer feedback data. This data is for all departments, not just customer service.

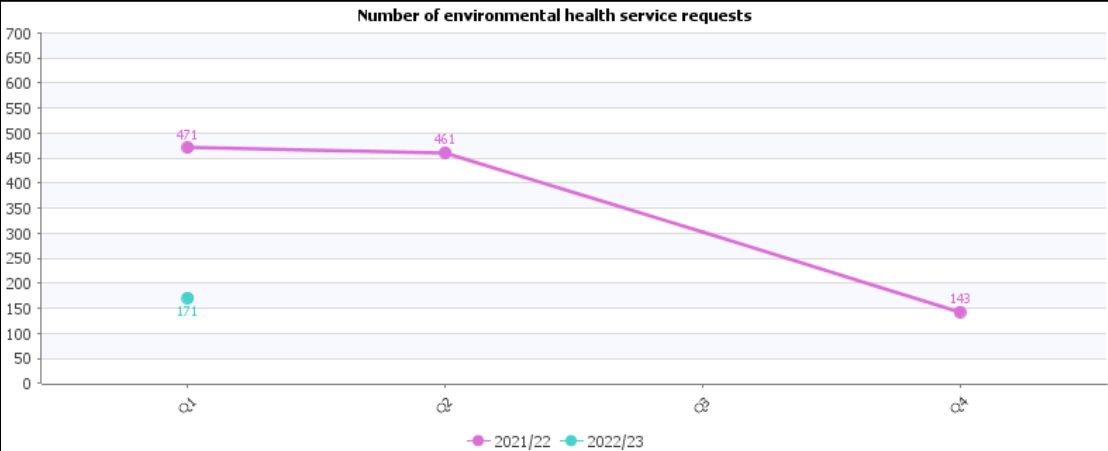
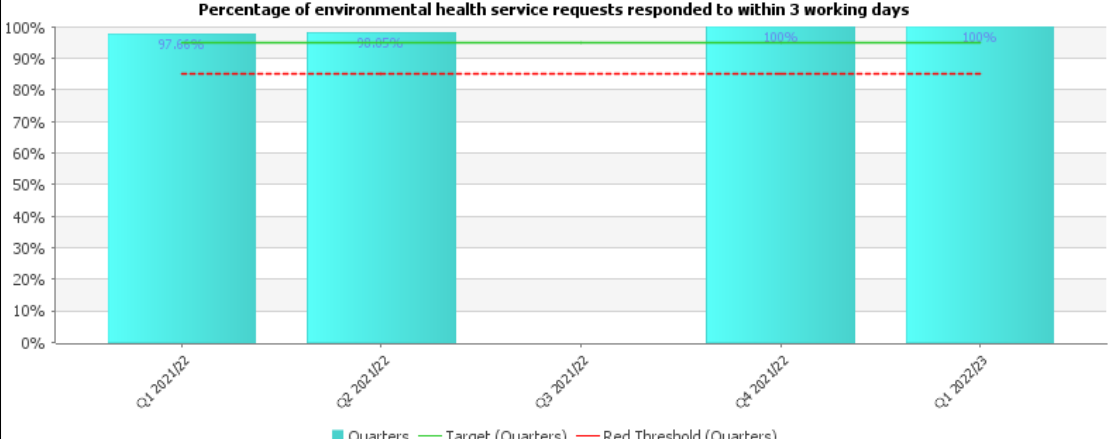


In Q1 22/23 we received back a total of 360 feedback responses from surveys and online forms and of these 290 categorized that they were either very satisfied, satisfied or neither satisfied nor dissatisfied. This was a quarterly satisfaction percentage of 80.56%.

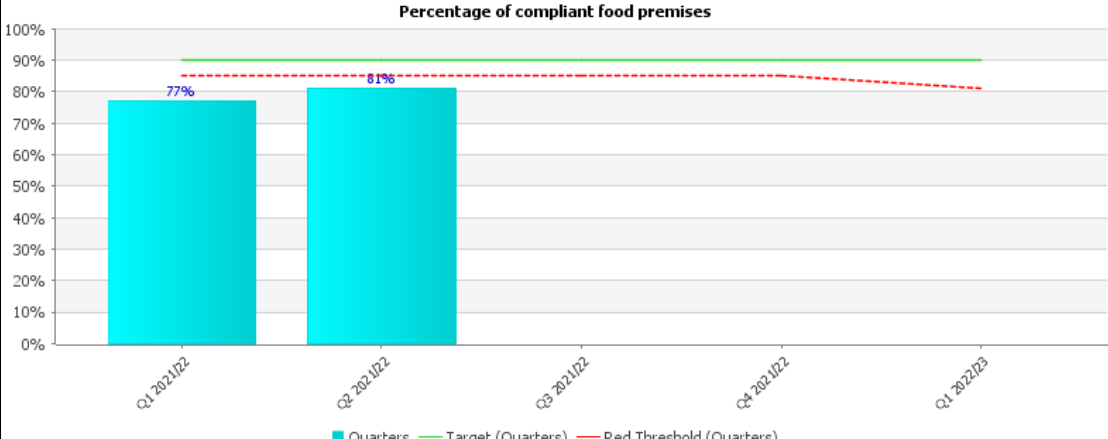
In April we had a total of 38 responses, 24 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (68%).

In May we had a total 106 responses, 77 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (73%).

In June we had a total 216 responses, 189 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (88%).

<b>CWB-1</b>	<b>Number of environmental health service requests</b>													
<b>CWB-2</b>	<b>Percentage of environmental health service requests responded to within 3 working days</b>													
		<table border="1"> <tr><td><b>Status</b></td><td></td></tr> <tr><td><b>Short Term Trend</b></td><td></td></tr> <tr><td><b>Long Term Trend</b></td><td></td></tr> <tr><td><b>Current Value</b></td><td>171</td></tr> <tr><td><b>Current Target</b></td><td>Data only</td></tr> <tr><td><b>Red Threshold</b></td><td>Data only</td></tr> </table>	<b>Status</b>		<b>Short Term Trend</b>		<b>Long Term Trend</b>		<b>Current Value</b>	171	<b>Current Target</b>	Data only	<b>Red Threshold</b>	Data only
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<b>Long Term Trend</b>														
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<b>Current Target</b>	95%													
<b>Red Threshold</b>	85%													

Due to the cyber incident the way we record service requests has changed and become more efficient, reducing multiple requests for the same issue. We have also seen the benefit of the transformation programme in terms of automating processes such as Licensing. The reduction in service requests has also enabled Officers to respond more efficiently to new requests raised and have achieved 100% response within 3 working days.

<b>CWB-13</b>	<b>Percentage of compliant food premises</b>													
		<table border="1"> <tr><td><b>Status</b></td><td></td></tr> <tr><td><b>Short Term Trend</b></td><td></td></tr> <tr><td><b>Long Term Trend</b></td><td></td></tr> <tr><td><b>Current Value</b></td><td></td></tr> <tr><td><b>Current Target</b></td><td>90%</td></tr> <tr><td><b>Red Threshold</b></td><td>81%</td></tr> </table>	<b>Status</b>		<b>Short Term Trend</b>		<b>Long Term Trend</b>		<b>Current Value</b>		<b>Current Target</b>	90%	<b>Red Threshold</b>	81%
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<b>Long Term Trend</b>														
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<b>Red Threshold</b>	81%													

We are unable to provide this data due to the continued cyber issue as access to the uniform system is required. Officers have continued to inspect food premises during the past quarter and anecdotally have continued to see high levels of compliance across the City. Any businesses that do not meet the high standard we expect will be given advice and support to raise the standards as soon as possible.

<b>CWB-33</b>	<b>Number of ASB interventions by Solace</b>																									
<table border="1"> <caption>Number of ASB interventions by Solace</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>31</td> </tr> <tr> <td>Q2 2021/22</td> <td>32</td> </tr> <tr> <td>Q3 2021/22</td> <td>15</td> </tr> <tr> <td>Q4 2021/22</td> <td>10</td> </tr> <tr> <td>Q1 2022/23</td> <td>28</td> </tr> </tbody> </table>		Quarter	Value	Q1 2021/22	31	Q2 2021/22	32	Q3 2021/22	15	Q4 2021/22	10	Q1 2022/23	28	<table border="1"> <tr> <td><b>Status</b></td> <td>✓</td> </tr> <tr> <td><b>Short Term Trend</b></td> <td>↑</td> </tr> <tr> <td><b>Long Term Trend</b></td> <td>↑</td> </tr> <tr> <td><b>Current Value</b></td> <td>28</td> </tr> <tr> <td><b>Current Target</b></td> <td>10</td> </tr> <tr> <td><b>Red Threshold</b></td> <td>8</td> </tr> </table>	<b>Status</b>	✓	<b>Short Term Trend</b>	↑	<b>Long Term Trend</b>	↑	<b>Current Value</b>	28	<b>Current Target</b>	10	<b>Red Threshold</b>	8
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<b>Red Threshold</b>	8																									

ASB interventions recorded considers some actions recently concluded that had been ongoing from the previous year and all for Q1 this compares favourably with Q1 2021/22, showing a reduction in interventions.

<b>DM-2</b>	<b>Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.</b>
<b>DM-3</b>	<b>Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.</b>

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Pre cyber incident we were performing well against each of the performance indicators. We were above target for DM2 and DM3. The planning section determined a high number of applications and exceeded our performance target for number of decisions within the statutory time limit.

Post cyber incident it has not been possible to provide performance data for Q1 as we do not have access to the data. Despite the challenges presented by the cyber incident I still expect performance to be above target. Although the process takes longer with the workaround processes we have in place we have still be processing applications and issuing decisions. I anticipate there will be a slight drop in Q1 performance when compared to the previous year as a result of the initial delay caused by the cyber incident but this should not negatively impact the performance for the



whole year moving forward.

<b>F-7</b>	<b>Financial Outturn vs. Budget</b>
This will be reported in the quarterly financial monitoring report only until the data is more readily available.	

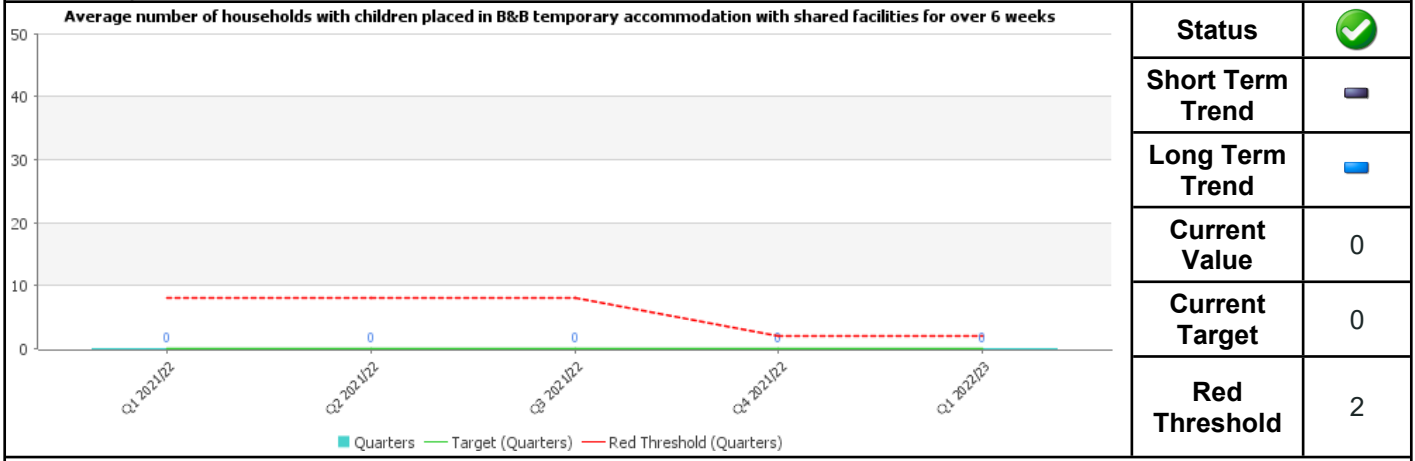
<b>H-10</b>	<b>Average number of new households placed in temporary accommodation</b>															
<p>Average number of new households placed in temporary accommodation</p> <table border="1"> <caption>Data for H-10 Chart</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>150</td> <td>36</td> <td>28</td> <td>36</td> </tr> <tr> <td>2022/23</td> <td>33</td> <td>36</td> <td>28</td> <td>36</td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2021/22	150	36	28	36	2022/23	33	36	28	36
Year	Q1	Q2	Q3	Q4												
2021/22	150	36	28	36												
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<b>Status</b>																
<b>Short Term Trend</b>																
<b>Long Term Trend</b>																
<b>Current Value</b>	33															
<b>Current Target</b>	Data only															
<b>Red Threshold</b>	Data only															

The average number of new households placed in temporary accommodation shows a slight reduction in Q1 however demand remains at a similar level to 2021/22. We are pleased that the numbers are relatively stable for this measure as we work to reduce the numbers in other types of accommodation.

<b>H-11</b>	<b>Average number of households in B&amp;B Per Month</b>																		
<p>Average number of households in B&amp;B Per Month</p> <table border="1"> <caption>Data for H-11 Chart</caption> <thead> <tr> <th>Quarter</th> <th>2021/22</th> <th>2022/23</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>26</td> <td>26</td> </tr> <tr> <td>Q2</td> <td>48</td> <td>48</td> </tr> <tr> <td>Q3</td> <td>29</td> <td>29</td> </tr> <tr> <td>Q4</td> <td>30</td> <td>30</td> </tr> <tr> <td>Q1</td> <td>19</td> <td>19</td> </tr> </tbody> </table>		Quarter	2021/22	2022/23	Q1	26	26	Q2	48	48	Q3	29	29	Q4	30	30	Q1	19	19
Quarter	2021/22	2022/23																	
Q1	26	26																	
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Q1	19	19																	
<b>Status</b>																			
<b>Short Term Trend</b>																			
<b>Long Term Trend</b>																			
<b>Current Value</b>	19																		
<b>Current Target</b>	30																		
<b>Red Threshold</b>	39																		

Q1 performance shows a continued reduction in the use of B&B accommodation from previous quarters which is well below our target which has also been reduced. We are pleased that our focus on this area continues to have a positive impact, delivering the objectives in the Housing Strategy.

<b>H-12</b>	<b>Average number of households with children placed in B&amp;B temporary accommodation with shared facilities for over 6 weeks</b>
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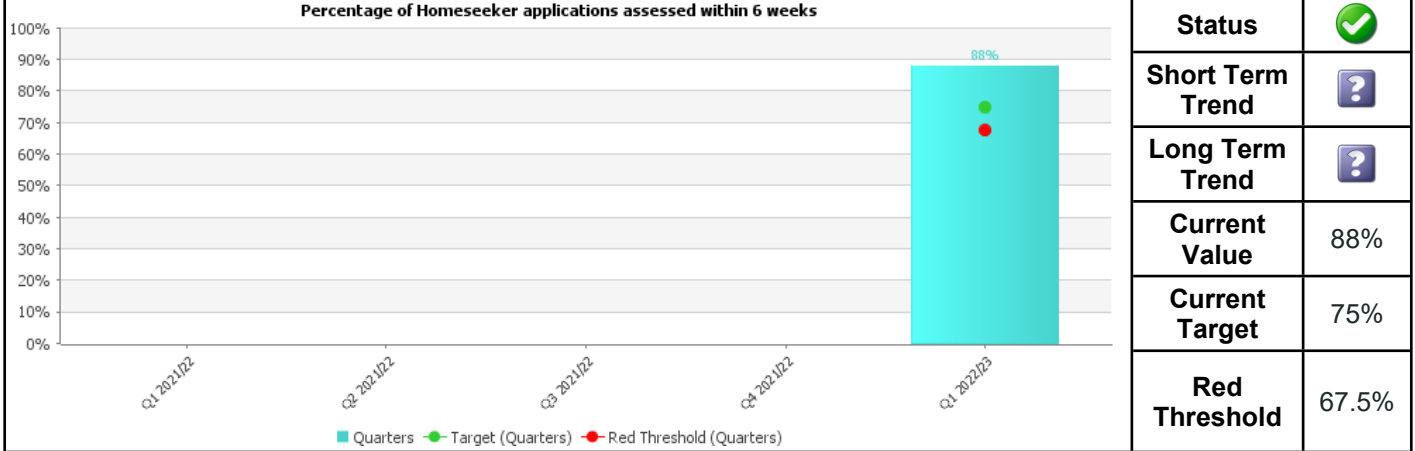
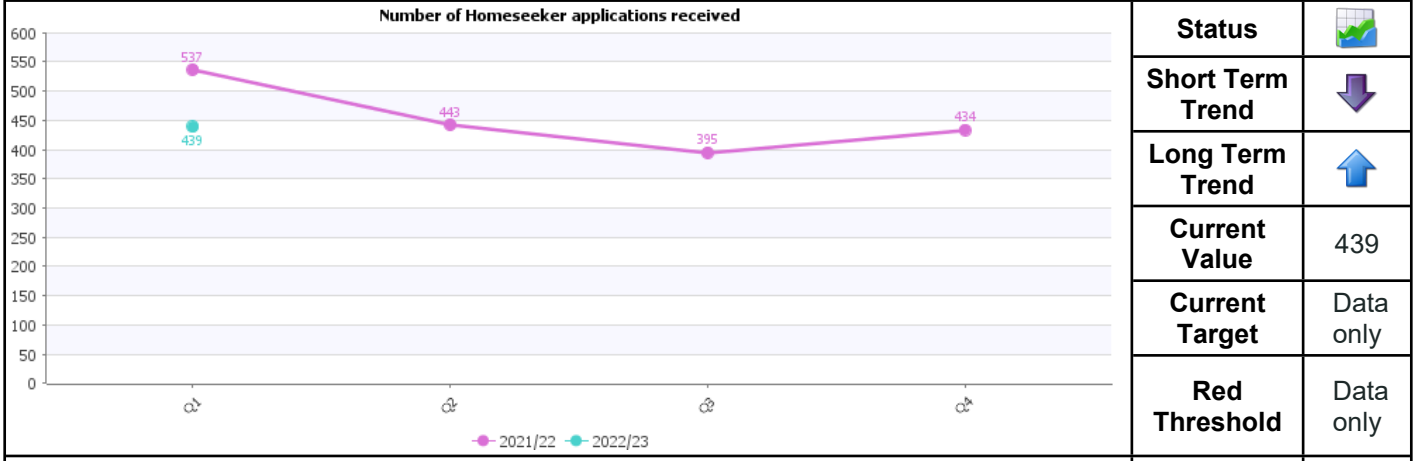


In Qtr 1 we continued to see a positive picture in the number of families in B&B over 6 weeks. The 'Bed and Breakfast Taskforce' meetings continue to closely focus on finding move-on options for those that already had an 'accepted' homeless decision; or for those in temporary accommodation who were unlikely go on to be owed a 'full duty' giving the local authority full obligations to rehouse.

This is an average measure, however, we did not have any families breaching the 6 week mark.

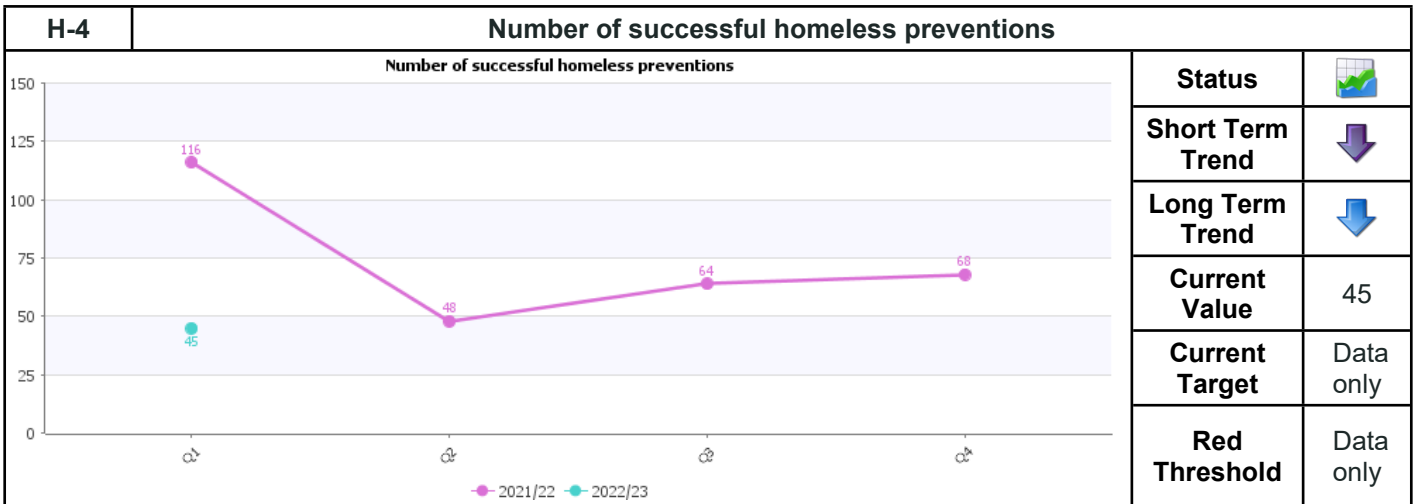
<b>H-15</b>	<b>Number of Homeseeker applications received</b>
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<b>H-16A</b>	<b>Percentage of Homeseeker applications assessed within 6 weeks</b>
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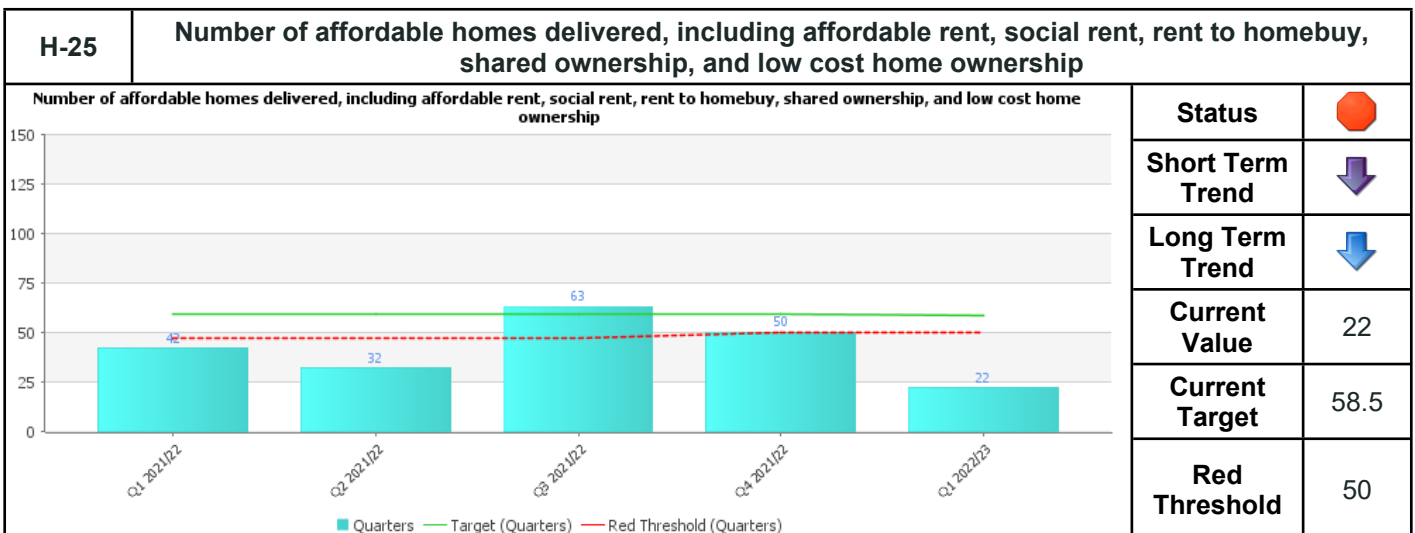


H-15 relates to new applications and does not include changes of circumstances of current applicants. The number of Homeseeker applications received has only slightly increased compared to Q4.

H16-A is a new PI for Q1 22/23. We had 870 applications to be assessed of which 770 were live at the end of Q1, of which 738 were assessed within 6wks – 88%.



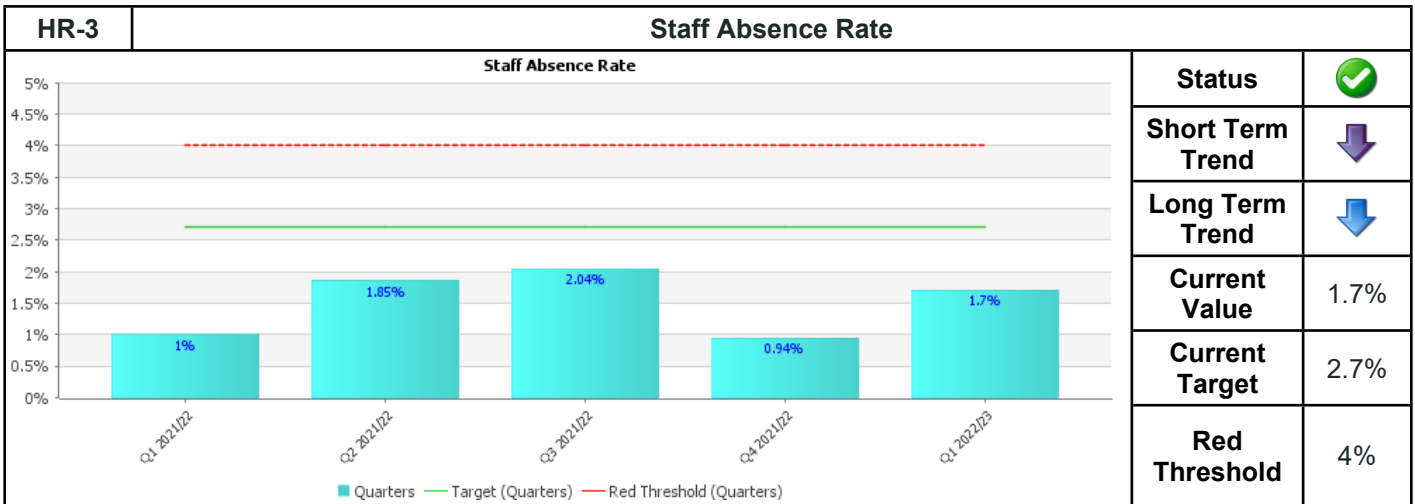
The reduction in the number of successful homeless preventions (45) during Q1 reflects the range of challenges in securing affordable private rented accommodation across Gloucester as a large number of 'homeless preventions' require new accommodation to be sourced which is also affordable for the household and meets their needs and requirements. The less affordable accommodation we are able to access, the harder it is to successfully prevent homelessness.



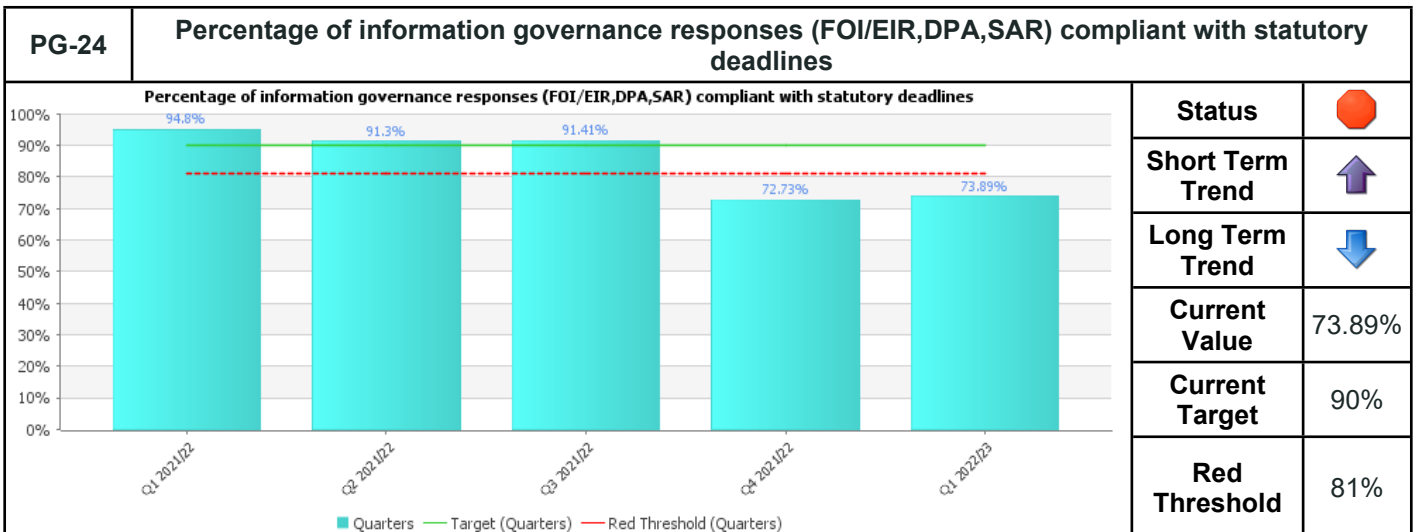
22 affordable homes delivered during Q1 comprising 19 affordable rent properties and three shared ownership properties.

The delivery of affordable housing continues to be impacted by the on-going supply chain issues in the construction industry and this is will continue to affect performance during 2022/23.

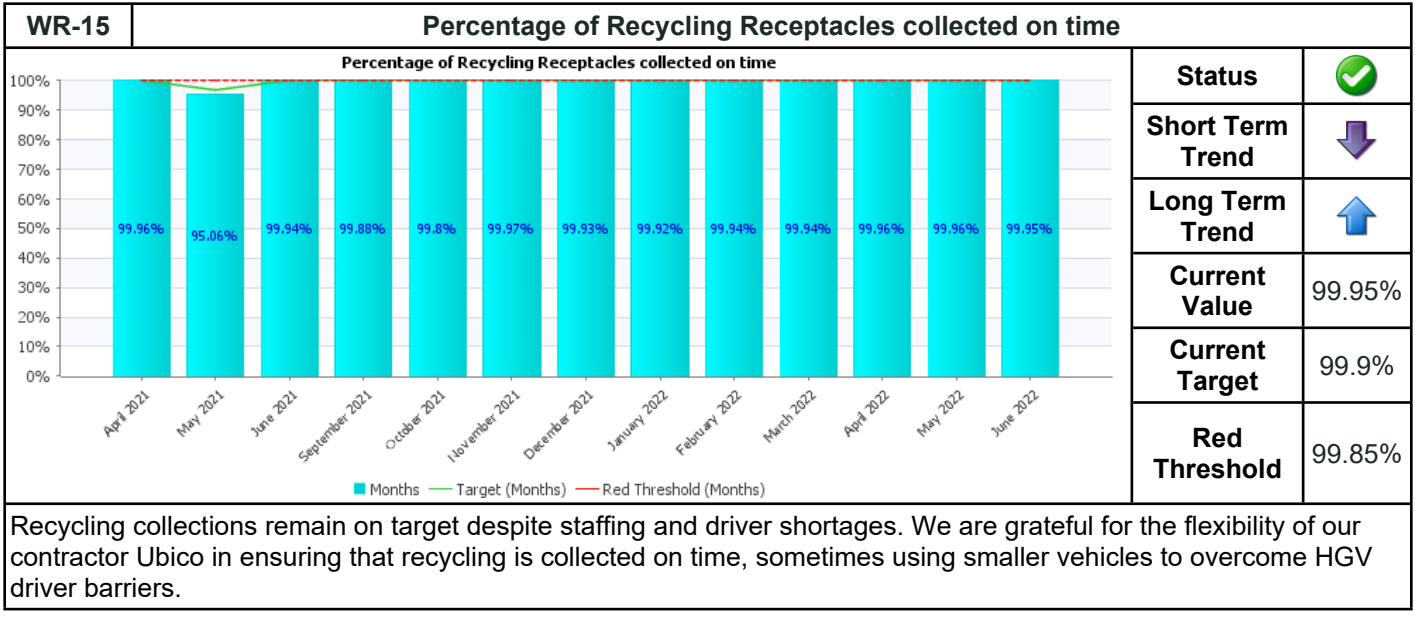
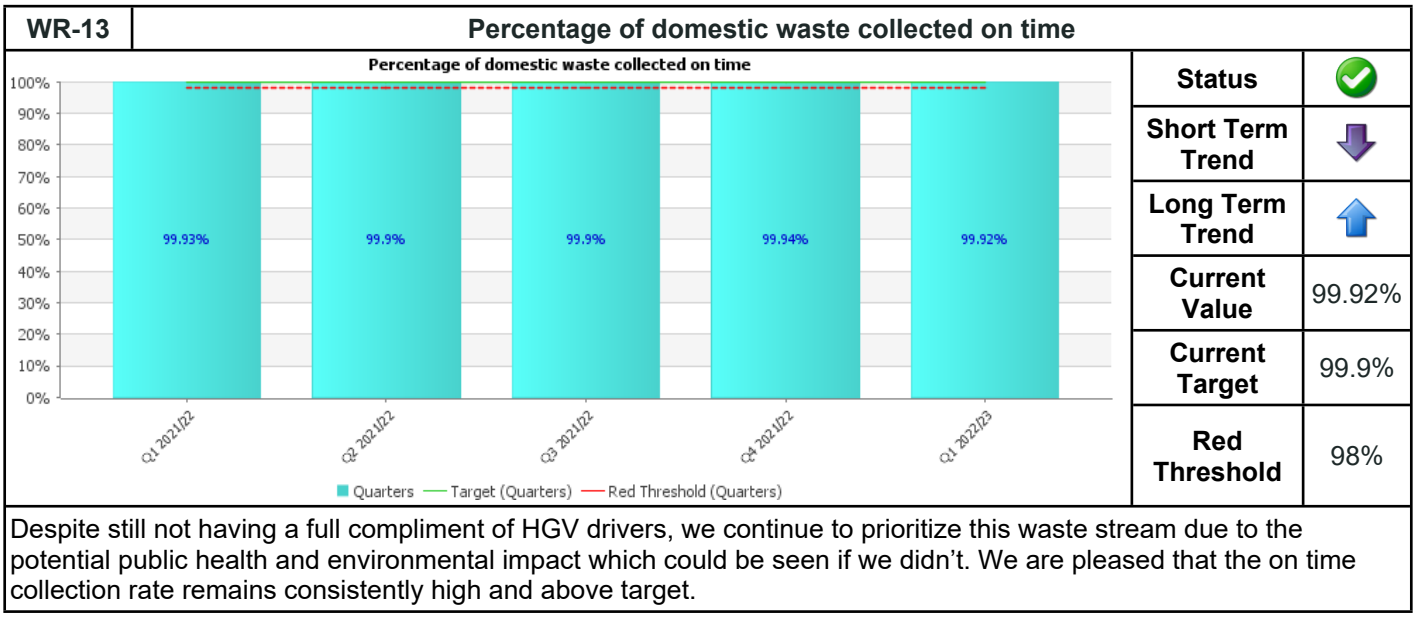
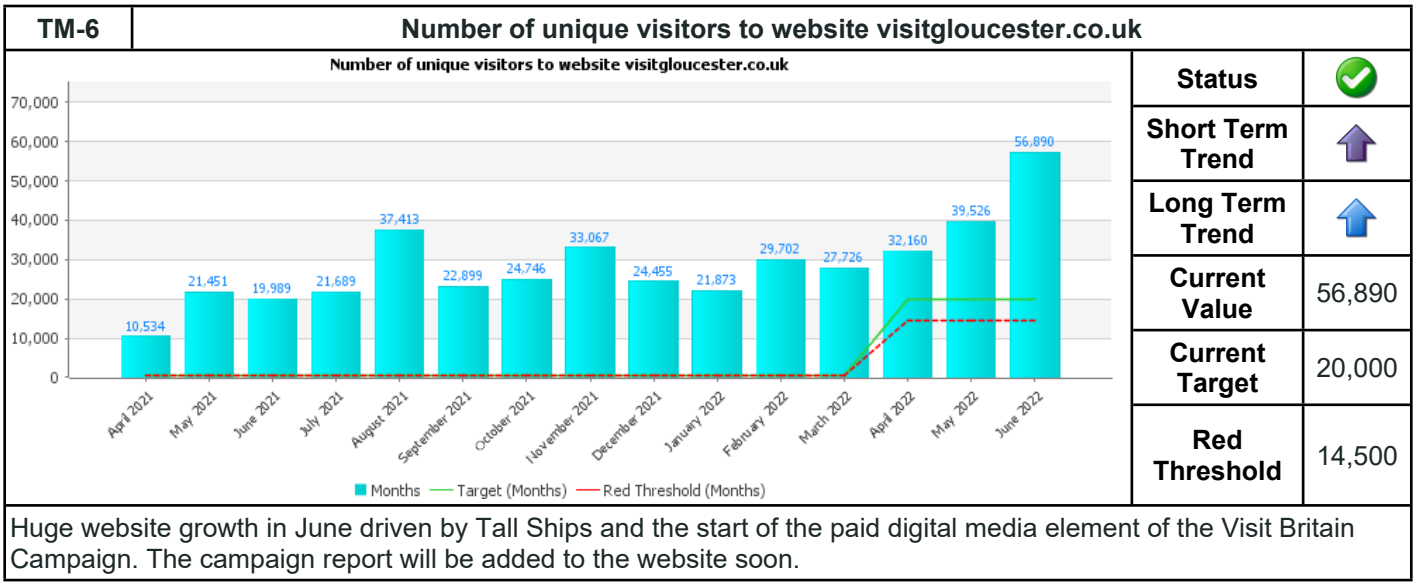
There are 199 affordable homes scheduled to be delivered in total during 2022/23.

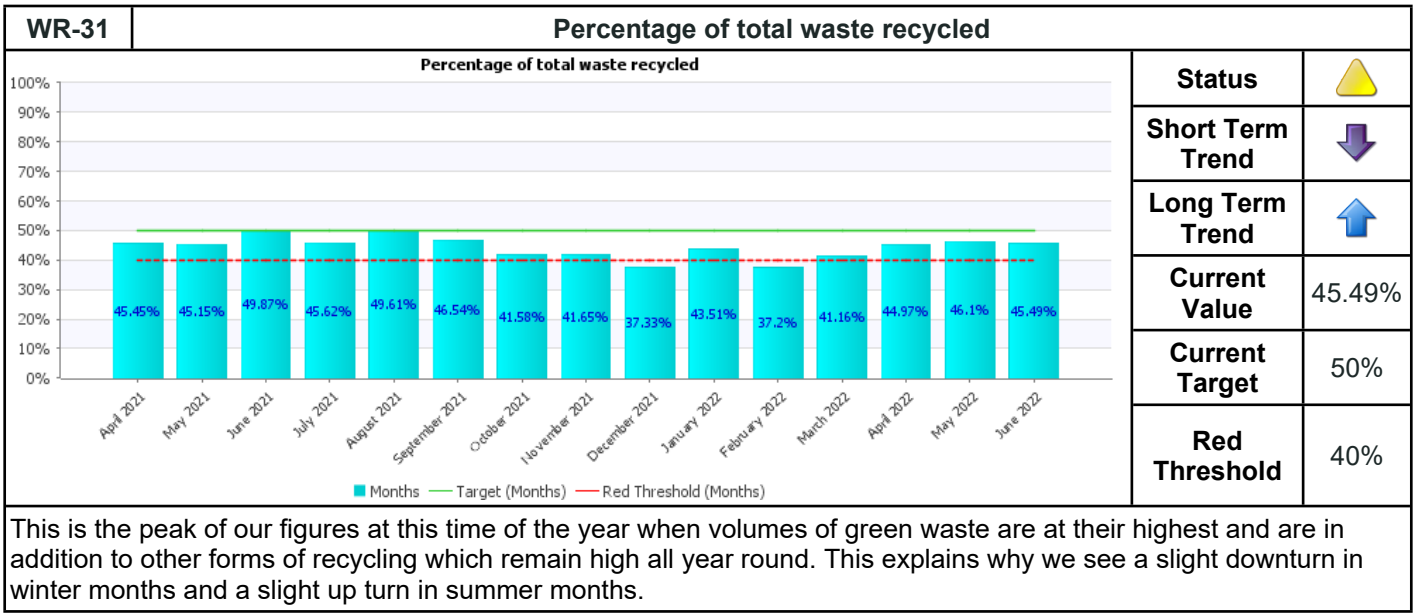


We have seen an increase in our absence rate for quarter 1 2022/23 to 1.70% from 0.94% reported in quarter 4. Overall our absence levels remain below our target. Managers receive detailed support from the Employee Relations Team for longer term and more complex cases and also receive in-depth management information on a monthly basis covering absence trends at a service level plus detail of those hitting the absence trigger point. Managers are proactively encouraged to seek early advice from both the HR Advice line and Occupational Health Manager's helpline regarding any cases of concern to ensure appropriate support and intervention is in place.



The aim is to respond to all requests by the statutory deadline, however, a target of 90% is set for monitoring purposes. Performance has risen marginally since the last quarter to just below 74%, as the impact of the cyber incident continues to limit access to information in some service areas. The affected service areas are largely those which rely on specific systems that are in the process of being recovered. The majority of requests are still being responded to on time, and of the remaining 26%, 8% received a late response and 18% cannot be responded to. An earlier internal deadline is being introduced to reduce the incidence of late responses. We are continuing to log all information governance requests and, where we are unable to respond because the relevant information is not accessible, requesters are being informed prior to the deadline.





This is the peak of our figures at this time of the year when volumes of green waste are at their highest and are in addition to other forms of recycling which remain high all year round. This explains why we see a slight downturn in winter months and a slight up turn in summer months.