



































Gloucester City Council Quarterly Performance Report







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
CD & VE-1	Museum of Gloucester/TIC Footfall			
CS-1	Total number of customer service interactions (calls/emails/report it/face to face)			
CS-11	Number of complaints			
CS-7	Average customer waiting time (telephone)			
CWB-33	Number of ASB interventions by Solace			
H-25	Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership			
H-4	Number of successful homeless preventions			
HR-3	Staff Absence Rate			
PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			
WR-13	Percentage of domestic waste collected on time			
WR-31	Percentage of total waste recycled			

Short Trend No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
H-12	Average number of households with children placed in B&B temporary accommodation with shared facilities for over 6 weeks			
WR-15	Percentage of Recycling Receptacles collected on time			

Short Trend Getting Worse

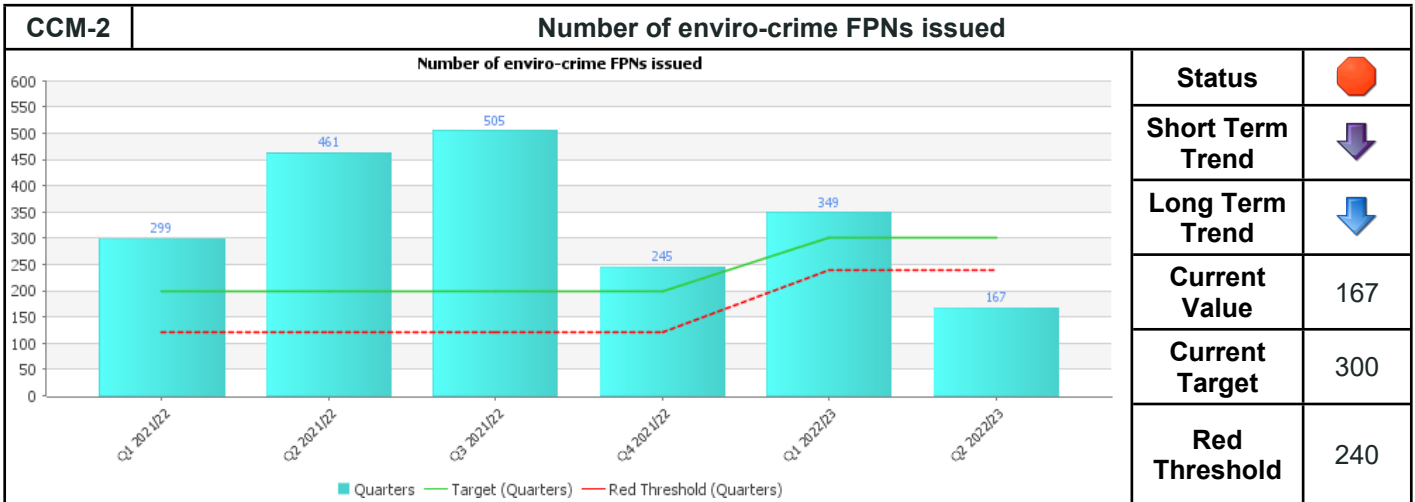
PI Code	Measure	Status	Short Term Trend	Long Term Trend
CCM-2	Number of enviro-crime FPNs issued			
CS-13	Percentage of complaints that escalate to stage 2			
CS-15	Percentage of customers satisfied with the service received across the council			
CWB-1	Number of environmental health service requests			
CWB-2	Percentage of environmental health service requests responded to within 3 working days			
H-10	Average number of new households placed in temporary accommodation			
H-11	Average number of households in B&B Per Month			
H-15	Number of Homeseeker applications received			
H-16A	Percentage of Homeseeker applications assessed within 6 weeks			
TM-6	Number of unique visitors to website visitgloucester.co.uk			

Cannot group these rows by Short Trend

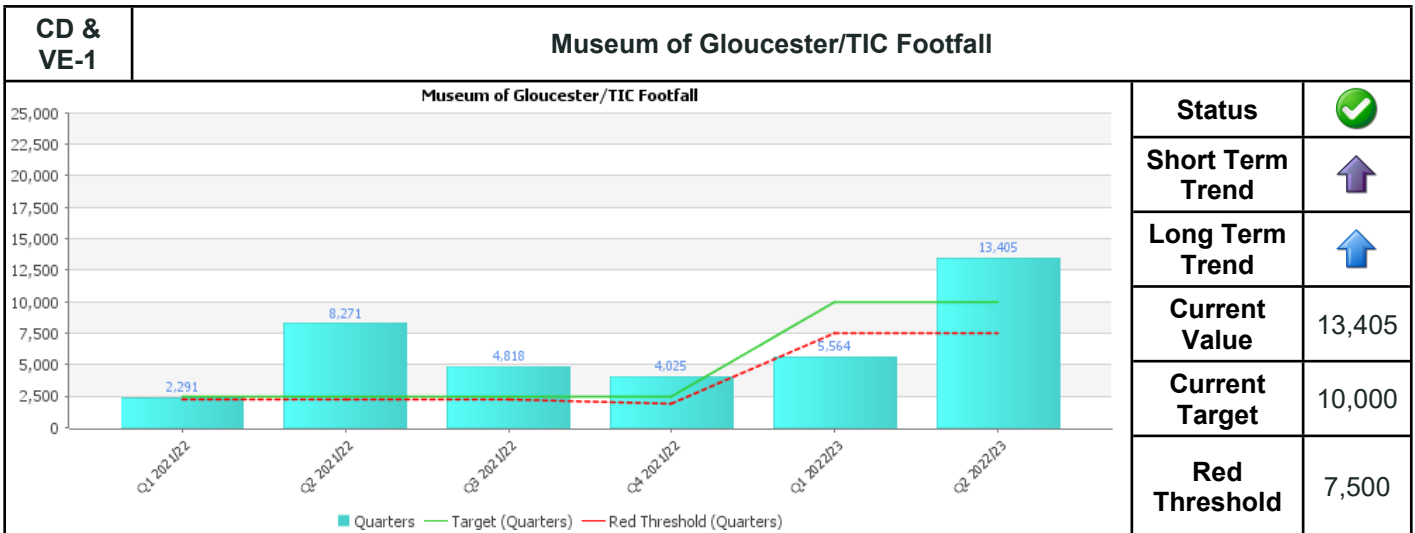
PI Code	Measure	Status	Short Term Trend	Long Term Trend
DM-2	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
DM-3	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.			

Quarter 2 Data Not Accessible

PI Code	Measure
CWB-13	Percentage of compliant food premises
F-7	Financial Outturn vs. Budget



The current recruitment climate is impacting on our contractors ability to recruit to their vacancies meaning that the number of FPNs issued has reduced. For information each Enforcement Officer issues on average 2 FPNs per day, but with only one Officer currently operating, the target has not been met. This was a newly increased target which was increased at the beginning of the financial year. We are working with the contractor to support their recruitment where was can.

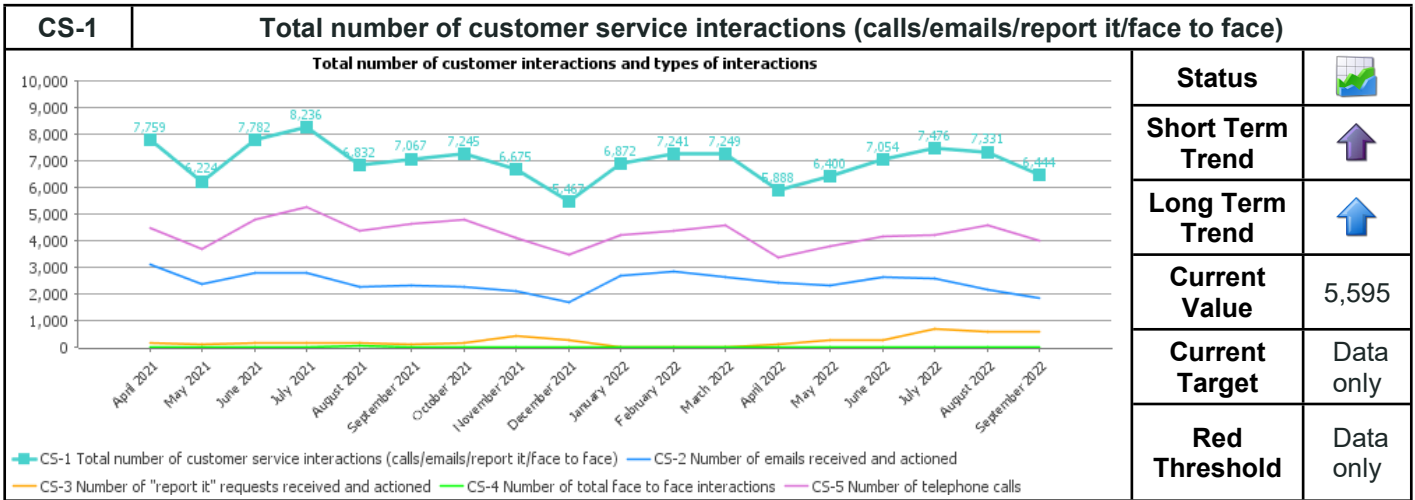


Quarter 2 saw a combined figure of 13,405 visitors to the Museum.

July - 2,958
 August - 6,733
 September - 3,714

Numbers have increased compared to the same period last year (6,539) but have not yet reached numbers pre-pandemic.

This year, the Titanic Exhibition covered the duration of quarter 2 and was a successful exhibition contributing significantly to the exhibition income target. The next 1980's exhibition is due to go live in October with the aim of boosting numbers and attracting a different kind of audience.



In Qt2 22/23 we handled 21251 contacts in Customer Services. These were made up of the following:

Telephone Calls – 12796

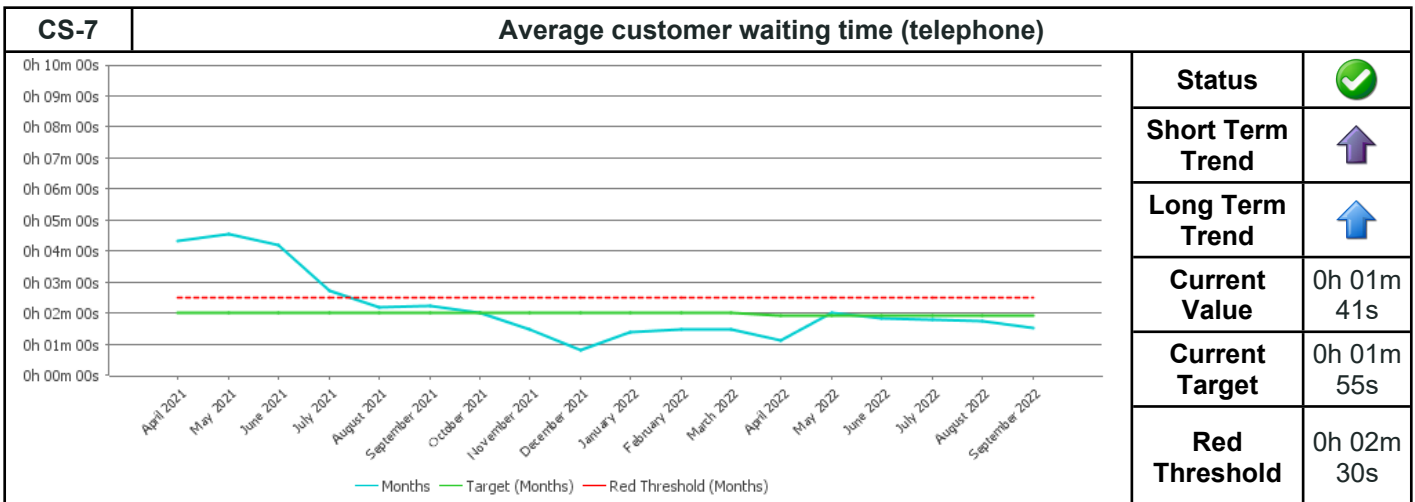
Emails – 6592

Report It enquiries – 1863

F2F interactions – 0 (the Gateway currently remains closed to Customers)

At times, during this quarter, we have continued to see an increase in emails and calls that have been generated through Customer Service in regard to Council Tax queries. These are as a result of the energy rebate scheme and the council tax system being disabled due to the cyber incident which has resulted in a delay in accounts being updated. Whilst the Customer Service team signposts customers to the correct team to support customers with these queries, we do get some initial contact made to our team.

More services have been released on Report It and this is being actively promoted externally and also internally for officers to record queries. We have also implemented Contact Us which has helped reduce down the unstructured email contacts that come in to Here to Help with the query now being sent directly to the department who can resolve these.

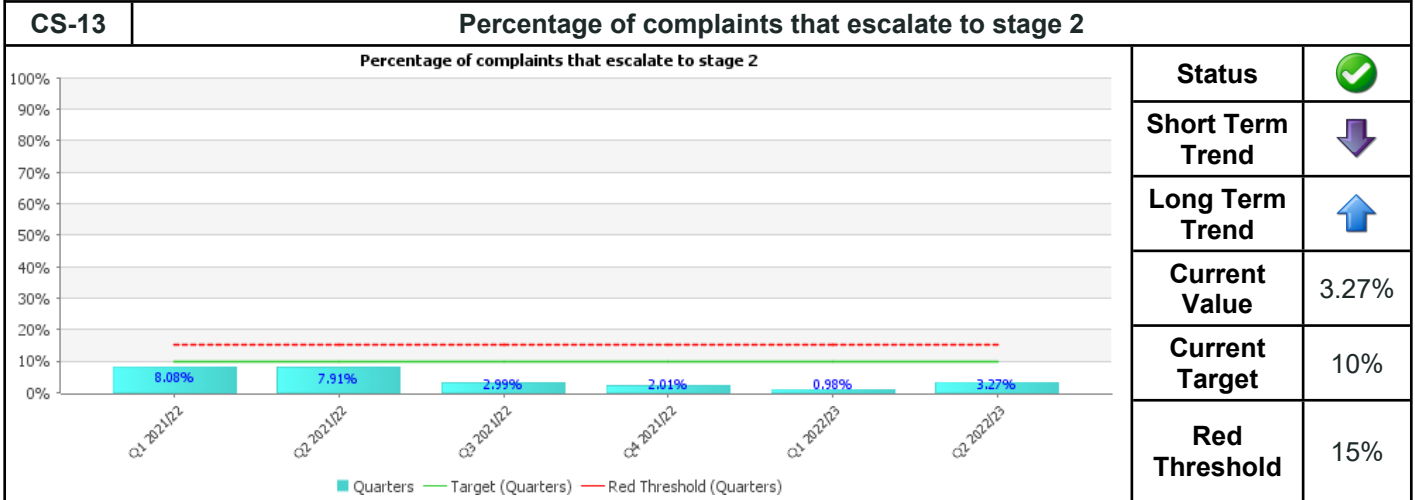
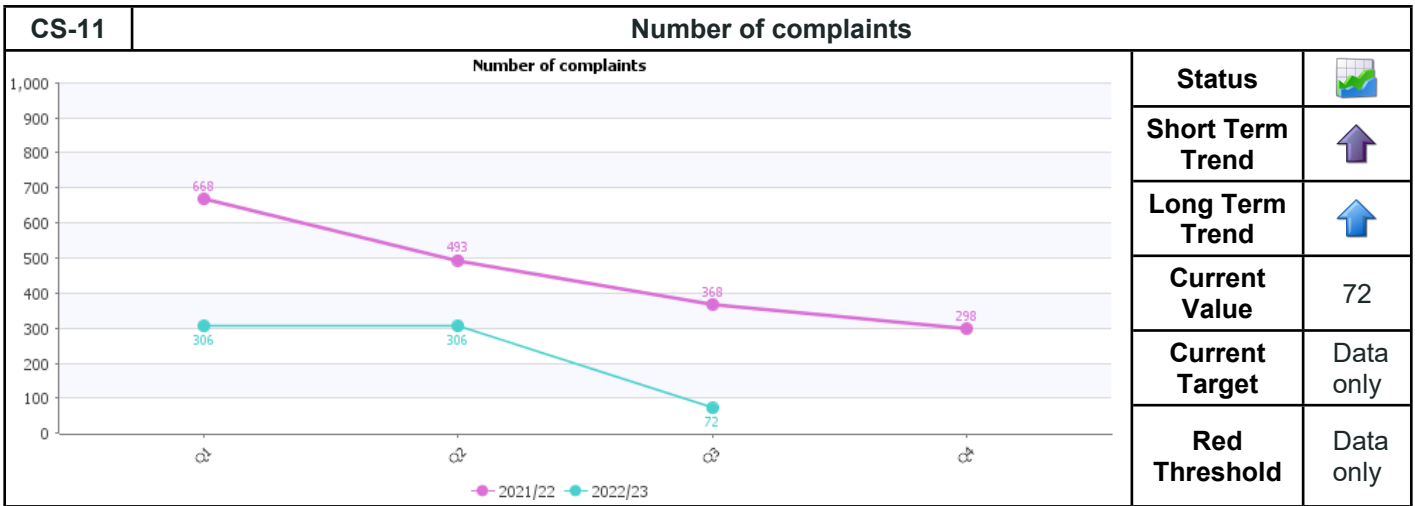


For Qt2 2022/23 the average wait time for calls to be answered was 1m 41s. Our target is to be below 1m 55s.

We have recently recruited for a fixed term maternity cover for a member of staff who is on maternity leave, but we have still been able to maintain a below target average wait time whilst we await them to start. We switch our resource throughout each day, from handling emails, triaging Report It and Contact us enquiries and taking calls, to maintain a good level of call and enquiry 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 but has been impacted by the cyber incident.

For comparison, Qt2 average wait time for 2021/22 was 2m 23s so we have been able to reduce this substantially. The increase in online services has supported this.



For Qt2 22/23 (Jul – Sept)) we recorded 306 complaints, of which 10 of these were stage 2. This is 3.26% of all complaints.

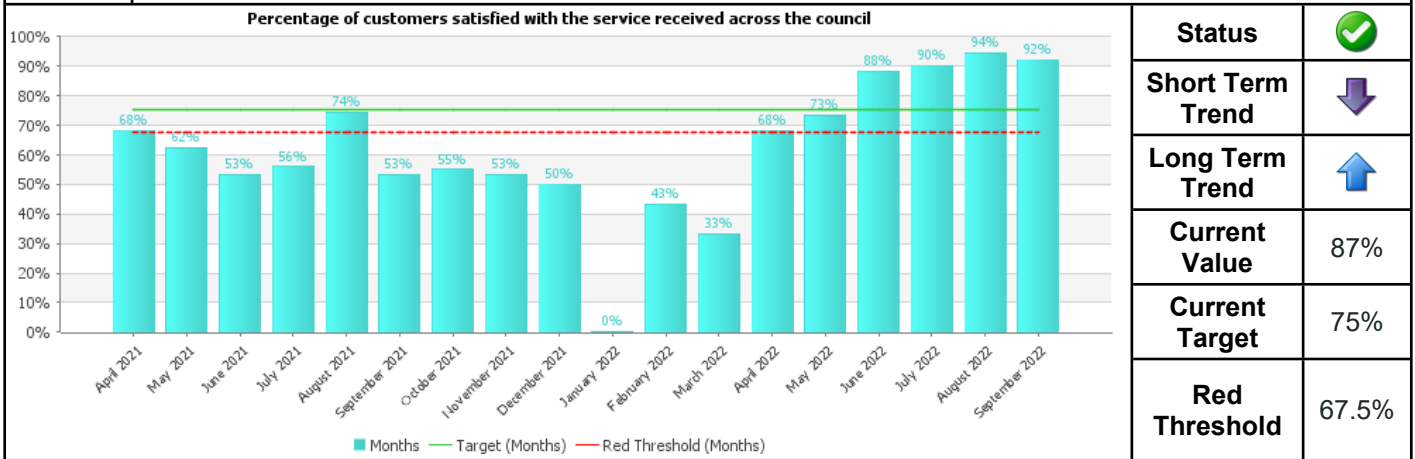
In July 2022 the total number of complaints for services received across all departments that we can report on was 120 (including 2 that were stage 2). 94 (78%) of the complaints being recorded for Ubico.

In August we recorded 111 complaints across all services (including 3 that were stage 2). 88 of complaints being for Ubico (79%).

In September we recorded 75 complaints for all services (including 5 which were stage 2). 62 of complaints for Ubico (83%).

For comparison in Q2 21/22 the total number of complaints raised on our systems for all council departments was 493. Of these, 403 were for Urbaser (contractor at the time) (82%). 39 of the total complaints across departments were logged as stage 2. This was 7.91%.

CS-15 **Percentage of customers satisfied with the service received across the council**



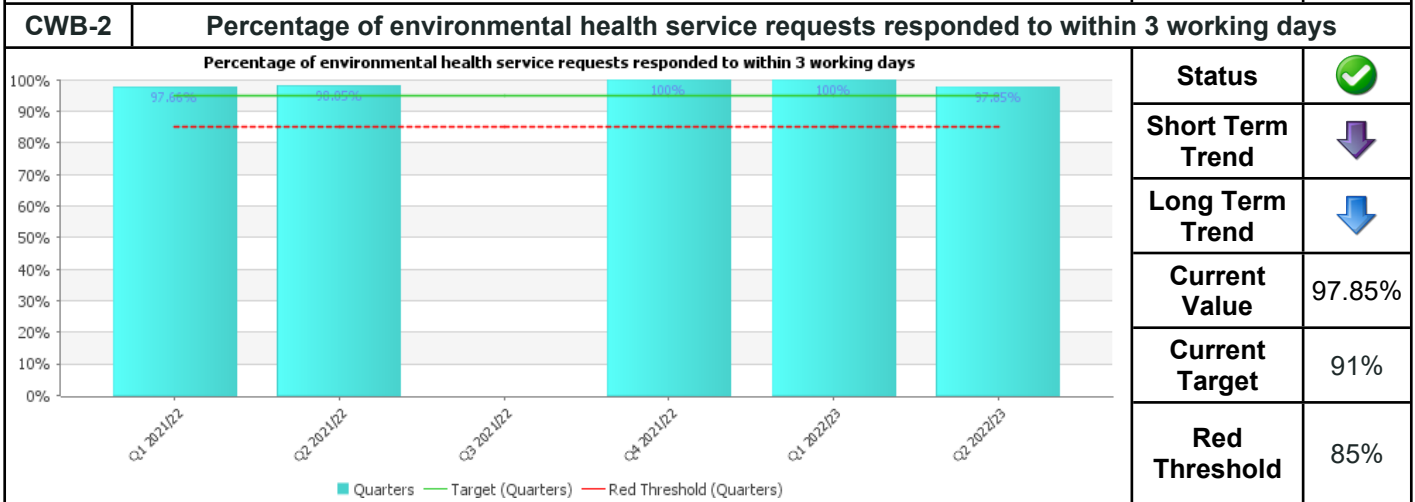
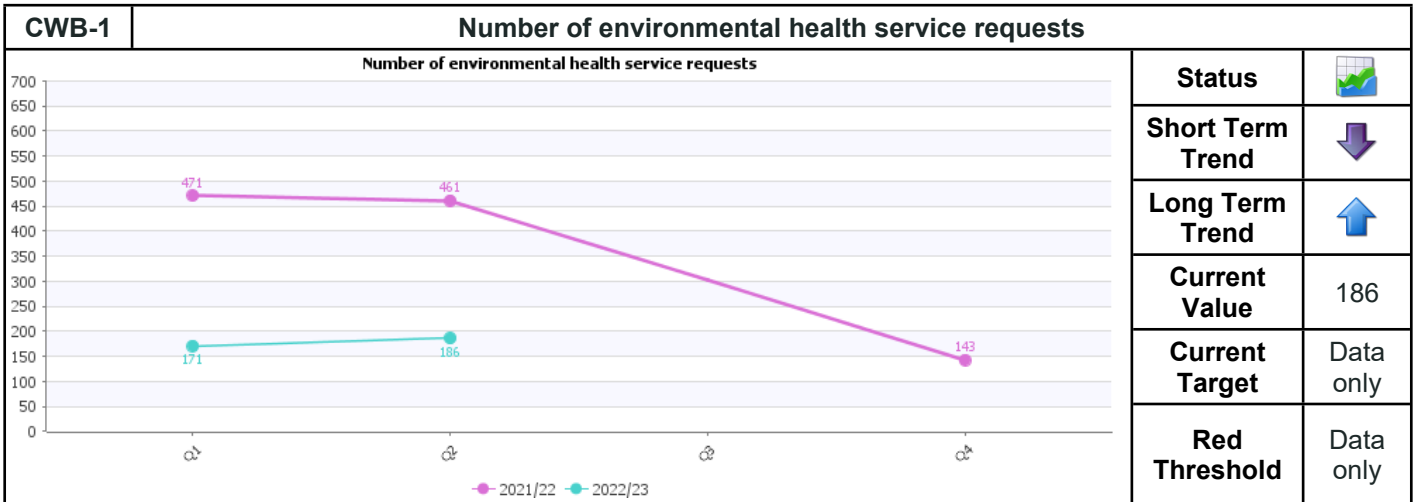
In Q2 22/23 we received back a total of 769 feedback responses from surveys and online forms and of these 707 categorized that they were either very satisfied, satisfied or neither satisfied nor dissatisfied. This was a quarterly satisfaction percentage of 91.93%.

In July we had a total of 250 responses, 225 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 (90%).

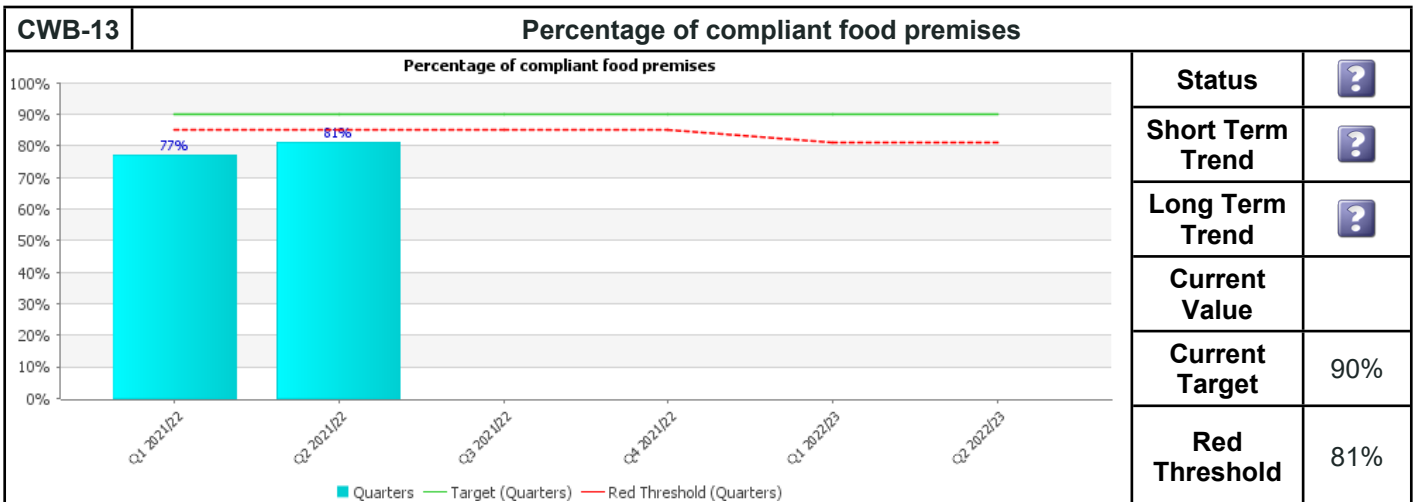
In August we had a total 284 responses, 266 customers said that overall, they were **very satisfied, satisfied or neither satisfied or dissatisfied (or selected the equivalent rating on the online feedback rating form)** with our service (94%).

In September we had a total 235 responses, 216 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 (92%).

We have been able to expand the number of processes that can be done online and as such we feel it would be beneficial to report back on, not only the Customer Feedback forms but also the Self feedback forms that customers are asked to complete once they have used our online functions.



Environmental Health Service Requests are currently still recorded through our Business Continuity Process via MS Teams, whilst the Uniform System becomes fully operational. As this process had been a work around, some cases have been dealt with through direct contact with customers and entered later on resulting in the current data. Demand continues to be consistent, however, we are working with customer services to ensure continuous improvement of service delivery.



We are still unable to provide this data due to the cyber incident. 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.

CWB-33	Number of ASB interventions by Solace																											
<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> <tr> <td>Q2 2022/23</td> <td>31</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	Q2 2022/23	31	<table border="1"> <tr> <td>Status</td> <td>✔</td> </tr> <tr> <td>Short Term Trend</td> <td>↑</td> </tr> <tr> <td>Long Term Trend</td> <td>↑</td> </tr> <tr> <td>Current Value</td> <td>31</td> </tr> <tr> <td>Current Target</td> <td>10</td> </tr> <tr> <td>Red Threshold</td> <td>8</td> </tr> </table>	Status	✔	Short Term Trend	↑	Long Term Trend	↑	Current Value	31	Current Target	10	Red Threshold	8
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<p>Solace continues to deliver services to reduce the impact of ASB on the City, despite having issues recruiting staff over the past months. The new Team leader two months in post is working on recruitment currently and seeking to review and improve the service offered. Interventions recorded represent Closure Orders, Injunctions and Investigations.</p>																												

DM-2	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.																											
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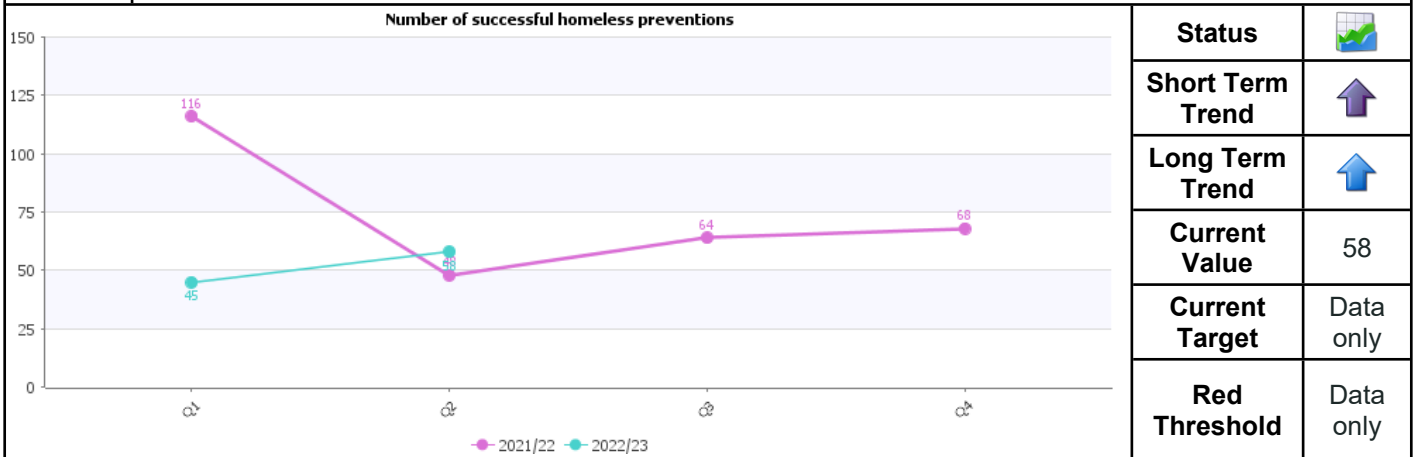
These are best estimates at the moment without access to uniform. All the data will be available from Q3 and will be possible to provide accurate figures then.

The best estimates show that performance is tracking ahead of target, and well above the level of acceptability set by Government. The development management team has grown in the last quarter with 4 new planning recruits, which has enhanced performance and will continue to do so over the coming months.

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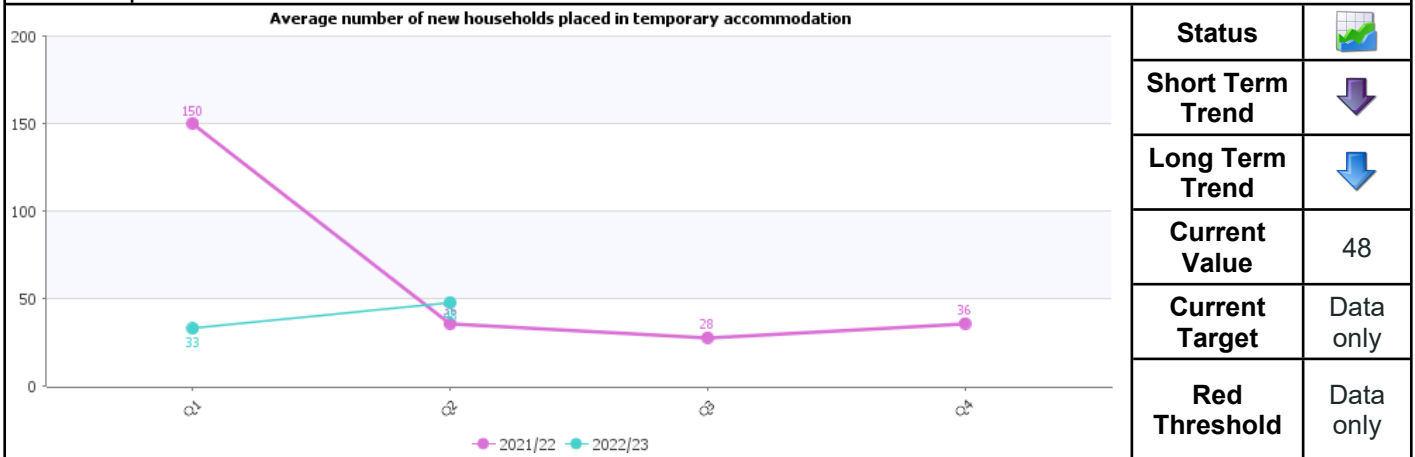
This will be reported in the quarterly financial monitoring report only until the data is more readily available.

H-4	Number of successful homeless preventions
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The reduction in successful homeless preventions during the first half of 2022/23 is steadily improving albeit slowly. This reflects the continued pressure in the local housing market allied with the affordability challenges that residents face securing alternative accommodation when they are threatened with homelessness. Through a variety of measures designed to support this and our ongoing partnership working, we hope to see a continued upward trend.

H-10	Average number of new households placed in temporary accommodation
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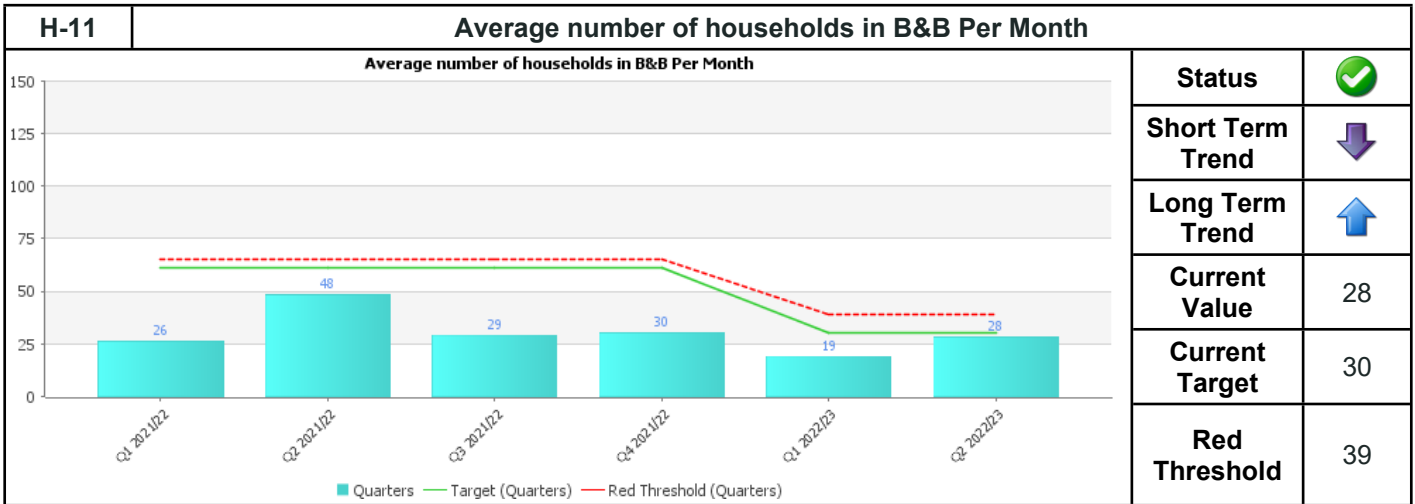
This PI has recently been amended as previously the question was the average number of households in temporary accommodation. The PI now relates to the average number of new households in temporary accommodation. This is to help us understand the demand for New placements and monitor new presentations with temporary accommodation needs.

Average placed 48

For Jul 22 number of new families placed 14 & singles placed 22

For Aug 22 number of new families placed 12 & singles placed 17

For Sep 22 number of new families placed 12 & singles placed 14



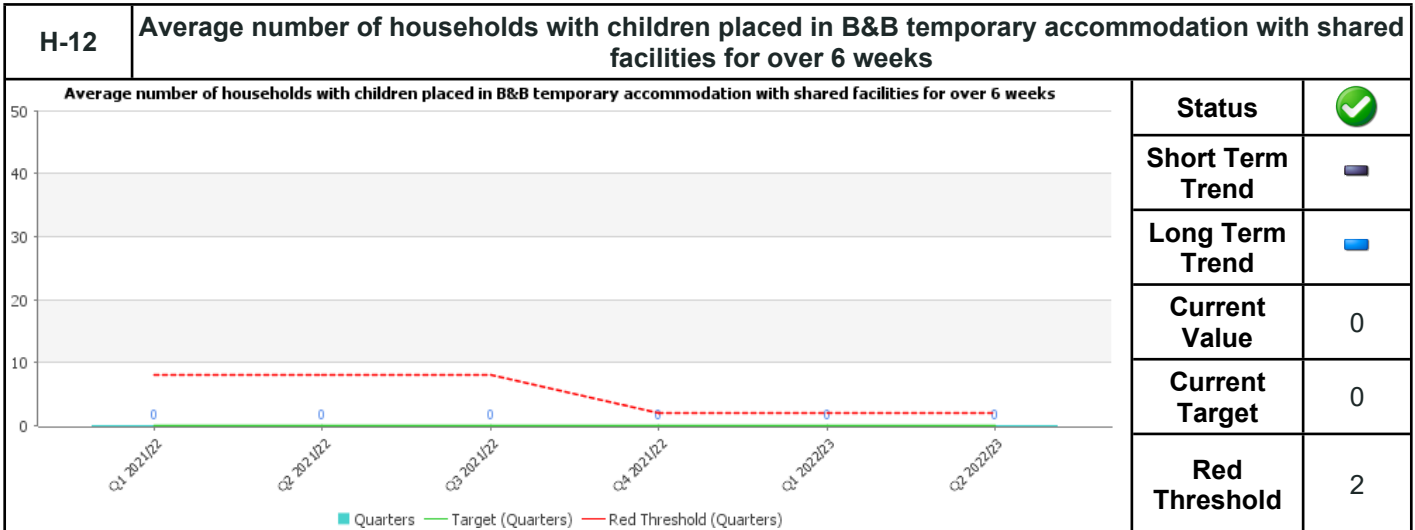
During Qtr 2 we had an average of 28 households in B&B shared accom

During Jul 22 there was 17 households in B&B (16 -single & 1 Family)

During Aug 22 there was 39 households in B&B (32 - single & 7 Families)

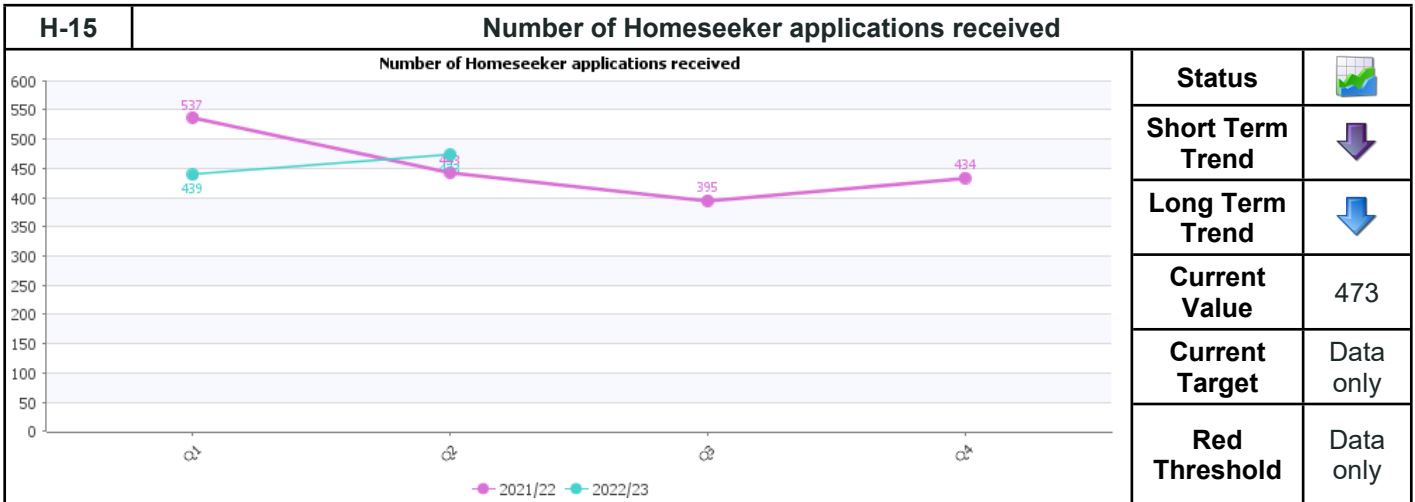
During Sep 22 there was 27 households in B&B (26 - single & 1 family)

This figure is created by calculating the average number of households in B&B accommodation across the quarter, rather than using the actual figure on the last day of the quarter.



In Qtr 2 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.



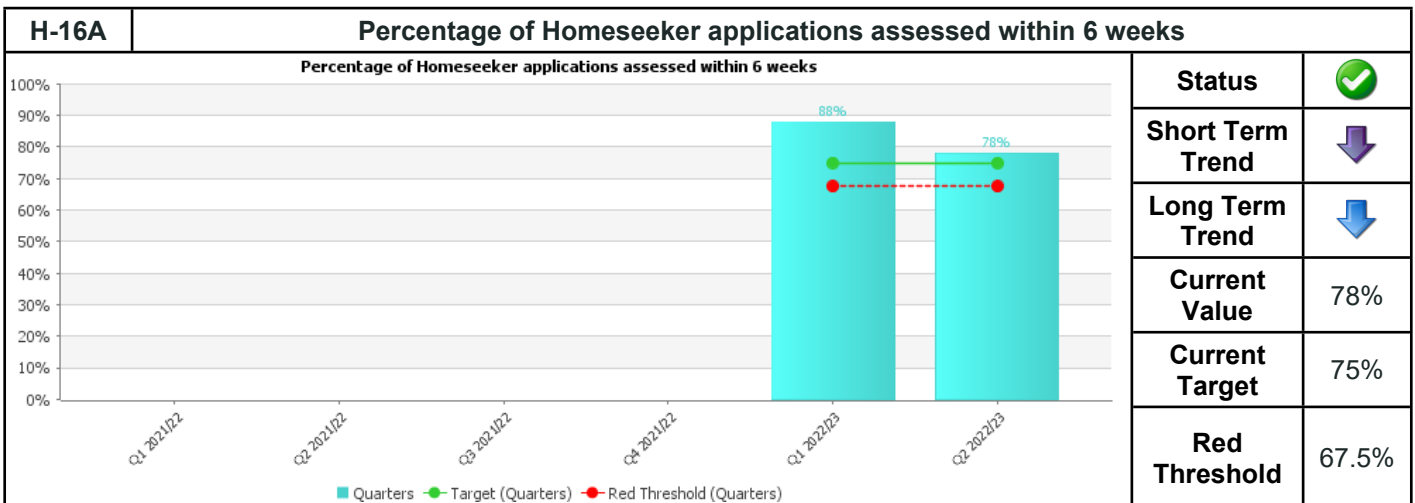
The number of Homeseeker applications received has increased compared to Qtr 1

Jul 22 - 150

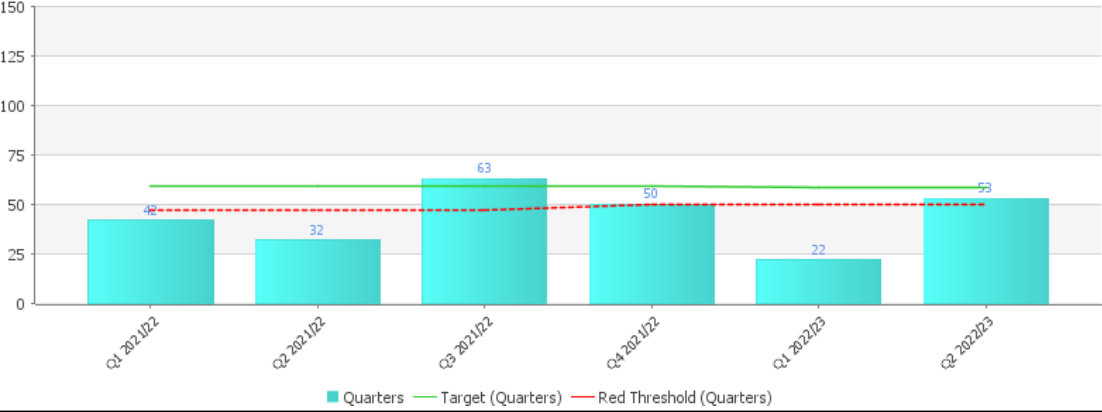
Aug 22 - 178

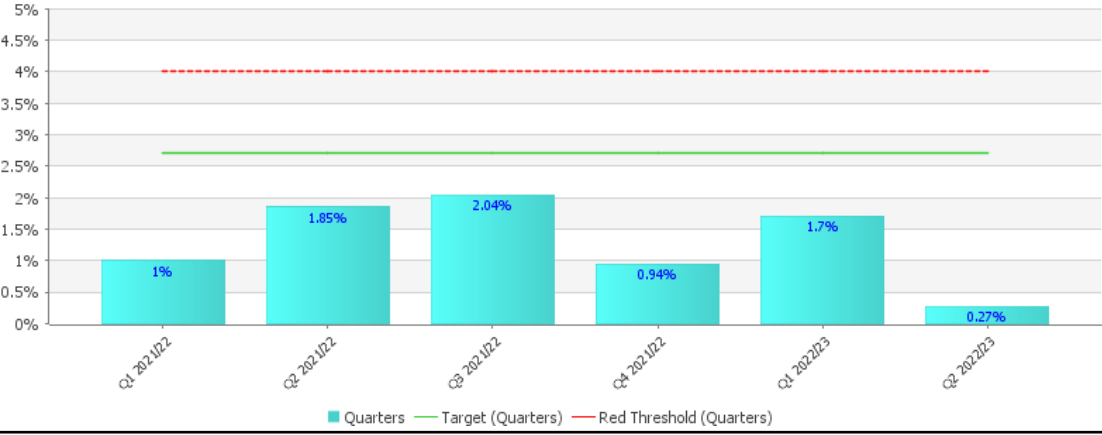
Sep 22 - 145

This PI relates to new applications and does not include changes of circumstances of current applicants.

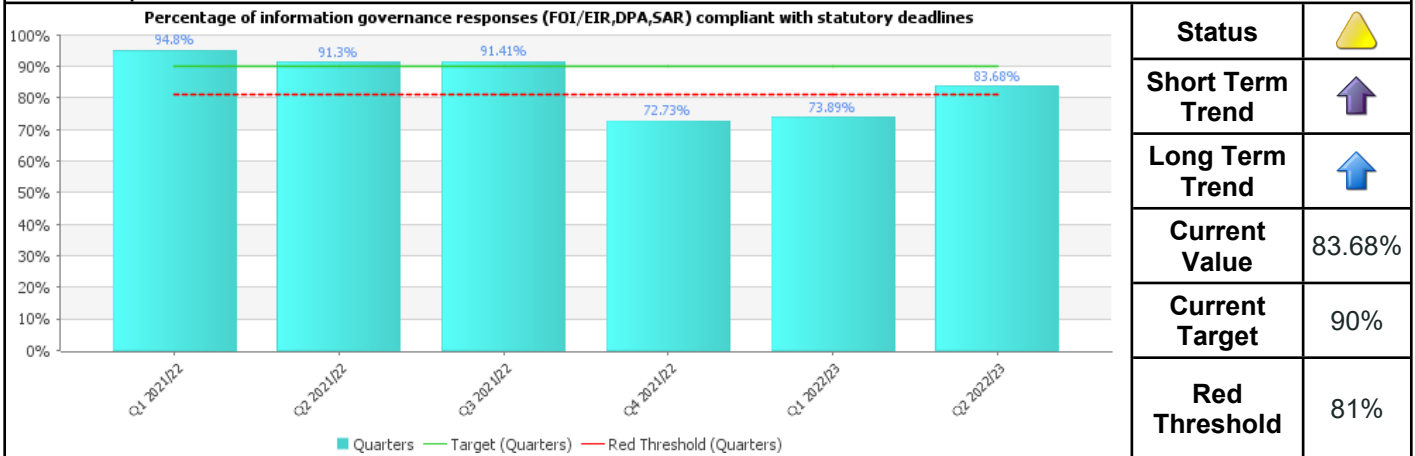


While performance in Q2 remains above target it shows a reduction from Q1 performance resulting from the continued high level of Homeseeker applications received during the quarter.

H-25	Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership																											
<p data-bbox="116 215 1174 253">Number of affordable homes delivered, including affordable rent, social rent, rent to homebuy, shared ownership, and low cost home ownership</p>  <table border="1" data-bbox="97 253 1203 663"> <caption>Number of affordable homes delivered</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>42</td> </tr> <tr> <td>Q2 2021/22</td> <td>32</td> </tr> <tr> <td>Q3 2021/22</td> <td>63</td> </tr> <tr> <td>Q4 2021/22</td> <td>50</td> </tr> <tr> <td>Q1 2022/23</td> <td>22</td> </tr> <tr> <td>Q2 2022/23</td> <td>53</td> </tr> </tbody> </table>		Quarter	Value	Q1 2021/22	42	Q2 2021/22	32	Q3 2021/22	63	Q4 2021/22	50	Q1 2022/23	22	Q2 2022/23	53	<table border="1"> <tr> <td data-bbox="1230 215 1394 266">Status</td> <td data-bbox="1394 215 1498 266">⚠️</td> </tr> <tr> <td data-bbox="1230 266 1394 338">Short Term Trend</td> <td data-bbox="1394 266 1498 338">⬆️</td> </tr> <tr> <td data-bbox="1230 338 1394 409">Long Term Trend</td> <td data-bbox="1394 338 1498 409">⬆️</td> </tr> <tr> <td data-bbox="1230 409 1394 481">Current Value</td> <td data-bbox="1394 409 1498 481">53</td> </tr> <tr> <td data-bbox="1230 481 1394 553">Current Target</td> <td data-bbox="1394 481 1498 553">58.5</td> </tr> <tr> <td data-bbox="1230 553 1394 658">Red Threshold</td> <td data-bbox="1394 553 1498 658">50</td> </tr> </table>	Status	⚠️	Short Term Trend	⬆️	Long Term Trend	⬆️	Current Value	53	Current Target	58.5	Red Threshold	50
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<p data-bbox="97 674 1441 757">The number of affordable homes delivered during Q2 shows a positive increase on Q1 performance, however the ongoing challenges in the construction industry and its supply chains continue to impact negatively on building completions.</p>																												

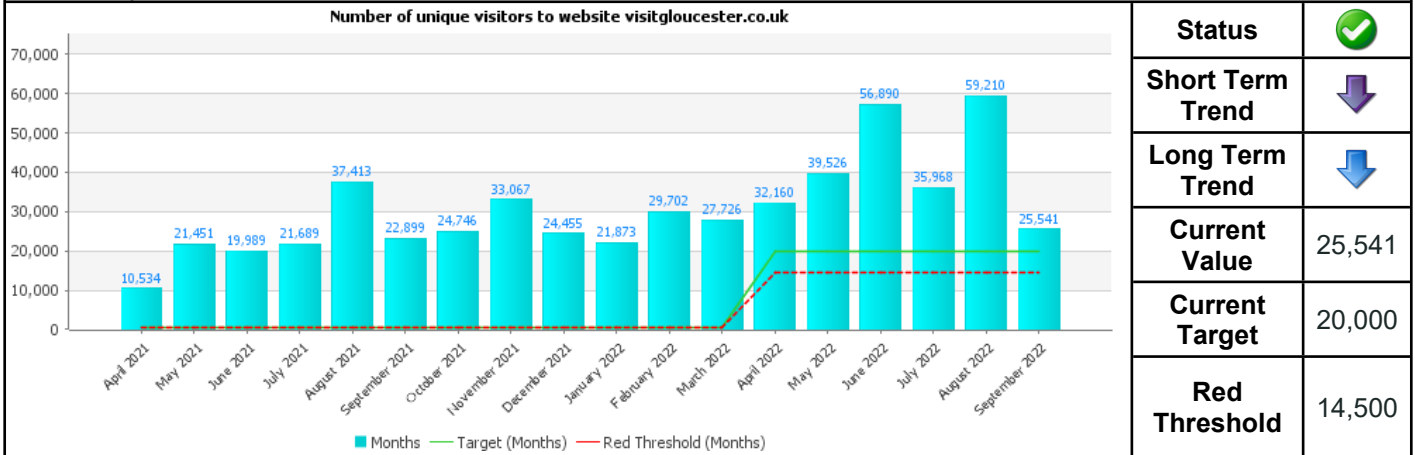
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<p data-bbox="571 860 724 875">Staff Absence Rate</p>  <table border="1" data-bbox="97 875 1203 1308"> <caption>Staff Absence Rate</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>1%</td> </tr> <tr> <td>Q2 2021/22</td> <td>1.85%</td> </tr> <tr> <td>Q3 2021/22</td> <td>2.04%</td> </tr> <tr> <td>Q4 2021/22</td> <td>0.94%</td> </tr> <tr> <td>Q1 2022/23</td> <td>1.7%</td> </tr> <tr> <td>Q2 2022/23</td> <td>0.27%</td> </tr> </tbody> </table>		Quarter	Value	Q1 2021/22	1%	Q2 2021/22	1.85%	Q3 2021/22	2.04%	Q4 2021/22	0.94%	Q1 2022/23	1.7%	Q2 2022/23	0.27%	<table border="1"> <tr> <td data-bbox="1230 860 1394 911">Status</td> <td data-bbox="1394 860 1498 911">✅</td> </tr> <tr> <td data-bbox="1230 911 1394 983">Short Term Trend</td> <td data-bbox="1394 911 1498 983">⬆️</td> </tr> <tr> <td data-bbox="1230 983 1394 1055">Long Term Trend</td> <td data-bbox="1394 983 1498 1055">⬆️</td> </tr> <tr> <td data-bbox="1230 1055 1394 1126">Current Value</td> <td data-bbox="1394 1055 1498 1126">0.27%</td> </tr> <tr> <td data-bbox="1230 1126 1394 1198">Current Target</td> <td data-bbox="1394 1126 1498 1198">2.7%</td> </tr> <tr> <td data-bbox="1230 1198 1394 1303">Red Threshold</td> <td data-bbox="1394 1198 1498 1303">4%</td> </tr> </table>	Status	✅	Short Term Trend	⬆️	Long Term Trend	⬆️	Current Value	0.27%	Current Target	2.7%	Red Threshold	4%
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Current Target	2.7%																											
Red Threshold	4%																											
<p data-bbox="97 1319 1497 1491">We have seen a decrease in our absence rate for quarter 2 2022/23 to 0.27% from 1.70% reported in quarter 1. 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 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.</p>																												

PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines
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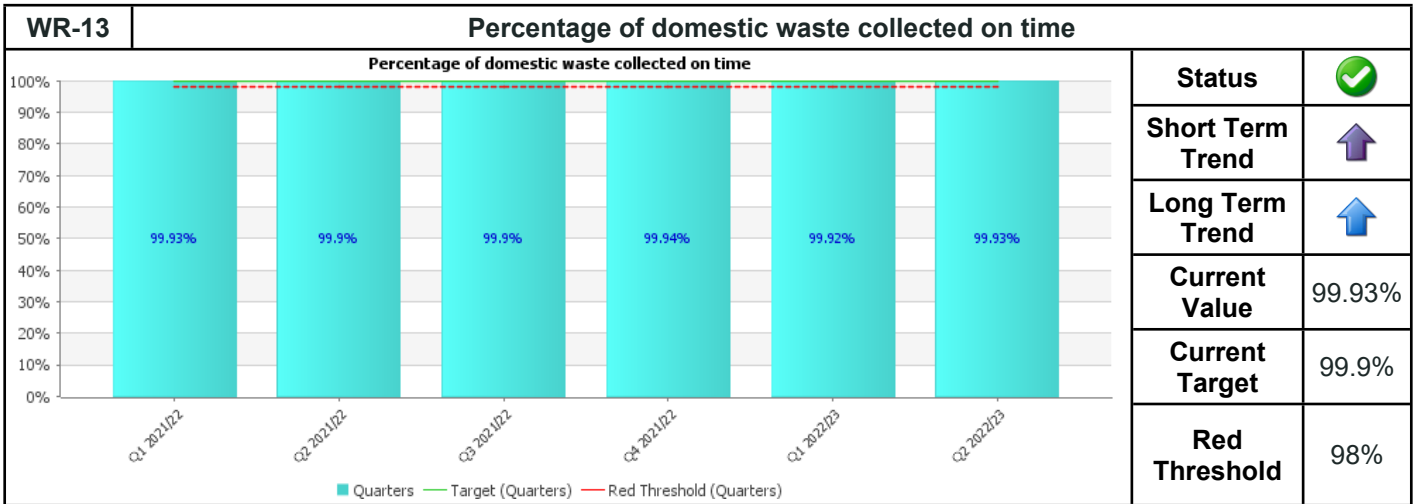


The aim is to respond to all requests by the statutory deadline, however, a target of 90% is set for monitoring purposes. There has been a 10% improvement in performance since the last quarter, though it remains below target at 83.68% as the impact of the cyber incident has continued to limit access to information in some service areas. Outstanding requests have been revisited and in a number of cases the information is no longer required, allowing those requests to be closed. There has also been a steady increase in the number of requests, in addition to a number of complex requests requiring input from multiple service areas. A new digital process for FOI requests has been launched at the start of Q3 and this will automate the reminder process, which may have an impact on response times.

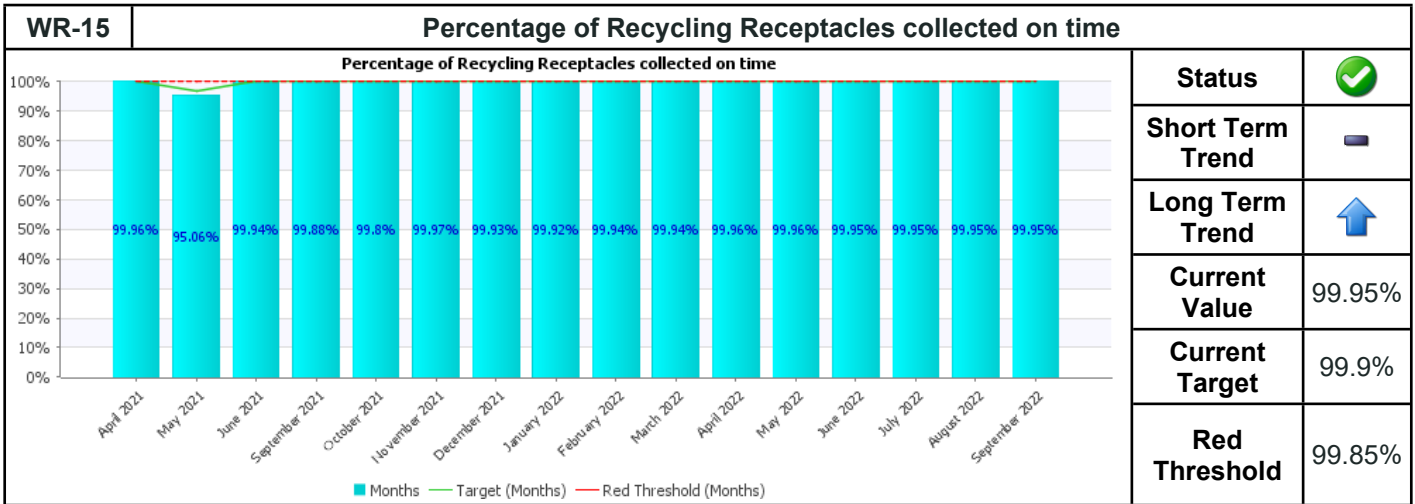
TM-6	Number of unique visitors to website visitgloucester.co.uk
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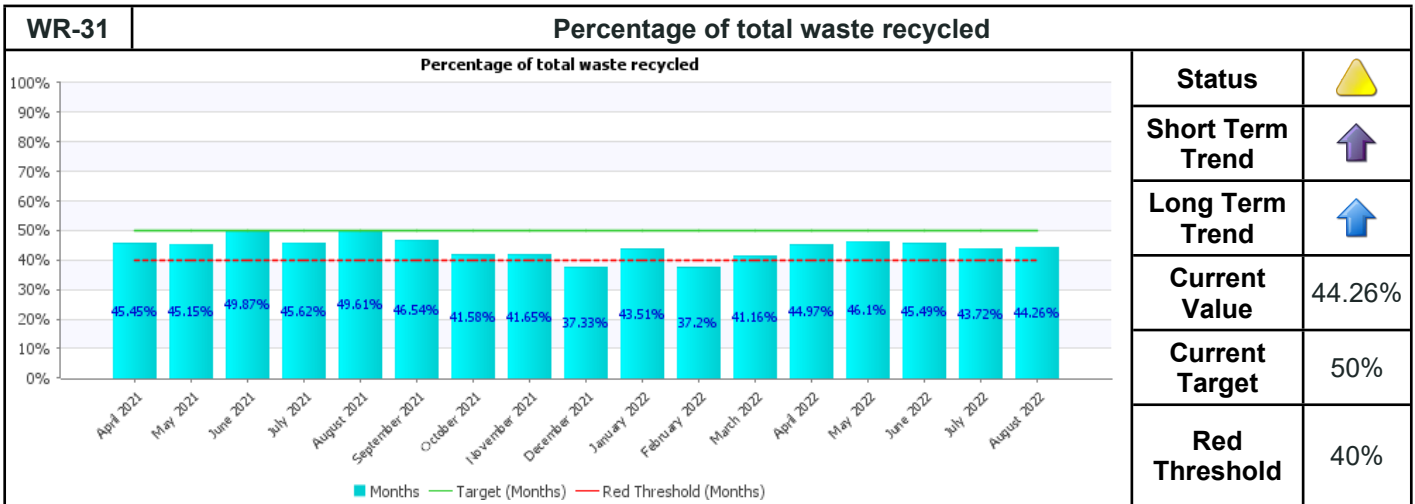
Website users were much lower than last month which is to be expected as we moved out of the school holidays. The ceasing of marketing activity for 10 days due to the death of the monarch had an impact on the figures using the website. The associated cancellations of History Festival and Heritage open Days also meant people weren't using the website to purchase tickets or find information on this.



A successful recruitment drive by Ubico has ensured all vacancies are now filled and the service is running efficiently. Ubico carry out 125,320 domestic waste bin collections each month, it is a very small number not collected on the correct day and this can be attributed to blocked access, residents not having the bin presented on time, or not complying with the waste policy of closed lid/no side waste. In this quarter there was a total of 268 bins not collected on the correct day, an average of 89 out of 125,320 each month.



The successful recruitment drive by Ubico has ensured the service runs daily and collections are completed on the correct day. Ubico carry out 250,640 recycling collections each month, the majority are carried out on the designated collection day, various reasons for non-collection are recorded, including, wrong items in the boxes, incorrect presentation, not presented on time and blocked access. During quarter 2, 356 households reported their recycling was not collected on the correct day, an average of 119 out of 250,640 collections.



We continue to work with residents, landlords and management companies to reduce waste and increase recycling. The total amount of waste which includes all streams, recycling, garden, food and DMR (dry mixed recycling) is down across the board, this is reflective of the national picture and is likely to be attributed to the after effects of lockdown and more residents returning to the office and socialising in leisure time, thereby reducing consumption in the home.

Gloucester's recycling rate at 44% remains in line with the national average.