Metrics Collector - Service Standards

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SERVICE	SERVICE AREA	SERVICE STANDARD NUMBER	SERVICE STANDARDS	CORPORATE PLAN THEME	CORPORATE PLAN PROMISE	RESPONSIBLE OFFICER	COMPILING OFFICER	FREQUENCY (Monthly, Quarterly etc)	TARGET	TOLERANCE													
Pogulatory	Building	σ <u>5</u> 2	We will visit the same day of your	A Well-run Council	10				1		APR	RIL I	MAY	JUNE	JULY	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR
Regulatory	Control	·	request for an inspection if requested before 10am, or within 24 hours otherwise	A Well-full Council	10							400	_ 400	400	400	400	400	400	400	400			
Regulatory	Building	2	Applications will be acknowledged	A Well-run Council	10	Jennifer Wallis	Jeremy Barlow	Monthly	90%	5%		100	100	100	<u> </u>	100	100	100	100	100			
	Control		within 48 hours and plans will be checked and a decision made within									400					4-						
Regulatory	Building	3	8 weeks. We will register new addresses and	A Well-run Council	10	Jennifer Wallis	Jeremy Barlow	Monthly	90%	5%		100	100	100	100	86	47	74	43	<u> </u>			
	Control		notify Royal Mail of their registration within 2 weeks of your application.			Jennifer Wallis	Mark Davies	Quarterly	90%	5%				N/A			<u> </u>	6		31			
Regulatory	Building Control	4	We will attend to a report of a dangerous structure posing an	A Well-run Council	10			,						·									
			imminent hazard within 4 hours of notification.			Jennifer Wallis	Jeremy Barlow	Monthly	100%	5%	١	N/A	100	N/A	<b>1</b> 00	N/A	100	100	N/A	N/A			
Regulatory	Development Control	1	We will determine 80% of applications within 8 weeks of (valid)	A Well-run Council	10																		
			receipt.			Kirsty McMahon	Jennifer Wallis	Quarterly	80%	5%				82			<b>76.9</b>			<b>62.9</b>			
Regulatory	Development Control	2	We will respond to your enquiry within 10 days, or advise you if it is likely to	n A Well-run Council	10																		
Regulatory	Development	3	take longer. We will arrange respond to you or	A Well-run Council	10	K McMahon/J Wallis	Karen Jensch	Monthly	80%	5%		79	75.6	73	86	<del> </del>	71	75	83	81			
	Control		arrange an appointment with you in 10 days of your request and																				
			subsequently respond within 28 days.			K McMahon/J Wallis	Karen Jensch	Monthly	80%	5%	١	NA	NA	NA	<b>1</b> 00	NA	100	100	100	NA			
Regulatory	Development Control	4	We will acknowledge your objection within 3 days. We will advise you of	A Well-run Council	10																		
			the decision and how your objection was considered.			K McMahon/J Wallis	lennifer Baker	Monthly	80%	5%		NA	NA	NA	NA	NA	82	90	71	<b>7</b> 1			
Regulatory	Development Control	5	We will invite you to Committee meetings where applications are	People	4	it wowanone wans	ochimer Baker	Wichten	0070	070	Ė	Ψ.	14/1	10/	1471	147.	02	00					
	Control		being debated with at least 1 week's notice.			K McMahon/J Wallis	Jennifer Baker	Monthly	90%	5%		100	<b>1</b> 00	100	100	<b>1</b> 00	<b>100</b>	100	100	<b>100</b>			
Regulatory	Environmental Health	1	We will inspect food handling premises within 4 weeks of the	A Well-run Council	10	r momanory r amo	Common Banor		0070	0.0					100	100	100	100	100				
	ricular		appropriate anniversary of the last inspection			Victoria Clarke	Natalie Moore	Monthly	100%	5%		100	83	81	81	N/A	<u> </u>	85	85	85			
Regulatory	Environmental Health	2	We will register your premises within 7 days of receiving notification.	A Well-run Council	10	Victoria Clarke	Natalie Moore	Monthly	100%	5%			_	100	-	_	_	100	_	_			
Regulatory	Environmental Health	3	We will investigate a food hygiene complaint within 2 hours of receipt of	A Well-run Council	10	VICIOIIA CIAIRE	ivatalie Woore	Worthly	10076	376		100	100	100	100	100	100	100	100	100			
Domileten.		4	a report.  We will attend to the reporting of a	A Well-run Council	10	Victoria Clarke	Natalie Moore	Monthly	100%	5%		100	100	<b>1</b> 00	<b>1</b> 00	<b>1</b> 00	<b>1</b> 00	100	0 100	<b>1</b> 00			
Regulatory	Environmental Health	*	found stray dog within 2 hours of it being reported.	A Well-full Coulicil	10	Victoria Clarke	College Garth Kennels	Quarterly	100%	5%				100			95	5		<b>1</b> 00			
Regulatory	Environmental Health	5	We will respond to your complaint to agree how to address the problem	A Well-run Council	10	Victoria Giarke		Quarterly	10070	070				100			00			100			
D			within 3 days of receipt.	Diversi		Victoria Clarke	Natalie Moore	Monthly	100%	5%		100	100	<b>100</b>	100	<b>100</b>	100	100	<b>1</b> 00	<b>1</b> 00			
Regulatory	Environmental Health	6	We will process applications for improvement grants within 4 months of receipt of the complete application	Places	9																		
						Victoria Clarke	Robert Hadfield	Quarterly	100%	5%				<b>1</b> 00			<b>1</b> 00	)		0 100			
Regulatory	Enforcement	1	We will acknowledge receipt of your report within 3 days of its receipt.	A Well-run Council	10	Victoria Clarke	Andrew Dudley	Monthly	90%	5%		87	91	100	94	<u> </u>	<u> </u>	100	94	93			
Regulatory	Enforcement	2	We will explain the results of our investigation and our intended course		10																		
			of action within 8 weeks of your complaint. If this is not possible, we																				
			will explain why and estimate when we will be able to let you know			Victoria Clarke	Andrew Dudley	Quarterly	70%	5%				96			85	5		86			
Regulatory	Enforcement	3	We will acknowledge receipt of your report within 3 days of its receipt.	A Well-run Council	10	Victoria Clarke	Andrew Dudley		100%	001													
Regulatory	Waste	1	We will empty missed bins within 24 working hours of them being reported	Places	8	viciona Ciarke	Andrew Dualey	Annually	100%	0%													
	management & recycling		to us.			Raman Selvon	Claire Matchett	Quarterly	100%	5%				N/A			<b>1</b> 00	)		<b>1</b> 00			
Regulatory	Waste management &	2	We will supply a replacement bin/box(es) within 10 working days of	Places	8																		
Regulatory	recycling Waste	3	receiving your request.  We will give at least 1 month's notice	Places	8	Raman Selvon	Claire Matchett	Quarterly	100%	5%				N/A			65	5		37			
	management & recycling	_	of changes to collections dates (e.g. bank holidays)			Raman Selvon	Amanda Hume	Annually	100%	0%													
Regulatory	Waste management &	4	We will respond to complaints about unacceptable refuse collections within	A Well-run Council	10	raman concen	7 amanda mamo	rundany	10070	0.70													
	recycling		10 days			Raman Selvon	Robert Hewson	Monthly	90%	5%	1	N/A	N/A	N/A	N/A	<b>1</b> 00	<b>1</b> 00	100	<b>1</b> 00	<b>1</b> 00			
Regulatory	Licensing	1	We will issue your licence within 28 days of receipt	A Well-run Council	10		Elaine																
Regulatory	Licensing	2	We will set up a Hearing into your	People	4	Kirsty McMahon	Holdsworth	Quarterly	100%	5%				100			100	)		100			<b>—</b>
			application within 28 days of receipt and hold it within 42 days			Kirsty McMahon	Elaine Holdsworth	Quarterly	100%	5%				100			100	)		<b>1</b> 00			
Regulatory	Licensing	3	We will issue your licence within 2 days of receiving all the necessary	A Well-run Council	10			,	1	2.70													
			information (application and satisfactory returns from CRB and				Elaine																
	TOTAL	25	DVLA checks)			Kirsty McMahon	Holdsworth	Quarterly	100%	5%				95			95	5		95			
	IVIAL	- 20																					

March   Marc							_							Q1			Q2			Q3		Q4
Security Control   Contr	SERVICE		SERVICE STANDARD NUMBER	SERVICE STANDARDS	CORPORATE PLAN THEME		RESPONSIBLE OFFICER	COMPILING OFFICER		TARGET	TOLERANCE											
Committee   Page   2   Committee   Page   2   Committee   Page		People		We will make a decision within 28 working days on Homelessness	People, Places	2,7	Danan Brauna	Ionatta White	Monthly	29 dovo	5% 20 dovo										FER	MAR
Commention   Com		People	2	On receipt of all the required information we will process all new		1,2,3,7,10				,	•											
Committee   Section		People	3	We will demonstrate how let		2,10						65.3	77.1	04.7	73.4	17.5	04.0	70.0	75	01		
Communities   Property   Communities   Property   Communities   Commun		People	4	information we will register all		2,9			·													
Communition   Application		People	5	properties through the Choice Based lettings scheme within 8	People, Places	2,7,9						95	95		<ul><li>100</li></ul>	100		<ul><li>100</li></ul>	<ul><li>100</li></ul>			
Commission 8   Proced   1   No. 4 of a large process professional process pr		People	6	We will respond to ASB complaints within 1 working day and take action within 24 hours for high risk and 3	People	2,3,4																
Commonweight   Park		Places	1		People, Places	2,9												_		_		
Registration for the color   Section of the		Places	2		People, Places	2,9																
An of Application and Communities & Process   Sevent Continues and Sev	Neighbourhoods		_	appointments made for Housing repairs		,-	Martyn Bowen	Natalie James	Monthly	95%	5%	100	0 100	<b>1</b> 00	<b>1</b> 00	<b>1</b> 00	<b>1</b> 00	<b>1</b> 00	<b>1</b> 00	<b>100</b>		
Registrourhoods   Communities & Places   Co	Neighbourhoods			and upgrade work on gas and electrical systems		,-	Martyn Bowen	Natalie James	Annual report	Y	n/a											
Communities & A   Places   6   Not will progress and published   Communities & Not will be consisted and will all counts and and official will all counts and and official will all counts and and official will all counts and and and will all counts and and will be consisted and will all counts and and will be consisted and will all counts and and will be consisted and an analysis of the counts and an analysis of the count		Places	5	quarterly environmental audits of each of the priority neighbourhoods and ensure issues are dealt with	People, Places	4,6,8	Martyn Rowen	Paman Selvon	Quarterly	100%	50/			<b>100</b>			100			0		
Communities & Paces   7   Indication for Control on Pace and and the Paces   7   Indication for Control on Pace and and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Paces   7   Indication for Control on Pace and the Pace and the Pac		Places	6	issues raised and dealt with at	People, Places	4,8											0					
Neighbourhoods    Places   Pla		Places	7	Following notification we will aim to	Places	6,8					Í	O 73	100		100	100	<ul><li>69</li></ul>	100	100	88.6		
Sommunities & Places   Places   Places   Places   Strub both maintenance program and street		Places	8	fourteen working day cycle and weed spraying will be carried out on housing owned internal estate areas	People, Places	4,6,7,8	Raman Selvon	Claire Matchett	Quarterly	90%	5%			100			100			100		
Communities & Neighbourhoods   Places   12   Through Quality Assurance Checks   People, Places   2.4   Martyn Bowen   Stewart Tilman Monthly   90%   5%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%		Places	9	Shrub bed maintenance will be carried out during the winter maintenance program and street furniture will be maintained on a five	People, Places	4,6,7,8																
Communities & Neighbourhoods  Places  11		Places	10	A Pest Control Officer will visit and treat within 24hrs upon receiving a	People, Places	2,7						100	n/a	100	100	100	100	<ul><li>100</li></ul>	100	<ul><li>100</li></ul>		
Communities & Places   12   Through Quality Assurance Checks   People, Places   24,9   We will reach a minimum of 15% satisfaction for housing repairs		Places	11	council homes within 20 working	People, Places	2,9	Martyn Bowen	Stewart Tiltman	Monthly		22 working days	24.6	26.4	18.1	12.8	25.8	44.1	28.3	26.3	<u> </u>		
Communities & Places   13   We will send quarterly Business   People, Places   1,7   Newighbourhoods   Places   14   We will carry out monthly vacant unit audits in the town   25   5% = 26		Places	12	we will reach a minimum of 95%	People, Places	2,4,9					- J											
Communities & Neighbourhoods Places 14 We will carry out monthly vacant unit people, Places 1,5,6 Neighbourhoods Places 15 We will carry out 6 monthly Town centre health checks and business confidence analysis Communities & Neighbourhoods Places 16 We will remove offensive graffiti within 1 working day and all other graffiti within 5 days Places 17 When all of the statutory requirements have been satisfied we will remove abandoned cars within 1 working day We will remove abandoned cars within 1 working day We will keep public open spaces Places 18 We will keep public open spaces Places 18 We will keep public open spaces Places 19 Ideas 1,5,6 Idea Hammond Shelagh Core Monthly  Lisa Hammond Shelagh Core Monthly  25 5% = 26  25 25 25 25 25 25 25 25 25 26  Add 6  Ad		Places	13		People, Places	1,7		Lisa Hammond				14/74	IVA	_		19/7			09			
Communities & Places   15   We will carry out 6 monthly Town centre health checks and business confidence analysis    Communities & Neighbourhoods   Places   16   We will remove offensive graffiti within 1 working day and all other graffiti within 5 days    Communities & Neighbourhoods   Places   17   When all of the statutory requirements have been satisfied we will remove abandoned cars within 1 working day    Communities & Neighbourhoods   Places   18   We will keep public open spaces   People, Places   4,6,8    Raman Selvon   Amanda Hume   Quarterly   90%   5%    Raman Selvon   Amanda Hume   Quarterly   90%   5%    Raman Selvon   Amanda Hume   Quarterly   90%   5%    Raman Selvon   N/A   N/A   N/A   N/A   N/A   N/A    Raman Selvon   N/A   N/A		Places	14		People, Places	1,5,6		Lisa Hammond				<u>25</u>	5 25			<ul><li>22</li></ul>			23			
Neighbourhoods within 1 working day and all other graffiti within 5 days  Communities & Neighbourhoods  Places  17 When all of the statutory requirements have been satisfied we will remove abandoned cars within 1 working day and all other graffiti within 5 days  Raman Selvon  Claire Matchett  Monthly  90%  5%  N/A  87.5  100  100  100  100  100  100  100  1	Neighbourhoods			centre health checks and business confidence analysis			Martyn Bowen		6 Monthly	446	5% = 424											
Neighbourhoods requirements have been satisfied we will remove abandoned cars within 1 working day  Communities & Places 18 We will keep public open spaces People, Places 4.6.8	Neighbourhoods			within 1 working day and all other graffiti within 5 days			Raman Selvon	Claire Matchett	Monthly	90%	5%	N/A	87.5	100	100	100	100	100	100	100		
Communities & Places 18 We will keep public open spaces People, Places 4.6.8		Places	17	requirements have been satisfied we will remove abandoned cars	People, Places	4,0,8	Raman Selvon	Amanda Hume	Quarterly	90%	5%			N/A			N/A			100		
TOTAL 24	Communities & Neighbourhoods			We will keep public open spaces	People, Places	4,6,8	1		i													

## Metrics Collector - Service Standards

														Q1			Q2			Q3				Q4
ERVICE	SERVICE AREA	SERVICE STANDARD NUMBER			CORPORATE PLAN PROMISE	RESPONSIBLE OFFICER	COMPILING OFFICER	FREQUENCY (Monthly, Quarterly etc)	TARGET	TOLERANCE														
											APR	RIL M	1AY	JUNE	JULY	AUG	SEP	OCT	NOV	DE	C	JAN	FEB	MAR
entral	Public conveniences		We will enter the Prestigious 5 star Loo of the Year Awards.	Places	6	David Blanchard	[Jo Spencer]	Annual	100%	5%														
entral	Public conveniences		Customers can expect attended toilets that are clean and in good repair.		6	David Blanchard	[Jo Spencer]	Monthly	80%	5%		100	100	80	<b>1</b> 00	0 100	10	0 10	0 • ·	100	100			
entral	Public conveniences		Toilets will be available 9am to 5pm except for our busiest days on Saturdays & Tuesdays when they are open from 8am to 5pm. The Council will also open toilets for special organised events & Bank Holidays.	Places	6	David Blanchard	[Jo Spencer]	Monthly	95%	5%						0 100								
entral	Car Parks		Mill Street, Wilton Road, St Mary's Way, Waterfield Leisure Pools and Scalford Road car parks have Park Mark Standard which is a measure to create a safer environment for customers and their vehicles	Places	6	[David Blanchard]		Annual	100%	5%														
entral	Car Parks		Customer Signs & Notices will be displayed clearly.	Places	6	[David Blanchard]	Jo Spencer	Quarterly	90%	5%				91			10	0			90			
entral	Car Parks		Car parks are inspected daily for major repairs and once a month a full inspection is undertaken.	Places	6	[David Blanchard]	Jo Spencer	Monthly	100%	5%		100	100	<b>1</b> 00	100	0 100	10	0 10	0	100	80			
entral	Car Parks		Where a report is received regarding a ticket machine being out of service this will be inspected and minor repairs fixed within 1 working day, major repairs within 5 working days subject to the availability of parts.		6	[David Blanchard]	Jo Spencer	Monthly	80%	5%						0 100				80				
L	TOTAL	7				[David Blankhard]	oo oponoon	ivioriumy	60%	370		100	100	100	<u> </u>	100	10			30	UU			<u> </u>

## Metrics Collector - Service Standards

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SERVICE	SERVICE AREA	SERVICE STANDARD NUMBER	SERVICE STANDARDS	CORPORATE PLAN THEME	CORPORATE PLAN PROMISE	RESPONSIBLE OFFICER	COMPILING OFFICER	FREQUENCY (Monthly, Quarterly etc)	TARGET	TOLERANCE	APRIL	MAY	JUNE	JULY	AUG	SEP	ост	NOV	DEC	JAN	FEB	MAR
Communications	[All Council Services]	1	To improve service to customers by getting things right first time and providing more services on line thus reducing call volume by 5%.		10	Joe Collier	Linda Burn /Nichola Oliver	Quarterly	5%	1%			• 1	4			7			2		
Communications	[All Council Services]	2	To acknowledge corporate emails within one working day of receipt and to reply within 5 working days.	A Well-run Council	10	Joe Collier	Linda Burn /Nichola Oliver	Monthly	100%	5%	0 7	5 0 8	0 8	0 80	80	80	7:	5 85	9	5		
Communications	[All Council Services]	3	To process benefit claims within 48 working hours on receipt of all the relevant documentation.		10	Joe Collier	Linda Burn /Nichola Oliver	Monthly	100%	5%	<ul><li>8</li></ul>	0 🔵 8	8 8	9 9	1 8	1 90	9:	2 82	2 8	1		
Communications	[All Council Services]	4	To deal with 80% of all customer queries at the first point of contact.	A Well-run Council	10	Joe Collier	Linda Burn /Nichola Oliver	Monthly	80%	5%	8	8 8	7 8	6 8	5 89	9 86	6 <b>9</b> 9	1 89	8	7		
Communications	[All Council Services]	5	To have a flexible workforce that can respond to changing customer demands.	A Well-run Council	10	SJ O'Connor	SJ O'Connor	Annual survey	Y	n/a												
	TOTAL	5																				