Hi ■■

Thank you so much, this is really helpful.

Best wishes

■■

Hello ■■

Further to my earlier email the groups which we suggest are:

Customer contact service performance:
  CC302 % calls to the Contact Centre resolved first time.
  CC303 % of calls to the Contact Centre that are handled (answered)
  CC307 Average call answer time (seconds)
  CC305 % of complaints responded to within timescales (all SCDC)
Financial performance:
  FS102-% housing rent collected.
  FS104 % business rates collected.
  FS105 %Council tax collected.
  FS112/FS113- Average nr of days to process Housing Benefit/Council tax support claims
  FS109 Undisputed invoices paid in 30 days.
Staffing (staff turnover and days off sick):
  FS117 % staff turnover
  FS125 Staff sickness days per FTE excluding Shared Waste Service
  SF786a Staff sickness days per FTE - Shared Waste Service only
Planning Service performance:
  SX025 Average land charges search response days

Major planning application decisions
Non-major planning application decisions
Housing services performance:
   AH211- Average days to re-let all housing stock
   SH322- emergency repairs in 24 hours
   AH204- % tenant satisfaction with responsive repairs
Waste management performance:
   Es408 % bins collected on schedule.
   ES418 % of household waste sent for reuse, recycling and composting (year to date)

This puts those which are delivered by cross-functional services at the beginning (customer, finance, staffing), and the function-specific ones at the end (planning, housing, waste), and leave the measures in the teams where the responsibility lies (eg housing rent collected is actually the responsibility of finance and not housing).

Happy to answer any questions if that helps you decide how you wish to structure it.

Many thanks

██

██████

Data Quality Lead

Pronouns: she/her – please feel free to tell me your pronouns

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From: ████████████████ @salford.ac.uk>
Sent: Monday, April 15, 2024 3:48 PM
To: ████████t@scambs.gov.uk>; ████████@salford.ac.uk>
Cc: ████████@cam.ac.uk>
Subject: RE: SCDC Data

Hi ██,
Hope you are well. I am writing to check with you whether these grouping of the indicators and the titles of the groups make sense and is there an ordering for these groups that would make most sense? We are thinking that the report would be easier to read if the indicators were reported in meaningful groups.

- Contact Centre Efficiency,
  - CC302 % calls to the Contact Centre resolved first time.
  - CC303 % of calls to the Contact Centre that are handled (answered
  - CC307 Average call answer time (seconds)
- Service response efficiency: (is this the housing services or all services?)
  - CC305 % of complaints responded to within timescales (all SCDC)
  - SX025 Average land changes search response days
- Housing services efficiency:
  - FS102-% housing rent collected.
  - AH211- Average days to re-let all housing stock
  - SH322- emergency repairs in 24 hours
  - AH204- % tenant satisfaction with responsive repairs
  - FS112/FS113- Average nr of days to process Housing Benefit/Council tax support claims
- Financial efficiency
  - FS109 Undisputed invoices paid in 30 days.
  - FS104 % business rates collected.
  - FS105 %Council tax collected.
- Waste management efficiency.
  - Es408 % bins collected on schedule.

ES418 % of household waste sent for reuse, recycling and composting (year to date)
- ○ Staffing (staff turnover and days off sick)
  - ▪ *FS117 % staff turnover*
  - ▪ *FS125 Staff sickness days per FTE excluding Shared Waste Service*
  - ▪ *SF786a Staff sickness days per FTE - Shared Waste Service only*

Best wishes

██████

To book a meeting with me use this link

From: ██████████@scambs.gov.uk>
Sent: Wednesday, March 27, 2024 11:39 AM
To: ██████████@salford.ac.uk>; ██████████scambs.gov.uk>
Cc: ██████████@salford.ac.uk>; ██████████@cam.ac.uk>
Subject: RE: SCDC Data

Hello ██████

Thanks for your email; we've popped answers below in blue after each query (one outstanding) and I'm happy to chat if this helps further.
Kind regards

██

██████████
Data Quality Lead

Pronouns: she/her – please feel free to tell me your pronouns

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Thanks for sending that through. I've been through the KPI dataset, and all makes sense. I just have a few very minor points to clarify (I think I know the answer to most, but better to ask rather than assume). Happy to discuss if that would help with any of them, but hopefully they are sufficiently minor I won't need to take up your time in that way.

Questions/clarifications to make sure my understanding is correct:
- I assume the dates in the "period" column all correspond to the end date of a measurement period. Thus, for example, data listed as 29/02/2024 covers the period from 01/02/2024-29/02/2024 **– Yes this is correct.**
- All the data series should go back to March 2016, except for FS125, which only goes back to March 2019 –**All except FS125 are shown since 2016 with the first performance result for FS125 being June 2019 which cover the period 1st April to 30th June 2019.**
- The pilot started in January 2023 for all KPIs, except for the three new ones you have added in (ES418, ES408 and SF76a) where is started in September 2023 **– Correct, the waste trial commenced on 19th September 2023.**
- There are three blank entries in the actual data column – are those unavailable or can we complete those data?:
  - FS102 – December 2020 – **There was not a result recorded for this month, as it was not possible to obtain a performance result due to the transfer of the 'rents' system to a new operating system called 'Orchard'**
  - ES418 – February 2017 **– We have this comment for both the January and February results that are missing– 'Performance data not yet available due to resources needed to deliver significant bin day change project' we have asked a data analyst to check back in their historical notes to see if these were added at a later date so will come back to you with this information.**
  - ES418 – January 2017 – **(see above)**
- For FS104, the target for March 2021 is listed as 98.4, whilst every other March is 99.1 (February is usually 98.4). Is that an error and should the target there also be 99.1? – **Yes looking back this appears to be an error and should read the same as all other March targets pre 2021 so 99.0 would be the correct target. The target was changed to 99.1 for March 2022 onwards**

I think that is everything on the KPIs – I will be back in touch if I have any separate questions on the planning datasets.

Thanks,

██

University of Salford

████████ , University of Salford, Manchester, M6 6PU
████████

Dear ██

See attached.

Best Wishes,

██

████████ University of Cambridge.
████████

www.wtr-rn.com

From: ████████████ @scambs.gov.uk>
Sent: Monday, March 25, 2024 11:57 AM
To: ████████████ @cam.ac.uk>; ████████████ @salford.ac.uk>
Cc: ████████████ @scambs.gov.uk>
Subject: SCDC Data

Hello ██████████

Please find attached two files:
- KPI data – this is as provided last week with the addition of KPI SX025 – average land charges search response days
- Planning data sets (major and non-major planning application decisions) – these are up to date to 19/03/24

We are asking all data owners to ensure year-end data is submitted as quickly as possible after the end of March to complete the set for analysis, and we will provide this as soon as we can.

I know Anne will be in touch on your questions and I am happy to schedule a call at any time to assist – just let me know.

Kind regards

██████

██████████
Data Quality Lead

Pronouns: she/her – please feel free to tell me your pronouns

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