Introduction

Weekly

Following your recent receipt of the retrospective data form, the Department requests that SCDC completes the following weekly data collection. The form requests ongoing data on: staffing, costs, service delivery, performance against a range of SCDC's KPIs, and resident feedback.

As stated in the Best Value Notice, the Department requests that this form is completed and returned on a weekly basis starting one week from its receipt. To allow time to gather the relevant information, each weekly submission should correspond to the week two weeks prior to the date of submission.

Please note that **no personal data** should be provided in this form.

Data collection - weekly

Data recorded in this section should relate to the period 1st April 2024 - 7th April 2024

Section 1: Organisational data

1A and 1B: Number of staff

1A: Number of permanent and fixed term staff employed by the organisation during the trial, broken down by service area taking part in the trial.

1B: Number of agency staff in the organisation during the trial, broken down by service area taking part in the trial.

1	Service		☑ Confirm choice
	Environment		
		1A. Number of staff emp	loyed by the organisation
		59	
		1B. Number of temporary	y staff (temporary or agency)
		0	
		Please use this box to pr	ovide additional information
	O. and a		
2	Service Executive office		☑ Confirm choice
	Executive office		
		1A. Number of staff emp	loyed by the organisation
		18	
		1B. Number of temporary	y staff (temporary or agency)
		0	
		Please use this box to pr	ovide additional information
	Service		
3			☑ Confirm choice
	Finance		
		1A. Number of staff emp	loyed by the organisation
		67	

		1B. Number of temporary	y staff (temporary or agency)
		11	
		Please use this box to pr	ovide additional information
4	Service		☑ Confirm choice
	Housing		
		1A. Number of staff empl	loyed by the organisation
		136	
		1B. Number of temporary	y staff (temporary or agency)
		9	
		Please use this box to pr	ovide additional information
5	Service		
•	Shared Planning		☑ Confirm choice
		1A. Number of staff emp	loyed by the organisation
		134	
		1B. Number of temporary	y staff (temporary or agency)
		5	
		Please use this box to pr	ovide additional information
		·	
	0		
6	Service Shared Waste		☑ Confirm choice
	Silaleu Waste	1A Number of stoff empl	loyed by the organisation
		174	loyed by the organisation
			y staff (temporary or agency)
		20	y starr (temporary or agency)
			ovide additional information
		Please use this box to pr	ovide additional information
7	Service		☑ Confirm choice
	Transformation		
			loyed by the organisation
		108	
			y staff (temporary or agency)
		8	
		Please use this box to pr	ovide additional information

Click 'Add Another Line' to add another Team

Please press next to go to 1C: Total staffing costs

1C: Total staffing costs Total staffing costs during the trial, broken down by service area taking part in the trial Service ☑ Confirm choice Environment Staffing costs - permanent and fixed term staff (£) Staffing costs - agency staff (£) Total staffing costs (£) £ 233,154.95 £ 3,905.28 £ 237,060.23 Please use this box to provide additional information Service ☑ Confirm choice **Executive office** Staffing costs - permanent and fixed term staff (£) Staffing costs - agency staff (£) Total staffing costs (£) £ 110,849.20 £ 1,332.91 £ 112,182.11 Please use this box to provide additional information Service ☑ Confirm choice Finance Total staffing costs (£) Staffing costs - permanent and fixed term staff (£) Staffing costs - agency staff (£) £ 76,431.35 £ 326,687.02 £ 250,255.67 Please use this box to provide additional information Service ☑ Confirm choice Housing Staffing costs - permanent and fixed term staff (£) Staffing costs - agency staff (£) Total staffing costs (£) £ 528,248.22 £ 14,093.34 £ 542,341.56 Please use this box to provide additional information Service ☑ Confirm choice **Shared Planning** Staffing costs - permanent and fixed term staff (£) Staffing costs - agency staff (£) Total staffing costs (£) £ 583,049.34 £ 43,507.14 £ 626,556.48 Please use this box to provide additional information Service ☑ Confirm choice Shared Waste Staffing costs - permanent and fixed term staff (£) Staffing costs - agency staff (£) Total staffing costs (£) £ 518,951.78 £ 66,922.72 £ 585,874.50

	Please use this box to pro	ovide additional informa	ation		
Service					
Transformation				☑ Confirm	choice
			ov stoff (C)	Total atoffin	a costo (C)
	nent and fixed term staff (£)		cy staff (£)	Total staffin	
£ 384,785.88		£ 22,037.58		£ 406,823.	46
	Please use this box to pro	ovide additional informa	ation		
-	to 1A and 1B: Number of staff D: Contracted hours for staff				
		ntracted hours during t	he trial and the actu	al number of hours wo	ked during the trial, broken down
	Number of contr taking part in tria	acted hours for staff al	Actual hours worked participating in trial		
king pattern: Full time	37.00				
Vorking pattern: Part time					
king pattern: Part time					
	Please specify d	etails			
ner working pattern: ase press previous to go	to 1C: Total staffing costs				
er working pattern: ase press previous to go ase press next to go to 18	to 1C: Total staffing costs E: Total number of days lost of days lost of days lost of days lost due to staf	lue to staff sickness f sickness	service area taking	part in the trial (include	both permanent and agency staff
er working pattern: ase press previous to go ase press next to go to 18	to 1C: Total staffing costs E: Total number of days lost of days lost of days lost of days lost due to staf	lue to staff sickness f sickness	service area taking	part in the trial (include	both permanent and agency staff
er working pattern: see press previous to go see press next to go to 18 : Total number of	to 1C: Total staffing costs E: Total number of days lost of days lost of days lost of days lost due to staf	lue to staff sickness f sickness	service area taking		
se press previous to go se press next to go to 18 : Total number of	to 1C: Total staffing costs E: Total number of days lost of days lost of days lost of days lost due to staf	lue to staff sickness f sickness e trial, broken down by			
se press previous to go se press next to go to 18 : Total number of	to 1C: Total staffing costs E: Total number of days lost of days lost of days lost due to staffue to staffue to staffue to staff sickness before the	lue to staff sickness f sickness e trial, broken down by			
se press previous to go se press next to go to 18 Total number of	to 1C: Total staffing costs E: Total number of days lost of days lost of days lost due to staffue to staffue to staffue to staff sickness before the	lue to staff sickness f sickness e trial, broken down by days lost due to staff si			
er working pattern: ase press previous to go ase press next to go to 18 : Total number of al number of days lost du	to 1C: Total staffing costs E: Total number of days lost of days lost due to staff ue to staff sickness before the days lost due to staff	lue to staff sickness f Sickness e trial, broken down by days lost due to staff si			
er working pattern: ase press previous to go ase press next to go to 18 Total number of al number of days lost du Service	to 1C: Total staffing costs E: Total number of days lost of days lost due to staff ue to staff sickness before the days lost due to staff sickness lost due to staff sickn	lue to staff sickness f Sickness e trial, broken down by days lost due to staff si			

2	Service		☐ Confirm choice
	Executive office		
		Total number of working	days lost due to staff sickness
		Number of full time equiv	valents (FTE)
		Number of days lost due	to sickness per FTE
		0.00	
		Please use this box to pr	ovide additional information
3	Service		☑ Confirm choice
	Finance		
		Total number of working	days lost due to staff sickness
		Number of full time equiv	valents (FTE)
		Number of days lost due	to sickness per FTE
		0.06	
		Please use this box to pr	ovide additional information
		I loade dee time sex to pi	
4	Service		☐ Confirm choice
	Housing		
		Total number of working	days lost due to staff sickness
		Number of full time equiv	valents (FTE)
		Number of days lost due	to sickness per FTE
		0.12	
		Please use this box to pr	ovide additional information
	Comico		
5	Shared Planning		☑ Confirm choice
	Shared Flamming	Total number of working	deve look due to stoff sielrage
		Total number of working	days lost due to staff sickness
		Number of full time equiv	valents (FTE)
		Number of days lost due	to sickness per FTE
		0.09	

	Please use this box to pr	ovide additional information
Service		☑ Confirm choice
Shared Waste		
	Total number of working	days lost due to staff sickness
	Number of full time equip	(cleate (ETE)
	Number of full time equiv	raients (FTE)
	Nove have a find a second and a second	A. Malatana and FTF
		to sickness per FTE
	Please use this box to pr	ovide additional information
Service		☑ Confirm choice
Transformation		
	Total number of working	days lost due to staff sickness
	Number of full time equiv	valents (FTE)
	Number of days lost due	to sickness per FTE
		ovide additional information
	Please use this box to pr	ovide additional information
'Add Another Line' to add	I another Team	
e press previous to go to	1D: Contracted hours for	staff
e press next to go to 1F: I	Percentage of vacant roles	5
Percentage of vac	ant roles	
ntage of vacant roles du	ring the trial, broken down	by service area taking part in the trial.
Service		☐ Confirm choice
Environment		
	Total number of vacant r	oles
	7	
	Total number of roles	
	66	
	Percentage	
	Service Transformation 'Add Another Line' to add e press previous to go to e press next to go to 1F: Percentage of vacant roles du Service	Service Total number of working Number of full time equival and the process of

Please use this box to pro		Please use this box to pr	ovide additional information
2	Service		☑ Confirm choice
	Executive office		El Committende
		Total number of vacant r	oles
		0	
		Total number of roles	
		18	
		Percentage	
		0 %	
		Please use this box to pr	ovide additional information
3	Service		☑ Confirm choice
•	Finance		El Committendice
		Total number of vacant r	oles
		6	
		Total number of roles	
		76	
		Percentage	
		7.894736842105263	
		2 %	
		Please use this box to pro	ovide additional information
4	Service		☑ Confirm choice
	Housing		
		Total number of vacant r	oles
		17	
		Total number of roles	
		153	
		Percentage	
		11.111111111111111111111111111111111111	
		Please use this box to pro-	ovide additional information
5	Service		☑ Confirm choice
	Shared Planning		
		Total number of vacant r	oles
		22	
		Total number of roles	

		156	
		Percentage	
		14.102564102564102	
		6 %	
		Please use this box to pr	ovide additional information
6	Service		☑ Confirm choice
	Shared Waste		
		Total number of vacant r	oles
		16	
		Total number of roles	
		190	
		Percentage	
		8.4210526315789474	
		%	
		Please use this box to pro	ovide additional information
7	Service		☑ Confirm choice
	Transformation		
		Total number of vacant r	oles
		6	
		Total number of roles	
		115	
		Percentage	
		5.2173913043478261 %	
		Please use this box to pr	ovide additional information
Click	'Add Another Line' to add	another Team	

Please press previous to go to 1E: Total number of days lost due to staff sickness

Please press next to go to 1G: Percentage advertised roles successfully filled

1G: Detailed schedule of roles advertised

Provide a detailed schedule of all posts advertised for the previous 12 months by service area (Environment, Executive Office, Finance, Housing, Shared Planning, Shared Waste, Transformation).

For each role advertised, this should include:

- Date the role was advertised
- Number of applications received
- Date staff were appointed
- Start date

Plea: butte		of all posts advertised file ι	using the select file
x 1	G - Week 23.xlsx		38 KB
1H	: Percentage of sta	off who left (turnove	er rate)
Perc	entage of staff who left di	uring the trial (turnover rat	re), broken down by service area taking part in the trial
1	Department		☑ Confirm choice
	Environment		☑ Confirm choice
		Total number of leavers	
		0	
		Total number of employe	ees
		59	
		Percentage	
		0.00 %	
		Please use this box to pr	ovide additional information
2	Department		☑ Confirm choice
	Executive office		
		Total number of leavers	
		0	
		Total number of employe	ees
		18	
		Percentage	
		0.00 %	
		Please use this box to pr	ovide additional information
3	Department		☑ Confirm choice
	Finance		
		Total number of leavers	
		0	
		Total number of employe	ees
		67	
		Percentage	
		0.00 %	
		Please use this box to pr	ovide additional information

4	Department		☑ Confirm choice
	Housing		
		Total number of leavers	
		0	
		Total number of employe	ees
		136	
		Percentage	
		0.00 %	
		Please use this box to pr	ovide additional information
5	Department		☑ Confirm choice
•	Shared Planning		E Continue Choice
		Total number of leavers	
		0	
		Total number of employe	pes
		134	
		Percentage	
		0.00 %	
		Please use this box to pr	ovide additional information
	Department		
6	Shared Waste		☑ Confirm choice
		Total number of leavers	
		0	
		Total number of employe	nas
		174	
		Percentage	
		0.00 %	
			ovide additional information
	_		
7	Department		☑ Confirm choice
	Transformation	Total number of leavers	
		O Total number of ampleus	
		Total number of employed	
		Percentage	
		0.00 %	

Please use this box to		Please use this box to pr	ovide additional information				
Oliale	Click 'Add Another Line' to add another Team						
	se press previous to go to		d roles successfully filled				
	se press next for: Additiona		- 1000 010000111y 111101				
	•	•					
1I: I	Number of staff wh	o have claimed ov	ertime				
Provi	ide the number of staff wh	o have claimed overtime,	broken down by each service area taking part in the trial				
1	Service		☑ Confirm choice				
	Environment						
		Total number of staff cla	iming overtime				
		2					
		Please use this box to pr	ovide additional information				
2	Service		☑ Confirm choice				
	Executive office						
		Total number of staff cla	iming overtime				
		0					
		Please use this box to pr	ovide additional information				
3	Service		☑ Confirm choice				
	Finance		E Committediate				
		Total number of staff cla	iming overtime				
		1					
			ovide additional information				
4	Service		☑ Confirm choice				
	Housing						
		Total number of staff cla	iming overtime				
		2					
		Please use this box to pr	ovide additional information				
5	Service		☑ Confirm choice				
	Shared Planning						
		Total number of staff cla	iming overtime				
		0					

		Please use this box to pro	ovide additional information			
6	Service		☐ Confirm choice			
	Shared Waste					
		Total number of staff cla	ming overtime			
		93				
		Please use this box to pro	ovide additional information			
		Tiodoc doc tino box to pre	stae daditota intolliaton			
7	Service		☑ Confirm choice			
	Transformation					
		Total number of staff cla	ming overtime			
		1				
		Please use this box to pro	ovide additional information			
Click	'Add Another Line' to add	d another Team				
Pleas	e press previous to go to	1F: Percentage of vacant	roles			
Pleas	se press next to go to 1H:	Percentage of staff who le	ft each year (turnover rate)			
1J:	Number of staff u	ndertaking addition	al employment			
			al employment byment, broken down by each service area taking part in the trial			
Provi						
Provi	de the number of staff ur		byment, broken down by each service area taking part in the trial			
Provi	de the number of staff ur	ndertaking additional emplo	byment, broken down by each service area taking part in the trial			
Provi	de the number of staff ur	ndertaking additional emplo	oyment, broken down by each service area taking part in the trial ☑ Confirm choice			
Provi	de the number of staff ur	Total number of staff und	oyment, broken down by each service area taking part in the trial ☑ Confirm choice			
Provi	de the number of staff ur	Total number of staff und	oyment, broken down by each service area taking part in the trial Confirm choice dertaking additional employment			
Provi	de the number of staff ur Service Environment	Total number of staff und	oyment, broken down by each service area taking part in the trial Confirm choice dertaking additional employment			
Provi	de the number of staff ur Service Environment Service	Total number of staff und	oyment, broken down by each service area taking part in the trial Confirm choice dertaking additional employment			
Provi	de the number of staff ur Service Environment	Total number of staff und Please use this box to pro	Pyment, broken down by each service area taking part in the trial Confirm choice Pertaking additional employment Divide additional information Confirm choice			
Provi	de the number of staff ur Service Environment Service	Total number of staff und Please use this box to pro	oyment, broken down by each service area taking part in the trial ☑ Confirm choice dertaking additional employment ovide additional information			
Provi	de the number of staff ur Service Environment Service	Total number of staff und Please use this box to pro	Pyment, broken down by each service area taking part in the trial Confirm choice Pertaking additional employment Divide additional information Confirm choice			
Provi	de the number of staff ur Service Environment Service	Total number of staff und Please use this box to pro	Pyment, broken down by each service area taking part in the trial Confirm choice Pertaking additional employment Divide additional information Confirm choice			
Provi	de the number of staff ur Service Environment Service	Total number of staff und Please use this box to pro	Deprecent of the service area taking part in the trial Confirm choice Sertaking additional employment Devide additional information Confirm choice			
Provi	de the number of staff ur Service Environment Service	Total number of staff und Please use this box to pro	pyment, broken down by each service area taking part in the trial Confirm choice dertaking additional employment Divide additional information Confirm choice dertaking additional employment Divide additional information			
Provi	de the number of staff ur Service Environment Service Executive office	Total number of staff und Please use this box to pro	Deprecent of the service area taking part in the trial Confirm choice Sertaking additional employment Devide additional information Confirm choice			
Provi	de the number of staff ur Service Environment Service Executive office	Total number of staff und Please use this box to pro Total number of staff und Please use this box to pro	byment, broken down by each service area taking part in the trial Confirm choice dertaking additional employment Devide additional information Confirm choice dertaking additional employment Devide additional information Confirm choice			
Provi	de the number of staff ur Service Environment Service Executive office	Total number of staff und Please use this box to pro Total number of staff und Please use this box to pro	pyment, broken down by each service area taking part in the trial Confirm choice dertaking additional employment Divide additional information Confirm choice dertaking additional employment Divide additional information			

Service Shared Planning Total number of staff undertaking additional employment Please use this box to provide additional information Service Shared Planning Total number of staff undertaking additional employment Please use this box to provide additional information Service Shared Waste Total number of staff undertaking additional employment Please use this box to provide additional information Service Total number of staff undertaking additional employment Please use this box to provide additional information Total number of staff undertaking additional employment Please use this box to provide additional information Total number of staff undertaking additional employment Please use this box to provide additional information Additional commentary Please provide and another Team Please press previous to go to IF: Percentage of vacant roles Please press previous to go to IF: Percentage of staff who left each year (turnover rate) Additional commentary Please use this box to provide an explanation for missing data or additional commentary			Please use this box to pr	rovide additional information	
Housing Total number of staff undertaking additional employment Service Confirm choice					
Housing Total number of staff undertaking additional information	4	Service		☑ Confirm choice	
Please use this box to provide additional information **Service** Shared Planning** Total number of staff undertaking additional employment **Please use this box to provide additional information **Service** Shared Waste** Total number of staff undertaking additional employment Please use this box to provide additional information **Total number of staff undertaking additional employment Please use this box to provide additional information **Total number of staff undertaking additional employment Please use this box to provide additional employment Please press previous to go to 1ft. Percentage of vacant roles **Please press previous to go to 1ft. Percentage of staff who left each year (turnover rate) Additional commentary **Please provide any additional comments on the information provided in this section		Housing			
Please use this box to provide additional information **Service** Shared Planning** Total number of staff undertaking additional employment **Please use this box to provide additional information **Service** Shared Waste** Total number of staff undertaking additional employment Please use this box to provide additional information **Total number of staff undertaking additional employment Please use this box to provide additional information **Total number of staff undertaking additional employment Please use this box to provide additional employment Please press previous to go to 1ft. Percentage of vacant roles **Please press previous to go to 1ft. Percentage of staff who left each year (turnover rate) Additional commentary **Please provide any additional comments on the information provided in this section			Total number of staff un	dertaking additional employment	
service Shared Planning Total number of staff undertaking additional employment			Total Hambor of otal and		
service Shared Planning Total number of staff undertaking additional employment					
Shared Planning Total number of staff undertaking additional employment Please use this box to provide additional information Service Total number of staff undertaking additional employment Please use this box to provide additional information Please use this box to provide additional information Total number of staff undertaking additional employment Total number of staff undertaking additional employment Please use this box to provide additional information Total number of staff undertaking additional employment Please use this box to provide additional information Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (tumover rate) Additional commentary			Please use this box to pr	rovide additional information	
Shared Planning Total number of staff undertaking additional employment Please use this box to provide additional information Service Total number of staff undertaking additional employment Please use this box to provide additional information Please use this box to provide additional information Total number of staff undertaking additional employment Total number of staff undertaking additional employment Please use this box to provide additional information Total number of staff undertaking additional employment Please use this box to provide additional information Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (tumover rate) Additional commentary					
Shared Planning Total number of staff undertaking additional employment Please use this box to provide additional information Service Total number of staff undertaking additional employment Please use this box to provide additional information Please use this box to provide additional information Total number of staff undertaking additional employment Transformation Total number of staff undertaking additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (tumover rate) Additional commentary	5	Service		☑ Confirm choice	
Total number of staff undertaking additional information Service				E committatoice	
Please use this box to provide additional information Sarvice Total number of staff undertaking additional employment Please use this box to provide additional information Total number of staff undertaking additional employment Total number of staff undertaking additional employment Total number of staff undertaking additional employment Please use this box to provide additional information Please use this box to provide additional information Total number of staff undertaking additional employment Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary		onarou rammig	T-4-1	destablished and district and a supplemental	
Service Total number of staff undertaking additional employment Please use this box to provide additional information 7 Service Transformation Total number of staff undertaking additional employment Please use this box to provide additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary			lotal number of staff und	dertaking additional employment	
Service Total number of staff undertaking additional employment Please use this box to provide additional information 7 Service Transformation Total number of staff undertaking additional employment Please use this box to provide additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary					
Shared Waste Total number of staff undertaking additional employment Please use this box to provide additional information 7 Service Transformation Total number of staff undertaking additional employment Please use this box to provide additional employment Please use this box to provide additional information Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary			Please use this box to pr	rovide additional information	
Shared Waste Total number of staff undertaking additional employment Please use this box to provide additional information 7 Service Transformation Total number of staff undertaking additional employment Please use this box to provide additional employment Please use this box to provide additional information Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary					
Shared Waste Total number of staff undertaking additional employment Please use this box to provide additional information 7 Service Transformation Total number of staff undertaking additional employment Please use this box to provide additional employment Please use this box to provide additional information Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary					
Total number of staff undertaking additional employment Please use this box to provide additional information Total number of staff undertaking additional employment Total number of staff undertaking additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section	6			☑ Confirm choice	
Please use this box to provide additional information 7 Service Transformation Total number of staff undertaking additional employment Please use this box to provide additional information Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section		Shared Waste			
7 Service			Total number of staff und	dertaking additional employment	
7 Service					
Transformation Total number of staff undertaking additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section			Please use this box to provide additional information		
Transformation Total number of staff undertaking additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Transformation Total number of staff undertaking additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Total number of staff undertaking additional employment Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section	7	Service		☑ Confirm choice	
Please use this box to provide additional information Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section		Transformation			
Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section			Total number of staff und	dertaking additional employment	
Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Click 'Add Another Line' to add another Team Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section			Please use this box to pr	rovide additional information	
Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Please press previous to go to 1F: Percentage of vacant roles Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Please press next to go to 1H: Percentage of staff who left each year (turnover rate) Additional commentary Please provide any additional comments on the information provided in this section					
Additional commentary Please provide any additional comments on the information provided in this section		_	_		
Please provide any additional comments on the information provided in this section	Pleas	e press next to go to 1H:	Percentage of staff who le	eft each year (turnover rate)	
Please provide any additional comments on the information provided in this section					
Please provide any additional comments on the information provided in this section	Δd	ditional commenta	rv		
Please use this box to provide an explanation for missing data or additional commentary	Pleas	e provide any additional o	comments on the informat	tion provided in this section	
	Pleas	e use this box to provide	an explanation for missinç	g data or additional commentary	

trial.

1A - This is a headcount of permanent and fixed term employees.

1A - The headcount for Housing includes 4 staff who opted out of the 4DW trial. The headcount for Shared Waste includes 2 staff who have opted out of the

1A – Transformation also includes HR and Corporate Services; this is the case for all questions where the weekly data is to be provided by service area.

1A – Our current processes mean that for approximately the first 15 days of the month, HR data is input. For the next 15 days of the month, our Payroll team take additional actions based on our input. This means that HR flag people as leavers, but they do not technically "leave" according to the i-trent system until

Payroll actions are complete."

- 1B This is a headcount of temporary, casual, and agency staff
- 1B Note one employee can undertake more than one role"
- 1C Permanent and fixed term staff costs are calculated monthly via the payroll process which includes calculations of National Insurance, Pension, allowances, overtime etc. This figure is calculated monthly and therefore data cannot be provided for individual weeks. The total costs for each month are provided as soon as the data is available. This data is for March 2024.
- 1C Agency staff costs are calculated monthly as part of our monthly accounting processes. The total costs for each month are provided as soon as the data is available. This data is for 04/03/24 to 31/03/24 as Agency staff hours worked are submitted calendar weekly.
- 1D Contracted hours for staff no hours have contractually changed during this trial. The expectation is that from 1st April 2024 all staff work 86.5% of their contracted hours. Full time hours = 37, anticipated working hours = 32
- 1D Working pattern Part Time hours vary between 8.75 35 hours per week. Actual hours worked are expected to be 80% of those contracted hours, which remain unchanged.
- 1E This has been calculated on working pattern in i trent which for all staff in the trial is 4 days per week.
- 1E Days sickness per FTE are calculated using number of days sickness absence in the service area per week divided by number of full time equivalents in the department note absence data for this week period may change after submission date if further updates to cases are made in i-Trent.
- 1G Job title is provided as we do not categorise roles. For roles recruited prior to Sept 2023 we do not have exact dates advertised and have instead provided month and year. We have interpreted date staff appointed as the date the applicant was verbally offered the role and the start date as the day they commenced employment. Please note for driver and loader vacancies some of the adverts were rolling adverts where candidates may have been interviewed and appointed prior to the official closing date these jobs may have reopened again very shortly afterwards. Where multiple roles were advertised we have identified these using 'M' in column A so multiple roles are shown advertised in one vacancy. This data spreadsheet includes both internal and external vacancies and appointments.
- 1I Overtime payments are requested, processed and paid monthly as part of the payroll process so this data is provided monthly as soon as it is available. Note that a claim made in any month can cover any instances of worked overtime from the previous 3 month period. This number does not include out of hours payments, standby or call out payments. These figures are for March 2024.
- 1J Additional employment on 19/01/24 DLUHC paused this request for data pending discussion with the Minister.

Please press previous to go to 11: Protected characteristics

Please press next to go to Section 2: Service information - before trial

Section 2: Service information

2A: Service information for this week:

Operational opening hours for contact centres and other areas taking part in the trial

2A Contact Centre – 8am-5.30pm Tuesday to Friday, late night Wednesdays until 6.30pm Reception – 9am-4pm Tuesday to Friday

Note - this is a bank holiday week.

Logs of calls to contact centres and other areas taking part in the trial, this should include call answer time and outcomes of calls.

Please ensure that no personal data is included.

Please upload your Logs of calls to contact centres and other areas taking part in the trial for this week using the Select File button

 SCDC Call Logs 2024-04-01 - 2024-04-07.xlsx
 272 KB

 No attachment.

Average daily number of in-person visits to contact centres and other areas taking part in the trial

24.25

Logs of emails to areas taking part in the trial, including response times and outcomes. Please ensure that no personal data is included.

Please upload your Logs of emails to contact centres and other areas taking part in the trial using the Select File button

Emails Stats Week 23_010424-070424.xlsx

16 KB

No attachment.

Please use this box to provide additional information

2A logs of emails including outcomes - logs cannot be provided, instead weekly statistics on email volumes are provided.

Please press previous to go to Section 1: Organisational data

Please press next to go to 2B and 2C: Forecast/Actual Revenue and Capital Spend

2B & 2C: Forecast/Actual Revenue and Capital Spend

1	Service		☑ Confirm choice
	Environment		
	2B: Forecast and actual r		evenue spend for each service area taking part in trial
	Forecast revenue spend	£	
	Actual revenue spend	£	
		2C: Forecast and actual	capital spend for each service area taking part in trial
	Forecast capital spend	£	
	Actual capital spend	£	

		Please use this box to pr	rovide additional information
2	Service		☑ Confirm choice
	Executive office		
		2B: Forecast and actual	revenue spend for each service area taking part in trial
	Forecast revenue spend	£	
	Actual revenue spend	£	
		2C: Forecast and actual	capital spend for each service area taking part in trial
	Forecast capital spend	£	
	Actual capital spend	£	
		Please use this box to pr	rovide additional information
3	Service		☑ Confirm choice
	Finance		
	_	2B: Forecast and actual	revenue spend for each service area taking part in trial
	Forecast revenue spend	£	
	Actual revenue spend	£	
		2C: Forecast and actual	capital spend for each service area taking part in trial
	Forecast capital spend	£	
	Actual capital spend	£	
		Please use this box to pr	rovide additional information
4	Service		☑ Confirm choice
	Housing		
	_	2B: Forecast and actual	revenue spend for each service area taking part in trial
	Forecast revenue spend	£	
	Actual revenue spend	£	
		2C: Forecast and actual	capital spend for each service area taking part in trial
	Forecast capital spend	£	
	Actual capital spend	£	
		Please use this box to pr	rovide additional information
5	Service		☑ Confirm choice
	Shared Planning		,
		2B: Forecast and actual	revenue spend for each service area taking part in trial
	Forecast revenue	£	
	spend		

	Actual revenue spend	£			
		2C: Forecast and actual	capital spend for each service area taking part in trial		
	Forecast capital spend	£	· ·		
	Actual capital spend				
	Actual capital spellu	£			
		Please use this box to pr	ovide additional information		
6	Service		☑ Confirm choice		
	Shared Waste				
		2B: Forecast and actual revenue spend for each service area taking part in trial			
	Forecast revenue spend	£			
	Actual revenue spend	£			
		2C: Forecast and actual	capital spend for each service area taking part in trial		
	Forecast capital spend	£			
	Actual capital spend	£			
		Please use this box to pr	ovide additional information		
7	Service				
,	Transformation		☑ Confirm choice		
		2R: Forecast and actual	revenue spend for each service area taking part in trial		
	Forecast revenue	£	evenue spenu noi each service area taxing part in thai		
	spend	F			
	Actual revenue spend	£			
		2C: Forecast and actual	capital spend for each service area taking part in trial		
	Forecast capital spend	£			
	Actual capital spend	£			
		Please use this box to pr	ovide additional information		
	2B&2C - This data is not available weekly as all accounting software is configured to provide monthly figures. Monthly figures are provided as soon as possible after month end. 2B &2C Revenue and capital figures for March are not yet available due to financial year end processes - we anticipate having draft figures for March by mid-May.				
			· · · · · · · · · · · · · · · · · · ·		
 .					
	('Add Another Line' to add se press previous to go to				
	se press previous to go to se press next for: Addition				
	,	······································			
Ad	ditional commenta	ry			
Pleas	se provide any additional o	comments on the informat	ion provided in this section		
Pleas	se use this box to provide	an explanation for missing	g data or additional commentary		

Please press previous to go to 2B and 2C: Forecast/Actual Revenue and Capital Spend

Please press next to go to Section 3: SCDC KPIs

Section 3: SCDC KPIs
Click Next to move to the next section
3A: Finance - Benefits
Housing Benefit claims
Average number of days to process new Housing Benefit claims:
13.00
Total number of new Housing Benefit claims:
6
Council Tax Support claims
Average number of days to process new Council Tax Support claims:
14.00
Total number of new Council Tax Support claims:
15
Housing Benefit change events
Average number of days to process new Housing Benefit change events:
5.00
Total number of new Housing Benefit change events:
80
Council Tax Support change events
Average number of days to process new Council Tax Support change events:
4.00
Total number of new Council Tax Support change events:
445
Undisputed invoices
Number of undisputed invoices paid within 30 days:
190
Total number of undisputed invoices:
191
Percentage undisputed invoices paid within 30 days:
99.4764397905759162 %
Please use this box to provide additional information

E 741,204.00 Percentage housing rent collected: 180,0049648949546953 %	
Total housing rent collected (6): E 1334,204.00 Total housing rent due (6): E 2741,204.00 Percentage housing rant collected: 180.004984894548938 % Business rates Business rates Collected (6): E 106,411.881.00 Total business rates collected (6): E 106,411.881.00 Total business rates collected (6): E 106,411.881.00 Total business rates due (6): E 106,411.881.00 Total business rates due (7): E 107.990,492.00 Percentage business rates collected (8): E 104,4729,492.00 Total council tax collected (6): E 144,729,393.80.00 Percentage outsiness rates collected (6): E 144,729,378.00 Total council tax collected (6): E 144,729,378.00 Percentage outsiness rates collected (6): E 145,739,378.00 Percentage outsiness rates collected (7): E 145,739,378.00 Percentage outsiness rates collected (8): E 145,739,378.00 Percentage outsiness rate collected (8): E 145,739,378.00 Percentage outsiness rates collected (8): E 145,739,378.00 Percentage outsiness rate collected (8): E 146,739,378.00 Percentage outsiness rates collected (8): E 146,7	3B: Finance - Revenues
Total housing rent collected (£): £ 1334,294.00 Total housing rent due (£): £ 2741;204.00 Percentage housing rent collected: 180.00496488949549593 % Business rates Business rates Business rates Business rates Business rates Council tax collected (£): £ 107,590,492.00 Percentage business rates collected: 88.9045938175147298 % Council tax Total council tax collected (£): £ 144,720,497.00 Total council tax collected (£): £ 144,720,497.00 Total council tax collected (£): £ 144,733,781.00 Percentage council tax collected: 98.3047449732940752 % Percentage council tax collected: 98.3047449732940752 % Peases use this box to provide additional information 38 - Revenues - Housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month + the the amounts are due so the large majority is advance payments. The collected flyures include Housing Benefit. 38 Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please prass provious to go to 3K: Greater Cambridge Planning services - Development management Mulphor ratio of the provide weekly in the first tructure Development management Number of major applications including Public Service Infrastructure Developments: **Additional Contractions** **Additional weekly** **Additional weekly** **Additional weekly** **Additional weekly** **Additional public Service Infrastructure Developments: **Additional Contractions** **Additional weekly** **Additiona	
E 1,334,204.00 Total housing rent due (E): E 741,204.00 Percentage housing rent collected: 180.00496488049546953 % Business rates	
Total business rates collected (£): ### Foundation of the state of th	
E 741,204.00 Percentage housing rent collected: 180.004964894949546953 % Business rates	£1,334,204.00
Percentage housing rent collected: 180.0049648949548953 %	Total housing rent due (£):
Business rates	£ 741,204.00
Business rates	Percentage housing rent collected:
Total business rates collected (£): £ 105,411,881.00 Total business rates due (£): £ 107,590,492.00 Percentage business rates collected: 98,9045398175147298 % Council tax collected (£): £ 144,720,497.00 Total council tax due (£): £ 144,730,497.00 Total council tax due (£): £ 145,733,718.00 Percentage council tax collected: 99,3047449732943752 % Please use this box to provide additional information 38 - Revenues - Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 38 Business rates and council tax are not due weekly; and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management Major planning applications Major planning applications including Public Service Infrastructure Developments: determined within 8 weeks	180.0049648949546953 %
E 106,411,81.00 Total business rates due (£): £ 107,590,492.00 Percentage business rates collected: 98.9045398175147298 % ———————————————————————————————————	Business rates
Total council tax collected (£): £ 107,590,492.00 Percentage business rates collected: 98,9045398175147298 % Council tax	Total business rates collected (£):
£ 107,590,492.00 Percentage business rates collected: 98.9045398175147298 % Council tax	£ 106,411,881.00
Percentage business rates collected: 98.9045398175147298 % Council tax	Total business rates due (£):
Percentage council tax collected (£): £ 144,720,497.00 Total council tax due (£): £ 145,733,718.00 Percentage council tax collected: 99.3047449732943752 % Please use this box to provide additional information 3B - Revenues - Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management	£ 107,590,492.00
Total council tax collected (£): £ 144,720,497.00 Total council tax due (£): £ 145,733,718.00 Percentage council tax collected: 99.3047449732943752 % Please use this box to provide additional information 38 – Revenues – Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month – these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 38 Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management	Percentage business rates collected:
Total council tax collected (£): £ 144,720,497.00 Total council tax due (£): £ 145,733,718.00 Percentage council tax collected: 99.3047449732943752 % Please use this box to provide additional information 38 – Revenues – Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 38 Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance – Benefits Please press next to go to 3C: Greater Cambridge Planning services – Development management 3C: Greater Cambridge Planning services – Development management Major planning applications • determined within 8 weeks	98.9045398175147298 %
Total council tax due (£): £ 145,733,718.00 Percentage council tax collected: 99.3047449732943752 % Please use this box to provide additional information 3B - Revenues - Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management Major planning applications	Total council tax collected (£):
Percentage council tax collected: 99.3047449732943752 % Please use this box to provide additional information 3B - Revenues - Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management	£ 144,720,497.00
Percentage council tax collected: 99.3047449732943752 % Please use this box to provide additional information 3B – Revenues – Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management Major planning applications • determined within 8 weeks	Total council tax due (£):
99.3047449732943752 % Please use this box to provide additional information 3B - Revenues - Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management Major planning applications Mumber of major applications including Public Service Infrastructure Developments: • determined within 8 weeks	£ 145,733,718.00
Please use this box to provide additional information 3B – Revenues – Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance – Benefits Please press next to go to 3C: Greater Cambridge Planning services – Development management 3C: Greater Cambridge Planning services – Development management	Percentage council tax collected:
3B – Revenues – Housing rent - housing rent is due weekly; there are two direct debit payment cycles on 1st and 15th each month - these payments are for the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management	99.3047449732943752 %
the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date as at each month end. This data is for March 2024. Please press previous to go to 3A: Finance - Benefits Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management Major planning applications Number of major applications including Public Service Infrastructure Developments: • determined within 8 weeks	Please use this box to provide additional information
Please press next to go to 3C: Greater Cambridge Planning services - Development management 3C: Greater Cambridge Planning services - Development management	the month in which the amounts are due so the large majority is advance payments. The collected figures include Housing Benefit. 3B Business rates and council tax are not due weekly, and monthly data is provided when available after month end. The data provided is cumulative to date
3C: Greater Cambridge Planning services - Development management Major planning applications Number of major applications including Public Service Infrastructure Developments: • determined within 8 weeks	Please press previous to go to 3A: Finance - Benefits
	Please press next to go to 3C: Greater Cambridge Planning services - Development management
Number of major applications including Public Service Infrastructure Developments: • determined within 8 weeks	3C: Greater Cambridge Planning services - Development management
determined within 8 weeks	Major planning applications
	Number of major applications including Public Service Infrastructure Developments:
0	determined within 8 weeks
	0

Please press next to go to 3B: Finance - Revenues

	• determined within 8-13 weeks				
	0				
,	with an associated planning agreement (e.g. extension of time) that were decided on time				
	2				
Total number	of major applications including Dublic Camine Infrastructure Developments decided upon				
	of major applications including Public Service Infrastructure Developments decided upon: • delegated decisions				
	0				
	• non-delegated decisions				
	2				
Total					
	2				
Percentage of	f major applications determined within 13 weeks or agreed timeline:				
100.00 %	major applications accommod within 15 needs of agreed unionits.				
	ajor applications including Public Service Infrastructure Developments received:				
1	gor applications including rubile out tice illinastructure beverapilients received.				
•					
	Non-major planning applications				
Number of no	n-major applications including change of use and householder developments:				
	determined within 8 weeks				
	22				
,	• determined within 16 weeks (EIA)				
	0				
,	• with an associated planning agreement (e.g. extension of time) that were decided on time				
	8				
	of non-major applications including change of use and householder developments decided upon:				
	delegated decisions				
	32				
	• non-delegated decisions				
	0				
,	Total				
	32				
Percentage of	f non-major applications determined within 8 weeks or agreed timeline:				
93.75 %					
Number of no	n-major applications including change of use and householder developments received:				
22					
	Householder planning applications				
	useholder development applications:				
	determined within 8 weeks				
	18				

	determined within 16 weeks (EIA)				
	0				
	with an associated planning agreement (e.g. extension of time) that were decided on time				
	2				
T-4-1					
	of householder planning applications decided upon:				
delegated decisions 22					
	• non-delegated decisions				
	0				
Total					
	22				
Average time	to determine validated householder planning applications (weeks):				
10.69	to determine validated nodseriorder planning applications (weeks).				
	useholder planning applications received:				
14	useriolider planning applications received.				
14					
	Appeals received - refusal allowed				
Number of ap	peals against major planning permissions refusal allowed:				
0					
Total number	of appeals against major planning permissions decided upon:				
0					
Percentage o	f appeals against major planning permissions refusal allowed:				
%					
Number of ap	peals against non-major planning permission refusal allowed:				
0					
Total number	of appeals against non-major planning permission decided upon:				
0					
Percentage of	f appeals against non-major planning permission refusal allowed:				
%					
	Annuals reseived arraying of non-determination				
	Appeals received - grounds of non-determination				
	peals received against major planning permission on the grounds of non-determination:				
0					
	of appeals received against major planning permission:				
0					
	peals received against major planning permission on the grounds of non-determination as a percentage of total number of appeals received planning permission:				
%	• ••				
Number of re	ceived appeals against non-major planning permission on the grounds of non-determination:				
0					

Total number of appeals received against non-major planning permission:
0
Number of appeals received against non-major planning permission on the grounds of non-determination as a percentage of total number of appeals received against non-major planning permission:
%
Notes: Guidance and definitions
https://www.gov.uk/government/publications/district-planning-matters-return-ps1-and-ps2/ps1-and-ps2-district-planning-matters-return-guidance-notes
Please use this box to provide additional information
Please press previous to go to 3B: Finance - Revenues
Please press next to go to 3D: Greater Cambridge Planning services - Land Charges
3D: Greater Cambridge Planning services - Land Charges
Average land charges search response days:
3.88
Number of land charge searches:
26
Please use this box to provide additional information
Please press previous to go to 3C: Greater Cambridge Planning services - Development management Please press next to go to 3E: Housing - Housing Advice
3E: Housing - Housing Advice
Number of households with children leaving B&B accommodation after longer than 6 weeks:
0
Please use this box to provide additional information
Please press previous to go to 3D: Greater Cambridge Planning services - Land Charges Please press next to go to 3F: Housing
3F: Housing
Number of tenants satisfied with responsive repairs:
Total number of repairs:
331
Percentage of tenants satisfied with responsive repairs:
%

Average days to re-let all housing stock:
Number of emergency repairs completed within 24 hours:
86
Total number of emergency repairs:
86
Percentage of emergency repairs completed in 24 hours:
100.00 %
Please use this box to provide additional information
3F Housing - total repairs figure is for all responsive repairs including emergency repairs. Satisfaction rates are calculated from completed surveys. Note more surveys may be returned for work completed this week after our internal deadline for data entry for this submission. 35 surveys returned with a score of 7 and above out of 36 surveys returned this week = 97.22% satisfaction. Average days to re-let all housing stock - No properties were re-let this week.
Please press previous to go to 3E: Housing - Housing Advice
Please press next to go to 3G: HR and Corporate Services – Democratic Services
3G: HR and Corporate Services – Democratic Services
Number of public hybrid meetings run without issues causing downtime exceeding 5 minutes:
0
Total number of public hybrid meetings:
0
Percentage of public hybrid meetings run without issues causing downtime exceeding 5 minutes:
%
Please use this box to provide additional information
Please press previous to go to 3F: Housing
Please press next to go to 3H: Shared Waste and Environment
3H: Shared Waste and Environment
Total tonnes of household waste collected:
1,498
Total tonnes of household waste sent for reuse, recycling and composting:
725
Percentage of household waste sent for reuse, recycling and composting:
48.3978638184245661 %
Number of bins collected on time:
177,504

7,731
rcentage of bins collected on time:
9.8722788933838216 %
ase use this box to provide additional information
ase press previous to go to 3G: HR and Corporate Services – Democratic Services
ase press next to go to 3l: Transformation - Complaints
l: Transformation - Complaints
mber of formal complaints resolved within timescale:
al number of formal complaints resolved:
rcentage of formal complaints resolved within timescale:
0.90909090909091 %
ase use this box to provide additional information
Complaints - 'total number of formal complaints' - figure provided is 'total number of formal complaints resolved'.
ase press previous to go to 3H: Shared Waste and Environment
ase press next to go to 3J: Transformation - Contact Centre
J: Transformation - Contact Centre
mber of calls to the contact centre resolved first time:
845
tal number of calls to the contact centre:
435
rcentage of calls to the contact centre resolved first time:
5.7700205338809035 %
tal number of calls to the contact centre that are answered:
200
tal number of calls to the contact centre:
435
rcentage of calls to the contact centre that are answered:
0.3490759753593429 %
erage call answer time (seconds):

Please use this box to provide additional information				
Please press previous to go to 3l: Transi				
Please press next to go to Additional col				
Additional commentary				
Please provide any additional comments	on the information provide	ed in this section		
Please use this box to provide an explan	ation for missing data or ac	dditional commentary		
Please press previous to go to 3l: Transf	formation - Complaints			
Please press next to go to Section 4: Qu	alitative data			
Section 4: Resident feedbac	k			
Provide the following in relation to SCDC	c's online feedback form ab	out the four day working v	veek trial.	
4A: Online forms received by the organic	sation that are positive, ne	gative or indifferent		
	Number	Percentage		
Positive	0	%		
Negative	0	%		
Indifferent	0	%		
Total	0			
4B: Number of complaints received on s	ervice delivery and whethe	er these services are taking	g part in the trail	
	Is this service area taking part in the trial? (Y /N)	Number of complaints		
Housing	☑ Yes □ No			
Finance	☑ Yes □ No			
Shared Planning	☑ Yes □ No			
Shared Waste	☑ Yes □ No			
Environment	☑ Yes □ No			
HR & Corporate Services	☑ Yes □ No			
Cultural and related services	☑ Yes □ No			
Transformation	☑ Yes □ No			

4 Day working week weekly reporting form Executive office Yes No 4C: Methods of publicising feedback form to residents, for example, newsletters 4C Published on our website https://www.scambs.gov.uk/your-council-and-democracy/four-day-working-week-trial 4D: Provide details of all feedback or complaints received

4E: Provide details of process for handling complaints

4E When completing this form, customers are asked if they wish to be contacted to address their comments. Where that is the case, responses are prepared by the team and agreed by a senior manager. If customers wish to make a formal complaint they are always dealt with through our standard complaints process.

Thank you for completing this survey. Please press Submit to submit this data

Please press previous to go to Section 3: SCDC KPIs