

4 day working week retrospective/baseline form

Introduction

Retrospective

Following the issue of a Best Value Notice to South Cambridgeshire District Council (SCDC) on Friday 3rd November 2023, the Department requests that SCDC completes the following retrospective data collection. The form requests data on: staffing, costs, service delivery, and performance against a range of SCDC's KPIs.

The form also requests qualitative information, including around how decisions about the trial have been reached and any other policies SCDC has introduced or is exploring to address recruitment, retention, and wellbeing challenges, with an appraisal of their impact.

As stated in the Best Value Notice, the Department requests that this retrospective collection be completed within one month of the date of receipt of this form.

This will be followed shortly by a further collection form seeking data on a weekly basis.

Please note that **no personal data** should be provided in either of these forms.

Section 1: Organisational data

1A and 1B: Number of staff

1A: Number of permanent and fixed term staff employed by the organisation before the trial, broken down by service area taking part in the trial. This should reflect the position at the end of the financial year.

1B: Number of agency staff in the organisation before the trial, broken down by service area taking part in the trial. This should reflect the position at the end of the financial year.

Service

 Confirm choice

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text" value="32"/>	<input type="text" value="34"/>	<input type="text" value="55"/>	<input type="text" value="71"/>	<input type="text" value="57"/>

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

 Confirm choice

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text" value="8"/>	<input type="text" value="13"/>	<input type="text" value="8"/>	<input type="text" value="19"/>	<input type="text" value="17"/>

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

Confirm choice

Finance

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
58	64	73	73	71

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Service

Confirm choice

Housing

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
108	117	123	127	131

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Service

Confirm choice

Shared Planning

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
117	120	121	120	122

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Service

Confirm choice

Shared Waste

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
168	166	178	141	167

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Service

Confirm choice

Transformation

1A. Number of staff employed by the organisation

2018/19	2019/20	2020/21	2021/22	2022/23
43	57	75	91	97

1B. Number of temporary staff (temporary or agency)

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any 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 before the trial, broken down by service area taking part in the trial

Service

Confirm choice

Environment

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 892,509.00	£ 1,136,615.00	£ 1,205,036.00	£ 1,683,260.00	£ 1,777,022.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 111,924.00	£ 113,678.00	£ 284,158.00	£ 175,924.00	£ 53,480.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 1,004,433	£ 1,250,293	£ 1,489,194	£ 1,859,184	£ 1,830,502

Please use this box to provide any additional information

Service

Confirm choice

Executive office

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 963,547.00	£ 953,361.00	£ 1,257,375.00	£ 1,358,465.00	£ 1,380,983.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 156,610.00	£ 163,652.00	£ 218,569.00	£ 134,735.00	£ 132,479.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 1,120,157	£ 1,117,013	£ 1,475,944	£ 1,493,200	£ 1,513,462

Please use this box to provide any additional information

Service Confirm choice

Finance

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 1,076,508.00	£ 1,457,944.00	£ 1,682,920.00	£ 2,014,443.00	£ 2,320,214.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 354,868.00	£ 199,213.00	£ 464,117.00	£ 401,938.00	£ 590,345.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 1,431,376	£ 1,657,157	£ 2,147,037	£ 2,416,381	£ 2,910,559

Please use this box to provide any additional information

Service Confirm choice

Housing

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 4,887,474.00	£ 5,141,066.00	£ 5,677,744.00	£ 6,240,058.00	£ 6,674,860.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 368,616.00	£ 357,801.00	£ 301,391.00	£ 187,843.00	£ 142,142.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 5,256,090	£ 5,498,867	£ 5,979,135	£ 6,427,901	£ 6,817,002

Please use this box to provide any additional information

Service Confirm choice

Shared Planning

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 4,663,833.00	£ 4,609,970.00	£ 5,206,438.00	£ 5,546,537.00	£ 5,859,583.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 571,487.00	£ 1,593,596.00	£ 2,084,264.00	£ 1,203,847.00	£ 1,400,994.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 5,235,320	£ 6,203,566	£ 7,290,702	£ 6,750,384	£ 7,260,577

Please use this box to provide any additional information

Service

Confirm choice

Shared Waste

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 5,249,772.00	£ 5,344,126.00	£ 5,610,945.00	£ 5,914,213.00	£ 6,478,487.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 366,547.00	£ 475,609.00	£ 248,693.00	£ 335,808.00	£ 555,286.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 5,616,319	£ 5,819,735	£ 5,859,638	£ 6,250,021	£ 7,033,773

Please use this box to provide any additional information

Service

Confirm choice

Transformation

Staffing costs - permanent and fixed term staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 1,814,321.00	£ 2,040,635.00	£ 2,513,025.00	£ 3,136,140.00	£ 3,894,610.00

Staffing costs - agency staff (£)

2018/19	2019/20	2020/21	2021/22	2022/23
£ 117,872.00	£ 214,104.00	£ 521,522.00	£ 585,412.00	£ 469,017.00

Permanent + Temporary Total

2018/19	2019/20	2020/21	2021/22	2022/23
£ 1,932,193	£ 2,254,739	£ 3,034,547	£ 3,721,552	£ 4,363,627

Please use this box to provide any additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1A and 1B: Number of staff

Please press next to go to 1D: Contracted hours for staff

1D: Contracted hours for staff

Contracted hours for staff before the trial, broken down by working pattern. This should reflect your organisation's definition of full and part time.

Working pattern: Full time

2018/19

2019/20

2020/21

2021/22

2022/23

Working pattern: Part time

2018/19

2019/20

2020/21

2021/22

2022/23

Working pattern: Other[s]

2018/19

2019/20

2020/21

2021/22

2022/23

Click 'Add Another Line' to add another Team

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

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

1E: Total number of days lost due to staff sickness

Total number of days lost due to staff sickness before the trial, broken down by service area taking part in the trial (include both permanent and agency staff)

Service

Confirm choice

Environment

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
3,120.00	3,699.00	2,345.00	2,710.00	508.50

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

2018/19 2019/20 2020/21 2021/22 Shared Waste was part of Environment.
 Days lost per FTE:
 2018/19 14.65
 2019/20 17.55
 2020/21 10.53
 2021/22 12.23
 2022/23 9.44

Service

Confirm choice

Executive office

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
15.00	28.60	24.00	28.00	37.50

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

Days lost per FTE:
 2018/19 1.48
 2019/20 3
 2020/21 1.97
 2021/22 1.86
 2022/23 1.97

Service

Confirm choice

Finance

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
			384.00	411.50

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

Finance was part of corporate services until 2021/22
 Days lost per FTE:
 2021/22 5.05
 2022/23 6.04

Service

Confirm choice

Housing

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
863.60	1,242.00	657.00	993.50	980.00

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

Days lost per FTE:
 2018/19 9.08
 2019/20 12.24
 2020/21 6.38
 2021/22 8.06
 2022/23 8.08

Service

Confirm choice

Shared Planning

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
494.50	649.00	341.00	452.50	806.50

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

Days lost per FTE:
 2018/19 4.91
 2019/20 5.36
 2020/21 2.77
 2021/22 3.56
 2022/23 6.65

Service

Confirm choice

Shared Waste

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
				2,139.50

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

2018/19 2019/20 2020/21 2021/22 Shared Waste was part of Environment
 2022/23 Sickness absence days per FTE 12.8

Service

Confirm choice

Transformation

Total number of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
714.20	644.50	360.50	546.00	422.00

Total number of working days

2018/19	2019/20	2020/21	2021/22	2022/23

Percentage of working days lost due to staff sickness

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	%

Please use this box to provide any additional information

Days lost per FTE:
 2018/19 7.79
 2019/20 6.28
 2020/21 3.2
 2021/22 Cannot be calculated
 2022/23 Cannot be calculated

Click 'Add Another Line' to add another Team

Please press previous to go to 1D: Contracted hours for staff

Please press next to go to 1F: Percentage of vacant roles

1F: Percentage of vacant roles

Percentage of vacant roles before the trial, broken down by service area taking part in the trial. This should reflect the position at the end of each financial year.

Service Confirm choice

Total number of vacant roles

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Total number of roles

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Percentage

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text" value="%"/>				

Please use this box to provide any additional information

This data is not held - see commentary

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 in 2018/19, 2019/20, 2020/21, 2021/22 and 2022/23 by service area (Environment, Executive Office, Finance, Housing, Shared Planning, Shared Waste, Transformation).

For each role advertised, this should include:

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

Please upload your schedule of all posts advertised for: 2018/19, 2019/20, 2020/21, 2021/22 and 2022/23 using the Select File button

1G historic data.xlsx 33 KB

No attachment.

1H: Percentage of staff who left each year (turnover rate)

Percentage of all staff who left each year (turnover rate), broken down by service area taking part in the trial

Service Confirm choice

Total number of leavers

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text" value="28"/>	<input type="text" value="31"/>	<input type="text" value="29"/>	<input type="text" value="44"/>	<input type="text" value="4"/>

Total number of staff

2018/19	2019/20	2020/21	2021/22	2022/23
200	200	233	212	57

Percentage

2018/19	2019/20	2020/21	2021/22	2022/23
14.00 %	15.50 %	12.4463519313304721 %	20.7547169811320755 %	7.0175438596491228 %

Please use this box to provide any additional information

Shared waste and environment was combined until 2022/23

Service

Confirm choice

Executive office

Total number of leavers

2018/19	2019/20	2020/21	2021/22	2022/23
6	0	2	1	2

Total number of staff

2018/19	2019/20	2020/21	2021/22	2022/23
8	13	8	19	17

Percentage

2018/19	2019/20	2020/21	2021/22	2022/23
75.00 %	0.00 %	25.00 %	5.2631578947368421 %	11.7647058823529412 %

Please use this box to provide any additional information

Service

Confirm choice

Finance

Total number of leavers

2018/19	2019/20	2020/21	2021/22	2022/23
			8	5

Total number of staff

2018/19	2019/20	2020/21	2021/22	2022/23
			73	71

Percentage

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	10.9589041095890411 %	7.0422535211267606 %

Please use this box to provide any additional information

Included in Corporate services during the period 2018/19 to 2020/21.

Service

Confirm choice

Housing

Total number of leavers

4 day working week retrospective/baseline form

2018/19	2019/20	2020/21	2021/22	2022/23
15	13	11	12	4
Total number of staff				
2018/19	2019/20	2020/21	2021/22	2022/23
108	117	123	127	131
<i>Percentage</i>				
2018/19	2019/20	2020/21	2021/22	2022/23
13.888888888888888 9 %	11.111111111111111 %	8.9430894308943089 %	9.4488188976377953 %	3.0534351145038168 %
Please use this box to provide any additional information				

Service

Confirm choice

Shared Planning

Total number of leavers				
2018/19	2019/20	2020/21	2021/22	2022/23
19	21	4	18	22
Total number of staff				
2018/19	2019/20	2020/21	2021/22	2022/23
117	120	121	120	122
<i>Percentage</i>				
2018/19	2019/20	2020/21	2021/22	2022/23
16.239316239316239 3 %	17.50 %	3.3057851239669421 %	15.00 %	18.032786885245901 6 %
Please use this box to provide any additional information				

Service

Confirm choice

Shared Waste

Total number of leavers				
2018/19	2019/20	2020/21	2021/22	2022/23
				29
Total number of staff				
2018/19	2019/20	2020/21	2021/22	2022/23
				167
<i>Percentage</i>				
2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	17.365269461077844 3 %
Please use this box to provide any additional information				
Shared waste and environment was combined until 2022/23				

Service

Confirm choice

Transformation

Total number of leavers

2018/19	2019/20	2020/21	2021/22	2022/23
12	9	12	12	17

Total number of staff

2018/19	2019/20	2020/21	2021/22	2022/23
101	121	148	91	97

Percentage

2018/19	2019/20	2020/21	2021/22	2022/23
11.8811881188118812 %	7.4380165289256198 %	8.1081081081081081 %	13.1868131868131868 %	17.5257731958762887 %

Please use this box to provide any additional information

Click 'Add Another Line' to add another Team

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

Please press next for: Additional commentary

1I: Number of staff who have claimed overtime

Provide the number of staff who have claimed overtime, broken down by each service area taking part in the trial

Service

Confirm choice

Environment

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
				19

Please use this box to provide any additional information

Service

Confirm choice

Executive office

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
	3	1	0	0

Please use this box to provide any additional information

Service

Confirm choice

Finance

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
	2	16	18	15

Please use this box to provide any additional information

Service

Confirm choice

HR & Corporate Services

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Reported as part of Transformation

Service

Confirm choice

Housing

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
	13	16	10	5

Please use this box to provide any additional information

Service

Confirm choice

Shared Planning

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
	14	4	5	3

Please use this box to provide any additional information

Service

Confirm choice

Shared Waste

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
	172	195	180	159

Please use this box to provide any additional information

2019/20, 2020/21 and 2021/22 include figures for Environment

Service

Confirm choice

Transformation

Number of staff who have claimed overtime

2018/19	2019/20	2020/21	2021/22	2022/23
	5	14	6	3

Please use this box to provide any additional information

Click 'Add Another Line' to add another Team

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

Please press next for 1I: Number of staff undertaking additional employment

1J: Number of staff undertaking additional employment

Provide the number of staff undertaking additional employment, broken down by each service area taking part in the trial

Service

Confirm choice

Environment

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

Confirm choice

Executive office

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

Confirm choice

Finance

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

Confirm choice

HR & Corporate Services

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

Confirm choice

Housing

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23
<input type="text"/>				

Please use this box to provide any additional information

Service

Confirm choice

Shared Planning

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Service

Confirm choice

Shared Waste

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Service

Confirm choice

Transformation

Total number of staff undertaking additional employment

2018/19	2019/20	2020/21	2021/22	2022/23

Please use this box to provide any additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 1H: Number of staff who have claimed overtime

Please press next for: Additional commentary

Additional commentary

Please provide any additional comments on the information provided in this section

Please use this box to provide an explanation for missing data or additional commentary

HR figures have been derived from data where available, and previous analysis.

1A - This is a headcount of permanent and fixed term employees. Note one employee can undertake more than one role.

1B - Agency staff - we do not hold historic data on Agency and temporary staff numbers; costs are available at section 2 (finance data).

1E - Total number of working days - we do not have this data recorded.

1E - Staff sickness data we hold is days lost per FTE - this is from previous quarterly report by each service area as configured at that time and is provided in the 'explanation of missing data'.

1F - Total number of vacant roles - historic data is not held.

1F - Total number of roles - historic data is not held.

1G - Complete data for 2018/19, 2019/20 and 2020/21 is not held. Data for 2021/22 and 2022/23 is being extracted and will be provided as soon as it is available.

The discrepancy between the reporting for 1E and 1H is due to the way service areas were broken down and reported on for different reports.

The 1H data was taken from the headcount figure at 1A which was taken from the Equality Reports. Although broken down by team for this report – it is not replicable when comparing to the same employee profile for leavers. Because the figures at 1E are taken from Quarterly reports this cannot be interrogated.

1I - Data for number of staff who have claimed overtime by service area in 2018/19 is not available as that data was held in an obsolete system. Figures are for staff who have submitted a claim or claims within the year; a claim could include any period of overtime in the previous 3 month period but it has been submitted and paid in the stated year. If an employee transferred from one department to another within the period, they have been counted once. This number does not include out of hours payments, standby or call out payments.

1J - Additional employment – on 19/01/24 DLUHC paused this request for data pending discussion with the Minister.

Please press previous to go to 1H: Percentage of staff who left each year (turnover rate)

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

Section 2: Service information

2A: For the period 2018/19 to 2022/23, provide:

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

2018/19

Contact Centre open from 8am-5.30pm Mon-Fri
Reception open from 8am-5.30pm Mon-Fri

2019/20

Contact Centre open from 8am-5.30pm Mon-Fri
Reception open from 8am-5.30pm Mon-Fri
Reception closed to the public for Covid 24/3/2020

2020/21

Contact Centre open from 8am-5.30pm Mon-Fri.
Reception opened from Covid 14/9/2020 Tues-Thurs only to customers from 10am-3pm, Closed for Covid 28/9/2020, Opened for 1 day on 21/10/2020 from 10am-3pm, Closed for Covid 22/10/2020

2021/22

Contact Centre open from 8am-5.30pm Mon-Fri.
Reception opened from Covid 7/6/2021 Tues-Thurs only from 10am-3pm, Closed 13/12/2021, Opened from Covid 7/2/2022 Tues-Thurs only from 10am-3pm.

2022/23

Contact Centre open from 8am-5.30pm Mon-Fri. Late night Wednesdays (to 6.30pm) commenced 11/01/23.
Reception Tues-Thurs only from 10am-3pm, returned to now standard hours from 9/5/2023 Mon-Fri from 9am-4pm

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 2018/19, 2019/20, 2020/21, 2021/22 and 2022/23 using the Select File button

 SCDC_Agent_Incoming_Calls_List_2022-11-07 - 2022-11-30.csv	1 MB
 SCDC_Agent_Incoming_Calls_List_2022-12-01 - 2022-12-31.csv	1 MB
 SCDC_Agent_Incoming_Calls_List_2023-01-01 - 2023-01-31.csv	1 MB
 SCDC_Agent_Incoming_Calls_List_2023-02-01 - 2023-02-28.csv	1 MB
 SCDC_Agent_Incoming_Calls_List_2023-03-01 - 2023-03-31.csv	1 MB

No attachment.

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

2018/19	2019/20	2020/21	2021/22	2022/23

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 for 2018/19, 2019/20, 2020/21, 2021/22 and 2022/23 using the Select File button

No attachment.

Please use this box to provide any additional information

Logs of emails including response times and outcomes - it is not possible to provide this data. Total numbers of emails (as provided in weekly responses) cannot be extracted.

Average number of in person visits - data not held for 2018/19 and 2019/20. We hold total number of visits per year:

2020/21 - 355
2021/22 - 4162
2022/23 - 6276

Please press previous to go to Section 1: Organisational data - before trial

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

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

Service Area

Confirm choice

Executive

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 1,925,938.00	£ 2,488,032.00	£ 2,898,610.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 2,400,000.00	£ 2,089,089.00	£ 2,376,366.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 96,000,000.00	£ 60,000,000.00	£ 33,600,000.00

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 26,915,730.00	£ 17,593,000.00	£ 783,000.00

Please use this box to provide any additional information

See additional commentary regarding 2018/19 and 2019/20.

Service Area

Confirm choice

Finance

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 2,136,928.00	£ 3,081,048.00	£ 3,969,830.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 2,946,000.00	£ 2,728,985.00	£ 7,174,439.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 16,803,000.00	£ 3,557,000.00	£ 259,000.00

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 12,349,500.00	£ 10,838,000.00	£ 9,137,000.00

Please use this box to provide any additional information

Service Area

 Confirm choice

Housing

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 40,591,922.00	£ 41,935,745.00	£ 38,110,380.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 35,835,620.00	£ 31,463,020.00	£ 37,609,654.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 36,357,000.00	£ 34,132,000.00	£ 34,429,000.00

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 17,378,145.00	£ 18,811,925.00	£ 24,465,201.00

Please use this box to provide any additional information

Service Area

 Confirm choice

Shared Planning

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 3,987,954.00	£ 4,834,969.00	£ 7,040,900.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 5,378,000.00	£ 6,334,529.00	£ 6,120,319.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 15,000.00	£ 0.00	£ 0.00

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 0.00	£ 0.00	£ 0.00

Please use this box to provide any additional information

Service Area

 Confirm choice

Shared Waste and Environment

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 7,253,421.00	£ 8,708,625.00	£ 9,703,000.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 8,802,000.00	£ 8,860,003.00	£ 9,407,101.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 2,206,000.00	£ 2,415,000.00	£ 3,740,000.00

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 554,261.00	£ 572,000.00	£ 1,204,000.00

Please use this box to provide any additional information

Service Area

Confirm choice

Transformation, HR and Corporate Services

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 3,270,519.00	£ 3,376,184.00	£ 3,546,100.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 2,669,000.00	£ 3,303,482.00	£ 2,260,749.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 2,417,000.00	£ 3,199,000.00	£ 1,422,000.00

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 495,912.00	£ 2,091,000.00	£ 1,336,000.00

Please use this box to provide any additional information

Figures are for Transformation and HR only.

Service Area

Confirm choice

Corporate

2B: Forecast and actual revenue spend for each service area taking part in trial

Forecast revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ 4,089,634.00	£ -2,165,219.00	£ -3,664,834.00

Actual revenue spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£ -6,290,000.00	£ -5,153,771.00	£ -5,439,088.00

2C: Forecast and actual capital spend for each service area taking part in trial

Forecast capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£	£	£

Actual capital spend	2018/19	2019/20	2020/21	2021/22	2022/23
	£	£	£	£	£

Please use this box to provide any additional information

Corporate cost centre does not have capital allocation.

Click 'Add Another Line' to add another Team

Please press previous to go to 2A: Service information for the period 2018/19 to 2022/23

Please press next for: Additional commentary

Additional commentary

Please provide any additional comments on the information provided in this section

Please use this box to provide an explanation for missing data or additional commentary

2A - logs of calls to the call centre are held for a rolling 12-month period. Data provided here is that held for November 2022 - March 2023.

2A - Logs of emails including response times and outcomes. This data is not held. It is not possible to extract summary data on numbers of emails (as is provided for weekly data returns) .

2B and 2C:

2018/19 data is held in an archived system and data is not currently accessible (software system change mid FY 2018/19).

2019/20 data is not currently accessible; we are working to resolve this.

Information provided for revenue forecast and actual from 2020/21 onwards is the net operating expenditure of the Council and includes the Housing Revenue Account.

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

Please click next to navigate to the next section

3A: Finance - Benefits

----- Housing Benefit claims -----

Average number of days to process new Housing Benefit claims:

2018/19	2019/20	2020/21	2021/22	2022/23
9	14	13	12	11

Total number of new Housing Benefit claims:

2018/19	2019/20	2020/21	2021/22	2022/23
1,306	858	792	643	625

----- Council Tax Support claims -----

Average number of days to process new Council Tax Support claims:

2018/19	2019/20	2020/21	2021/22	2022/23
9	12	13	12	12

Total number of new Council Tax Support claims:

2018/19	2019/20	2020/21	2021/22	2022/23
1,434	1,331	1,879	1,408	1,372

----- Housing Benefit change events -----

Average number of days to process new Housing Benefit change events:

2018/19	2019/20	2020/21	2021/22	2022/23
6	7	7	7	6

Total number of new Housing Benefit change events:

2018/19	2019/20	2020/21	2021/22	2022/23
13,382	8,910	7,048	5,941	5,656

----- Council Tax Support change events -----

Average number of days to process new Council Tax Support change events:

2018/19	2019/20	2020/21	2021/22	2022/23
6	8	9	9	5

Total number of new Council Tax Support change events:

2018/19	2019/20	2020/21	2021/22	2022/23
12,124	12,029	15,519	20,400	21,476

----- Undisputed invoices -----

Number of undisputed invoices paid within 30 days:

2018/19	2019/20	2020/21	2021/22	2022/23
8,437	10,978	11,576	11,904	12,640

Total number of undisputed invoices:

2018/19	2019/20	2020/21	2021/22	2022/23
9,137	11,108	11,726	12,070	12,766

Percentage undisputed invoices paid within 30 days:

2018/19	2019/20	2020/21	2021/22	2022/23
92.338842070701543 2 %	98.829672308246309 %	98.720791403718233 %	98.624689312344656 2 %	99.013003289989033 4 %

Please use this box to provide any additional information

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

3B: Finance - Revenues

----- Housing rent -----

Total housing rent collected (£):

2018/19	2019/20	2020/21	2021/22	2022/23
£ 27,834,961.00	£ 27,703,742.00	£ 27,707,719.00	£ 29,652,762.00	£ 31,344,020.00

Total housing rent due (£):

2018/19	2019/20	2020/21	2021/22	2022/23
£ 28,264,583.00	£ 28,168,523.00	£ 28,328,105.00	£ 30,273,367.00	£ 31,995,258.00

Percentage housing rent collected:

2018/19	2019/20	2020/21	2021/22	2022/23
98.479998802741933 3 %	98.349998684702069 8 %	97.809998233203385 8 %	97.949996774392488 3 %	97.964579626143349 1 %

----- Business rates -----

Total business rates collected (£):

2018/19	2019/20	2020/21	2021/22	2022/23
£ 87,936,000.00	£ 90,273,000.00	£ 75,962,000.00	£ 84,973,000.00	£ 92,053,000.00

Total business rates due (£):

2018/19	2019/20	2020/21	2021/22	2022/23
£ 88,376,000.00	£ 90,837,000.00	£ 77,382,000.00	£ 85,817,000.00	£ 93,733,000.00

Percentage business rates collected:

2018/19	2019/20	2020/21	2021/22	2022/23
99.502127274373133 %	99.379107632352455 5 %	98.164947920705073 5 %	99.016511879930549 9 %	98.207674991731834 %

----- Council tax -----

Total council tax collected (£):

2018/19	2019/20	2020/21	2021/22	2022/23
£ 113,456,000.00	£ 121,759,000.00	£ 120,272,000.00	£ 126,976,000.00	£ 135,293,000.00

Total council tax due (£):

2018/19	2019/20	2020/21	2021/22	2022/23
£ 114,172,000.00	£ 122,673,000.00	£ 121,431,000.00	£ 128,071,000.00	£ 136,324,000.00

Percentage council tax collected:

2018/19	2019/20	2020/21	2021/22	2022/23
99.3728760116315734 %	99.254929772647607 9 %	99.04554850079469 %	99.145005504759078 9 %	99.243713506059094 5 %

Please use this box to provide any additional information

Business rates and council tax figures are as previously reported in statutory returns where figures are requested to nearest £000.

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

2018/19	2019/20	2020/21	2021/22	2022/23
4	4	1	1	2

• determined within 8-13 weeks

2018/19	2019/20	2020/21	2021/22	2022/23
22	11	7	10	9

• with an associated planning agreement (e.g. extension of time) that were decided on time

2018/19	2019/20	2020/21	2021/22	2022/23
68	65	70	54	53

Total number of major applications including Public Service Infrastructure Developments decided upon:

• delegated decisions

2018/19	2019/20	2020/21	2021/22	2022/23
72	56	58	52	50

• non-delegated decisions

2018/19	2019/20	2020/21	2021/22	2022/23
60	51	37	41	40

Total

2018/19	2019/20	2020/21	2021/22	2022/23
132	107	95	93	90

Percentage of major applications determined within 13 weeks or agreed timeline:

2018/19	2019/20	2020/21	2021/22	2022/23
71.21212121212121 %	74.7663551401869159 %	82.105263157894736 8 %	69.892473118279569 9 %	71.11111111111111 %

Number of major applications including Public Service Infrastructure Developments received:

2018/19	2019/20	2020/21	2021/22	2022/23
143	132	102	101	98

----- Non-major planning applications -----

Number of non-major applications including change of use and householder developments:

• **determined within 8 weeks**

2018/19	2019/20	2020/21	2021/22	2022/23
1,435	1,050	565	757	773

• **determined within 16 weeks (EIA)**

2018/19	2019/20	2020/21	2021/22	2022/23
0	0	0	1	0

• **with an associated planning agreement (e.g. extension of time) that were decided on time**

2018/19	2019/20	2020/21	2021/22	2022/23
591	580	1,218	1,100	1,049

Total number of non-major applications including change of use and householder developments decided upon:

• **delegated decisions**

2018/19	2019/20	2020/21	2021/22	2022/23
2,150	2,026	2,030	2,496	2,329

• **non-delegated decisions**

2018/19	2019/20	2020/21	2021/22	2022/23
298	201	79	81	73

Total

2018/19	2019/20	2020/21	2021/22	2022/23
2,448	2,227	2,109	2,577	2,402

Percentage of non-major applications determined within 8 weeks or agreed timeline:

2018/19	2019/20	2020/21	2021/22	2022/23
82.761437908496732 %	73.192635832959137 9 %	84.5424371740161214 %	72.099340318199456 7 %	75.853455453788509 6 %

Number of non-major applications including change of use and householder developments received:

2018/19	2019/20	2020/21	2021/22	2022/23
2,860	2,458	2,526	2,889	2,569

----- Householder planning applications -----

Number of householder development applications:

• **determined within 8 weeks**

2018/19	2019/20	2020/21	2021/22	2022/23
1,002	774	480	777	618

• **determined within 16 weeks (EIA)**

2018/19	2019/20	2020/21	2021/22	2022/23
0	0	0	0	0

• **with an associated planning agreement (e.g. extension of time) that were decided on time**

2018/19	2019/20	2020/21	2021/22	2022/23
320	315	769	745	655

Total number of householder planning applications decided upon:

• delegated decisions

2018/19	2019/20	2020/21	2021/22	2022/23
1,415	1,384	1,409	1,762	1,555

• non-delegated decisions

2018/19	2019/20	2020/21	2021/22	2022/23
130	70	19	14	19

Total

2018/19	2019/20	2020/21	2021/22	2022/23
1,545	1,454	1,428	1,776	1,574

Average time to determine validated householder planning applications (weeks):

2018/19	2019/20	2020/21	2021/22	2022/23
9.96	12.11	12.93	12.38	12.34

Number of householder planning applications received:

2018/19	2019/20	2020/21	2021/22	2022/23
1,753	1,524	1,648	1,908	1,644

----- Appeals received - refusal allowed -----

Number of appeals against major planning permissions refusal allowed:

2018/19	2019/20	2020/21	2021/22	2022/23
2	6	2	2	4

Total number of appeals against major planning permissions decided upon:

2018/19	2019/20	2020/21	2021/22	2022/23
14	16	8	8	7

Percentage of appeals against major planning permissions refusal allowed:

2018/19	2019/20	2020/21	2021/22	2022/23
14.2857142857142857 %	37.50 %	25.00 %	25.00 %	57.1428571428571429 %

Number of appeals against non-major planning permission refusal allowed:

2018/19	2019/20	2020/21	2021/22	2022/23
29	20	11	15	25

Total number of appeals against non-major planning permission decided upon:

2018/19	2019/20	2020/21	2021/22	2022/23
123	89	76	63	96

Percentage of appeals against non-major planning permission refusal allowed:

2018/19	2019/20	2020/21	2021/22	2022/23
23.577235772357723 6 %	22.4719101123595506 %	14.4736842105263158 %	23.809523809523809 5 %	26.041666666666666 7 %

----- Appeals received - grounds of non-determination -----

Number of appeals received against major planning permission on the grounds of non-determination:

2018/19	2019/20	2020/21	2021/22	2022/23
0	1	3	1	4

Total number of appeals received against major planning permission:

2018/19	2019/20	2020/21	2021/22	2022/23
19	9	8	8	15

Number of appeals received against major planning permission on the grounds of non-determination as a percentage of total number of appeals received against major planning permission:

2018/19	2019/20	2020/21	2021/22	2022/23
0 %	11.111111111111111 %	37.5 %	12.5 %	26.666666666666666 %

Number of received appeals against non-major planning permission on the grounds of non-determination:

2018/19	2019/20	2020/21	2021/22	2022/23
0	6	12	13	4

Total number of appeals received against non-major planning permission:

2018/19	2019/20	2020/21	2021/22	2022/23
109	84	79	97	97

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:

2018/19	2019/20	2020/21	2021/22	2022/23
0 %	7.1428571428571429 %	15.189873417721519 %	13.4020618556701031 %	4.1237113402061856 %

Please use this box to provide any additional information

Where relevant figures are taken from previously submitted statutory returns.

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:

2018/19	2019/20	2020/21	2021/22	2022/23
		9.41	13.56	12.19

Number of land charge searches:

2018/19	2019/20	2020/21	2021/22	2022/23
		4,022	4,405	3,735

Please use this box to provide any additional information

Number of land charge searches - no complete data for both councils (which constitute the Shared Service) are available for 2018/19 due to software system migration.

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:

2018/19	2019/20	2020/21	2021/22	2022/23
0	0	0	0	1

Please use this box to provide any additional information

The single household reported in 2022/23 is a Ukrainian household exempt from the 6 week rule.

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:

2018/19	2019/20	2020/21	2021/22	2022/23
	249	42	140	474

Total number of repairs:

2018/19	2019/20	2020/21	2021/22	2022/23
16,347	16,677	15,247	19,251	19,595

Percentage of tenants satisfied with responsive repairs:

2018/19	2019/20	2020/21	2021/22	2022/23
%	1.4930742939377586 %	0.2754640257099757 %	0.7272349488338268 %	2.4189844348047971 %

Average days to re-let all housing stock:

2018/19	2019/20	2020/21	2021/22	2022/23
28	41	69	23	18

Number of emergency repairs completed within 24 hours:

2018/19	2019/20	2020/21	2021/22	2022/23
1,499	1,622	1,724	1,986	4,607

Total number of emergency repairs:

2018/19	2019/20	2020/21	2021/22	2022/23
1,505	1,624	1,760	2,030	4,607

Percentage of emergency repairs completed in 24 hours:

2018/19	2019/20	2020/21	2021/22	2022/23
99.601328903654485 %	99.876847290640394 1 %	97.954545454545454 5 %	97.832512315270936 %	100.00 %

Please use this box to provide any additional information

Number of tenants satisfied with responsive repairs 2018/19 data is not held.
 During Covid the collection of this data (with handheld units at that time) was restricted.
 The national benchmark approach to calculation of satisfaction is not calculated by satisfied tenants by total repairs, it is calculated by completed satisfaction surveys (2019-20 = 249/265; 2020-21 = 42/50; 2021-22 = 140/143; 2022-23 = 474/533).
 Other changes in calculations of our own KPIs are relevant to this period which we are happy to discuss.

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:

2018/19	2019/20	2020/21	2021/22	2022/23
				64

Total number of public hybrid meetings:

2018/19	2019/20	2020/21	2021/22	2022/23
				66

Percentage of public hybrid meetings run without issues causing downtime exceeding 5 minutes:

2018/19	2019/20	2020/21	2021/22	2022/23
%	%	%	%	96.96969696969697 %

Please use this box to provide any additional information

Hybrid meetings did not operate before 2022/23.

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:

2018/19	2019/20	2020/21	2021/22	2022/23
104,125	102,474	108,347	107,221	100,434

Total tonnes of household waste sent for reuse, recycling and composting:

2018/19	2019/20	2020/21	2021/22	2022/23
53,177	52,253	55,166	54,145	49,059

Percentage of household waste sent for reuse, recycling and composting:

2018/19	2019/20	2020/21	2021/22	2022/23
51.070348139255702 %	50.991471007279895 %	50.916038284401044 %	50.498503091745087 %	48.847004002628591 %

Number of bins collected on time:

2018/19	2019/20	2020/21	2021/22	2022/23
8,017,058	8,530,044	8,541,055	8,608,122	8,949,575

Total number of bins collected:

2018/19	2019/20	2020/21	2021/22	2022/23
8,036,166	8,544,629	8,555,028	8,632,599	8,974,773

Percentage of bins collected on time:

2018/19	2019/20	2020/21	2021/22	2022/23
99.762224921685291 %	99.829307978146271 %	99.8366691494171615 %	99.716458508034486 %	99.719235238596006 %

Please use this box to provide any additional information

This data is that provided in previous statutory returns.

Please press previous to go to 3G: HR and Corporate Services – Democratic Services

Please press next to go to 3I: Transformation - Complaints

3I: Transformation - Complaints

Number of formal complaints resolved within timescale:

2018/19	2019/20	2020/21	2021/22	2022/23
123	176	154	222	284

Total number of formal complaints resolved:

2018/19	2019/20	2020/21	2021/22	2022/23
189	254	227	332	329

Percentage of formal complaints resolved within timescale:

2018/19	2019/20	2020/21	2021/22	2022/23
65.079365079365079 4 %	69.291338582677165 4 %	67.841409691629955 9 %	66.867469879518072 3 %	86.322188449848024 3 %

Please use this box to provide any additional information

In 2018/19 we switched to a new system and process for recording complaints data and only have access to records from Q2 onwards.

Please press previous to go to 3H: Shared Waste and Environment

Please press next to go to 3J: Transformation - Contact Centre

3J: Transformation - Contact Centre

Number of calls to the contact centre resolved first time:

2018/19	2019/20	2020/21	2021/22	2022/23
103,406	103,665	98,200	87,488	90,092

Total number of calls to the contact centre:

2018/19	2019/20	2020/21	2021/22	2022/23
156,016	169,740	142,173	130,273	122,103

Percentage of calls to the contact centre resolved first time:

2018/19	2019/20	2020/21	2021/22	2022/23
66.279099579530304 6 %	61.0728172499116296 %	69.070779965253599 5 %	67.157430933501186 %	73.783608920337747 6 %

Total number of calls to the contact centre that are answered:

2018/19	2019/20	2020/21	2021/22	2022/23
130,875	137,505	122,331	117,220	112,810

Total number of calls to the contact centre:

2018/19	2019/20	2020/21	2021/22	2022/23
156,016	169,740	142,173	130,273	122,103

Percentage of calls to the contact centre that are answered:

2018/19	2019/20	2020/21	2021/22	2022/23
83.8856271151676751 %	81.009190526687875 6 %	86.043763583802831 8 %	89.9802721976157761 %	92.389212386264055 8 %

Average call answer time (seconds):

2018/19	2019/20	2020/21	2021/22	2022/23
171.0	216.0	173.0	161.0	125.0

Please use this box to provide any additional information

Please press previous to go to 3: Transformation - Complaints

Please press next to go to Additional commentary

Additional commentary

Please provide any additional comments on the information provided in this section

Please use this box to provide an explanation for missing data or additional commentary

Please press previous to go to 3: Transformation - Complaints

Please press next to go to Section 4: Qualitative data

Section 4: Qualitative data

Cost of trial

Evidence that the trial, including the cost of its design and independent evaluation, has been rigorously costed and supported by a business case.

- The case made for the 3-month initial trial for desk based staff is contained in the Cabinet Paper dated September 2022.
- The case made for the extension of the trial to March 2024, and the start of a 3 month trial for facilities management, is contained in the Cabinet paper dated May 2023. (Note this is attached with annual governance statements as DELTA will not enable more than one file to be selected for this question).
- The case made for the trial of a four-day week waste collection service for three months is also contained in the Cabinet paper dated May 2023.
- Note that approvals for these trials were sought from and given by South Cambridgeshire District Council and Cambridge City Councils.

The 4DW trial incurs some additional costs:

- Shared Waste service - £33k revenue costs for 3-month trial (detailed in Cabinet paper May 2023).
- Consultation costs – £13,500 excl VAT
- Security additional costs – predominantly holiday cover. These roles were included from June 2023 and the total estimated additional costs currently are £900 for the duration of the trial. Actual costs will be assessed at the end of the trial.
- Cleaning staff – these roles were included from November 2023 and the total estimated additional costs currently are £6750 for the duration of the trial. Actual costs will be assessed at the end of the trial.

NB this does not include costs associated with fulfilling the Best Value notice data request.

OR please upload Cost of trial evidence

Please upload your Cost of trial evidence using the select file button:

 Cabinet Sept 2022 p99-105.pdf 3 MB

Improvement beyond the 4DW outside of the trial

The report '**Results of the Four-Day Week Trial and Next Steps**' states "There is a general feeling that the organisation is not using software efficiently". What steps has the Council taken / is taking to improve IT infrastructure and provide more ICT training to staff to improve productivity?

IT infrastructure and software is provided by 3CICT, our shared service operating across three Councils and reporting to Huntingdonshire District Council – it is not part of the 4DW trial. It provides service improvements and asset replacement programmes, infrastructure upgrades and support to improved digitisation of services according to a prioritised programme requested by, agreed with and paid for by the three councils. 3CICT also provides advice on the use of software. This service has continued to deliver over the period of the 4DW trial as normal.

The 4DW trial has prompted Services to use technology and software differently with the aim of being more efficient and bringing smarter working. Throughout the planning and trial period there has been an emphasis on sharing experience, suggestions, tips and good practice through a dedicated intranet site, through team meetings and networks including 4DW champions in every service. More traditional structured training courses on MS Office software packages are also always available to staff.

The attached pdf document details more evidence of improvement.

OR please upload Improvement beyond the 4DW outside of the trial evidence

Please upload your Improvement beyond the 4DW outside of the trial file using the select file button:

 Improvements beyond 4DW.pdf 90 KB

Annual Governance Statement for years 2020/21, 2021/22 and 2022/23

To help understand what other HR policies, prior to the start of the trial, the Council has introduced and/or trialled to address longstanding staff recruitment, retention and wellbeing challenges and an appraisal of these past policies.

Please upload your Annual Governance Statement for 2020/21, 2021/22 and 2022/23 using the Select File button

Please upload your Annual Governance Statement for 2020/21, 2021/22 and 2022/23 using the Select File button

 2020-21 Annual Governance Statement.pdf	548 KB
 2022-2023-annual-governance-statement-draft-for-website.pdf	514 KB
 2021-2022-annual-governance-statement-draft-for-website.pdf	496 KB
 Cabinet May 2023 p 51-158 p159-175.pdf	14 MB
 Recruitment and retention initiatives.pdf	80 KB

No attachment.

Flexible working policy

As above for file upload **OR** please fill out the text box below

Flexible working policy

We have uploaded:

1. The flexible working policy as requested
2. A brief summary of other recruitment and retention initiatives trialled (Note this is attached with annual governance statements as DELTA will not enable more than one file to be selected for this question).

We would welcome a discussion on the outcomes of these with our Best Value advisor.

Please upload your Flexible working file using the select file button:

 Flexible Working Policy.pdf	240 KB
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Please press previous to go to Section 3: SCDC KPIs

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