

# 4 Day working week weekly reporting form

## 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 **18th December 2023 - 24th December 2023**

## 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.

#### Service

Confirm choice

Environment

#### 1A. Number of staff employed by the organisation

59

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

0

Please use this box to provide additional information

#### Service

Confirm choice

Executive office

#### 1A. Number of staff employed by the organisation

18

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

0

Please use this box to provide additional information

Confirm choice

Service

Finance

1A. Number of staff employed by the organisation

69

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

13

Please use this box to provide additional information

Confirm choice

Service

Housing

1A. Number of staff employed by the organisation

136

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

6

Please use this box to provide additional information

Confirm choice

Service

Shared Planning

1A. Number of staff employed by the organisation

132

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

6

Please use this box to provide additional information

Confirm choice

Service

Shared Waste

1A. Number of staff employed by the organisation

171

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

17

Please use this box to provide additional information

Confirm choice

Service

Transformation

1A. Number of staff employed by the organisation

104

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

11

Please use this box to provide 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 (£)**

£

£

£ 0.00

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 (£)**

£

£

£ 0.00

Please use this box to provide additional information

**Service**

Confirm choice

Finance

**Staffing costs - permanent and fixed term staff (£)**

**Staffing costs - agency staff (£)**

**Total staffing costs (£)**

£

£

£ 0.00

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 (£)**

£

£

£ 0.00

Please use this box to provide additional information

Confirm choice

**Service**

Shared Planning

**Staffing costs - permanent and fixed term staff (£)**

£

**Staffing costs - agency staff (£)**

£

**Total staffing costs (£)**

£ 0.00

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 (£)**

£ 0.00

Please use this box to provide additional information

**Service**

Confirm choice

Transformation

**Staffing costs - permanent and fixed term staff (£)**

£

**Staffing costs - agency staff (£)**

£

**Total staffing costs (£)**

£ 0.00

Please use this box to provide 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**

For staff taking part in the trial, provide the number of contracted hours during the trial and the actual number of hours worked during the trial, broken down by working pattern

	Number of contracted hours for staff taking part in trial	Actual hours worked by staff participating in trial
<b>Working pattern: Full time</b>	37.00	
<b>Working pattern: Part time</b>		
<b>Other working pattern:</b>	Please specify details	

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

11.00

Total number of working days

255.00

Percentage of working days lost due to staff sickness

4.3137254901960784 %

Please use this box to provide additional information

Days / FTE = 0.2

Service

Confirm choice

Executive office

Total number of working days lost due to staff sickness

0.00

Total number of working days

70.00

Percentage of working days lost due to staff sickness

0 %

Please use this box to provide additional information

Days / FTE = 0

Service

Confirm choice

Finance

Total number of working days lost due to staff sickness

3.00

Total number of working days

268.00

Percentage of working days lost due to staff sickness

1.1194029850746269 %

Please use this box to provide additional information

Days / FTE = 0.05

Service

Confirm choice

Housing

Total number of working days lost due to staff sickness

26.00

Total number of working days

520.50

**Percentage of working days lost due to staff sickness**

4.9951969260326609 %

Please use this box to provide additional information

Days / FTE = 0.21

**Service**

Confirm choice

Shared Planning

**Total number of working days lost due to staff sickness**

10.00

**Total number of working days**

522.00

**Percentage of working days lost due to staff sickness**

1.9157088122605364 %

Please use this box to provide additional information

Days / FTE = 0.08

**Service**

Confirm choice

Shared Waste

**Total number of working days lost due to staff sickness**

42.00

**Total number of working days**

848.50

**Percentage of working days lost due to staff sickness**

4.9499116087212728 %

Please use this box to provide additional information

Days / FTE = 0.25

**Service**

Confirm choice

Transformation

**Total number of working days lost due to staff sickness**

11.00

**Total number of working days**

420.00

**Percentage of working days lost due to staff sickness**

2.619047619047619 %

Please use this box to provide additional information

Days / FTE = 0.11

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 during the trial, broken down by service area taking part in the trial.

Service

Confirm choice

Environment

**Total number of vacant roles**

9

**Total number of roles**

68

*Percentage*

13.2352941176470588 %

Please use this box to provide additional information

Service

Confirm choice

Executive office

**Total number of vacant roles**

3

**Total number of roles**

21

*Percentage*

14.2857142857142857 %

Please use this box to provide additional information

Service

Confirm choice

Finance

**Total number of vacant roles**

19

**Total number of roles**

89

*Percentage*

21.348314606741573 %

Please use this box to provide additional information

Service

Confirm choice

Housing

**Total number of vacant roles**

21

**Total number of roles**

157

*Percentage*

13.375796178343949 %

Please use this box to provide additional information

Service

Confirm choice

Shared Planning

**Total number of vacant roles**

17

**Total number of roles**

149

*Percentage*

11.4093959731543624 %

Please use this box to provide additional information

Service

Confirm choice

Shared Waste

**Total number of vacant roles**

12

**Total number of roles**

183

*Percentage*

6.5573770491803279 %

Please use this box to provide additional information

Service

Confirm choice

Transformation

**Total number of vacant roles**

10

**Total number of roles**

115

*Percentage*



8.6956521739130435 %

Please use this box to provide 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:

- 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 file using the select file button:

No attachment.

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

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

Department

Confirm choice

Environment

**Total number of leavers**

0

**Total number of employees**

59

*Percentage*

0.00 %

Please use this box to provide additional information

Department

Confirm choice

Executive office

**Total number of leavers**

0

**Total number of employees**

18

Percentage

0.00 %

Please use this box to provide additional information

Department

Confirm choice

Finance

**Total number of leavers**

0

**Total number of employees**

69

Percentage

0.00 %

Please use this box to provide additional information

Department

Confirm choice

Housing

**Total number of leavers**

1

**Total number of employees**

136

Percentage

0.7352941176470588 %

Please use this box to provide additional information

Department

Confirm choice

Shared Planning

**Total number of leavers**

0

**Total number of employees**

132

Percentage

0.00 %

Please use this box to provide additional information

Confirm choice

**Department**

Shared Waste

**Total number of leavers**

0

**Total number of employees**

171

*Percentage*

0.00 %

Please use this box to provide additional information

**Department**

Confirm choice

Transformation

**Total number of leavers**

0

**Total number of employees**

104

*Percentage*

0.00 %

Please use this box to provide 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

**Total number of staff claiming overtime**

Please use this box to provide additional information

**Service**

Confirm choice

Executive office

**Total number of staff claiming overtime**

Please use this box to provide additional information

**Service**

Confirm choice

Finance

**Total number of staff claiming overtime**

Please use this box to provide additional information

**Service**

Confirm choice

Housing

**Total number of staff claiming overtime**

Please use this box to provide additional information

**Service**

Confirm choice

Shared Planning

**Total number of staff claiming overtime**

Please use this box to provide additional information

**Service**

Confirm choice

Shared Waste

**Total number of staff claiming overtime**

Please use this box to provide additional information

**Service**

Confirm choice

Transformation

**Total number of staff claiming overtime**

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)

### 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

Please use this box to provide additional information

Service

Confirm choice

Executive office

Total number of staff undertaking additional employment

Please use this box to provide additional information

Service

Confirm choice

Finance

Total number of staff undertaking additional employment

Please use this box to provide additional information

Service

Confirm choice

Housing

Total number of staff undertaking additional employment

Please use this box to provide additional information

Service

Confirm choice

Shared Planning

Total number of staff undertaking additional employment

Please use this box to provide additional information

Confirm choice

**Service**

Shared Waste

**Total number of staff undertaking additional employment**

Please use this box to provide additional information

**Service**

Transformation

Confirm choice

**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 an explanation for missing data or additional commentary

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 trial.

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.

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.

1D – Contracted hours for staff – no hours have contractually changed during this trial. The expectation is that all staff work 80% of their contracted hours. Full time hours = 37, anticipated working hours = 29.6

1D - Working pattern Part Time - hours vary between 5 - 36 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 most staff in original trial is 4 days per week, for Shared Waste staff, i trent has not yet been changed so this is still 5 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 - the spreadsheet is provided in the submission for 25/12-31/12 (and includes data for weeks 1-9) as this was requested retrospectively in the revised data request dated 29/12/23.

1H – Housing - The headcount for Housing includes 4 staff who opted out of the 4DW trial.

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. The high numbers in Shared waste are a result of the route optimisation process.

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

**Please press previous to go to 1I: 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**

Contact Centre – 8am-5.30pm Monday to Thursday, late night Wednesdays until 6.30pm, Friday 8am - 4pm early close  
Reception – 9am-4pm Monday to Friday

**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\_Agent\_Incoming\_Calls\_List\_2023-12-18 - 2023-12-22.csv 230 KB

No attachment.

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

23.60

**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 8\_181223-241223.xlsx 17 KB

No attachment.

Please use this box to provide additional information

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

Service

Confirm choice

Environment

**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 provide additional information

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 provide additional information

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 provide additional information

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 provide additional information

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

Please use this box to provide additional information

Service

Confirm choice

**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 provide additional information

Service

Confirm choice

**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 provide additional information

Click 'Add Another Line' to add another Team

Please press previous to go to 2A: Service information

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

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.

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:

11.00

Total number of new Housing Benefit claims:

26

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

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

12.00

Total number of new Council Tax Support claims:

35

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

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

6.00

Total number of new Housing Benefit change events:

57

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

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

3.00

Total number of new Council Tax Support change events:

404

##### ----- Undisputed invoices -----

Number of undisputed invoices paid within 30 days:

284

Total number of undisputed invoices:

286

**Percentage undisputed invoices paid within 30 days:**

99.3006993006993007 %

Please use this box to provide additional information

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

3B: Finance - Revenues

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

**Total housing rent collected (£):**

£ 540,683.00

**Total housing rent due (£):**

£ 681,454.00

**Percentage housing rent collected:**

79.3425528355545642 %

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

**Total business rates collected (£):**

£

**Total business rates due (£):**

£

**Percentage business rates collected:**

%

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

**Total council tax collected (£):**

£

**Total council tax due (£):**

£

**Percentage council tax collected:**

%

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.

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

- determined within 8-13 weeks

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

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

- delegated decisions

- non-delegated decisions

Total

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

Number of major applications including Public Service Infrastructure Developments received:

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

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

- determined within 8 weeks

- determined within 16 weeks (EIA)

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

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

- delegated decisions

- non-delegated decisions

Total

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

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

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

Number of householder development applications:

• determined within 8 weeks

• determined within 16 weeks (EIA)

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

Total number of householder planning applications decided upon:

• delegated decisions

• non-delegated decisions

Total

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

Number of householder planning applications received:

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

Number of appeals against major planning permissions refusal allowed:

Total number of appeals against major planning permissions decided upon:

Percentage of appeals against major planning permissions refusal allowed:

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

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

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

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

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

Total number of appeals received against major planning permission:

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:

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

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

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

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Average land charges search response days:

Number of land charge searches:

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

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Number of households with children leaving B&B accommodation after longer than 6 weeks:

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:

Percentage of tenants satisfied with responsive repairs:

Average days to re-let all housing stock:

Number of emergency repairs completed within 24 hours:

Total number of emergency repairs:

Percentage of emergency repairs completed in 24 hours:

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.

30 surveys returned with a score of 7 and above out of 31 surveys returned this week = 97% satisfaction.

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:

Total number of public hybrid meetings:

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:

1,790

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

942

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

52.6256983240223464 %

Number of bins collected on time:

181,395

Total number of bins collected:

181,576

Percentage of bins collected on time:

99.9003172225404238 %

Please use this box to provide additional information

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:

6

Total number of formal complaints resolved:

10

Percentage of formal complaints resolved within timescale:

60 %

Please use this box to provide additional information

3I Complaints - 'total number of formal complaints' - figure provided is 'total number of formal complaints resolved'.

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:

1,184

Total number of calls to the contact centre:

1,572

**Percentage of calls to the contact centre resolved first time:**

75.3180661577608142 %

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

1,529

**Total number of calls to the contact centre:**

1,572

**Percentage of calls to the contact centre that are answered:**

97.2646310432569975 %

**Average call answer time (seconds):**

26.0

Please use this box to provide 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: Resident feedback

Provide the following in relation to SCDC's online feedback form about the four day working week trial.

**4A: Online forms received by the organisation that are positive, negative or indifferent**

	Number	Percentage
Positive	<input type="text" value="0"/>	<input type="text" value="0 %"/>
Negative	<input type="text" value="3"/>	<input type="text" value="75 %"/>
Indifferent	<input type="text" value="1"/>	<input type="text" value="25 %"/>
Total	<input type="text" value="4"/>	

**4B: Number of complaints received on service delivery and whether these services are taking part in the trial**

Service area	Is this service area taking part in the trial? (Y/N)	Number of complaints
Housing	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Finance	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Shared Planning	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Shared Waste	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Environment	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
HR & Corporate Services	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Cultural and related services	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Transformation	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
Executive office	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>

**4C: Methods of publicising feedback form to residents, for example, newsletters**

Published on our website <https://www.scams.gov.uk/your-council-and-democracy/four-day-working-week-trial>

**4D: Provide details of all feedback or complaints received**

1. I notice the council cite an improvement in sick absence as part of the trial, if you reduce the working week by 20% then naturally the number of times a person can be sick and be due at work reduces - it is not a positive metric to use
2. I think it flawed to point at staff morale as a positive of the 4dw, it's human nature to be happy to do less work for the same money - staff morale should be driven by other factors not excessive time off
3. A job with much lower working hours than comparable roles doesn't attract talent, it attracts the inherently 'what's in it for me' types
4. When will the bin collection app be fixed? With the extra xmas holidays and 4 day week residents need to know when they might get a collection

**4E: Provide details of process for handling complaints**

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