

FQ3 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ3 2020/21 performance for the Customer Support Services' Service

KEY TO SYMBOLS

R Indicates the performance has not met the expected Target

G

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS			
Indicator: CSS101_05-Increase public use of corporate social media sites on three categories of information: council news, community success and general use. Increase social media followers. Why measure this? We issue positive and informative articles on Council services and achievements as well as the area overall. This supports the overall objective of attracting people to the area and promotes a positive reputation for the Council.			
Commentary:			
This indicator is above target and performance has improved since the last reporting period			
TARGET FQ3 36,707	ACTUAL FQ3 38,799 G	BENCHMARK No Benchmark	PERFORMANCE TREND ↑
CSS101_05-Increase public use of corporate social media sites on three categories of information: council news, community success and general use. Increase social media followers.			

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Indicator: CSS115_04-Increase the percentage of all Self-Service and automated contacts though both the Customer Service Centre and the Web.
[Why measure this? Increasing the volume of self-service and automated contacts reduces the use of other higher cost channels and improves our efficiency.](#)

Commentary:

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Indicator: DEG104_02-

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DEC194 - 92 The percentage of public health service requests that are resolved within 28 working days
[REDACTED]

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Indicator: DEG105_01-Respond to Building Warrant applications within 20 days.

Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

Commentary: This is one of the national performance measures for building standards in Scotland. In quarter 3, there has been a slight dip in performance of 1.3% although performance is well above the 80% target. Reasons for this include: • During quarter 3 we had annual leave entitlement being used by the majority of staff who were unable to use it as the height of the pandemic due to assisting in the COVID response; • Dangerous building at 5-

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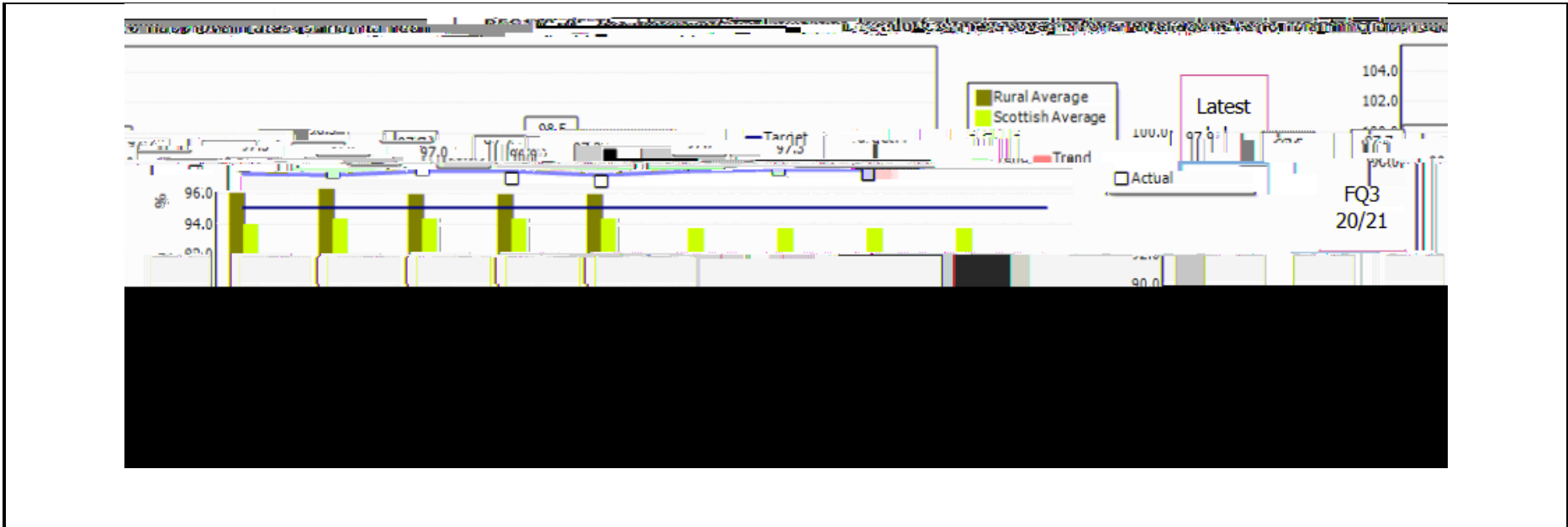
This report provides an overview of the FQ3 2020/21 performance for the Development and Economic Growth Service.

Indicator: DEG110_05-The above national average level of planning application approval rates is maintained.

Why measure this? We commit resource at an early stage in the planning process to improve/negotiate any substandard submissions. The high approval rate indicates that we are maintaining a high level of service to our customers.

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Delivering Our Outcomes – This highlights past performance as illustrated through the Services' Key Performance Indicators

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- R** Indicates the performance has not met the expected Target
- G** Indicates the performance has met or exceeded the expected Target

The Performance Trend Arrow indicates the direction of travel compared to the last performance reporting period

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Indicator: RIS113_05-Percentage of street lighting fault repairs are completed within 10 days

[Why measure this? Robust street lighting repairs help keep our communities and roads safe.](#)

Commentary: There have been a number of street lighting outages which have not been repaired in the normal timescale due to several factors including all non-

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Indicator: RIS114_01-Percentage of waste that is recycled, composted or recovered

Why measure this? We aim to reduce the amount of material going to landfill. Managing the percentage of waste that is recycled, composted or recovered helps to better

FQ3