



West Devon  
Borough Council

# Key Service Performance

April – November 2023  
Overview & Scrutiny



*A Plan for  
West Devon*

# Introduction






The Council reports on performance in a number of ways as set out in our performance management framework. This report updates members on performance at the second tier – Service Level Performance.




This performance is also considered by the Senior Leadership Team on a regular basis as part of ongoing service performance review discussions.






Over the coming pages, we set out an overview of key service performance.






# Performance on a Page

Measure	On Target?
% of FOI requests handled within timescales	
Ombudsman Cases Received and Upheld	
% of major applications determined within 13 weeks, or with an agreed EOT	
% of non-major applications determined within 8 weeks or with an agreed EOT	
Enforcement cases open at end of quarter	

Measure	On Target?
%age of cases where homelessness was prevented	
Employment Estate Occupancy Rates	
Temporary Events Notices issued in timescale	
Average number of days to process new housing benefit claims	
Average number of days to process change in circumstances to housing benefit claims	

Measure	On Target?
Council tax collection	
In-year collection rate for non-domestic rates	
Number of missed bins per 100k	
Household recycling rates	
Contact centre calls answered in 5 mins	

Measure	On Target?
Revs & Bens calls answered in 8 mins	
Total calls	
Online Uptake	



# % of FOI requests handled within timescales

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	October																
90% as set by the ICO	Higher than target	90%	<b>83.8%</b>	62 requests received in November, 52 responded to on time	<p>2023/24</p> <table border="1"> <caption>Performance History Data (2023/24)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June (Q1)</td> <td>~78%</td> </tr> <tr> <td>July</td> <td>~82%</td> </tr> <tr> <td>August</td> <td>~65%</td> </tr> <tr> <td>September</td> <td>~80%</td> </tr> <tr> <td>October</td> <td>~75%</td> </tr> <tr> <td>November</td> <td>~85%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June (Q1)	~78%	July	~82%	August	~65%	September	~80%	October	~75%	November	~85%
Month	Percentage																		
April - May - June (Q1)	~78%																		
July	~82%																		
August	~65%																		
September	~80%																		
October	~75%																		
November	~85%																		
Explanation of performance this period	<p>Performance has continued to improve since a drop in performance in August.</p> <p>Services continue to be supported and encouraged to respond to FOI requests on time and we are now 5% below the national target which is positive.</p> <p><b>KPI to be reviewed ahead of 2024 – 2025.</b>  <b>Proposal: replace using internal complaints data and Annual Ombudsman letter to consider performance and trends.</b></p>																		



# Ombudsman Cases Investigated and Upheld

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History (Total complaints received vs complaints upheld)
		Target	November 2023		
<51% Ombudsman comparator for similar Councils	Lower than target	<51%	<b>0%</b>	This is an annual measure and is a simple percentage of complaints received by the Ombudsman being upheld	
Explanation of performance this period	<p>Of the 5 complaints that customers sent to the Ombudsman since April, none have been investigated.</p> <p>We are therefore at 0% of cases being upheld, which is positive.</p> <p><b>KPI to be reviewed ahead of 2024 – 2025.</b>  <b>Proposal: replace using internal complaints data and Annual Ombudsman letter to consider performance and trends.</b></p>				



## % of major applications determined within 13 weeks, or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	November 2023		
This is a National Target (60%)	Above target	70%	<b>100%</b>	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>1 application has been determined within 13 weeks or with an agreed extension of time.</p>	
Explanation of performance this period	This is an excellent performance in determining major applications above the national target.				



# % of non-major applications determined within 8 weeks or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
This is a National Target (70%)	N/A	80%	<b>80%</b>	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>25 applications have been determined, 20 within 8 weeks or with an agreed extension of time. (11 (55%) in time and 9 (45%) in accordance with an agreed extension of time)</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>86%</td> </tr> <tr> <td>July</td> <td>88%</td> </tr> <tr> <td>August</td> <td>95%</td> </tr> <tr> <td>September</td> <td>91%</td> </tr> <tr> <td>October</td> <td>85%</td> </tr> <tr> <td>November</td> <td>80%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	86%	July	88%	August	95%	September	91%	October	85%	November	80%
Month	Percentage																		
April - May - June	86%																		
July	88%																		
August	95%																		
September	91%																		
October	85%																		
November	80%																		
Explanation of performance this period	<p>This is a good performance, above the National Target (70%) and the local target (80%).</p> <p>There is a slight dip in determinations due to the implementation of the new Planning IT software. This should improve performance over the next quarter.</p>																		



# Enforcement cases open at end of month

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	Lower than target	120	<b>115</b>	<p>The total number of enforcement cases open at the end of the month.</p> <p>During November 11 new enforcement cases were received and 18 were closed.</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Enforcement Cases Open</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>140</td> </tr> <tr> <td>July</td> <td>128</td> </tr> <tr> <td>August</td> <td>120</td> </tr> <tr> <td>September</td> <td>118</td> </tr> <tr> <td>October</td> <td>122</td> </tr> <tr> <td>November</td> <td>115</td> </tr> </tbody> </table>	Month	Enforcement Cases Open	April - May - June	140	July	128	August	120	September	118	October	122	November	115
Month	Enforcement Cases Open																		
April - May - June	140																		
July	128																		
August	120																		
September	118																		
October	122																		
November	115																		
Explanation of performance this period	There is a decreasing trend this year with the number of closed cases exceeding the number of new cases.																		





# Average temporary accommodation use per month

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	Reducing trend	For trend purposes only	<b>16.8</b>	Average number of families in temporary accommodation over the period at any one time	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Average number of families</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>12</td> </tr> <tr> <td>July</td> <td>13</td> </tr> <tr> <td>August</td> <td>15</td> </tr> <tr> <td>September</td> <td>15</td> </tr> <tr> <td>October</td> <td>20</td> </tr> <tr> <td>November</td> <td>17</td> </tr> </tbody> </table>	Month	Average number of families	April - May - June	12	July	13	August	15	September	15	October	20	November	17
Month	Average number of families																		
April - May - June	12																		
July	13																		
August	15																		
September	15																		
October	20																		
November	17																		
Explanation of performance this period	<p>The number of approaches remains relatively stable and low placement figures overall compared to other areas in Devon.</p> <p>We are seeing additional presentations due to cold weather at points in the month. These may lead to an increase in short stays to protect health during extreme weather.</p>																		



# %age of cases where homelessness was prevented

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
2021-22 Average positive outcomes for the South West: 42% Homeless prevention (As per line on graph)	Exceed SW average	Target	November 2023	Of the total number of households assessed as eligible for a prevention or relief of homelessness service from us – the % of these that are made and accepted.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>% of cases prevented</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>60%</td> </tr> <tr> <td>July</td> <td>68%</td> </tr> <tr> <td>August</td> <td>85%</td> </tr> <tr> <td>September</td> <td>50%</td> </tr> <tr> <td>October</td> <td>65%</td> </tr> <tr> <td>November</td> <td>78%</td> </tr> </tbody> </table>	Month	% of cases prevented	April - May - June	60%	July	68%	August	85%	September	50%	October	65%	November	78%
Month	% of cases prevented																		
April - May - June	60%																		
July	68%																		
August	85%																		
September	50%																		
October	65%																		
November	78%																		
Explanation of performance this period	<p>The team closed 14 duties in November. Of these 11 were closed having been successfully housed. A further 3 cases closed after a main duty. No cases were closed with the person not engaging and / or still being homeless.</p> <p>Case duration is increasing, many applicants are approaching as at risk of homelessness but the availability of housing in the area is resulting in them not successfully securing accommodation before they become homeless. We are therefore working with people for a longer duration and cases are becoming harder to prevent, resulting in us working with many people after they have become homeless to seek to relieve their homelessness.</p> <p>We have seen no reduction in the cost of private rented accommodation with rental rates remaining high resulting in a high reliance on social housing to meet local housing need.</p>																		

# Employment Estate Occupancy Rates

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	Higher than target	90%	<b>90%</b>	Number of Occupied Commercial Assets Against Total Number	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>91.5</td> </tr> <tr> <td>July</td> <td>89.5</td> </tr> <tr> <td>August</td> <td>90.0</td> </tr> <tr> <td>September</td> <td>89.0</td> </tr> <tr> <td>October</td> <td>90.5</td> </tr> <tr> <td>November</td> <td>90.5</td> </tr> </tbody> </table>	Month	Occupancy Rate (%)	April - May - June	91.5	July	89.5	August	90.0	September	89.0	October	90.5	November	90.5
Month	Occupancy Rate (%)																		
April - May - June	91.5																		
July	89.5																		
August	90.0																		
September	89.0																		
October	90.5																		
November	90.5																		
Explanation of performance this period	<p>Estates Occupancy has been above target over the last 12-18 months.</p> <p>There is continued strong demand coupled with effective Estate Management which has resulted in maintaining strong occupancy levels.</p> <p>Where there were voids across the estate circa 80% of these were under offer.</p>																		

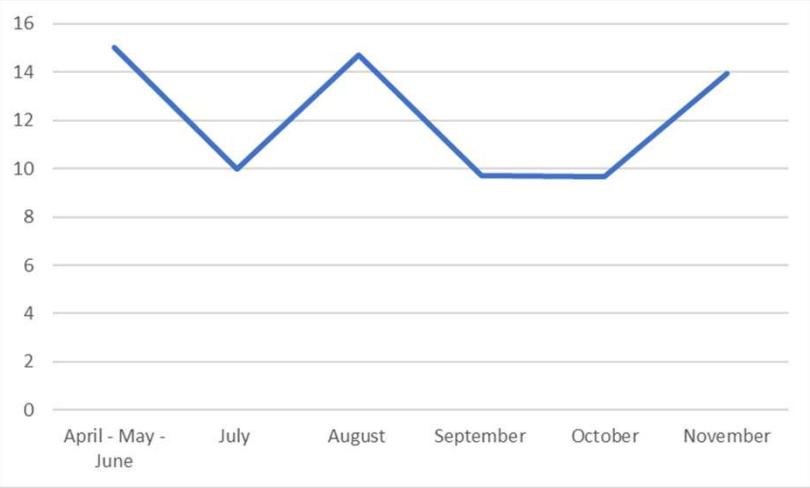


# Temporary Events Notices issued in timescale

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	November 2023		
Statutory Requirement	On target	100%	<b>100%</b>	Percentage of applications completed compared to number received	
Explanation of performance this period	<p>TENS have a statutory requirement to issue in one working day from the receipt of the application. These are prioritised against all other licence applications due to the statutory requirement for TENS and that if the Council does not process them correctly the event will receive tacit consent.</p> <p><b>KPI to be reviewed ahead of 2024 – 2025. Proposal: to remove.</b></p>				

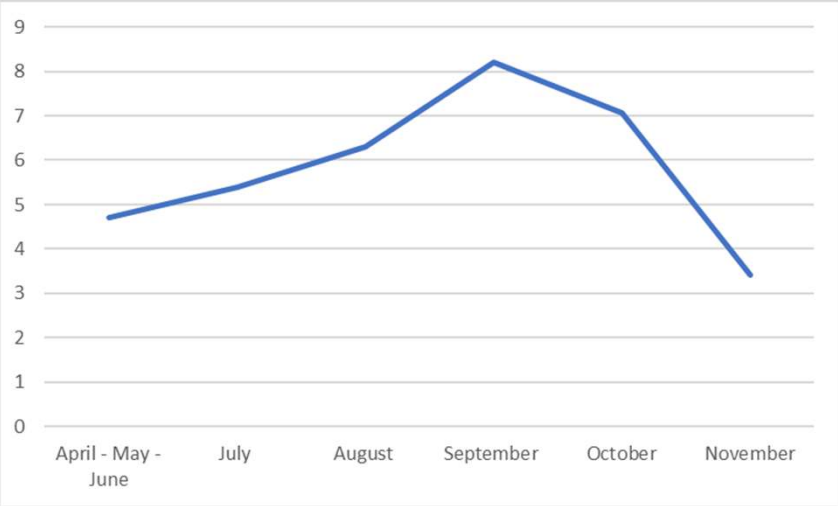


# Average number of days to process new housing benefit claims

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
National performance figures are published quarterly. Whilst there isn't an equivalent target, during Q3 the average national performance was 20 days.	Below target	17 days	<b>14 days</b>	It is the average time taken to process a new housing benefit claim. This is calculated as the average (mean) processing time in calendar days, rounded to the nearest day.	 <table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>15</td> </tr> <tr> <td>July</td> <td>10</td> </tr> <tr> <td>August</td> <td>14</td> </tr> <tr> <td>September</td> <td>10</td> </tr> <tr> <td>October</td> <td>10</td> </tr> <tr> <td>November</td> <td>14</td> </tr> </tbody> </table>	Month	Average Days	April - May - June	15	July	10	August	14	September	10	October	10	November	14
Month	Average Days																		
April - May - June	15																		
July	10																		
August	14																		
September	10																		
October	10																		
November	14																		
Explanation of performance this period	<p>There has been good performance overall and each month has been better than the national average.</p> <p>Focusing on assessing new housing benefit claims means we provide timely support to some of the most vulnerable residents in the Borough.</p>																		



# Average number of days to process change in circumstances to housing benefit claims

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	November 2023		
<p>National performance figures are published quarterly. The average number of days taken to process a change in circumstances to an existing housing benefit claim during Q3 was 8 calendar days.</p>	Below target	6 days	<b>3.42 days</b>	<p>It is how long it takes to process as change of circumstances to an existing housing benefit claim.</p> <p>It is the average time taken, calculated as the average (mean) processing time in calendar days, rounded to the nearest day.</p>	
<p>Explanation of performance this period</p>	<p>The team has continued to perform better than target throughout the year. The target is set at 6 days for each quarter.</p> <p>increase in September was due to the reviewing of rents for supported housing, these take longer to process due to complexities of the information and the amount of scrutiny required.</p>				

# Council Tax Collection

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in quarters 1-3, but the content is not published.	On target	50-75%	<b>74.25%</b>	The in-year collection rate is the amount of council tax due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's council tax. i.e it is how much council tax is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<table border="1"> <caption>Council Tax Collection Performance History</caption> <thead> <tr> <th>Month</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>29.00%</td> </tr> <tr> <td>July</td> <td>38.00%</td> </tr> <tr> <td>August</td> <td>47.00%</td> </tr> <tr> <td>September</td> <td>56.00%</td> </tr> <tr> <td>October</td> <td>65.00%</td> </tr> <tr> <td>November</td> <td>74.25%</td> </tr> </tbody> </table>	Month	Collection Rate (%)	April - May - June	29.00%	July	38.00%	August	47.00%	September	56.00%	October	65.00%	November	74.25%
Month	Collection Rate (%)																		
April - May - June	29.00%																		
July	38.00%																		
August	47.00%																		
September	56.00%																		
October	65.00%																		
November	74.25%																		
Explanation of performance this period	November: 74.25% = £38,162,607.51 collected out of £51,400,285.85 2023/24 net liability. Reduction on 2022/23 - in September 2022 £134,850 was posted on to Council Tax accounts due to the £150 Energy Rebate scheme. This increased the collection rate from September 2022 onwards by around 0.28%																		



# In-year collection rate for non-domestic rates

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in quarters 1-3, but the content is not published.	On target	50-75%	<b>75.37%</b>	The in-year collection rate is the amount of non-domestic rates due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's non-domestic rates. i.e it is how much non-domestic rates is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Period</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>~36.00%</td> </tr> <tr> <td>July</td> <td>~45.00%</td> </tr> <tr> <td>August</td> <td>~55.00%</td> </tr> <tr> <td>September</td> <td>~60.00%</td> </tr> <tr> <td>October</td> <td>~68.00%</td> </tr> <tr> <td>November</td> <td>75.37%</td> </tr> </tbody> </table>	Period	Collection Rate (%)	April - May - June	~36.00%	July	~45.00%	August	~55.00%	September	~60.00%	October	~68.00%	November	75.37%
Period	Collection Rate (%)																		
April - May - June	~36.00%																		
July	~45.00%																		
August	~55.00%																		
September	~60.00%																		
October	~68.00%																		
November	75.37%																		
Explanation of performance this period	November: 75.37% = £6,985,005.29 collected out of £9,267,324.17 2023/24 net liability. Difference on 2022/23 - in November 2022 cash collected was increased by £624,230.30 CARF relief posted on to accounts for the 2021 financial year in September 2022. These payments would have increased the 2022 November collection rate by up to 6.4%																		





# Number of missed bins per 100k

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																	
		Target	November 2023																			
80 per 100,000	Below target	80	<b>88</b>	Number of missed bins per 100,000																		
Explanation of performance this period	<p>There was a large spike in October due to technical difficulties with the lorries. We are working closely with FCC to improve crew briefings.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Total number of missed collections</th> </tr> </thead> <tbody> <tr><td>April</td><td>45</td></tr> <tr><td>May</td><td>41</td></tr> <tr><td>June</td><td>46</td></tr> <tr><td>July</td><td>95</td></tr> <tr><td>August</td><td>105</td></tr> <tr><td>September</td><td>85</td></tr> <tr><td>October</td><td>234</td></tr> <tr><td>November</td><td>152</td></tr> </tbody> </table>					Month	Total number of missed collections	April	45	May	41	June	46	July	95	August	105	September	85	October	234	November
Month	Total number of missed collections																					
April	45																					
May	41																					
June	46																					
July	95																					
August	105																					
September	85																					
October	234																					
November	152																					



# Household Recycling Rates

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History										
		Target	September 2023												
Legal requirement for all Local Authorities	Above target	57%	<b>56%</b>	Data supplied by WD to DCC for verification against disposal points.	<table border="1"> <caption>Household Recycling Rates Performance History</caption> <thead> <tr> <th>Month</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>55.5%</td> </tr> <tr> <td>July</td> <td>53%</td> </tr> <tr> <td>August</td> <td>55.8%</td> </tr> <tr> <td>September</td> <td>56.5%</td> </tr> </tbody> </table>	Month	Rate (%)	April - May - June	55.5%	July	53%	August	55.8%	September	56.5%
Month	Rate (%)														
April - May - June	55.5%														
July	53%														
August	55.8%														
September	56.5%														
Explanation of performance this period	<p>April – May – June: 55%            July: 53%            August: 55%            September: 56%</p> <p>Figures for October and November are pending from DCC.</p> <p>We have plans to increase comms on food waste recycling to improve rates.</p>														



# Contact centre calls answered in 5 mins

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	60-80%	80%	<b>94.6%</b>	Total calls (Non-Revs & Bens) with wait time over 5 mins divided by total calls	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>75.0%</td> </tr> <tr> <td>July</td> <td>75.0%</td> </tr> <tr> <td>August</td> <td>68.0%</td> </tr> <tr> <td>September</td> <td>85.0%</td> </tr> <tr> <td>October</td> <td>95.0%</td> </tr> <tr> <td>November</td> <td>95.0%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	75.0%	July	75.0%	August	68.0%	September	85.0%	October	95.0%	November	95.0%
Month	Percentage																		
April - May - June	75.0%																		
July	75.0%																		
August	68.0%																		
September	85.0%																		
October	95.0%																		
November	95.0%																		
Explanation of performance this period	<p>The performance is within the target each month of this year.</p> <p>The CST Team are no longer taking any benefit calls and supporting Revs with the long wait calls (over 10 mins).</p> <p>Automated switchboard has gone live with over 75% using it. Along with almost 95% being answered in 5 mins (despite increased demand from SH waste), over 55% are answered in less than 1 minute.</p>																		



# Revs & Bens calls answered in 8 mins

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	Above target	80%	<b>61%</b>	Revenues and Benefits calls answered in less than 8 mins/Total RevBens calls.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May Full quarter - June</td> <td>60.0%</td> </tr> <tr> <td>July</td> <td>50.0%</td> </tr> <tr> <td>August</td> <td>35.0%</td> </tr> <tr> <td>September</td> <td>72.0%</td> </tr> <tr> <td>October</td> <td>68.0%</td> </tr> <tr> <td>November</td> <td>62.0%</td> </tr> </tbody> </table>	Period	Percentage	April - May Full quarter - June	60.0%	July	50.0%	August	35.0%	September	72.0%	October	68.0%	November	62.0%
Period	Percentage																		
April - May Full quarter - June	60.0%																		
July	50.0%																		
August	35.0%																		
September	72.0%																		
October	68.0%																		
November	62.0%																		
Explanation of performance this period	<p>Major changes in the approach to Revs &amp; Bens calls took place at the end of September with the effects to be seen over the following few months.</p> <p>CST are supporting the Revs &amp; Bens call answering teams which should increase performance of this measure in the next quarter.</p>																		

# Total calls

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	Decreasing over time  Less than the same time period last year	Below same quarter in previous year	<b>2,392 calls</b>	Total calls to CST	<table border="1"> <caption>Performance History Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Average Total Calls</th> </tr> </thead> <tbody> <tr> <td>April - May - June (Average)</td> <td>2,150</td> </tr> <tr> <td>July</td> <td>2,000</td> </tr> <tr> <td>August</td> <td>2,050</td> </tr> <tr> <td>September</td> <td>2,400</td> </tr> <tr> <td>October</td> <td>2,700</td> </tr> <tr> <td>November</td> <td>2,400</td> </tr> </tbody> </table>	Month	Average Total Calls	April - May - June (Average)	2,150	July	2,000	August	2,050	September	2,400	October	2,700	November	2,400
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Explanation of performance this period	<p>Focus on Right First Time and channel shift continues to reduce demand.</p> <p>Automated switchboard implemented putting customers into the correct queues more quickly. Review of webforms to increase online response. CST are actively managing cases to try to resolve at first point of contact to reduce customers calling to chase up requests.</p> <p>Management of capacity against demand in contact centre is continuing to reduce costs whilst also providing additional support to other areas of the council.</p>																		



# Online Uptake. Processes started online vs through the Contact centre

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History														
		Target	November 2023																
N/A	Above 80%	80%	<b>75.2%</b>	Percentage of processes started online by customer vs by Contact centre	<table border="1"> <caption>Online Uptake Performance History</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>80.8%</td> </tr> <tr> <td>July</td> <td>82.2%</td> </tr> <tr> <td>August</td> <td>82.2%</td> </tr> <tr> <td>September</td> <td>82.8%</td> </tr> <tr> <td>October</td> <td>78.2%</td> </tr> <tr> <td>November</td> <td>75.2%</td> </tr> </tbody> </table>	Month	Percentage	April - May - June	80.8%	July	82.2%	August	82.2%	September	82.8%	October	78.2%	November	75.2%
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Explanation of performance this period	<p>Increase in CST creating cases in the system from email contact has dropped the overall performance of this indicator.</p> <p>Manually moving general enquiries to the back office after the Waste round restructure has dropped down the online uptake to just below target. We have had a 30-40% increase in processes so overall online processes have kept increasing.</p>																		

