


















COS Scrutiny PI Report










Please note that some data may have changed since it was presented to the scrutiny committee. This is primarily due to updates from the Improvement Service, which is responsible for maintaining the LGBF data. Additionally, there are a few instances where new data became

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		



Customer

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Customer and Online Services Stage 1 Complaints dealt actioned < 5 days	94%	92%	96%	93%	97%		
Customer & Online Services Stage 2 Complaints actioned < 20 days	94%	100%	96%	94%	90%		
Number of Twitter Followers	50,886	53,150	53,900	55,244	55,451		
Number of Facebook Fans	42,527	52,441	53,613	56,472	56,472		
% agreeing that the council is good at listening to local people's views before it takes decisions (Scottish Household Survey)	53.90%	48%	29%	33%	N/A		

























Customer

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
% agreeing that the council is good at letting people know about the kinds of services it provides (Scottish Household Survey)	64.80%	48%	48%	37%	N/A		
Number of Online Transactions	172,965	135,427	175,506	179,468	236,120		
Number of Online Accounts	160,661	81,245	142,025	175,875	205,246		
Fife Council Stage 1 Complaints actioned < 5 days	86%	89%	88%	86%	86%		
Fife Council Stage 2 Complaints actioned < 20 days	84%	80%	84%	76%	75%		


























LGBF

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Cost of collecting council tax per dwelling (£) (LGBF)	£2.15	£1.68	£1.53	£2.58	N/A		
Income from council tax received by year end(%) (LGBF)	95.30%	93.60%	95.30%	95.80%	N/A		

















Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Customer & Online Services - Average WDL per FTE	13.02	DIV/0	17.06	16.14	16.32		
Customer & Online Services - Average Long Term WDL per FTE	7.52	DIV/0	13.79	11.01	11.22		
COS Workforce who are Female (%)	80.70%	79.70%	73.60%	75.80%	78.70%		
COS Workforce who are Full-time (%)	67.60%	68%	64.70%	63.50%	68.60%		
COS Workforce who are Permanent Employees (%)	88%	88.90%	88.80%	91.90%	92.40%		
COS Number of Voluntary Redundancies (FTEs)	13	15	0	0	0		
COS Employees aged 24 and under (%)	2.90%	2.60%	4.70%	5.80%	4.10%		
COS Employees aged 29 and under (%)	7.60%	7%	10.80%	13.20%	10.60%		
COS Employees aged 55 and over (%)	23.70%	24%	31.20%	31.60%	31%		
COS Number of WYI Bids	0	0	0	2	0		
COS Number of WYI Programme new starts	0	1	0	0	0		
Cost of collecting Non Domestic Rate per chargeable property (£)	£11.35	£14.19	£3.92	£1.96	N/A		
Cost of collecting sundry debtors per debtor account issued (£)	£2.91	£6.71	£4.73	£4.78	N/A		









Service operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
In year collection of Non Domestic Rates (%)	98.20%	98.70%	99%	97.60%	96.60%		
Average Time to process new HB/CTR claims (in days)	14.2	20.4	37.7	19.8	18		
Average Time to process notification of changes (days)	2.8	3.5	5.6	3	4		
Average Time to Process New CTR Claims (days)	18.1	23.8	31	19.3	16.7		
Average Time to Process CTR Changes (days)	4.5	9.1	11.1	4.7	3.8		
Percentage of Housing Benefit overpayments recovered in the year	353.35%	393.84%	401.94%	120.45%	132.57%		
% of Contacts Answered - Revenues	N/A	N/A	87%	82.70%	83.40%		
% of Contacts Answered - Contact Centre	81.96%	86.93%	86.43%	88.38%	91.04%		
Registration input accurately %	97.90%	97.80%	98.40%	98.40%	97.70%		
Average processing time - Crisis Grants (days)	2	1	3	2	1		
Average processing time - Community Care Grants (days)	24.9	21.2	37.3	9.8	20.4		
% of Contacts Answered - Out of Hours	93.39%	92.47%	96.72%	97.70%	98.89%		
% of Contacts Answered - General	84.90%	88.53%	81.34%	83.78%	83.19%		

Service operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
% of Contacts Answered - Repairs	73.34%	80.83%	76.27%	78.48%	84.41%		
% of Contacts Answered - Social Work	76.99%	86.32%	88.99%	90.16%	93.02%		
Number of welfare fund applications made	N/A	N/A	33,855	37,073	30,693		
% FOI requests completed on time	84.94%	88.30%	88.55%	84.49%	88.08%		
% of EIR requests completed on time	89.49%	93.55%	89.64%	91.92%	89.48%		
No. of Fife.gov.uk Sessions	N/A	N/A	N/A	10,200,000	7,043,300		
% of SAR requests complete on time	80.42%	86.81%	83.99%	81.64%	82.35%		
Number of Transactions by Customer Service Centres	312,877	83,192	145,068	187,240	207,528		

Plan for Fife

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Number of Crisis Grants	N/A	32,349	29,770	32,597	26,309		
Spend on Community Care Grants	N/A	£822,416.58	£1,156,009.01	£1,563,144.07	£2,292,709.81		
Spend on Crisis Grants	N/A	£2,540,079.33	£2,543,949.24	£2,791,807.41	£2,357,190.21		
Total on Scottish Welfare Fund application	N/A	£3,362,495.91	£3,699,958.25	£4,354,951.48	£4,649,900.02		
Number of Community Care Grants	N/A	10,853	4,085	4,476	4,384	