

I am hereby submitting a Freedom of Information request as I would like to access the following set of information for your organization:

Staffing: count of staff employed by the organization, count and share of temporary staff, staffing costs per worker, number of contracted hours for staff, total number of days lost due to staff sickness, percentage of vacant roles, count and share of staff who left (turnover rate), count and share of staff who have claimed overtime, count and share of staff undertaking additional employment.

Service delivery: operational opening hours for contact centres and reception, forecast/actual revenue, and capital spending.

Resident feedback: online forms received by the organisation that are positive, negative, or indifferent, number of complaints received on service delivery.

The information above is requested separately for each of these service areas: environment, executive office, finance, housing, shared planning, shared waste, transformation. These are the service areas mentioned by the South Cambridgeshire District Council. If you don't have exactly those ones, you can substitute them with the most similar ones that you have.

I would also like to receive some information about the following performance:

Finance service area: average number of days to process new Housing Benefit/Council Tax Support claims and total number of Housing Benefit/Council Tax Support claims.

Transformation service area: complaints: number of formal complaints resolved within timescale and total number of formal complaints resolved.

Transformation service area: contact centre: number of calls to the contact centre resolved first time and total number of calls to the contact centre.

All the information above is requested broken down by month, from 01/01/2018 to 31/03/2024.