

No.	Indicator	Council Vision Theme	Service Committee	Service Area	CMT Member for June data	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn (June only)	June 22 Outturn - Q1 (April-June)	June 22/Q1 Commentary	June 22 Status	Q1 Status
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	Information Management	James Hassett	Monthly	Higher is better	80%	0	50 %	Only 1 Stage 2 complaint sent in June and overdue. Stage 2 overdue - Planning	Not achieving	Not achieving
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	Information Management	James Hassett	Monthly	Higher is better	80%	83%	71%	One Stage 1 sent overdue - Housing	Achieving	Not achieving but within 15% range
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	Information Management	James Hassett	Monthly	Higher is better	80%	99%	97%	None – outturn well above target	Achieving	Achieving
CP4	Sickness absence	Corporate	Corporate Support	HR	James Hassett	Monthly	Lower is better	% figure - no target	3.03% (7.09 working days per employee)		This is a slight increase on April's figure of 2.90% (6.77 days). Absence figures are usually based on a rolling year in order to incorporate winter months when sickness absence tends to be higher. This allows for a true representation on whether absence figures are increasing or decreasing. These figures are based on the period 1/7/21 to 30/06/22	No target set to measure	No target set to measure
CP5	Staff turnover	Corporate	Corporate Support	HR	James Hassett	Monthly	Lower is better	% figure - no target	16.40%		This figure equates to 62 leavers for the period 1/7/21 to 30/06/22. Turnover figures are exceptionally high at the moment. Although a 'healthy' turnover rate would vary depending on the type of organisation and industry, generally speaking 10% would be an acceptable rate. The Group Head of Organisational Excellence will look at this matter further with HR and will give a further update in Q2.	No target set to measure	No target set to measure
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Health & Safety	Karl Roberts	Monthly	Higher is better	100%	68%	76%	Overall performance for Q1 is at 76% with a number of services completing tasks after the deadline resulting in a higher performance when reviewing Q1 as a whole. Improvement is still required to achieve the 100% target and corporate health & safety will be engaging with Group Heads to address this. The Corporate health and safety function is currently subject to an internal audit and any recommendations and relevant comments that flow out of that audit will be addressed at the same time.	Not achieving	Not achieving
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	Customer Services	Philippa Dart	Monthly	Lower is better	Figure reported - no target	05:52		Increase of 01:06 between May and June Average wait time is higher this month due to continued high call volumes regarding the £150 Energy Rebate and a lower staffing level of Customer Service Advisors available to support these calls.	No target set to measure	No target set to measure
CP8	Business rates collected	Corporate	Corporate Support	Revenues and Benefits	Philippa Dart	Monthly	Higher is better	97%	28.20%	28.20%	This is a cumulative target for the year	Achieving	Achieving
CP9	Council tax collected	Corporate	Corporate Support	Revenues and Benefits	Philippa Dart	Quarterly	Higher is better	96.5%	No June figure, see Q1 figure	32%	This is a cumulative target for the year	No status - quarterly indicator	Achieving
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services (CP1)	Corporate	Corporate Support	Policy	James Hassett	Annual	Higher is better	75%	No data - Annual indicator		No data - Annual indicator	No data - Annual indicator	No data - Annual indicator