










No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	50 %	Not achieving	42%	3 x Stage 2 responses sent out – 2 overdue (1 x Housing and 1 x Planning)	Not achieving	Down by 8% 
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	71%	Not achieving but within 15% range	50%	10 x Stage 1 responses sent out – 5 overdue (4 x Housing and 1 x Planning)	Not achieving	Down by 21% 
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	97%	Achieving	96%	61 sent – 4 overdue	Achieving	Down by 1% 
CP4	Sickness absence	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	3.03% (7.09 working days per employee)	No target set to measure	2.99% (7.19 working days lost per employee)	Monthly sickness absence figures are remaining constant at around 3%. These are rolling year figures.	No target set to measure	Up by 0.4% 
CP5	Staff turnover	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	16.40%	No target set to measure	17.47%	This figure equates to 65 leavers for the period 1/10/21 to 30/9/22. No significant change to previous months reporting. These are rolling year figures.	No target set to measure	Down by 1.07% 
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Karl Roberts	Monthly	Higher is better	100%	76%	Not achieving	88.90%	Overall improvement in completion of tasks over Q1, following contact with a number of service areas. We are still seeing late completion in some areas which is likely a consequence of the tight turn-around time on tasks, typically with tasks being completed by the end of the quarter. Some teams are still not completing the forms link which requires manual checks by Corporate Health & Safety.	Not achieving but within 15% range	Up by 12.9% 
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	Figure reported - no target	3.34 seconds (average over 3 months)	No target set to measure	5:03 (average over 3 months)	Average wait time is higher this month, this is due to Customer Services covering the Book of Condolence for the Queens Death. Over 4000 energy rebate letters and CT finals reminders were sent out. We still do not have a multi skilled team as they are undertaking training. Lost resources to accommodate new starters training. Increase of 0.42 seconds between August (6:19) & September (7:01)	No target set to measure	Down by 1:29 seconds 

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CP8	Business rates collected	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	97%	28.20%	Achieving	59.80%	This is a cumulative target for the year. Phasing target for September is 51.20%. Refunded £780k due to Valuation Office Agency (VOA) reducing liability	Achieving	Up by 31.6% 
CP9	Council tax collected	Corporate	Corporate Support	James Hassett	Quarterly	Higher is better	96.5%	32%	Achieving	59.30%	This is a cumulative target for the year. The phasing target for September is 58.30%. On target - resumed court action	Achieving	Up by 27.3% 
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate	Corporate Support	James Hassett	Annual	Higher is better	75%		No data - Annual indicator		No data - Annual indicator	No data - Annual indicator	No data - Annual indicator