

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	September 22 Outturn - Q2 (April-Sept)	Q2 status	December 22 Outturn	December 22 Outturn - Q3 (April-Dec)	Q3 Commentary	December 22 Status	Q3 status	Better or worse since Q2 figure (Q3 compared to Q2)
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	42%	Not achieving	50%	50%	<p>Availability of Investigating Officers remains problematic. Recruitment of Resolution Manager impending which should also support engagement and delivery.</p> <p>Resolution Manager role – it is anticipated that this role will complete a number of Stage 2 investigations independently which will ensure ownership/accountability of this function in house.</p> <p>Workshop held with SMT 12.12.22 to brainstorm ideas to remove barriers to support meeting our KPIs. Actions agreed and should be implemented Jan 2023 to reduce delays.</p> <p>Comparative data for Q3 21/22 not available</p>	Not achieving	Not achieving	Up by 8% (better) ↑
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	50%	Not achieving	62%	69%	<p>Low % as a result from Housing Team complaints – if not considered this rate would be 92% instead of 62%. Weekly Meetings taking place between IM and Housing to address. Recruitment of Resolution Manager impending which should also support engagement and delivery.</p> <p>Resolution Manager role – it is anticipated that this role will complete a number of Stage 2 investigations independently which will ensure ownership/accountability of this function in house.</p> <p>Workshop held with SMT 12.12.22 to brainstorm ideas to remove barriers to support meeting our KPIs. Actions agreed and should be implemented Jan 2023 to reduce delays.</p> <p>Comparative data for Q3 21/22 not available</p>	Not achieving	Not achieving	Up by 19% (better) ↑
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	96%	Achieving	98%	98%	Achieving	Achieving	Achieving	Up by 2% (better) ↑
CP4	Sickness absence	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	2.99% (7.19 working days lost per employee)	No target set to measure	2.70% (7.03 working days lost per employee)	2.70% (7.03 working days lost per employee)	<p>Figures remain consistent with a slight decrease in December. Figures over the last quarter have remained consistent at around 2.8% (6.7 days). Approximately two thirds of the time lost is attributed to long term sickness absence and are being proactively managed by the Line Manager in conjunction with HR. Covid 19 along with general infections was a major contributor to the short term sickness rate. Long term treatment for ongoing medical conditions, mental health and depression were the main reasons for long term absence. Absence specifically related to stress accounted for 472 working days lost over the past year.</p>	No target set to measure	No target set to measure	Down by 0.29% (better) ↑
CP5	Staff turnover	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	17.47%	No target set to measure	17.69%	17.69%	<p>This is equivalent to 66 leavers over the past year. Figures remain consistent. Of the 66 leavers that left over the past year, 36 of those were voluntary resignations. The other 30 were either retirements or end of Fixed Term Contracts (FTCs).</p>	No target set to measure	No target set to measure	Up by 0.22% (worse) ↓

