No.	Indicator	Council Vision	Service	CMT Member	Frequency data	Assess by	Target 2022-2026		Q2 status	December 22	December 22	Q3 Commentary	December 22	Q3 status	Better or
		Theme	Committee		collected			Outturn - Q2 (April-Sept)		Outturn	Outturn - Q3 (April-Dec)		Status		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%	Availability of Investigating Officers remains problematic. Recruitment of Resolution Manager impending which should also support engagement and delivery.	Not achieving	Not achieving	Up by 8% (better)
												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.			
												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.			
												Comparative data for Q3 21/22 not available			
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%	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.  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.		Not achieving	Up by 19% (better)
												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.  Comparative data for Q3 21/22 not available			
CP3	% of FOI requests responded to in 20	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	96%	Achieving	98%	98%	Achieving	Achieving	Achieving	Up by 2% (better)
	working days														
CP4	Sickness absence	Corporate	Corporate Support		Monthly	Lower is better	% figure - no target	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)	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.		No target set to measure	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%	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).	No target set to measure	No target set to measure	Up by 0.22% (worse)

CP6	Compliance with Health and Safety programme	Corporate	Corporate Support		Monthly	Higher is better	100%	88.90%	Not achieving but within 15% range	74%	87%	Slight drop in completion rates noted over Q2. The low rate for December is likely due to reduced working days because of the Christmas period. We are still seeing late completion in some areas which is likely a consequence of the tight turnaround time on tasks, typically with tasks being completed by the end of the quarter. It is noted that 100% of the November task has now been achieved. Some teams are still not completing the forms link which requires manual checks by Corporate Health & Safety.	J	but within 15% range	Down by 1.9% (worse)
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	Figure reported - no target	5:54 (average over 3 months)	No target set to measure	03:07	05:48:00 (average over 3 months)	Dec 2022 - Average wait time decrease. Lower call volumes in the lead up to Christmas. Also as we close over Christmas we only have call data for period 1st -23rd December making it a shorter month. Q3 -00:05:48 Q2-00:05:54. We have very similar wait times for Q2 and Q3 year 2022. Q3 2021 was lower at 00:01:23 this will be due to having more fully skilled team members in 2021 in comparison to 2022. We continue to be under resourced and currently recruiting over Christmas and new year to try and fill 2 vacancies. We have 2 new staff starting with us early 2023.	to measure	No target set to measure	Up by 6 seconds (better)
CP8	Business rates collected	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	97%	59.80%	Achieving	83.70%	83.70%	On target to exceed collection rate of 97%. Target for December 79.40%.	Achieving	Achieving	Up by 23.9% (better)
CP9	Council tax collected	Corporate	Corporate Support	James Hassett	Quarterly	Higher is better	96.5%	59.30%	Achieving	86.60%	86.60%	Collection rate identical to last year at Q3. Target for December is 82.70%.	Achieving	Achieving	Up by 27.3% (better)
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	75.0%	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	