

No.	Indicator	Council Vision Theme	Service Committee to consider this	CMT Member	Assess by	Target 2023	Q1 Status	Q1 Commentary
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	Karl Roberts	Higher is better	80%	Not achieving <b>Outturn for Q1 50%</b>	Outputs of Housing Management Team on managing Stage 2 responses within timescales demonstrated by improved performance figures.
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	Karl Roberts	Higher is better	80%	Not achieving <b>Outturn for Q1 39%</b>	All delayed responses were Housing led – actions in place by Interim Head of Housing to resolve include:- •Complaints Workshop held for all Housing Managers covering training on how to identify complaints, how to draft complaint responses and updated process. •New spreadsheet and reporting template implemented within Housing. •All complaints overdue at the end of May separated and treated as a project (with additional resource) to ensure completion and to enable new complaints to be dealt with on time. •Housing anticipate the benefits of these actions will be visible from July KPIs onwards.
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	Karl Roberts	Higher is better	80%	Achieving <b>Outturn for Q1 99%</b>	No concerns, exceeding target
CP4	Sickness absence	Corporate	Corporate Support	Karl Roberts	Lower is better	2.2%	Not achieving but within 15% range <b>Outturn for Q1 2.43%</b>	This equates to an average of 5.78 days per year. Sickness rates have remained relatively consistent throughout the first quarter. Sickness absence figures are based on a rolling year (1 Jul to 30 Jun ).
CP5	Staff turnover	Corporate	Corporate Support	Karl Roberts	Lower is better	14%	Not achieving but within 15% range <b>Outturn for Q1 15.90%</b>	This equates to 64 leavers over the period 1 Jul 22 to 30 Jun 23). This is a slight increase on last months' figures (15.47%).
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Karl Roberts	Higher is better	100%	Not achieving but within 15% range <b>Outturn for Q1 92%</b>	There was only one task issued during this quarter, which was due for completion by the end of May. The 92% result is based on completion rates following review at the end of June. It is evident that manual handling risk assessments are still being completed by staff in July 23. Some services are still not using the circulated MS Form link to confirm task completion, requiring manual cross referencing by Corporate Health and Safety. There was no task was issued during June, with staff still completing manual handling assessments.
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	Philippa Dart	Lower is better	4 minutes	Achieving <b>Outturn for Q1 2.44</b>	Average wait time below target. We have improved on last month and our quarterly outturn is under target. This is largely due to a drive in training all our newer advisors in service areas we are lacking skills in. Call volumes are lower during this part of the year. This means we can continue training advisors, so we have resilience when we are impacted by higher call volumes.
CP8	Business rates collected	Corporate	Corporate Support	Philippa Dart	Higher is better	Target for June is 20.80%  Target for the end of the year is 97%	Achieving <b>Outturn for Q1 30.70%</b>	Collection rate is cumulative. Target for June collection is 20.80%.
CP9	Council tax collected	Corporate	Corporate Support	Philippa Dart	Higher is better	Target for June is 31.10%  Target for the end of the year is 96.5%	Achieving <b>Outturn for Q1 32%</b>	Collection rate is cumulative. Target for June collection is 31.10%.
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate	Corporate Support	Karl Roberts	Higher is better	75%	No data - Annual indicator	No data - Annual indicator