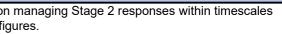
No.	Indicator	Council Vision Theme	Service Committee to consider this	CMT Member	Assess by	Target 2023	Q1 Status	Q1 Commentary
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	Karl Roberts	Higher is better	80%	Not achieving Outturn for Q1 50%	Outputs of Housing Management Team on demonstrated by improved performance figu
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	Karl Roberts	Higher is better	80%	Not achieving Outturn for Q1 39%	All delayed responses were Housing led – a include:- •Complaints Workshop held for all Housing complaints, how to draft complaint response •New spreadsheet and reporting template ir •All complaints overdue at the end of May s resource) to ensure completion and to enab •Housing anticipate the benefits of these ac
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	Karl Roberts	Higher is better	80%	Achieving Outturn for Q1 99%	No concerns, exceeding target
CP4	Sickness absence	Corporate	Corporate Support	Karl Roberts	Lower is better	2.2%	Not achieving but within 15% range Outturn for Q1 2.43%	This equates to an average of 5.78 days pe consistent throughout the first quarter. Sick Jul to 30 Jun).
CP5	Staff turnover	Corporate	Corporate Support	Karl Roberts	Lower is better	14%	Not achieving but within 15% range Outturn for Q1 15.90%	This equates to 64 leavers over the period 1 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 Outturn for Q1 92%	There was only one task issued during this May. The 92% result is based on completion that manual handling risk assessments are are still not using the circulated MS Form lir referencing by Corporate Health and Safety staff still completing manual handling asses
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	Philippa Dart	Lower is better	4 minutes	Achieving Outturn for Q1 2.44	Average wait time below target. We have in under target. This is largely due to a drive ir are lacking skills in. Call volumes are lower continue training advisors, so we have resili
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 Outturn for Q1 30.70%	Collection rate is cumulative. Target for Jun
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 Outturn for Q1 32%	Collection rate is cumulative. Target for Jur
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



- actions in place by Interim Head of Housing to resolve

- ng Managers covering training on how to identify nees and updated process.
- e implemented within Housing.
- *i* separated and treated as a project (with additional able new complaints to be dealt with on time.
- actions will be visible from July KPIs onwards.

per year. Sickness rates have remained relatively ickness absence figures are based on a rolling year (1

d 1 Jul 22 to 30 Jun 23). This is a slight increase on last

is quarter, which was due for completion by the end of tion rates following review at the end of June. It is evident re still being completed by staff in July 23. Some services link to confirm task completion, requiring manual cross ety. There was no task was issued during June, with essments.

improved on last month and our quarterly outturn is in training all our newer advisors in service areas we er during this part of the year. This means we can silience when we are impacted by higher call volumes.

une collection is 20.80%.

June collection is 31.10%.