

Appendix C: Quarter 2 Key Performance Indicators 2022/23






Overview

KPI Target Analysis




■ Within target ■ Outside of target

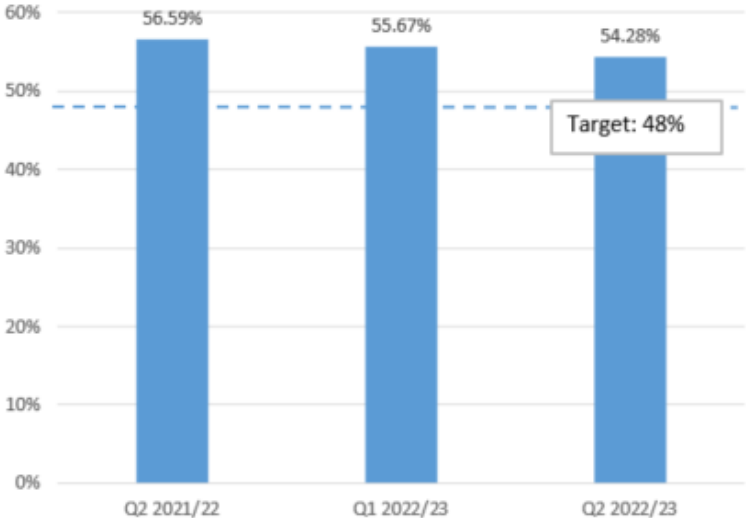
Graphic showing key performance indicators with targets that are reported in Q3.

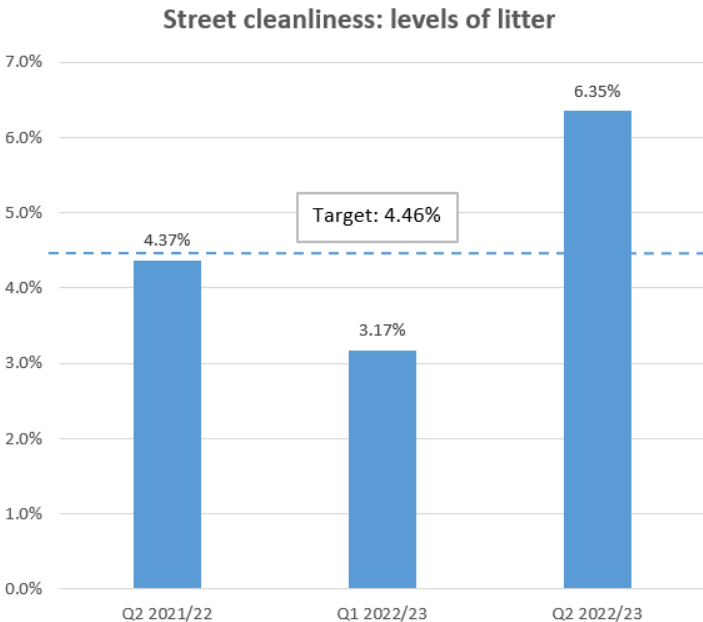


Key	
	Above Target (Good result)
	Below Target (Good result)
	On Target
	Above Target (negative result)
	Below Target (negative result)

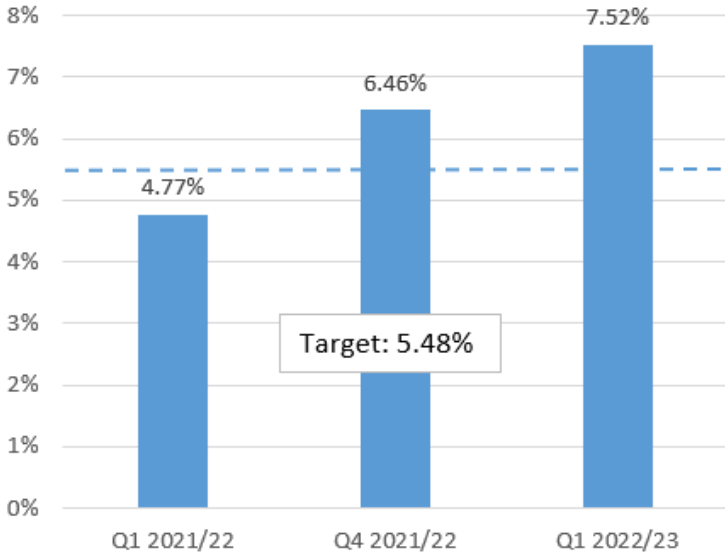

Council Plan Theme: A greener, brighter future

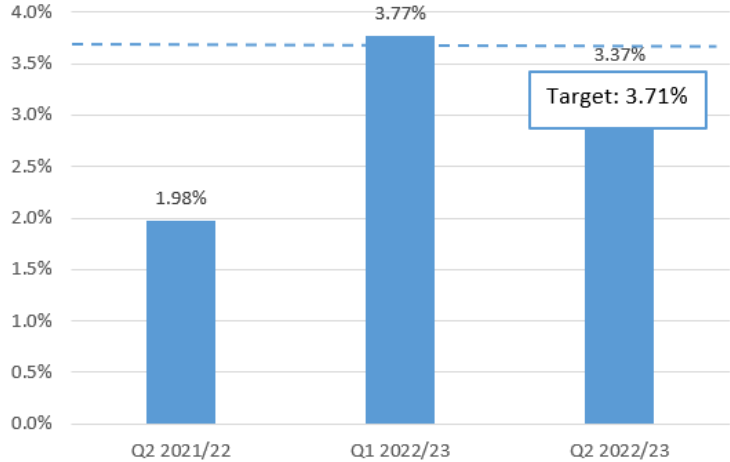

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
1.	Residual household waste per household	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 78.55 kg</p>  <table border="1"> <caption>Waste collected per household (kg)</caption> <thead> <tr> <th>Quarter</th> <th>Waste collected (kg)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>82.46</td> </tr> <tr> <td>Q1 2022/23</td> <td>81.75</td> </tr> <tr> <td>Q2 2022/23</td> <td>78.55</td> </tr> <tr> <td>Quarterly target</td> <td>105</td> </tr> </tbody> </table>	Quarter	Waste collected (kg)	Q2 2021/22	82.46	Q1 2022/23	81.75	Q2 2022/23	78.55	Quarterly target	105	<p></p> <p>A low result is good for this indicator</p> <p>TARGET per quarter: 105 kg</p> <p>There was 120 kg less residual waste collected since quarter 1. The cost of living crisis could be impacting residents buying habits.</p>
Quarter	Waste collected (kg)														
Q2 2021/22	82.46														
Q1 2022/23	81.75														
Q2 2022/23	78.55														
Quarterly target	105														
2.	Waste recycled and composted	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 53.97%</p>	<p></p> <p>A high result is good for this indicator</p> <p>TARGET: 48%</p> <p>The hot, dry summer has meant that less garden waste has been produced and has impacted the recycling rate. 477 tonnes less garden waste has been collected when</p>										

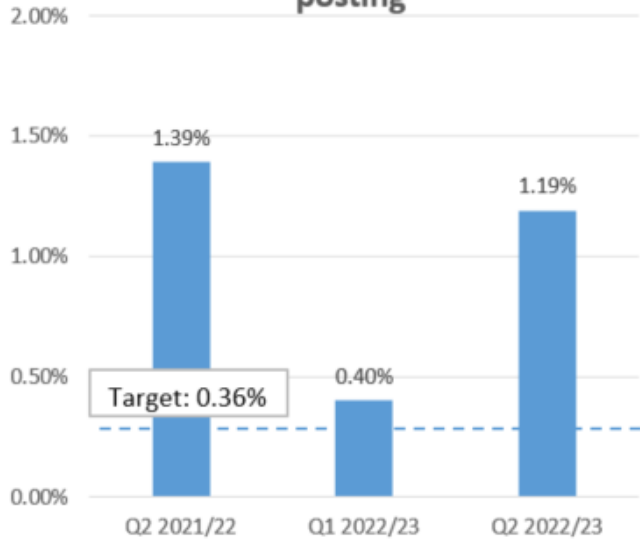

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Waste recycled and composted</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>56.21%</td> </tr> <tr> <td>Q4 2021/22</td> <td>55.28%</td> </tr> <tr> <td>Q1 2022/23</td> <td>53.97%</td> </tr> <tr> <td>Target</td> <td>48%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2021/22	56.21%	Q4 2021/22	55.28%	Q1 2022/23	53.97%	Target	48%	<p>compared to Q2 2021-22. Additionally 96 tonnes less food waste has been collected when compared to Q2 2021-22. This could be as a result of the current financial climate, i.e. residents buying less and therefore throwing away less. The overall green recycling (garden & food) rate for 2022-23 is 22.84% compared to 27.74% in Q2 2021-22.</p>
Period	Percentage														
Q1 2021/22	56.21%														
Q4 2021/22	55.28%														
Q1 2022/23	53.97%														
Target	48%														
3.	Recycled household kerbside collection services (Veolia contract target)	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 54.28</p>	<p style="text-align: center;"></p> <p>A high result is good for this indicator</p> <p>TARGET: 48%</p> <p>See commentary for indicator 1.</p>										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Waste recycled and composted (contractual target)</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>56.59%</td> </tr> <tr> <td>Q1 2022/23</td> <td>55.67%</td> </tr> <tr> <td>Q2 2022/23</td> <td>54.28%</td> </tr> <tr> <td>Target</td> <td>48%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2021/22	56.59%	Q1 2022/23	55.67%	Q2 2022/23	54.28%	Target	48%	
Quarter	Percentage														
Q2 2021/22	56.59%														
Q1 2022/23	55.67%														
Q2 2022/23	54.28%														
Target	48%														

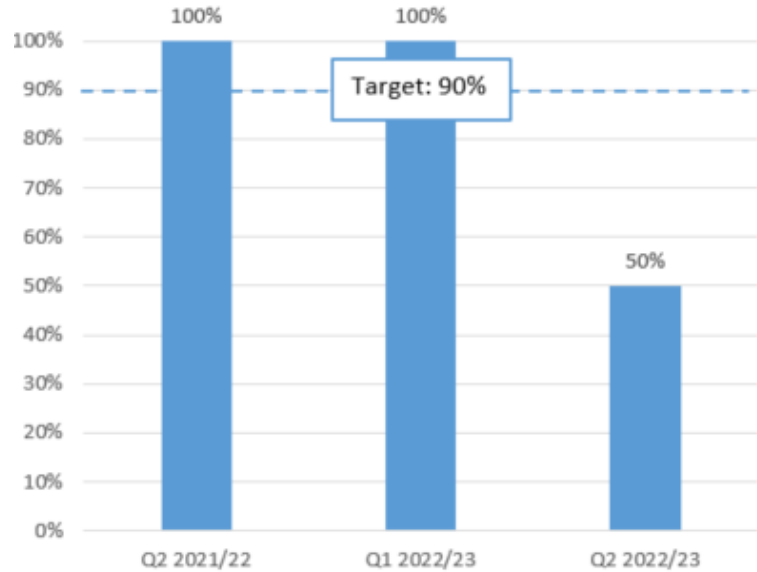

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
4.	Levels of Litter: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 6.35%</p>  <table border="1"> <caption>Street cleanliness: levels of litter</caption> <thead> <tr> <th>Quarter</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>4.37%</td> </tr> <tr> <td>Q1 2022/23</td> <td>3.17%</td> </tr> <tr> <td>Q2 2022/23</td> <td>6.35%</td> </tr> <tr> <td>Target</td> <td>4.46%</td> </tr> </tbody> </table>	Quarter	Level (%)	Q2 2021/22	4.37%	Q1 2022/23	3.17%	Q2 2022/23	6.35%	Target	4.46%	<p></p> <p>A low result is good for this indicator</p> <p>TARGET: 4.46%</p> <p>The litter score is up from 4.37% this time last year to 6.35% this year. The results show reduced litter levels within Other Retail and Commercial and Other Highways areas, however the increase in the overall score is down to littering hot spots within High Obstruction Housing and Main Road areas, which will be targeted ahead of the next survey.</p>
Quarter	Level (%)														
Q2 2021/22	4.37%														
Q1 2022/23	3.17%														
Q2 2022/23	6.35%														
Target	4.46%														
5.	Levels of Detritus: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 7.52%</p>	<p></p> <p>A low result is good for this indicator</p> <p>TARGET: 5.48%</p> <p>The detritus score is up from 4.77% this time last year to 7.52% this year. The result reflects a reduction in the reliability of our Scarab mechanical broom fleet during the survey period and the difficulty in getting</p>										

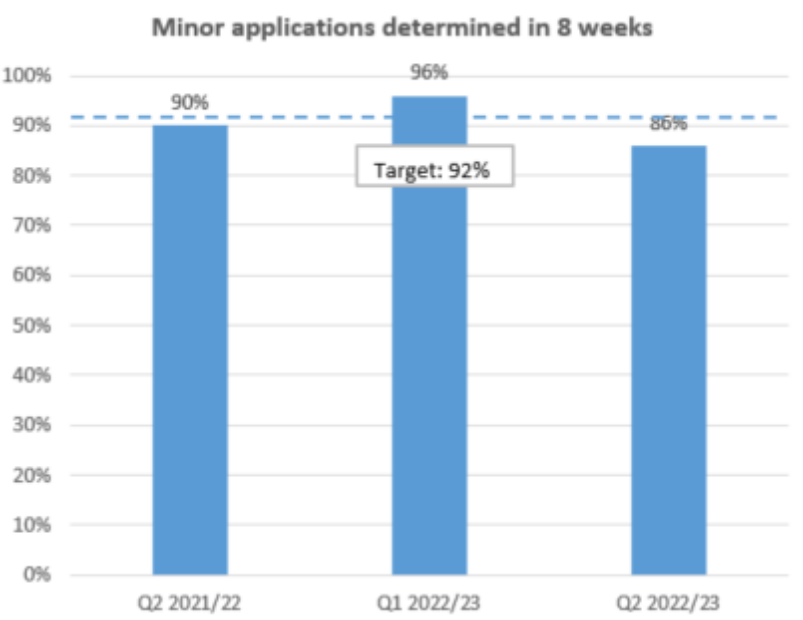
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Street cleanliness: levels of detritus</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Street cleanliness: levels of detritus</caption> <thead> <tr> <th>Quarter</th> <th>Level of detritus (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>4.77%</td> </tr> <tr> <td>Q4 2021/22</td> <td>6.46%</td> </tr> <tr> <td>Q1 2022/23</td> <td>7.52%</td> </tr> <tr> <td>Target</td> <td>5.48%</td> </tr> </tbody> </table>	Quarter	Level of detritus (%)	Q1 2021/22	4.77%	Q4 2021/22	6.46%	Q1 2022/23	7.52%	Target	5.48%	<p>parts for repairs as quickly as previous years. This situation combined with the hot and dry weather throughout the summer caused tree stress, and an earlier than normal start to autumn leaf fall has led to accumulations. The service was also impacted by a small Covid outbreak during the period. Despite difficulties there were performance gains in Industry and Warehousing, Main Road and Recreational areas compared with the Q4 results (the last time this area was surveyed), however these gains have been offset by accumulations in High and Medium Obstruction Housing areas. The latter areas will receive attention ahead of the next survey.</p>
Quarter	Level of detritus (%)														
Q1 2021/22	4.77%														
Q4 2021/22	6.46%														
Q1 2022/23	7.52%														
Target	5.48%														
6.	Levels of Graffiti: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 3.37%</p>	<p style="text-align: center;"></p> <p>A low result is good for this indicator</p> <p>TARGET: 3.71%</p> <p>The graffiti score has increased from 1.98% this time last year to 3.37%, but remains within target. The results show a modest improvement within Other Highway areas, whereas the overall score can be attributed to low levels of graffiti within Industry and Warehousing, Recreational,</p>										

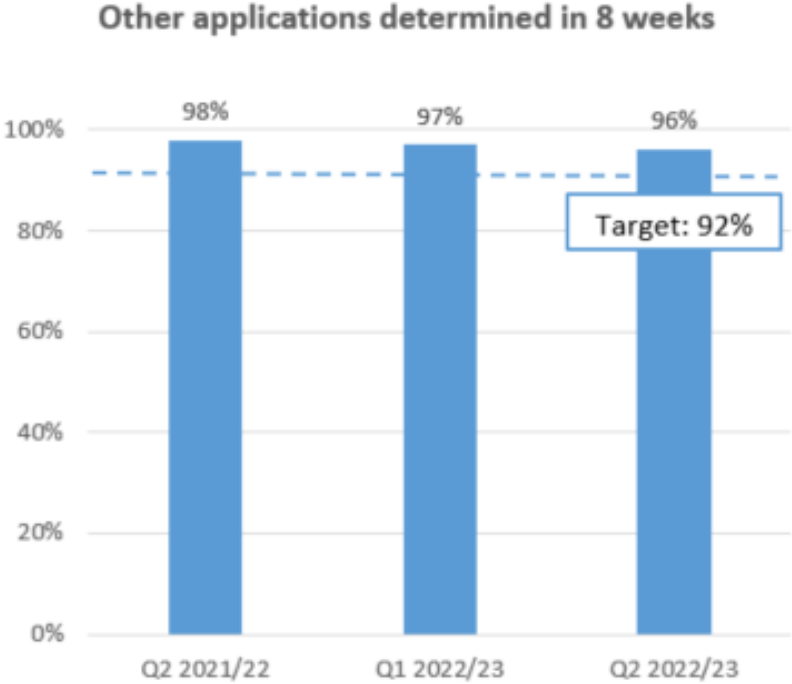
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Street cleanliness: levels of graffiti</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Data for Street cleanliness: levels of graffiti</caption> <thead> <tr> <th>Period</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>1.98%</td> </tr> <tr> <td>Q1 2022/23</td> <td>3.77%</td> </tr> <tr> <td>Q2 2022/23</td> <td>3.37%</td> </tr> <tr> <td>Target</td> <td>3.71%</td> </tr> </tbody> </table>	Period	Level (%)	Q2 2021/22	1.98%	Q1 2022/23	3.77%	Q2 2022/23	3.37%	Target	3.71%	<p>Other retail and commercial and Main Retail and Commercial areas. The hot spot team will make every effort to tackle graffiti hotspots within these areas in order to maintain and where possible improve performance.</p>
Period	Level (%)														
Q2 2021/22	1.98%														
Q1 2022/23	3.77%														
Q2 2022/23	3.37%														
Target	3.71%														
7.	Levels of Fly Posting: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 1.19%</p>	<p style="text-align: center;"></p> <p>A low result is good for this indicator</p> <p>TARGET: 0.36%</p> <p>The fly posting score is down from 1.39% this time last year to 1.19% this year. The results show improved performance within Housing and Industry and Warehousing areas, however there was an increase in fly posting seen within Other Retail and Commercial and Main Road areas, which</p>										

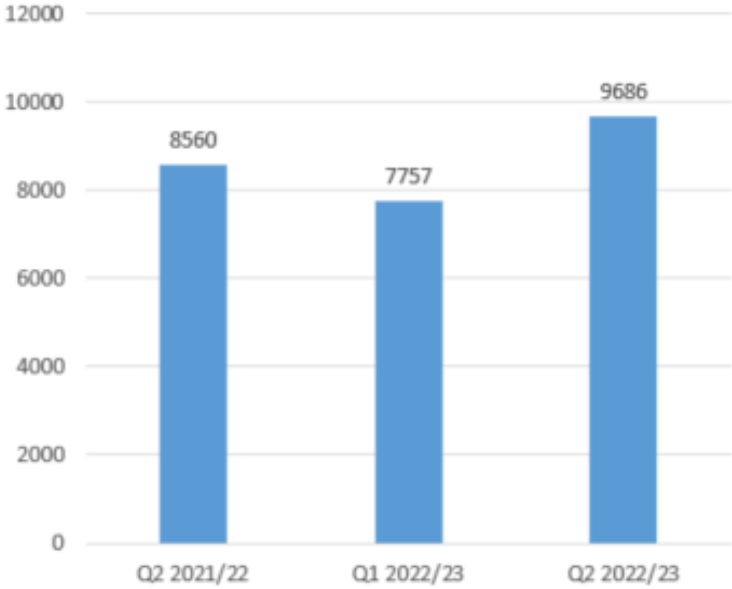
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Street cleanliness: levels of fly posting</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Street cleanliness: levels of fly posting</caption> <thead> <tr> <th>Period</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>1.39%</td> </tr> <tr> <td>Q1 2022/23</td> <td>0.40%</td> </tr> <tr> <td>Q2 2022/23</td> <td>1.19%</td> </tr> <tr> <td>Target</td> <td>0.36%</td> </tr> </tbody> </table>	Period	Level (%)	Q2 2021/22	1.39%	Q1 2022/23	0.40%	Q2 2022/23	1.19%	Target	0.36%	<p>was mainly due to funfair posters, however there was also other types of posters and a car wash sale banner attached to highway furniture. Operatives will remain vigilant in spotting fly posting.</p>
Period	Level (%)														
Q2 2021/22	1.39%														
Q1 2022/23	0.40%														
Q2 2022/23	1.19%														
Target	0.36%														
8.	Number of Green Flag awards achieved	Parks Heritage and Culture Associate Director of Environment	Annual	<p>RESULT: 17</p>	<p style="text-align: center;">  A high result is good for this indicator TARGET for 2022/23: 16 </p>										

Council Plan Theme: An inspiring, thriving and creative town

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
9.	Processing of planning applications: 'major' applications - % determined within 13 weeks	Planning Associate Director of Planning, Infrastructure and Economy	Quarterly	<p>RESULT: 50%</p> <p>Major applications determined in 13 weeks</p>  <table border="1"> <caption>Major applications determined in 13 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>100%</td> </tr> <tr> <td>Q1 2022/23</td> <td>100%</td> </tr> <tr> <td>Q2 2022/23</td> <td>50%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2021/22	100%	Q1 2022/23	100%	Q2 2022/23	50%	Target	90%	<p></p> <p>A high result is good for this indicator</p> <p>TARGET: 90%</p> <p>There were 2 applications in this category during Q2 with 1 determined within 13 weeks or with an agreed extension of time 1 outside the target.</p>
Quarter	Percentage														
Q2 2021/22	100%														
Q1 2022/23	100%														
Q2 2022/23	50%														
Target	90%														

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)												
10.	Process of planning applications: 'minor' applications - % determined within 8 weeks	Planning Associate Director of Planning, Infrastructure and Economy	Quarterly	<p>RESULT: 86%</p>  <table border="1"> <caption>Minor applications determined in 8 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>90%</td> <td>92%</td> </tr> <tr> <td>Q1 2022/23</td> <td>96%</td> <td>92%</td> </tr> <tr> <td>Q2 2022/23</td> <td>86%</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Result (%)	Target (%)	Q2 2021/22	90%	92%	Q1 2022/23	96%	92%	Q2 2022/23	86%	92%	<p>↓</p> <p>A high result is good for this indicator</p> <p>TARGET: 92%</p> <p>There were 44 applications in this category during Q2. 39 applications were determined within 8 weeks or with an agreed extension of time, and 5 were agreed outside the target.</p> <p>The service has highlighted that it can be more challenging to meet timescales over the summer months, as agents and customers may be away on holiday and therefore slower to respond to queries.</p>
Quarter	Result (%)	Target (%)															
Q2 2021/22	90%	92%															
Q1 2022/23	96%	92%															
Q2 2022/23	86%	92%															
11.	Process of planning applications: 'other' applications - % determined within 8 weeks	Planning Associate Director of Planning, Infrastructure and Economy	Quarterly	<p>RESULT: 96%</p>	<p>↑</p> <p>A high result is good for this indicator</p> <p>TARGET: 92%</p> <p>There were 129 applications in this category during Q2. 123 applications were determined within 8 weeks or with an agreed extension of time, and 6 were agreed outside the target.</p>												

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Other applications determined in 8 weeks</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>98%</td> </tr> <tr> <td>Q1 2022/23</td> <td>97%</td> </tr> <tr> <td>Q2 2022/23</td> <td>96%</td> </tr> <tr> <td>Target</td> <td>92%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2021/22	98%	Q1 2022/23	97%	Q2 2022/23	96%	Target	92%	
Period	Percentage														
Q2 2021/22	98%														
Q1 2022/23	97%														
Q2 2022/23	96%														
Target	92%														
12.	Penalty Charge Notices issued	Parking Associate Director of Environment	Quarterly	<p>RESULT: 9,686</p>	<p>No target is set for penalty charge notices in line with national guidelines.</p> <p>Overall PCN figures slightly increased by the return of match day enforcement. The figure is inclusive of bus gate PCN's.</p>										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Penalty charge notices issued</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Penalty charge notices issued</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>8560</td> </tr> <tr> <td>Q1 2022/23</td> <td>7757</td> </tr> <tr> <td>Q2 2022/23</td> <td>9686</td> </tr> </tbody> </table>	Quarter	Penalty charge notices issued	Q2 2021/22	8560	Q1 2022/23	7757	Q2 2022/23	9686	
Quarter	Penalty charge notices issued												
Q2 2021/22	8560												
Q1 2022/23	7757												
Q2 2022/23	9686												
13.	Tribunal appeals (won/lost/not contested)	Parking Associate Director of Environment	Quarterly	<p>RESULT</p> <p>No appeals were logged or results returned during this period.</p>	<p>No target is set for penalty charge notices in line with national guidelines.</p>								

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
14.	Reasons for appeals lost (narrative measure)	Parking Associate Director of Environment	Quarterly	Not applicable for Q2, as no appeals were logged or results returned during this period.	

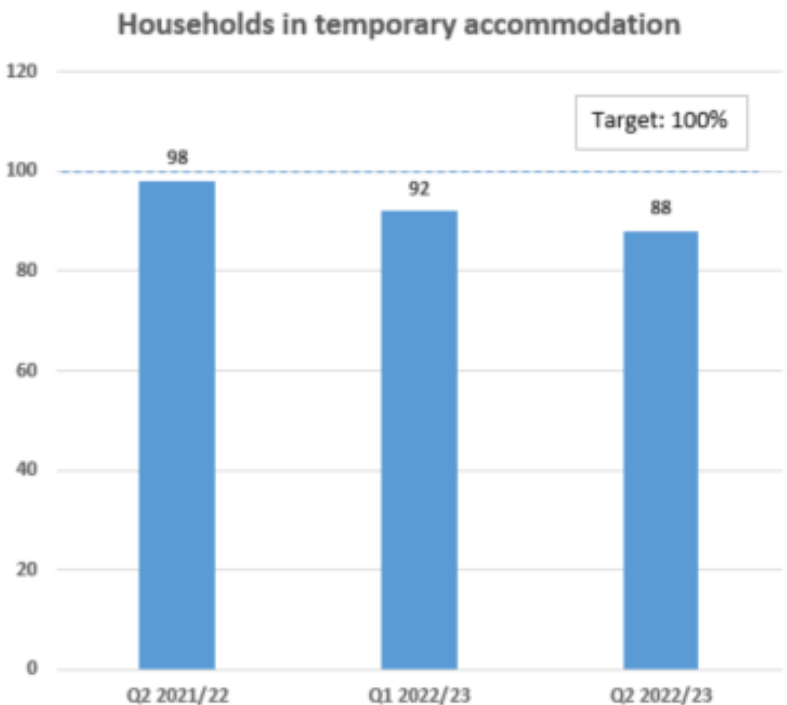

Council Plan Theme: A diverse, happy and healthy town

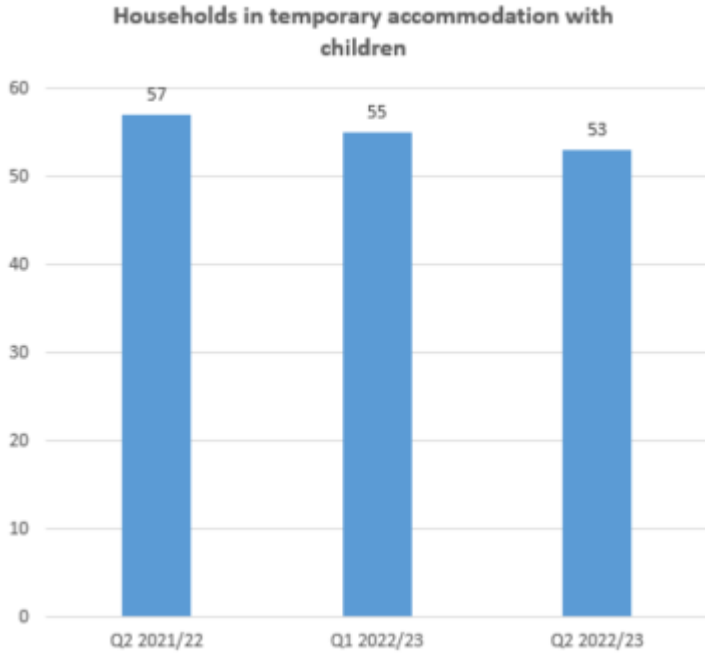
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)																																				
15.	Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accom.)</i>	Housing Associate Director of Housing and Wellbeing	Biannually	<p>This indicator is reported at the end of Quarter 2 and at the end of the year.</p> <table border="1" data-bbox="831 536 1624 1058"> <thead> <tr> <th data-bbox="831 536 958 627">Tenure / No. of bedrooms</th> <th data-bbox="958 536 1088 627">One bed</th> <th data-bbox="1088 536 1218 627">Two bed</th> <th data-bbox="1218 536 1348 627">Three bed</th> <th data-bbox="1348 536 1478 627">Four bed</th> <th data-bbox="1478 536 1624 627">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="831 627 958 703">Social rented</td> <td data-bbox="958 627 1088 703">0</td> <td data-bbox="1088 627 1218 703">10</td> <td data-bbox="1218 627 1348 703">18</td> <td data-bbox="1348 627 1478 703">0</td> <td data-bbox="1478 627 1624 703">28</td> </tr> <tr> <td data-bbox="831 703 958 799">Affordable rented</td> <td data-bbox="958 703 1088 799">14</td> <td data-bbox="1088 703 1218 799">43</td> <td data-bbox="1218 703 1348 799">12</td> <td data-bbox="1348 703 1478 799">0</td> <td data-bbox="1478 703 1624 799">69</td> </tr> <tr> <td data-bbox="831 799 958 895">Low cost home ownership</td> <td data-bbox="958 799 1088 895">3</td> <td data-bbox="1088 799 1218 895">16</td> <td data-bbox="1218 799 1348 895">0</td> <td data-bbox="1348 799 1478 895">0</td> <td data-bbox="1478 799 1624 895">19</td> </tr> <tr> <td data-bbox="831 895 958 987">Other - HCC Flexicare scheme</td> <td data-bbox="958 895 1088 987">0</td> <td data-bbox="1088 895 1218 987">0</td> <td data-bbox="1218 895 1348 987">0</td> <td data-bbox="1348 895 1478 987">0</td> <td data-bbox="1478 895 1624 987">0</td> </tr> <tr> <td data-bbox="831 987 958 1058">Totals</td> <td data-bbox="958 987 1088 1058">17</td> <td data-bbox="1088 987 1218 1058">69</td> <td data-bbox="1218 987 1348 1058">30</td> <td data-bbox="1348 987 1478 1058">0</td> <td data-bbox="1478 987 1624 1058">116</td> </tr> </tbody> </table> <p>Over half the expected affordable housing completions for 2022-23 have been handed over now, of which 28 are social rented and 69 are let on affordable rents (higher than social rents but lower than market rents). The latter are usually priced above what households can afford if in receipt of low-income and/or benefits, particularly those whose benefit income is limited by the benefit cap (most households with two or more children).</p>	Tenure / No. of bedrooms	One bed	Two bed	Three bed	Four bed	Total	Social rented	0	10	18	0	28	Affordable rented	14	43	12	0	69	Low cost home ownership	3	16	0	0	19	Other - HCC Flexicare scheme	0	0	0	0	0	Totals	17	69	30	0	116	<p>There are a number of new developments which have been advertised three times through the council's choice based lettings system but have not attracted bids from Housing Register applicants. In addition to affordability, bids have not been placed by applicants because some developments lack outside space and/or no parking spaces. This has left a number of homes unlet through the Housing Register. In response the council has recently set up an Affordable Rent Register of interest to aid partner housing associations to let these homes to local residents and workers who are not eligible to join the council's Housing Register but may wish to move out of the private rented sector or from family/friends. Information on the Affordable Rent Register is on the council's website at: www.watford.gov.uk/help-finding-home/affordable-housing. There were 53 homes for rent with two bedrooms handed over during April to September 2022. To put this in context, there are currently 117 Housing register</p>
Tenure / No. of bedrooms	One bed	Two bed	Three bed	Four bed	Total																																				
Social rented	0	10	18	0	28																																				
Affordable rented	14	43	12	0	69																																				
Low cost home ownership	3	16	0	0	19																																				
Other - HCC Flexicare scheme	0	0	0	0	0																																				
Totals	17	69	30	0	116																																				

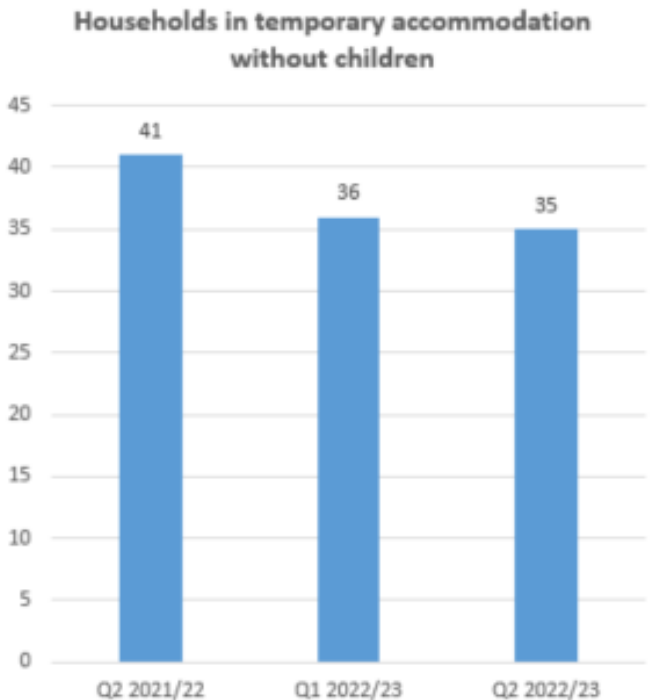

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
					applicants needing a home with two bedrooms. Thirty rented homes with three bedrooms were handed over during the period to September: there are currently 198 Housing Register applicants who need a home with three bedrooms. Homes with three bedrooms at a rent which is affordable are a significant need in Watford.
16.	Number of statutory homeless	Housing Associate Director of Housing and Wellbeing	Quarterly	RESULT: 13	No target set The number of cases where the council has accepted a statutory duty to house (aka main duty) remains at a low level. This is partly due to the council being able to offer settled accommodation to households in temporary accommodation so they are housed before the council needs to make a decision on whether they are owed a statutory duty to house or not. As will be seen under the sections on temporary accommodation and affordable homes completion, homeless households have benefited fully from the high levels of new homes being handed over in recent months. See indicator 17 regarding reasons for homelessness.

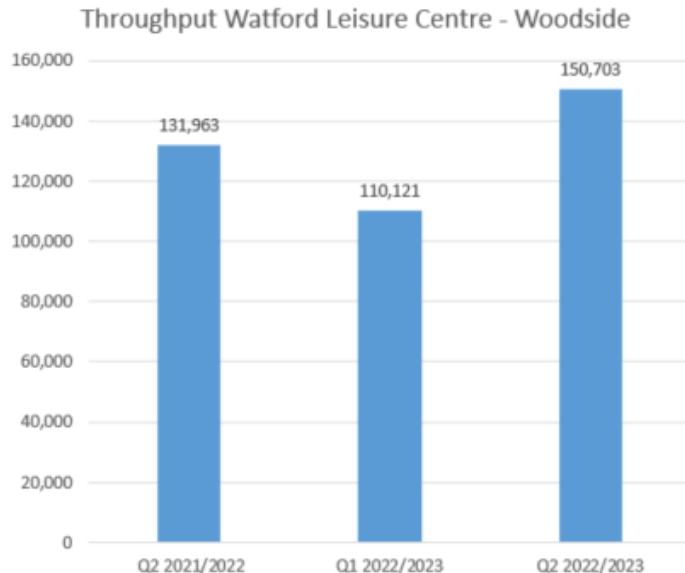
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Number of statutory homeless</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Number of statutory homeless</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>8</td> </tr> <tr> <td>Q1 2022/23</td> <td>13</td> </tr> <tr> <td>Q2 2022/23</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number of statutory homeless	Q2 2021/22	8	Q1 2022/23	13	Q2 2022/23	13	
Quarter	Number of statutory homeless												
Q2 2021/22	8												
Q1 2022/23	13												
Q2 2022/23	13												
17.	Reasons for homelessness Narrative indicator	Housing Associate Director of Housing and Wellbeing	Quarterly	The reasons for homelessness among those to whom the council accepted a duty to house are as follows:									


	Indicator	Service area	Reporting frequency	Results 2022/23		Comments & Benchmarking (where available)
				Reason for loss of last settled home	Result Q2 2022/23	
				Family no longer willing or able to accommodate	1	
				End of private rented tenancy - assured shorthold tenancy	6	
				Other		
				End of social rented tenancy	1	
				Eviction from support housing	1	
				Relationship with partner ended (non-violent breakdown)		
				Domestic abuse	2	
				End of private rented tenancy - not assured shorthold tenancy		
				Property disrepair		
				Friends no longer willing or able to accommodate		
				Fire, flood or other emergency		
				Left institution with no accommodation available	1	
				Home no longer suitable due to disability/ill health		
				Unaffordable accommodation	1	
				Total	13	

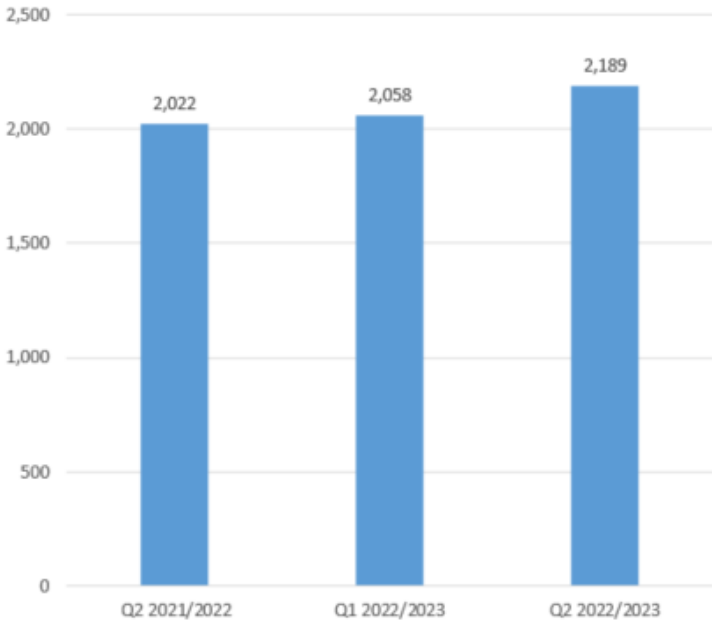
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
18.	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i>	Housing Associate Director of Housing and Wellbeing	Quarterly	<p>RESULT: 88</p>  <table border="1"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>98</td> </tr> <tr> <td>Q1 2022/23</td> <td>92</td> </tr> <tr> <td>Q2 2022/23</td> <td>88</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Number of Households	Q2 2021/22	98	Q1 2022/23	92	Q2 2022/23	88	Target	100%	<p style="text-align: center;"></p> <p>A low result is good for this indicator</p> <p>TARGET: 100</p> <p>The number of households in temporary accommodation remains at steady level as significant numbers of handovers of new homes from housing associations continues. This is an important source of housing to enable households in temporary accommodation to move into settled accommodation.</p>
Quarter	Number of Households														
Q2 2021/22	98														
Q1 2022/23	92														
Q2 2022/23	88														
Target	100%														

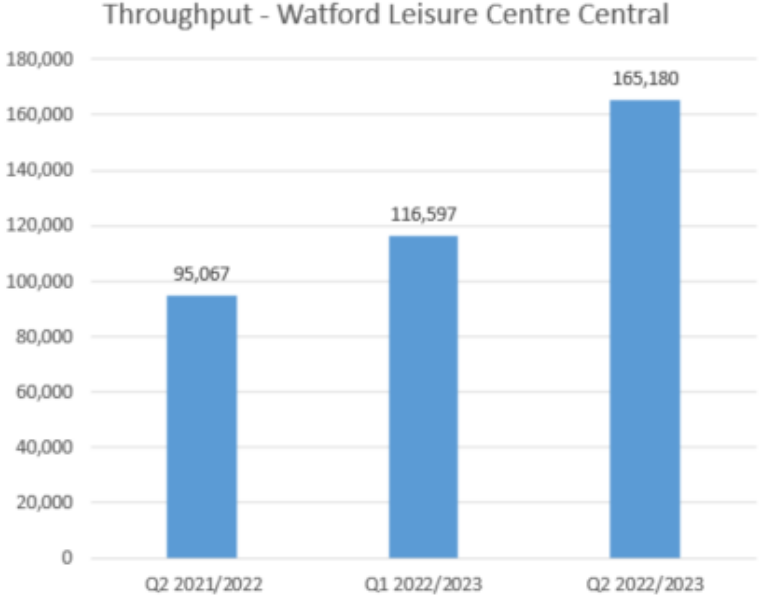
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
19.	Number of households living in temporary accommodation with children <i>Snap-shot at quarter end</i>	Housing Associate Director of Housing and Wellbeing	Quarterly	<p>RESULT: 53</p>  <table border="1"> <caption>Households in temporary accommodation with children</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>57</td> </tr> <tr> <td>Q1 2022/23</td> <td>55</td> </tr> <tr> <td>Q2 2022/23</td> <td>53</td> </tr> </tbody> </table>	Quarter	Number of Households	Q2 2021/22	57	Q1 2022/23	55	Q2 2022/23	53	<p>No target set</p> <p>As at 30 September there were 137 children (including expected children) living in temporary accommodation which is very similar to the number accommodated in Q1.</p>
Quarter	Number of Households												
Q2 2021/22	57												
Q1 2022/23	55												
Q2 2022/23	53												
20.	Number of households living in temporary accommodation without children <i>Snap-shot at quarter end</i>	Housing Associate Director of Housing and Wellbeing	Quarterly	<p>RESULT: 35</p>	<p>No target set</p> <p>The number of households without children in temporary accommodation remains steady and similar to that in Q1. The majority of single households are male (25) with women being a third of that number (8). There were also two couples without children.</p>								

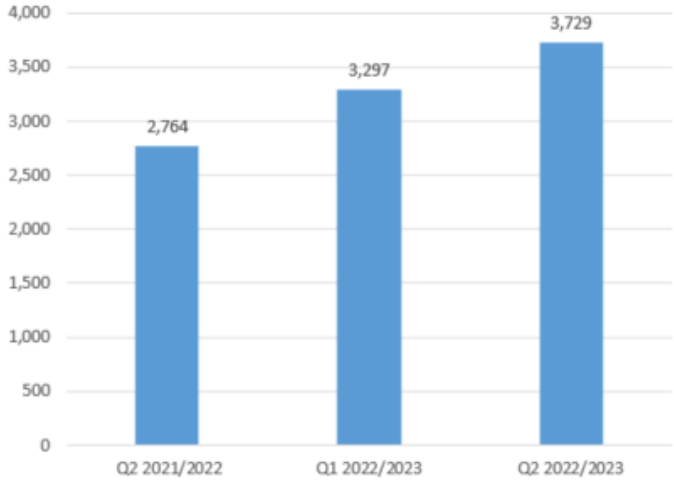
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				 <table border="1"> <caption>Households in temporary accommodation without children</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>41</td> </tr> <tr> <td>Q1 2022/23</td> <td>36</td> </tr> <tr> <td>Q2 2022/23</td> <td>35</td> </tr> </tbody> </table>	Quarter	Value	Q2 2021/22	41	Q1 2022/23	36	Q2 2022/23	35	
Quarter	Value												
Q2 2021/22	41												
Q1 2022/23	36												
Q2 2022/23	35												
21.	Rough sleepers within the authority area <i>Snap shot taken on one night in November</i>	Housing Associate Director of Housing and Wellbeing	Annual	NOVEMBER 2021 RESULT: 6	 <p>A low result is good for this indicator</p> <p>TARGET: 5</p> <p>The result of six is the official rough sleeper total found in November 2021.</p>								

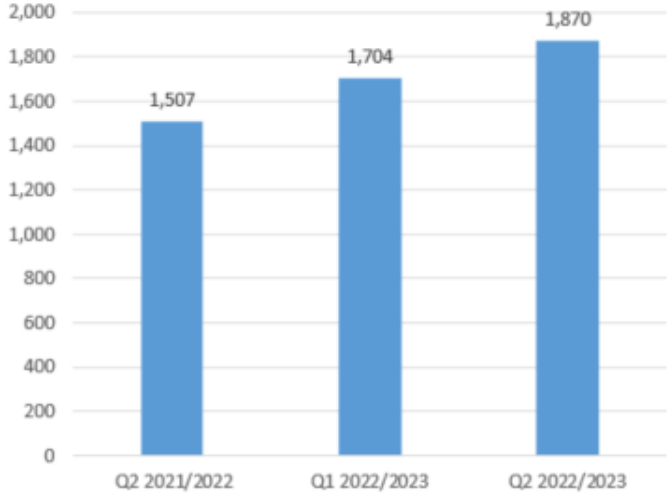
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
					During Q2, the average number of verified rough sleepers remains the same as in Q1 at 5.								
22.	Throughput of Watford Leisure Centre: Woodside	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 150,703</p>  <table border="1"> <caption>Throughput Watford Leisure Centre - Woodside</caption> <thead> <tr> <th>Quarter</th> <th>Throughput</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>131,963</td> </tr> <tr> <td>Q1 2022/2023</td> <td>110,121</td> </tr> <tr> <td>Q2 2022/2023</td> <td>150,703</td> </tr> </tbody> </table>	Quarter	Throughput	Q2 2021/2022	131,963	Q1 2022/2023	110,121	Q2 2022/2023	150,703	<p>No target set at this time</p> <p>There has been a number of actions taken to increase throughput, including increased marketing for all sessions, Personal Training Taster day, Fortis Challenges, and a £1 joining fee campaign. There was a feature in the My news Watford, and promotion to sign up to Fortis and pay nothing until first direct debit, plus no joining fee. Free guest passes were also advertised on social media.</p>
Quarter	Throughput												
Q2 2021/2022	131,963												
Q1 2022/2023	110,121												
Q2 2022/2023	150,703												

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
23.	Membership of Watford Leisure Centre: Woodside	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 5,163</p>  <table border="1"> <caption>Membership Watford Leisure Centre - Woodside</caption> <thead> <tr> <th>Quarter</th> <th>Membership</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>4,119</td> </tr> <tr> <td>Q1 2022/2023</td> <td>4,398</td> </tr> <tr> <td>Q2 2022/2023</td> <td>5,163</td> </tr> </tbody> </table>	Quarter	Membership	Q2 2021/2022	4,119	Q1 2022/2023	4,398	Q2 2022/2023	5,163	<p>No target set at this time</p> <p>A new referral campaign has been introduced through the app to refer a friend and get one month membership for free.</p>
Quarter	Membership												
Q2 2021/2022	4,119												
Q1 2022/2023	4,398												
Q2 2022/2023	5,163												
24.	Watford Leisure Centre - Woodside - swimming lessons take up	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 2,189</p>	<p>No target set at this time</p> <p>Increased footfall during Q2 due to Swimming crash courses uptake and marketed free gym and swim over the summer holiday. In addition, on the app members are now able to use a QR code to join swimming lessons.</p>								

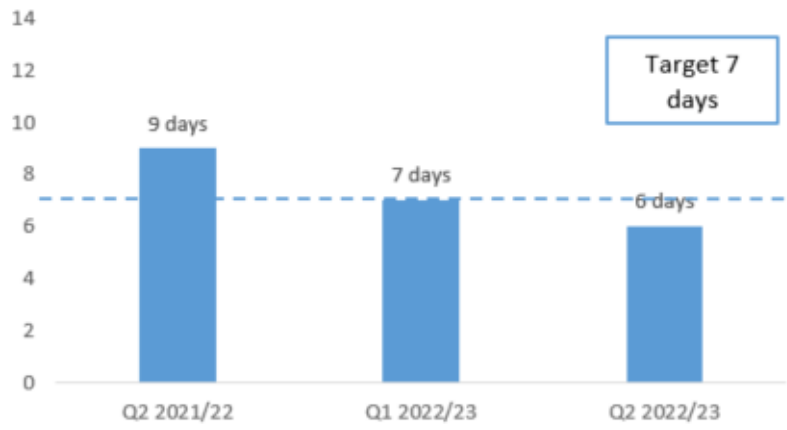
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Swimming Lessons take up - Woodside</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>2,022</td> </tr> <tr> <td>Q1 2022/2023</td> <td>2,058</td> </tr> <tr> <td>Q2 2022/2023</td> <td>2,189</td> </tr> </tbody> </table>	Quarter	Take up	Q2 2021/2022	2,022	Q1 2022/2023	2,058	Q2 2022/2023	2,189	
Quarter	Take up												
Q2 2021/2022	2,022												
Q1 2022/2023	2,058												
Q2 2022/2023	2,189												
25.	Throughput of Watford Leisure Centre: Central	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	RESULT: 165,180	<p>No target set at this time</p> <p>There has been increased marketing for all sessions, a Personal Trainer Launch day and Clubbercise session. There was a feature in the My News Watford and promotion to sign up to Fortis. Membership allows customers to use both sites. Free guest passes have also been advertised on social media.</p>								

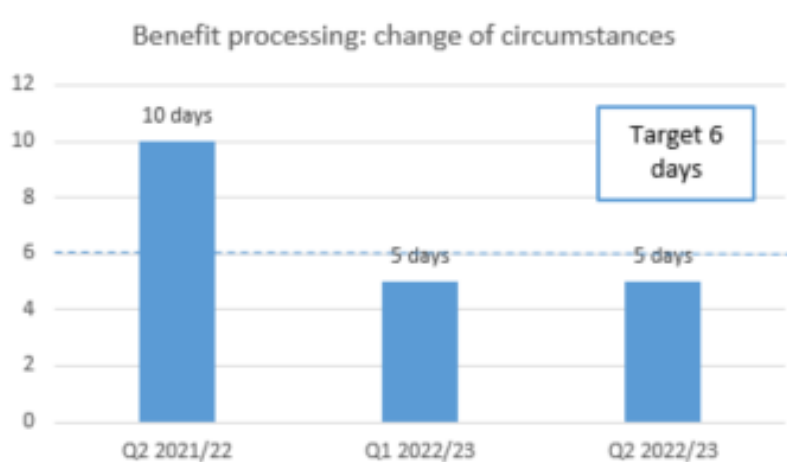


	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Throughput - Watford Leisure Centre Central</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Throughput</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>95,067</td> </tr> <tr> <td>Q1 2022/2023</td> <td>116,597</td> </tr> <tr> <td>Q2 2022/2023</td> <td>165,180</td> </tr> </tbody> </table>	Quarter	Throughput	Q2 2021/2022	95,067	Q1 2022/2023	116,597	Q2 2022/2023	165,180	
Quarter	Throughput												
Q2 2021/2022	95,067												
Q1 2022/2023	116,597												
Q2 2022/2023	165,180												
26.	Membership of Watford Leisure Centre: Central	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	RESULT: 3,729	No target set at this time A new referral campaign has been introduced through the app to refer a friend and get one month membership for free.								




	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Membership - Watford Leisure Centre Central</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Membership</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>2,764</td> </tr> <tr> <td>Q1 2022/2023</td> <td>3,297</td> </tr> <tr> <td>Q2 2022/2023</td> <td>3,729</td> </tr> </tbody> </table>	Quarter	Membership	Q2 2021/2022	2,764	Q1 2022/2023	3,297	Q2 2022/2023	3,729	
Quarter	Membership												
Q2 2021/2022	2,764												
Q1 2022/2023	3,297												
Q2 2022/2023	3,729												
27..	Watford Leisure Centre – Central - swimming lessons take up	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	Q4 RESULT: 1,870	No target set at this time Increased footfall due to Swimming crash courses uptake and marketed free gym and swim over the summer holiday. In addition, on the app members are now able to use a QR code to join swimming lessons.								


	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Watford Leisure Centre - Central - swimming lesson take up</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>1,507</td> </tr> <tr> <td>Q1 2022/2023</td> <td>1,704</td> </tr> <tr> <td>Q2 2022/2023</td> <td>1,870</td> </tr> </tbody> </table>	Period	Take up	Q2 2021/2022	1,507	Q1 2022/2023	1,704	Q2 2022/2023	1,870	
Period	Take up												
Q2 2021/2022	1,507												
Q1 2022/2023	1,704												
Q2 2022/2023	1,870												

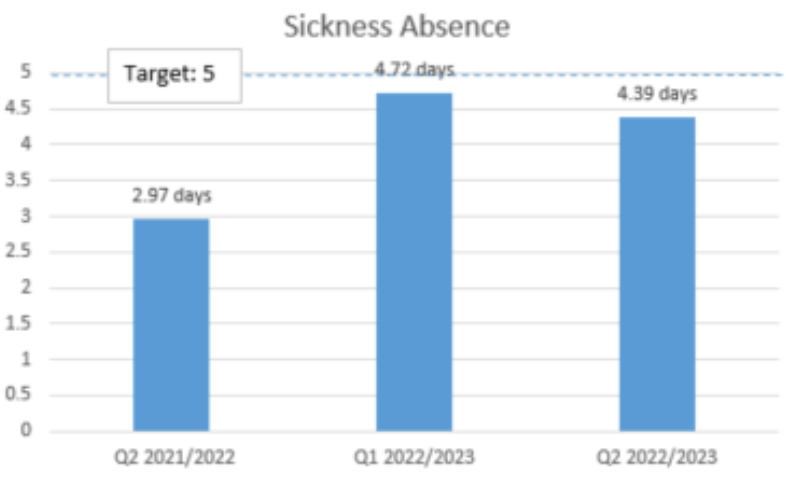
Council Plan Theme: A Council working for our community and serving our residents


	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
28.	Average time to process housing benefits claims (from date of receipt to date processed)	Revenues & Benefits Head of Revenues and Benefits	Monthly	<p>RESULT: 6 days</p> <p>Benefit processing: new claims</p>  <table border="1"> <caption>Benefit processing: new claims</caption> <thead> <tr> <th>Quarter</th> <th>Average time (days)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>9</td> </tr> <tr> <td>Q1 2022/23</td> <td>7</td> </tr> <tr> <td>Q2 2022/23</td> <td>6</td> </tr> <tr> <td>Target</td> <td>7</td> </tr> </tbody> </table>	Quarter	Average time (days)	Q2 2021/22	9	Q1 2022/23	7	Q2 2022/23	6	Target	7	<p>↓</p> <p>A low result is good for this indicator</p> <p>TARGET: 7 days</p> <p>One day improvement when compared with Q1, bringing the result in better than the target of 7 days. The service are continuing to chase up new claims on a daily basis.</p>
Quarter	Average time (days)														
Q2 2021/22	9														
Q1 2022/23	7														
Q2 2022/23	6														
Target	7														


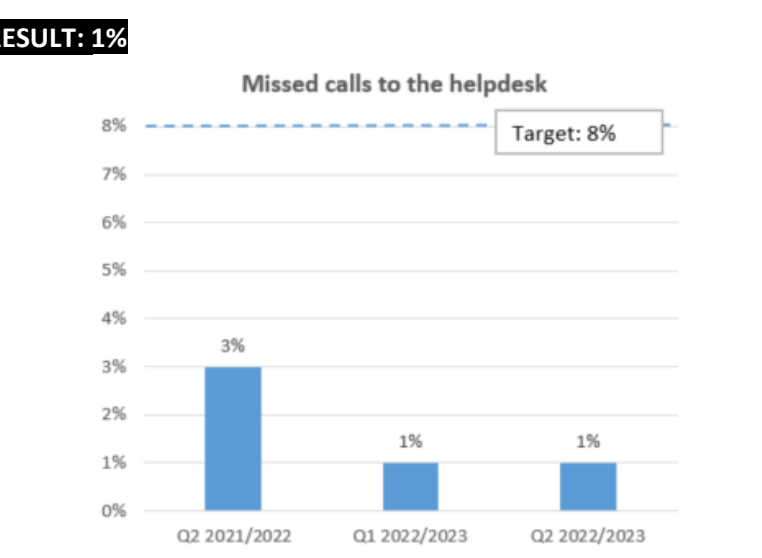

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)												
29.	Average time to process change of circumstances (from date of receipt to date processed)	Revenues & Benefits Head of Revenues and Benefits	Monthly	<p>RESULT: 5 days</p>  <table border="1"> <caption>Benefit processing: change of circumstances</caption> <thead> <tr> <th>Quarter</th> <th>Processing Time (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>10</td> <td>6</td> </tr> <tr> <td>Q1 2022/23</td> <td>5</td> <td>6</td> </tr> <tr> <td>Q2 2022/23</td> <td>5</td> <td>6</td> </tr> </tbody> </table>	Quarter	Processing Time (days)	Target (days)	Q2 2021/22	10	6	Q1 2022/23	5	6	Q2 2022/23	5	6	<p></p> <p>A low result is good for this indicator</p> <p>TARGET: 6 days</p> <p>One day improvement when compared with Q1, bringing the result in better than the target of 6 days.</p> <p>The service have increased the amount of automation on Universal Credit files during Q2, and will be increasing automation further on non-UC/Atlas files in future.</p>
Quarter	Processing Time (days)	Target (days)															
Q2 2021/22	10	6															
Q1 2022/23	5	6															
Q2 2022/23	5	6															
30.	Value of outstanding invoices <12 months old compared to total raised in a rolling 12 month period	Revenues & Benefits Head of Revenues and Benefits	Monthly	<p>RESULT: 1.12%</p>	<p></p> <p>A low result is good for this indicator</p> <p>Target: 3% or less</p>												



	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
31.	Value of outstanding invoices over 12 months	Revenues & Benefits Head of Revenues and Benefits	Monthly	RESULT: 10.81%	 A low result is good for this indicator Target: 10 % or less Q2 result is slightly outside of the target. This figure excludes secured charging orders of £28,068.42
32.	% payment classified as 'LA error'	Revenues & Benefits Head of Revenues and Benefits	Monthly	RESULT: 0.09% LA error arises when a mistake is made and/or the council have been slow in processing changes resulting in overpayments. If the overall LA error rate is : >0.54% - NIL subsidy received on overpayments caused by LA error <0.54>0.48% - 40% subsidy received on overpayments caused by LA error <0.48% 100% subsidy received	 A low result is good for this indicator Target: 0.48% or less
33.	Collection rates of council tax	Revenues & Benefits Head of Revenues and Benefits	Monthly	RESULT: 55%	 A high result is good for this indicator Target for 2022/23 : 97% Quarter 2 target: 48%

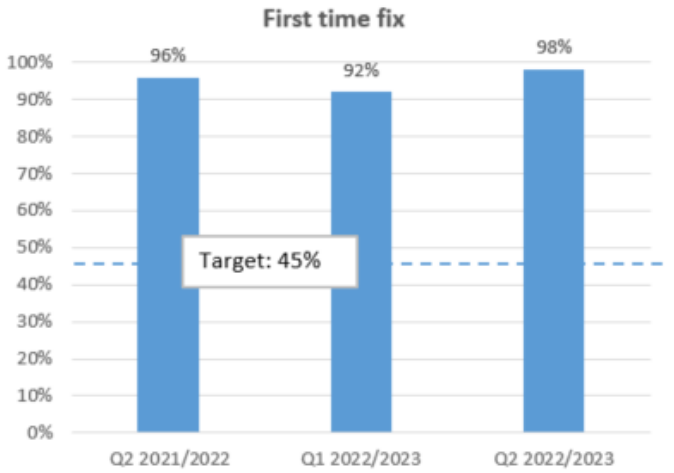
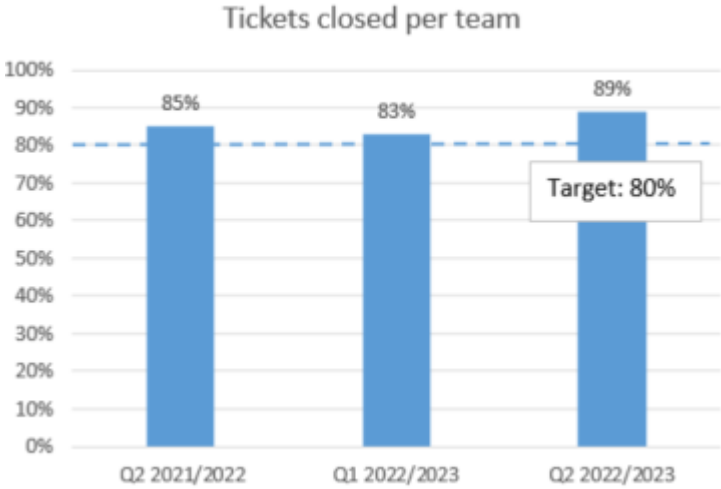

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
					The result is 0.4% up on the same quarter last year. This is largely because of the Energy Rebate Grant payments being paid onto accounts. £1.3 million was posted at the end of Q2.
34.	Collection rates of NNDR	Revenues & Benefits Head of Revenues and Benefits	Monthly	RESULT: 56.66%	 <p>A high result is good for this indicator</p> <p>Target for 2022/23 : 97% Quarter 2 target: 48%</p> <p>The result is 0.8% up on the same quarter last year. This is mainly due to no additional Retail Relief in 22/23, compared with 2021/2022.</p>
35.	Creditor payments paid within 30 days	Finance Head of Revenues and Benefits	Quarterly	RESULT: 98.06%	<p>No target set at this time</p> <p>Cumulative data shows 98.65% of invoices have been paid within 30 Days.</p>

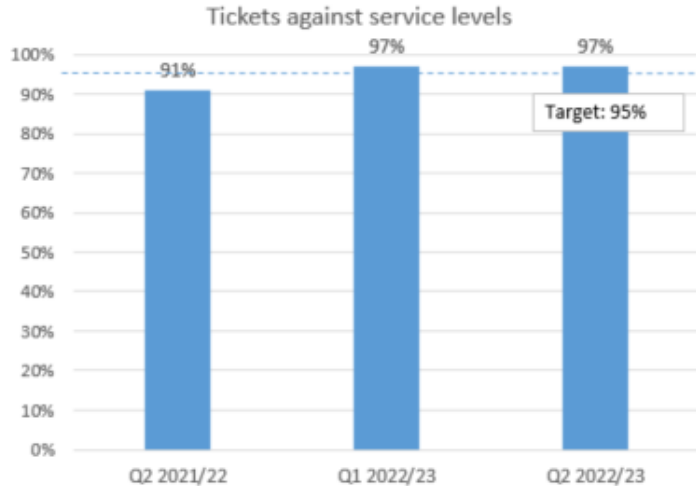
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
36.	Sickness absence (working days lost per employee, rolling 12 month rate)	Human Resources Head of HR	Monthly	<p>RESULT: 4.39 days</p>  <table border="1"> <caption>Sickness Absence Data</caption> <thead> <tr> <th>Quarter</th> <th>Days Lost</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>2.97</td> </tr> <tr> <td>Q1 2022/2023</td> <td>4.72</td> </tr> <tr> <td>Q2 2022/2023</td> <td>4.39</td> </tr> <tr> <td>Target</td> <td>5.00</td> </tr> </tbody> </table>	Quarter	Days Lost	Q2 2021/2022	2.97	Q1 2022/2023	4.72	Q2 2022/2023	4.39	Target	5.00	<p>↓</p> <p>A low result is good for this indicator</p> <p>TARGET: 5 days</p>
Quarter	Days Lost														
Q2 2021/2022	2.97														
Q1 2022/2023	4.72														
Q2 2022/2023	4.39														
Target	5.00														
37.	Staff sickness – long term / short term	Human Resources Head of HR	Monthly	<p>RESULT:</p> <p>Short term absences – 36 Long term absences – 3</p> <p>Comparison with Quarter 1: Short term absences -42 Long term absences - 4</p> <p>These figures relate to absences started within the relevant quarter.</p>	<p>No target set</p>										



	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
38.	Staff satisfaction taken from PDRs	Human Resources Head of HR	Monthly	Not reported in this quarter The PDR cycle was launched at the end of June with a target completion date of 31st August. The completion date was then extended to the 14 th of October. Therefore, the results for this KPI will be included in the Q3 report.	The deadline was extended in light of the recent leadership restructure. The HR service wanted to ensure that the new leadership team had enough time to complete PDRs.
39.	Staff motivation taken from PDRs	Human Resources Head of HR	Monthly	Not reported in this quarter The PDR cycle was launched at the end of June with a target completion date of 31st August. The completion date was then extended to the 14 th of October. Therefore, the results for this KPI will be included in the Q3 report.	The deadline was extended in light of the recent leadership restructure. The HR service wanted to ensure that the new leadership team had enough time to complete PDRs.
40.	PDRs completed on time	Human Resources Head of HR	Annual	Not reported in this quarter The PDR cycle was launched at the end of June with a target completion date of 31st August. The completion date was then extended to the 14 th of October. Therefore, the results for this KPI will be included in the Q3 report.	The deadline was extended in light of the recent leadership restructure. The HR service wanted to ensure that the new leadership team had enough time to complete PDRs.
41.	Return to work interviews carried out on time	Human Resources Head of HR	Monthly	RESULT: 67.93%	 A high result is good for this indicator TARGET: 100% The primary reason for late completion is employee or manager being on annual

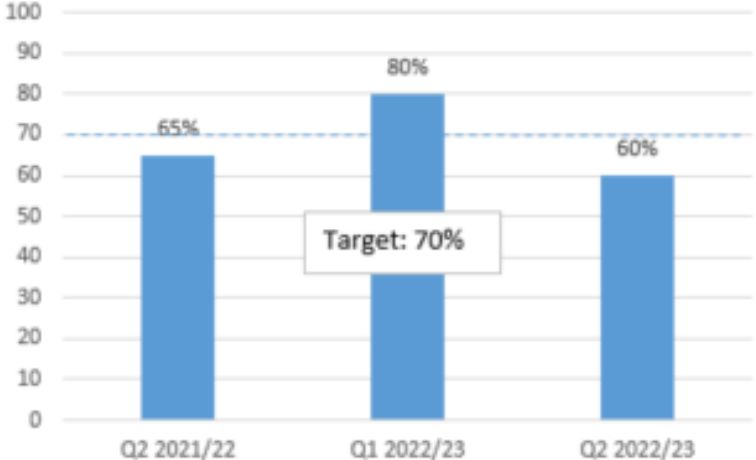

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Return to work interviews</p>  <table border="1"> <caption>Return to work interviews</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>75.00%</td> </tr> <tr> <td>Q1 2022/23</td> <td>71.68%</td> </tr> <tr> <td>Q2 2022/23</td> <td>67.93%</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2021/22	75.00%	Q1 2022/23	71.68%	Q2 2022/23	67.93%	Target	100%	<p>leave.</p> <p>There were 73 instances of sickness in Q1 and Q2 combined. At the end of October, there were 2 RTW interviews from this period still outstanding (2.7%). While speaking to services about RTW interviews it was noted that sometimes interviews are completed but the system is not updated. Additional training and support have been offered to ensure staff have the required skills and knowledge to update systems as required.</p>
Period	Percentage														
Q2 2021/22	75.00%														
Q1 2022/23	71.68%														
Q2 2022/23	67.93%														
Target	100%														
42.	ICT service: Missed calls to the helpdesk	ICT Associate Director of ICT & Shared Services	Monthly	<p>RESULT: 1%</p> <p style="text-align: center;">Missed calls to the helpdesk</p>  <table border="1"> <caption>Missed calls to the helpdesk</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>3%</td> </tr> <tr> <td>Q1 2022/2023</td> <td>1%</td> </tr> <tr> <td>Q2 2022/2023</td> <td>1%</td> </tr> <tr> <td>Target</td> <td>8%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2021/2022	3%	Q1 2022/2023	1%	Q2 2022/2023	1%	Target	8%	<p style="text-align: center;"></p> <p>A low result is good for this indicator</p> <p>TARGET: 8%</p> <p>Watford BC / Three Rivers DC – shared result.</p> <p>Service desk answered 92% of calls within 20 seconds. Telephone contact with the service desk dropped to an average of 22% of contact channels used in the quarter. All targets will be reviewed through the KPI Review in advance of April 2022 to ensure that the targets continue to support the council's approach to continuous improvement.</p>
Period	Percentage														
Q2 2021/2022	3%														
Q1 2022/2023	1%														
Q2 2022/2023	1%														
Target	8%														

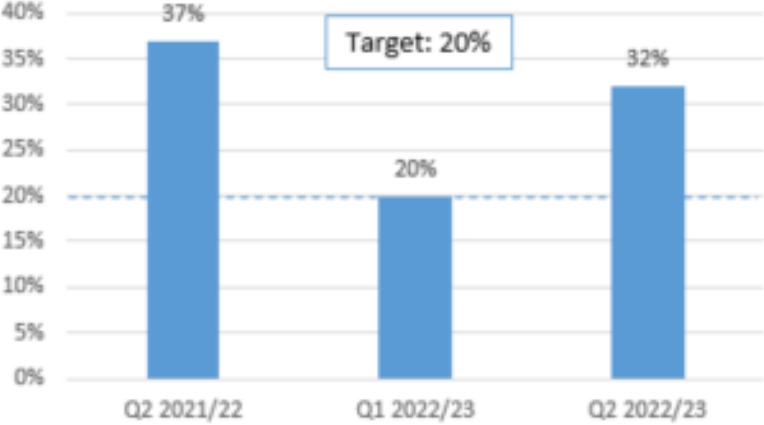

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
43.	<p>Customer satisfaction survey</p> <p>Responses where the service has been rated as meeting or exceeding expectations.</p>	<p>ICT</p> <p>Associate Director of ICT & Shared Services</p>	Monthly	<p>RESULT: 96%</p>  <table border="1"> <caption>Customer Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>92%</td> </tr> <tr> <td>Q1 2022/23</td> <td>97%</td> </tr> <tr> <td>Q2 2022/23</td> <td>96%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2021/22	92%	Q1 2022/23	97%	Q2 2022/23	96%	<p>No target set. Narrative indicator</p> <p>Average of 140 surveys completed each month. Total of 4 poor surveys across Jul-Sept. Any poor surveys are followed up by Littlefish and reviewed with ICT team as part of monthly service review meetings.</p>
Period	Percentage												
Q2 2021/22	92%												
Q1 2022/23	97%												
Q2 2022/23	96%												
44.	<p>First time fix</p> <p>(first time fix statistics are calculated by the ME system as an incident being closed 30 minutes post creation)</p>	<p>ICT</p> <p>Associate Director of ICT & Shared Services</p>	Quarterly	<p>RESULT: 98%</p>	<p></p> <p>A high result is good for this indicator</p> <p>TARGET: 45%</p> <p>Seeing an increase in the number of contacts via Self-Service Portal. Littlefish Live remains most popular way to contact service desk.</p>								

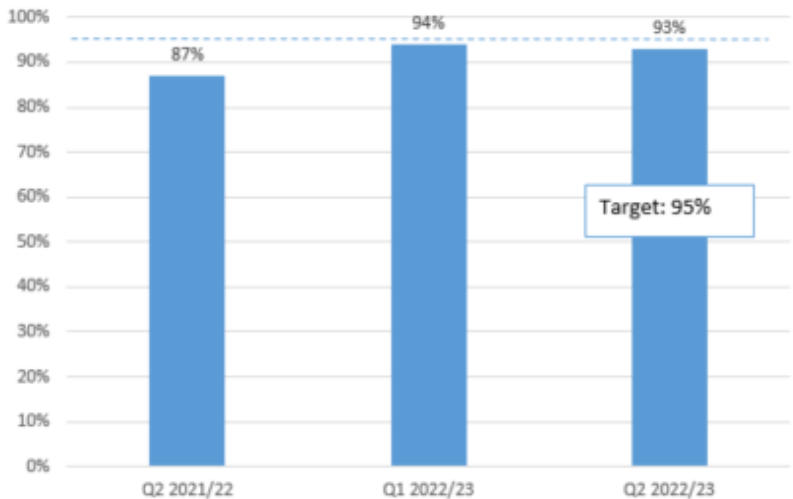
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				 <table border="1"> <caption>First time fix</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>96%</td> </tr> <tr> <td>Q1 2022/2023</td> <td>92%</td> </tr> <tr> <td>Q2 2022/2023</td> <td>98%</td> </tr> <tr> <td>Target</td> <td>45%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2021/2022	96%	Q1 2022/2023	92%	Q2 2022/2023	98%	Target	45%	
Period	Percentage														
Q2 2021/2022	96%														
Q1 2022/2023	92%														
Q2 2022/2023	98%														
Target	45%														
45.	Tickets closed per team	ICT Associate Director of ICT & Shared Services	Quarterly	<p>RESULT: 89%</p>  <table border="1"> <caption>Tickets closed per team</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/2022</td> <td>85%</td> </tr> <tr> <td>Q1 2022/2023</td> <td>83%</td> </tr> <tr> <td>Q2 2022/2023</td> <td>89%</td> </tr> <tr> <td>Target</td> <td>80%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2021/2022	85%	Q1 2022/2023	83%	Q2 2022/2023	89%	Target	80%	<p></p> <p>A high result is good for this indicator</p> <p>TARGET: 80%</p> <p>Continuing consistent performance by Littlefish Service desk. Continued promotion of Littlefish as first contact point for users.</p>
Period	Percentage														
Q2 2021/2022	85%														
Q1 2022/2023	83%														
Q2 2022/2023	89%														
Target	80%														

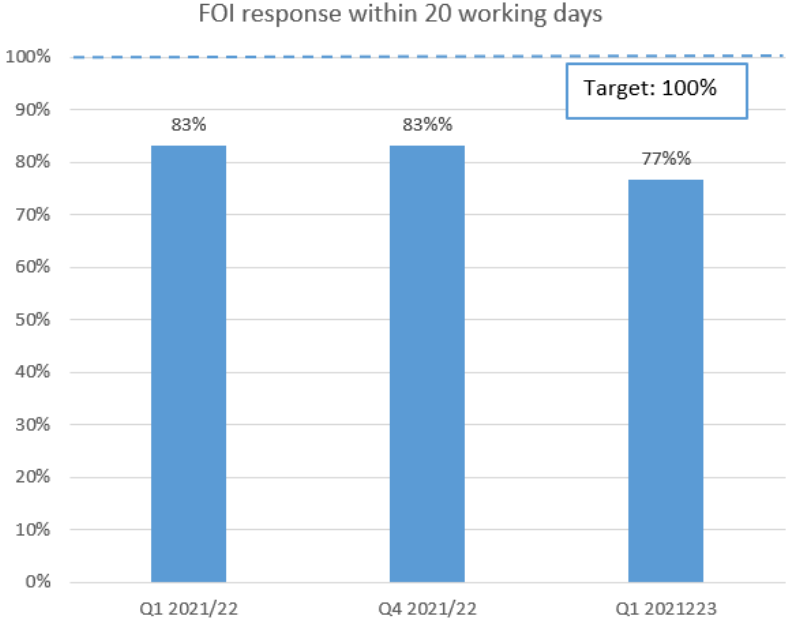

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)												
46.	Tickets against service levels	ICT Associate Director of ICT & Shared Services	Quarterly	<p>RESULT: 97%</p>  <table border="1"> <caption>Tickets against service levels</caption> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q1 2022/23</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q2 2022/23</td> <td>97%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Result (%)	Target (%)	Q2 2021/22	91%	95%	Q1 2022/23	97%	95%	Q2 2022/23	97%	95%	<p>↑</p> <p>A high result is good for this indicator</p> <p>TARGET: 95%</p> <p>Ongoing consistent performance from Littlefish. They have worked with their service desk team on the timely handling of service requests for a small number of tickets where improvements were identified.</p>
Quarter	Result (%)	Target (%)															
Q2 2021/22	91%	95%															
Q1 2022/23	97%	95%															
Q2 2022/23	97%	95%															
47.	Network Uptime Local Area Network:	ICT Associate Director of ICT & Shared Services	Quarterly	<p>RESULT: 100%</p> <p>Network uptime defined as availability of local area network across all primary sites, Watford Borough Council, Three Rivers District Council. This would be measured through P1 and major incident notification</p>	<p>↑</p> <p>A high result is good for this indicator</p> <p>TARGET: 99%</p> <p>No local network incidents in Q2.</p>												
48.	Core System Uptime:	ICT Associate Director of ICT &	Quarterly	<p>RESULT: 100%</p> <p>Core systems uptime defined as the available of all priority 1 applications.</p>	<p>↑</p> <p>A high result is good for this indicator</p>												

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
		Shared Services		Downtime to be recorded as full system unavailable, not partial, the time from call logged to call resolution.	TARGET: 99% There was one P1 incident in July when calls were failing to one phone number. The incident was resolved within 1 hour.
49.	Network Uptime Wide Area Network:	ICT Associate Director of ICT & Shared Services	Quarterly	RESULT: 100% Network uptime defined as availability of wide area network across all connected sites, Watford Borough Council, Three Rivers District Council, Batchworth and Wiggenshall Depots	 A high result is good for this indicator TARGET: 99% No wide area network incidents recorded in Q2.
50.	CSC - Channel mix (% transactions that customers self-serve)	Customer Services Associate Director of Customer and Corporate Services	Quarterly	RESULT: 60% * for those processes for which data is currently available, which are those that have been digitised on the Firmstep platform.	 A high result is good for this indicator TARGET 70% More forms were submitted over this quarter (up 55% on previous quarter) mainly due to Garden waste renewals and sign ups. The majority of garden waste renewals were done by customers themselves online, however there was an increase in phone calls to the CSC from customers with a query regarding their garden waste service, hence the drop in the result.

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">CSC - % of self-service customer transactions</p>  <table border="1"> <caption>CSC - % of self-service customer transactions</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>65%</td> </tr> <tr> <td>Q1 2022/23</td> <td>80%</td> </tr> <tr> <td>Q2 2022/23</td> <td>60%</td> </tr> <tr> <td>Target</td> <td>70%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2021/22	65%	Q1 2022/23	80%	Q2 2022/23	60%	Target	70%	
Quarter	Percentage														
Q2 2021/22	65%														
Q1 2022/23	80%														
Q2 2022/23	60%														
Target	70%														
51.	<p>Long wait calls received to CSC Long wait = calls not answered within 2 minutes</p> <p>(Revenues and Benefits calls are not included)</p>	<p>Customer Services</p> <p>Associate Director of Customer and Corporate Services</p>	Monthly	<p>RESULT: 32%</p>	<p style="text-align: center;"></p> <p>A low result is good for this indicator</p> <p>TARGET: 20%</p> <p>Energy rebate refunds increased calls to the CSC by 217% when compared with the same quarter last year. The service has recruited 3.5 contracted FTE to cover current vacancies within the CSC and have implemented a pool of other staff trained within the CSC who can be drafted in to maintain service levels in the future. The new officers are currently being trained</p>										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">% of long wait calls received</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Data for % of long wait calls received</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>37%</td> </tr> <tr> <td>Q1 2022/23</td> <td>20%</td> </tr> <tr> <td>Q2 2022/23</td> <td>32%</td> </tr> <tr> <td>Target</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2021/22	37%	Q1 2022/23	20%	Q2 2022/23	32%	Target	20%	<p>and will be ready for duties by the end of November.</p>
Quarter	Percentage														
Q2 2021/22	37%														
Q1 2022/23	20%														
Q2 2022/23	32%														
Target	20%														
52.	CSC service levels: Percentage of all calls answered	Customer Services Associate Director of Customer and Corporate Services	Monthly	<p>RESULT: 93%</p>	<p style="text-align: center;"></p> <p>A high result is good for this indicator</p> <p>TARGET: 95%</p> <p>Energy rebate refunds increased calls to the CSC by 217% when compared with the same quarter last year. High absence levels and vacancies over the past 3 months also affected service levels. The service have now recruited 3.5 contracted FTE to cover current vacancies within the CSC. They are currently being trained and will be ready for duties by the end of November.</p>										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">% of calls answered</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>% of calls answered</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>87%</td> </tr> <tr> <td>Q1 2022/23</td> <td>94%</td> </tr> <tr> <td>Q2 2022/23</td> <td>93%</td> </tr> <tr> <td>Target</td> <td>95%</td> </tr> </tbody> </table>	Period	% of calls answered	Q2 2021/22	87%	Q1 2022/23	94%	Q2 2022/23	93%	Target	95%	
Period	% of calls answered														
Q2 2021/22	87%														
Q1 2022/23	94%														
Q2 2022/23	93%														
Target	95%														

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
53.	CSC service levels: FOI's responded to within 20 working days	Customer Services Associate Director of Customer and Corporate Services	Quarterly	<p>RESULT: 85%</p>  <table border="1"> <caption>FOI response within 20 working days</caption> <thead> <tr> <th>Quarter</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>83%</td> </tr> <tr> <td>Q4 2021/22</td> <td>83%</td> </tr> <tr> <td>Q1 2022/23</td> <td>77%</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Response Rate	Q1 2021/22	83%	Q4 2021/22	83%	Q1 2022/23	77%	Target	100%	<p style="text-align: center;"></p> <p>A high result is good for this indicator</p> <p>TARGET: 100%</p> <p>118 FOI requests were received in Q2. 101 requests were responded to within timescales.</p> <p>Request breakdown:</p> <ul style="list-style-type: none"> 56 from organisations 49 from members of the public 13 from the media
Quarter	Response Rate														
Q1 2021/22	83%														
Q4 2021/22	83%														
Q1 2022/23	77%														
Target	100%														