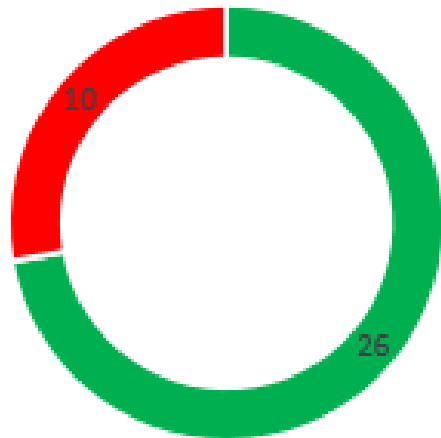


Appendix C: Quarter 3 Key Performance Indicators 2022/23






Overview

KPI Target Analysis

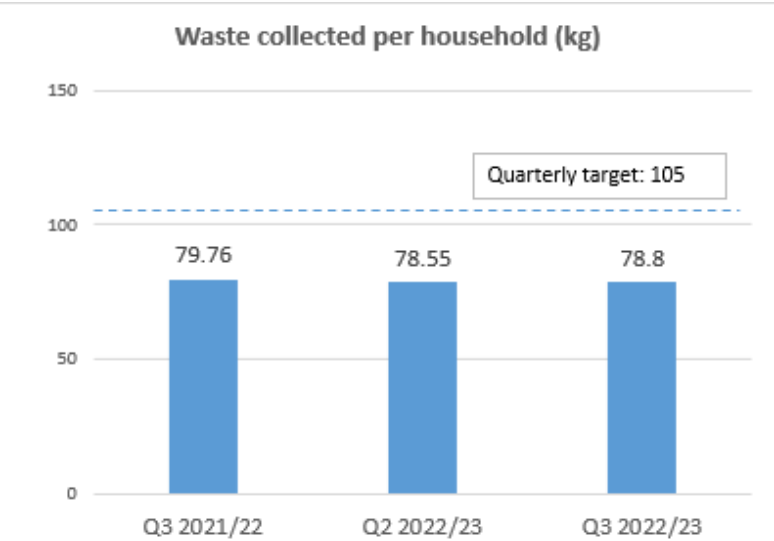


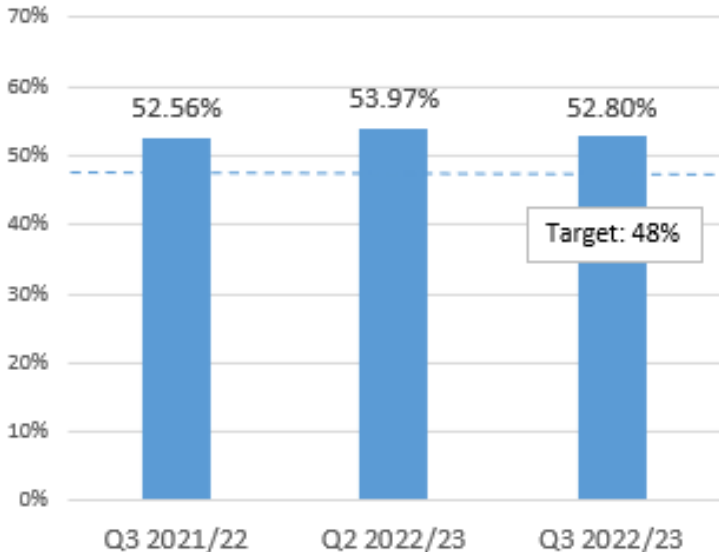

■ Within target ■ Outside of target

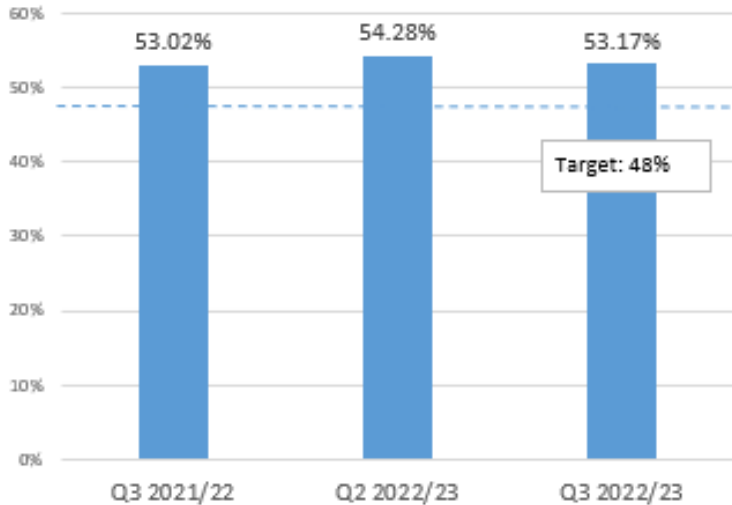
Graphic showing key performance indicators with targets that are reported in Q3.

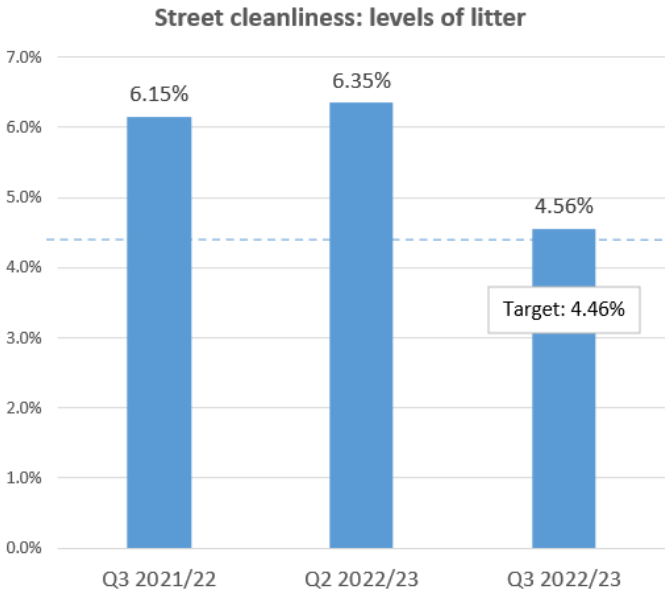


Key	
	Above Target (Good result)
	Below Target (Good result)
	On Target
	Above Target (negative result)
	Below Target (negative result)

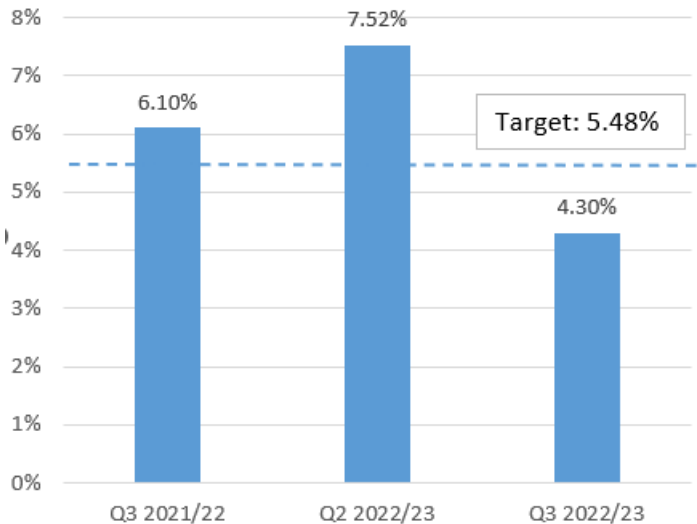

Council Plan Theme: A greener, brighter future

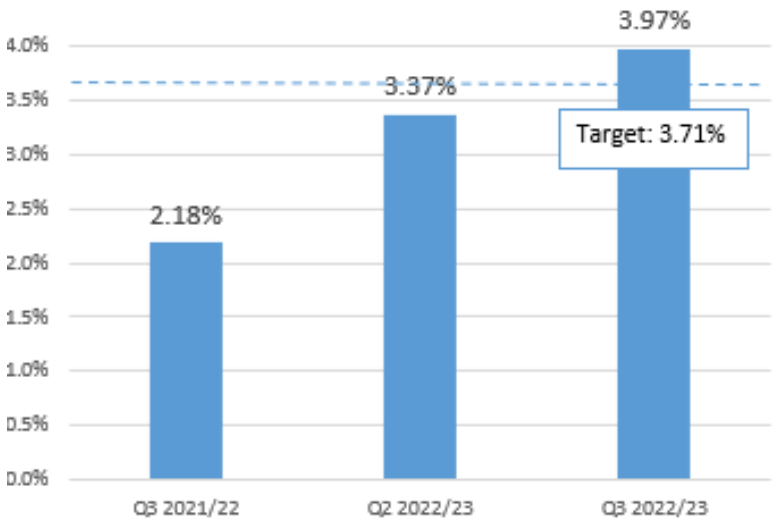

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
1.	Residual household waste per household	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 78.80 kg</p>  <table border="1"> <caption>Waste collected per household (kg)</caption> <thead> <tr> <th>Quarter</th> <th>Waste collected (kg)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>79.76</td> </tr> <tr> <td>Q2 2022/23</td> <td>78.55</td> </tr> <tr> <td>Q3 2022/23</td> <td>78.8</td> </tr> <tr> <td>Quarterly target</td> <td>105</td> </tr> </tbody> </table>	Quarter	Waste collected (kg)	Q3 2021/22	79.76	Q2 2022/23	78.55	Q3 2022/23	78.8	Quarterly target	105	<p>↓</p> <p>A low result is good for this indicator</p> <p>TARGET per quarter: 105 kg</p>
Quarter	Waste collected (kg)														
Q3 2021/22	79.76														
Q2 2022/23	78.55														
Q3 2022/23	78.8														
Quarterly target	105														
2.	Waste recycled and composted	Leisure, Community & Environ'tal Services	Quarterly	<p>RESULT: 52.80%</p>	<p>↑</p> <p>A high result is good for this indicator</p> <p>TARGET: 48%</p>										

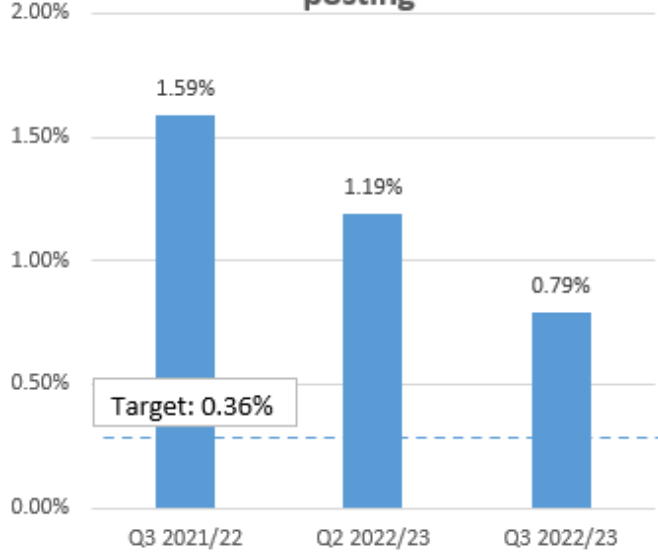

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
		Associate Director of Environment		<p style="text-align: center;">Waste recycled and composted</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>52.56%</td> </tr> <tr> <td>Q2 2022/23</td> <td>53.97%</td> </tr> <tr> <td>Q3 2022/23</td> <td>52.80%</td> </tr> <tr> <td>Target</td> <td>48%</td> </tr> </tbody> </table>	Period	Percentage	Q3 2021/22	52.56%	Q2 2022/23	53.97%	Q3 2022/23	52.80%	Target	48%	The dry hot summer contributed to the lower green waste tonnages, although the result has still exceeded the target.
Period	Percentage														
Q3 2021/22	52.56%														
Q2 2022/23	53.97%														
Q3 2022/23	52.80%														
Target	48%														
3.	Recycled household kerbside collection services (Veolia contract target)	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	RESULT: 53.17	 <p>A high result is good for this indicator</p> <p>TARGET: 48%</p> <p>See commentary for indicator 2.</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>Q3 2021/22</td> <td>53.02%</td> </tr> <tr> <td>Q2 2022/23</td> <td>54.28%</td> </tr> <tr> <td>Q3 2022/23</td> <td>53.17%</td> </tr> <tr> <td>Target</td> <td>48%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2021/22	53.02%	Q2 2022/23	54.28%	Q3 2022/23	53.17%	Target	48%	
Quarter	Percentage														
Q3 2021/22	53.02%														
Q2 2022/23	54.28%														
Q3 2022/23	53.17%														
Target	48%														

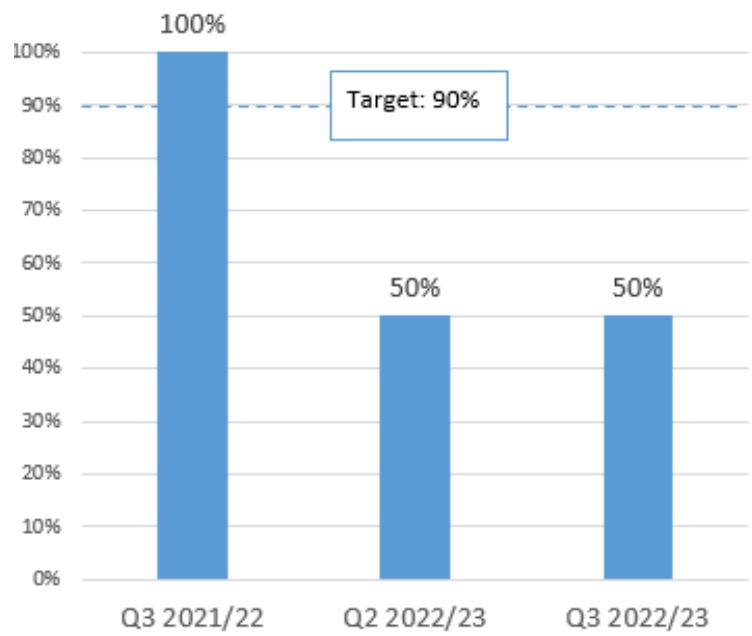

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
4.	Levels of Litter: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 4.56%</p>  <table border="1"> <caption>Street cleanliness: levels of litter</caption> <thead> <tr> <th>Quarter</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>6.15%</td> </tr> <tr> <td>Q2 2022/23</td> <td>6.35%</td> </tr> <tr> <td>Q3 2022/23</td> <td>4.56%</td> </tr> <tr> <td>Target</td> <td>4.46%</td> </tr> </tbody> </table>	Quarter	Level (%)	Q3 2021/22	6.15%	Q2 2022/23	6.35%	Q3 2022/23	4.56%	Target	4.46%	<p></p> <p>A low result is good for this indicator</p> <p>TARGET: 4.46%</p> <p>The litter score has decreased from 6.15% this time last year to 4.56% this year. The results show significant performance gains within Industry and Warehousing, Main Road and High Obstruction Housing areas. To reduce the score further attention will be focused on littering hotspots within Other Highways, Main Road and Other Retail and Commercial areas.</p>
Quarter	Level (%)														
Q3 2021/22	6.15%														
Q2 2022/23	6.35%														
Q3 2022/23	4.56%														
Target	4.46%														
5.	Levels of Detritus: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 4.30%</p>	<p></p> <p>A low result is good for this indicator</p> <p>TARGET: 5.48%</p> <p>The detritus score has significantly reduced from 6.10% this time last year to 4.30% this year, which represents the lowest score in</p>										

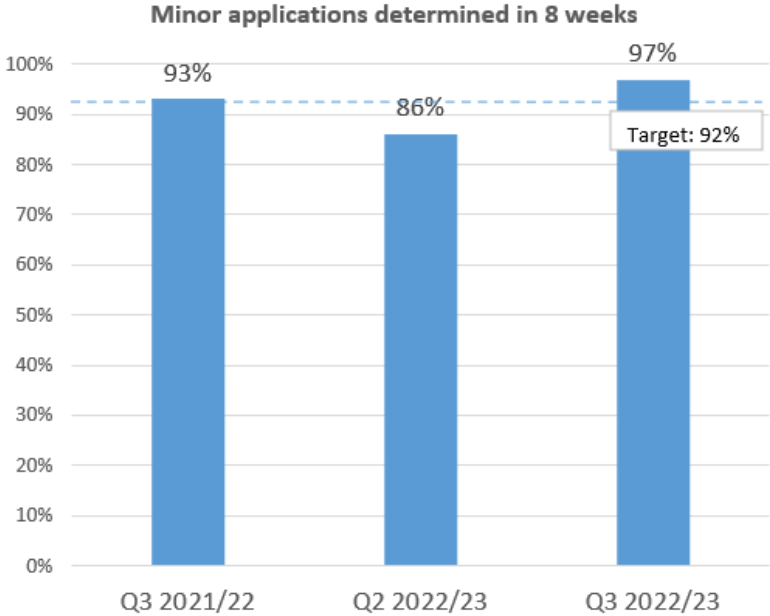
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Street cleanliness: levels of detritus</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Street cleanliness: levels of detritus</caption> <thead> <tr> <th>Quarter</th> <th>Level of detritus (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>6.10%</td> </tr> <tr> <td>Q2 2022/23</td> <td>7.52%</td> </tr> <tr> <td>Q3 2022/23</td> <td>4.30%</td> </tr> <tr> <td>Target</td> <td>5.48%</td> </tr> </tbody> </table>	Quarter	Level of detritus (%)	Q3 2021/22	6.10%	Q2 2022/23	7.52%	Q3 2022/23	4.30%	Target	5.48%	<p>the past seven years. This score has been achieved despite the challenging circumstances, caused by the long autumn season, and the early cold spell of weather. Although there were larger leaf accumulations found during the survey than normal for the time of year (due to the late leaf drop), the leaves in many cases had not broken down into detritus. There was a good level of performance across all areas, however in order to achieve further performance gains, attention will be directed towards Other Highways, Main Roads and Recreational areas in time for the next survey.</p>
Quarter	Level of detritus (%)														
Q3 2021/22	6.10%														
Q2 2022/23	7.52%														
Q3 2022/23	4.30%														
Target	5.48%														
6.	Levels of Graffiti: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 3.97%</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 2.18% this time last year to 3.97% this year, which is slightly above target. Graffiti levels remain low in most areas, however the result reflects a spate of graffiti occurring in Other Highway, Main Road, Main Retail and Commercial and Other Retail and Commercial areas. These locations will be</p>										

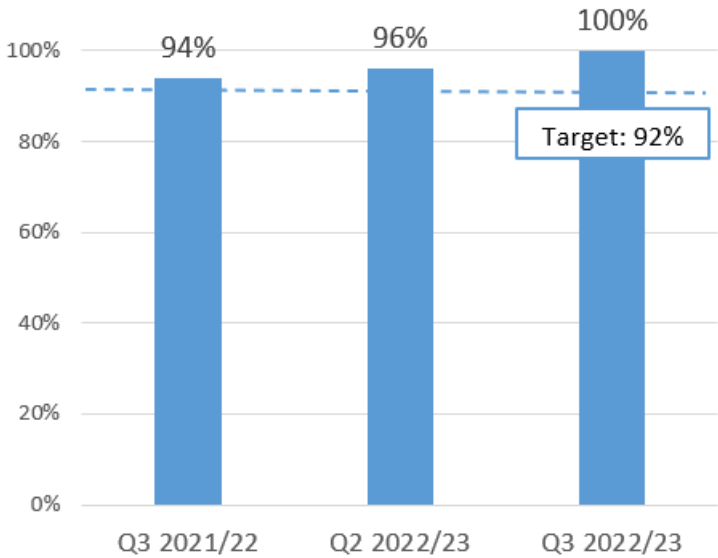
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Street cleanliness: levels of graffiti</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Street cleanliness: levels of graffiti</caption> <thead> <tr> <th>Quarter</th> <th>Level of graffiti (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>2.18%</td> </tr> <tr> <td>Q2 2022/23</td> <td>3.37%</td> </tr> <tr> <td>Q3 2022/23</td> <td>3.97%</td> </tr> <tr> <td>Target</td> <td>3.71%</td> </tr> </tbody> </table>	Quarter	Level of graffiti (%)	Q3 2021/22	2.18%	Q2 2022/23	3.37%	Q3 2022/23	3.97%	Target	3.71%	<p>targeted to bring the score back down ahead of the next survey.</p>
Quarter	Level of graffiti (%)														
Q3 2021/22	2.18%														
Q2 2022/23	3.37%														
Q3 2022/23	3.97%														
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: 0.79%</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 has decreased from 1.59% this time last year to 0.79% this year. The results show a reduction in fly posting levels found in most areas, with only 4 adverse grades recorded, which were due</p>										

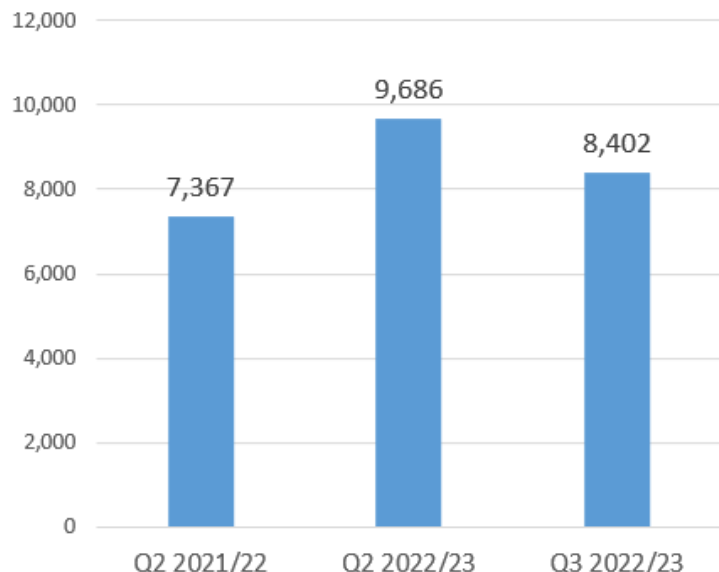
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Street cleanliness: levels of fly posting</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Street cleanliness: levels of fly posting</caption> <thead> <tr> <th>Period</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>1.59%</td> </tr> <tr> <td>Q2 2022/23</td> <td>1.19%</td> </tr> <tr> <td>Q3 2022/23</td> <td>0.79%</td> </tr> <tr> <td>Target</td> <td>0.36%</td> </tr> </tbody> </table>	Period	Level (%)	Q3 2021/22	1.59%	Q2 2022/23	1.19%	Q3 2022/23	0.79%	Target	0.36%	<p>to two estate agent boards (Main Road areas), business fly posting (Industry and Warehousing area), and an out-of-date highway works notice (Other Retail and Commercial Area). Operatives will continue to monitor, spot and remove fly posters in all areas.</p>
Period	Level (%)														
Q3 2021/22	1.59%														
Q2 2022/23	1.19%														
Q3 2022/23	0.79%														
Target	0.36%														
8.	Number of Green Flag awards achieved	Parks Heritage and Culture Associate Director of Environment	Annual	RESULT: 17	<p style="text-align: center;"></p> <p style="text-align: center;">A high result is good for this indicator</p> <p style="text-align: center;">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>Q3 2021/22</td> <td>100%</td> </tr> <tr> <td>Q2 2022/23</td> <td>50%</td> </tr> <tr> <td>Q3 2022/23</td> <td>50%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2021/22	100%	Q2 2022/23	50%	Q3 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 Q3 with 1 determined within 13 weeks or with an agreed extension of time and 1 outside the target.</p> <p>19/01412 VAR was not determined within the 13 week period due to a number of delays, including negotiating the S106 agreement.</p>
Quarter	Percentage														
Q3 2021/22	100%														
Q2 2022/23	50%														
Q3 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: 97%</p>  <table border="1"> <caption>Minor applications determined in 8 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>93%</td> </tr> <tr> <td>Q2 2022/23</td> <td>86%</td> </tr> <tr> <td>Q3 2022/23</td> <td>97%</td> </tr> <tr> <td>Target</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2021/22	93%	Q2 2022/23	86%	Q3 2022/23	97%	Target	92%	<p>↑</p> <p>A high result is good for this indicator</p> <p>TARGET: 92%</p> <p>There were 38 applications in this category during Q3, with 37 determined within 8 weeks or with an agreed extension of time and 1 outside the target.</p>
Quarter	Percentage														
Q3 2021/22	93%														
Q2 2022/23	86%														
Q3 2022/23	97%														
Target	92%														
11.	Process of planning applications: 'other' applications - % determined within 8 weeks	Planning Associate Director of Planning, Infrastructure and Economy	Quarterly	<p>RESULT: 100%</p>	<p>↑</p> <p>A high result is good for this indicator</p> <p>TARGET: 92%</p> <p>There were 110 applications in this category during Q3 with 110 determined within 8 weeks or with an agreed extension of time.</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>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>94%</td> </tr> <tr> <td>Q2 2022/23</td> <td>96%</td> </tr> <tr> <td>Q3 2022/23</td> <td>100%</td> </tr> <tr> <td>Target</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2021/22	94%	Q2 2022/23	96%	Q3 2022/23	100%	Target	92%	
Quarter	Percentage														
Q3 2021/22	94%														
Q2 2022/23	96%														
Q3 2022/23	100%														
Target	92%														
12.	Penalty Charge Notices issued	Parking Associate Director of Environment	Quarterly	RESULT: 8,402	<p>No target is set for penalty charge notices in line with national guidelines.</p> <p>The figure is inclusive of bus gate PCN's. October = 2,550 / Bus Gate – 437 November = 2,567 / Bus Gate - 359 December = 2,249 / Bus Gate - 240</p>										

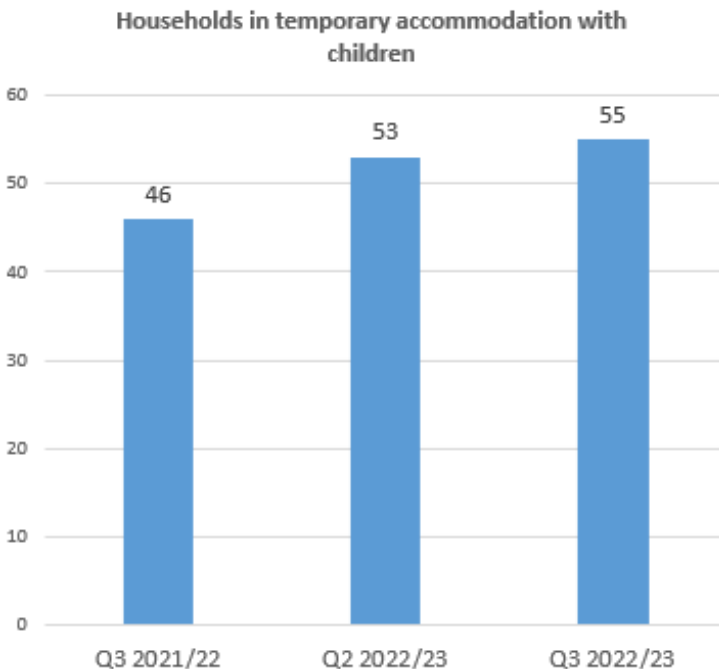
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Penalty charge notices issued</p>  <table border="1"> <caption>Penalty charge notices issued</caption> <thead> <tr> <th>Quarter</th> <th>Number of notices</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>7,367</td> </tr> <tr> <td>Q2 2022/23</td> <td>9,686</td> </tr> <tr> <td>Q3 2022/23</td> <td>8,402</td> </tr> </tbody> </table>	Quarter	Number of notices	Q2 2021/22	7,367	Q2 2022/23	9,686	Q3 2022/23	8,402	
Quarter	Number of notices												
Q2 2021/22	7,367												
Q2 2022/23	9,686												
Q3 2022/23	8,402												
13.	Tribunal appeals (won/lost/not contested)	Parking Associate Director of Environment	Quarterly	<p>RESULT</p> <p>There was 1 appeal logged during Q3, which was won by WBC.</p>	No target set.								
14.	Reasons for appeals lost (narrative measure)	Parking Associate Director of Environment	Quarterly	Not applicable for Q3, as no appeals were lost during this period.									

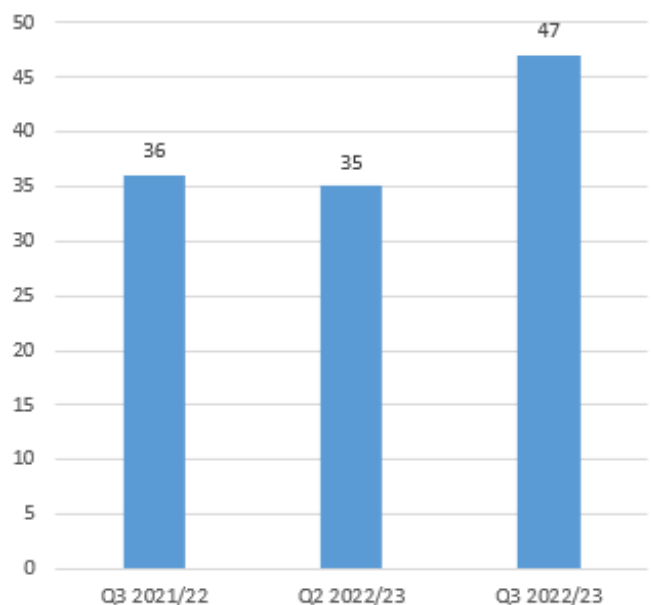

Council Plan Theme: A diverse, happy and healthy town

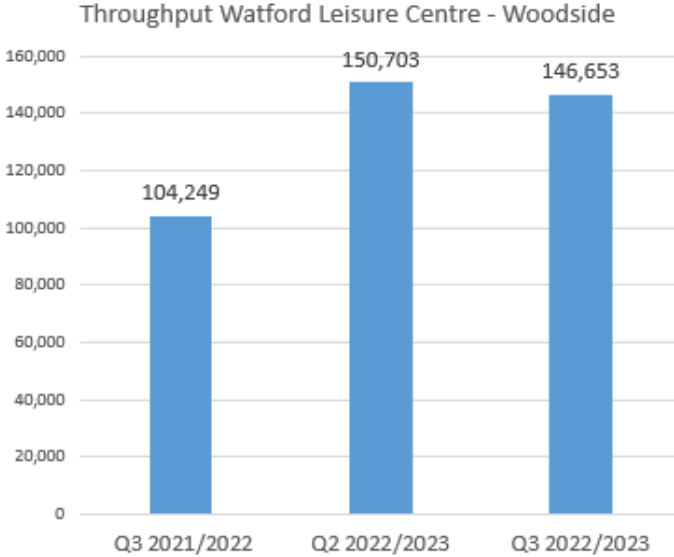
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
15.	Affordable homes completions, including social / affordable rent, affordable sales and starter homes.	Housing Associate Director of Housing and Wellbeing	Biannually	This indicator is reported at the end of Quarter 2 and at the end of the year.	<i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accom.)</i>								
16.	Number of statutory homeless	Housing Associate Director of Housing and Wellbeing	Quarterly	<p>RESULT: 12</p>  <table border="1"> <caption>Number of statutory homeless</caption> <thead> <tr> <th>Quarter</th> <th>Number of statutory homeless</th> </tr> </thead> <tbody> <tr> <td>Q3 2019/20</td> <td>8</td> </tr> <tr> <td>Q2 2020/21</td> <td>13</td> </tr> <tr> <td>Q3 2020/21</td> <td>12</td> </tr> </tbody> </table>	Quarter	Number of statutory homeless	Q3 2019/20	8	Q2 2020/21	13	Q3 2020/21	12	<p>No target set</p> <p>The number of cases where the council has accepted a statutory duty to house (aka main duty) remains at a low level.</p> <p>See indicator 17 regarding reasons for homelessness.</p>
Quarter	Number of statutory homeless												
Q3 2019/20	8												
Q2 2020/21	13												
Q3 2020/21	12												

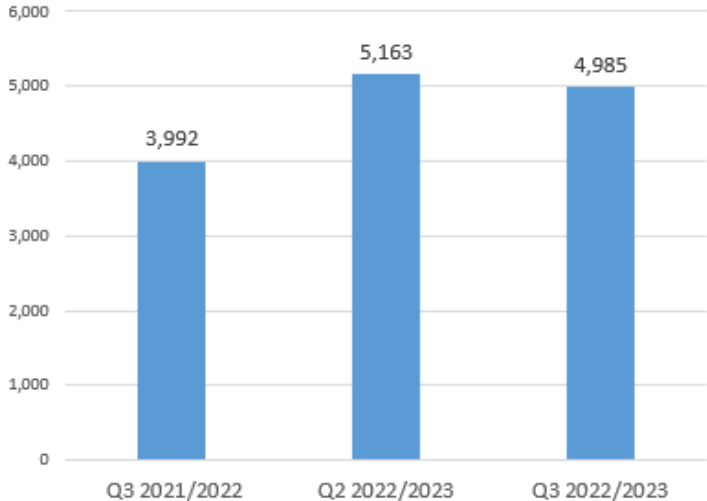
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)																																
17.	Reasons for homelessness Narrative indicator	Housing Associate Director of Housing and Wellbeing	Quarterly	The reasons for homelessness among those to whom the council accepted a duty to house are as follows: <table border="1" data-bbox="831 395 1637 1241"> <thead> <tr> <th data-bbox="831 395 1512 480">Reason for loss of last settled home</th> <th data-bbox="1512 395 1637 480">Result Q3 2022/23</th> </tr> </thead> <tbody> <tr> <td data-bbox="831 480 1512 533">Family no longer willing or able to accommodate</td> <td data-bbox="1512 480 1637 533">3</td> </tr> <tr> <td data-bbox="831 533 1512 585">End of private rented tenancy - assured shorthold tenancy</td> <td data-bbox="1512 533 1637 585">3</td> </tr> <tr> <td data-bbox="831 585 1512 638">Other</td> <td data-bbox="1512 585 1637 638">0</td> </tr> <tr> <td data-bbox="831 638 1512 691">End of social rented tenancy</td> <td data-bbox="1512 638 1637 691">0</td> </tr> <tr> <td data-bbox="831 691 1512 743">Eviction from support housing</td> <td data-bbox="1512 691 1637 743">2</td> </tr> <tr> <td data-bbox="831 743 1512 796">Relationship with partner ended (non-violent breakdown)</td> <td data-bbox="1512 743 1637 796">1</td> </tr> <tr> <td data-bbox="831 796 1512 849">Domestic abuse</td> <td data-bbox="1512 796 1637 849">1</td> </tr> <tr> <td data-bbox="831 849 1512 901">End of private rented tenancy - not assured shorthold tenancy</td> <td data-bbox="1512 849 1637 901">0</td> </tr> <tr> <td data-bbox="831 901 1512 954">Property disrepair</td> <td data-bbox="1512 901 1637 954">1</td> </tr> <tr> <td data-bbox="831 954 1512 1007">Friends no longer willing or able to accommodate</td> <td data-bbox="1512 954 1637 1007">0</td> </tr> <tr> <td data-bbox="831 1007 1512 1059">Fire, flood or other emergency</td> <td data-bbox="1512 1007 1637 1059">0</td> </tr> <tr> <td data-bbox="831 1059 1512 1112">Left institution with no accommodation available</td> <td data-bbox="1512 1059 1637 1112">1</td> </tr> <tr> <td data-bbox="831 1112 1512 1165">Home no longer suitable due to disability/ill health</td> <td data-bbox="1512 1112 1637 1165">0</td> </tr> <tr> <td data-bbox="831 1165 1512 1217">Unaffordable accommodation</td> <td data-bbox="1512 1165 1637 1217">0</td> </tr> <tr> <td data-bbox="831 1217 1512 1241">Total</td> <td data-bbox="1512 1217 1637 1241">12</td> </tr> </tbody> </table>	Reason for loss of last settled home	Result Q3 2022/23	Family no longer willing or able to accommodate	3	End of private rented tenancy - assured shorthold tenancy	3	Other	0	End of social rented tenancy	0	Eviction from support housing	2	Relationship with partner ended (non-violent breakdown)	1	Domestic abuse	1	End of private rented tenancy - not assured shorthold tenancy	0	Property disrepair	1	Friends no longer willing or able to accommodate	0	Fire, flood or other emergency	0	Left institution with no accommodation available	1	Home no longer suitable due to disability/ill health	0	Unaffordable accommodation	0	Total	12	
Reason for loss of last settled home	Result Q3 2022/23																																				
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Left institution with no accommodation available	1																																				
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Unaffordable accommodation	0																																				
Total	12																																				
18.	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i>	Housing Associate Director of Housing and Wellbeing	Quarterly	RESULT: 102	 A low result is good for this indicator TARGET: 100																																

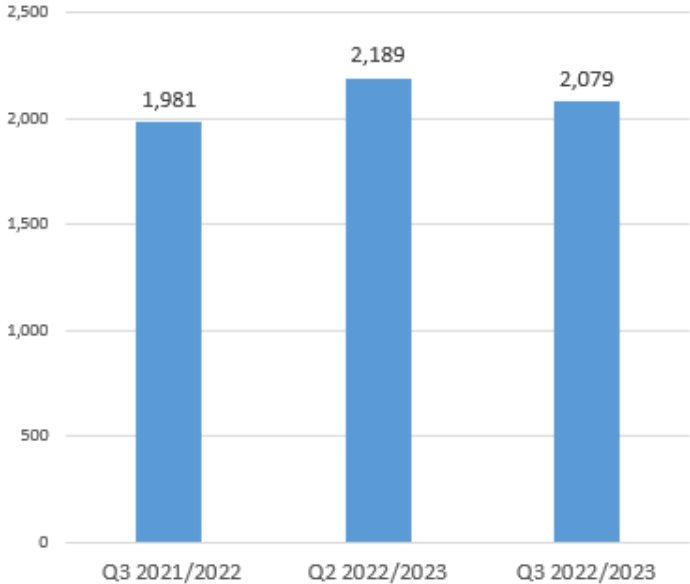
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Households in temporary accommodation</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>82</td> </tr> <tr> <td>Q2 2022/23</td> <td>88</td> </tr> <tr> <td>Q3 2022/23</td> <td>102</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Number of Households	Q3 2021/22	82	Q2 2022/23	88	Q3 2022/23	102	Target	100%	<p>There has been a surge in the number of households in temporary accommodation in the last three months with more than 100 households being accommodated at any one time since mid-November 2022. Until recently there were a large number of new homes handed over by housing associations which helped tremendously in being able to prevent homelessness and/or move households on quickly from temporary accommodation. A comparison has been done with the same quarter in 2021-22 on the main reasons for presenting as homeless and needing temporary accommodation. This comparison shows that domestic abuse and the end of an assured shorthold tenancy have both increased from 17% (Q3 2021-22) to 21% (Q3 2022-23) and 26% to 32% of all cases respectively. Both these increases are possibly linked to the cost of living crisis. Conversely, cases have gone down significantly where a household's family is no longer willing or able to accommodate them, from 26% of all cases in Q3 2021-22 to 10% in the current quarter. It is not yet clear why the latter change has taken place.</p>
Quarter	Number of Households														
Q3 2021/22	82														
Q2 2022/23	88														
Q3 2022/23	102														
Target	100%														

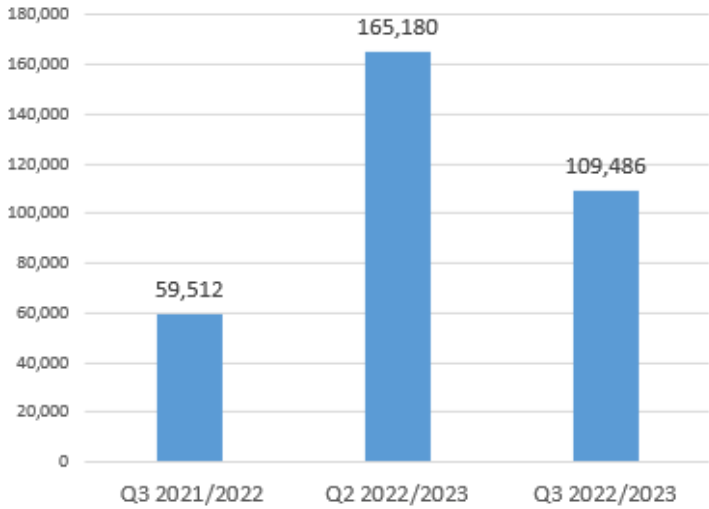
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
19.	Number of households living in temporary accommodation with children <i>Snap-shot at quarter end</i>	Housing Associate Director of Housing and Wellbeing	Quarterly	<p>RESULT: 55</p>  <table 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>Q3 2021/22</td> <td>46</td> </tr> <tr> <td>Q2 2022/23</td> <td>53</td> </tr> <tr> <td>Q3 2022/23</td> <td>55</td> </tr> </tbody> </table>	Quarter	Number of Households	Q3 2021/22	46	Q2 2022/23	53	Q3 2022/23	55	<p>No target set</p> <p>There were 55 households with children placed in temporary accommodation at the end of December 2022, which included 136 children. This is only slightly above the figure for Q2, 2022-23 with the number of children within those households staying more or less the same.</p>
Quarter	Number of Households												
Q3 2021/22	46												
Q2 2022/23	53												
Q3 2022/23	55												
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: 47</p>	<p>No target set</p> <p>The number of households without children has increased significantly since Q2 when it was 35. The 47 households comprised 33 men, 11 women and 3 couples without children accommodated. Not all single people or couples without children have access to temporary accommodation (TA). To access TA their</p>								

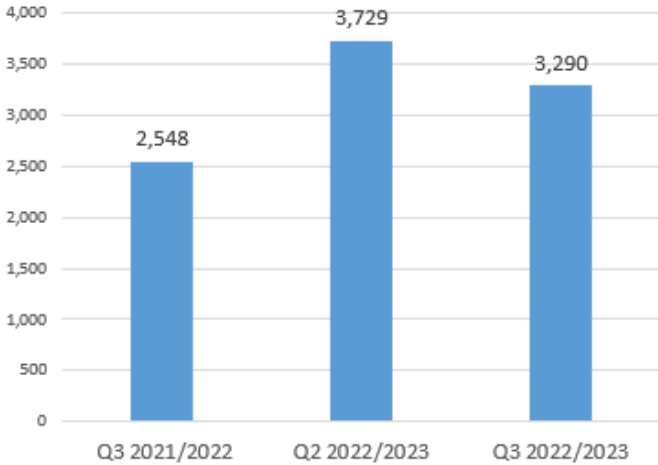
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Households in temporary accommodation without children</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>36</td> </tr> <tr> <td>Q2 2022/23</td> <td>35</td> </tr> <tr> <td>Q3 2022/23</td> <td>47</td> </tr> </tbody> </table>	Quarter	Number of Households	Q3 2021/22	36	Q2 2022/23	35	Q3 2022/23	47	<p>support needs will usually mean they high levels of vulnerability.</p>
Quarter	Number of Households												
Q3 2021/22	36												
Q2 2022/23	35												
Q3 2022/23	47												
21.	<p>Rough sleepers within the authority area <i>Snap shot taken on one night in November</i></p>	<p>Housing Associate Director of Housing and Wellbeing</p>	Annual	<p>NOVEMBER 2022 RESULT: 10</p>	<p style="text-align: center;"></p> <p>A low result is good for this indicator</p> <p>TARGET: 5</p> <p>This is up by 4 since the previous year. In addition, despite a winter night shelter with 10 beds (available from 1 December 2022 until 31 March 2023) there continues</p>								

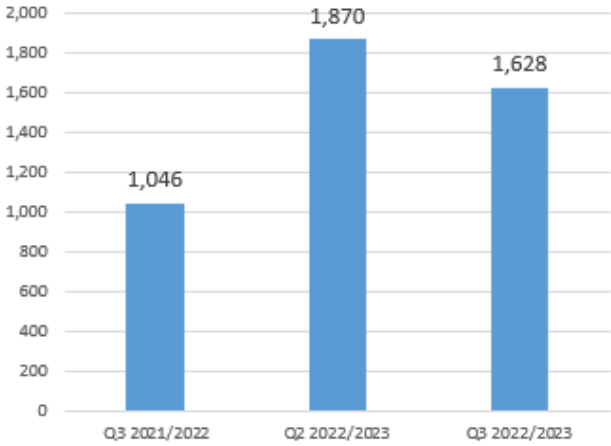
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
					to be between 5 and 6 rough sleepers on the streets . The winter night shelter beds are fully utilised on most nights.								
22.	Throughput of Watford Leisure Centre: Woodside	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 146,653</p>  <table border="1"> <caption>Throughput Watford Leisure Centre - Woodside</caption> <thead> <tr> <th>Quarter</th> <th>Throughput</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/2022</td> <td>104,249</td> </tr> <tr> <td>Q2 2022/2023</td> <td>150,703</td> </tr> <tr> <td>Q3 2022/2023</td> <td>146,653</td> </tr> </tbody> </table>	Quarter	Throughput	Q3 2021/2022	104,249	Q2 2022/2023	150,703	Q3 2022/2023	146,653	<p>No target set at this time</p> <p>Q3 usually sees a decrease in participation leading up to the Christmas period. SLM takes this opportunity to increase marketing for all sessions. In Q3 Fortis Challenges were promoted in addition to a £1 joining fee campaign.</p>
Quarter	Throughput												
Q3 2021/2022	104,249												
Q2 2022/2023	150,703												
Q3 2022/2023	146,653												
23.	Membership of Watford Leisure Centre: Woodside	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	<p>RESULT: 4,985</p>	<p>No target set at this time</p> <p>Q3 usually sees a decrease in participation leading up to the Christmas period. The service introduced a new referral campaign, accessed through the app, to refer a friend to get one month membership for free.</p>								

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Membership Watford Leisure Centre - Woodside</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Membership</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/2022</td> <td>3,992</td> </tr> <tr> <td>Q2 2022/2023</td> <td>5,163</td> </tr> <tr> <td>Q3 2022/2023</td> <td>4,985</td> </tr> </tbody> </table>	Quarter	Membership	Q3 2021/2022	3,992	Q2 2022/2023	5,163	Q3 2022/2023	4,985	
Quarter	Membership												
Q3 2021/2022	3,992												
Q2 2022/2023	5,163												
Q3 2022/2023	4,985												
24.	Watford Leisure Centre - Woodside - swimming lessons take up	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	RESULT: 2,079	No target set at this time Q3 usually sees a decrease in participation leading up to the Christmas period. On the Everyone Active App, members can now use a QR code to sign up to swimming lessons.								

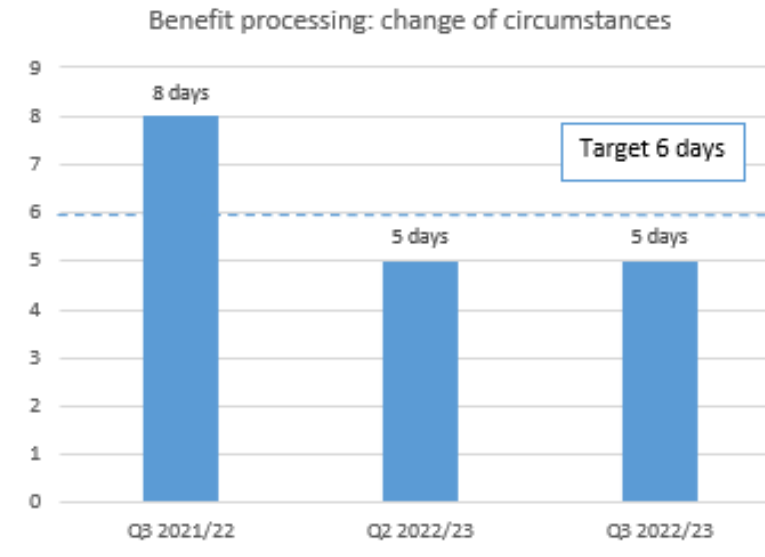
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Swimming Lessons take up - Woodside</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/2022</td> <td>1,981</td> </tr> <tr> <td>Q2 2022/2023</td> <td>2,189</td> </tr> <tr> <td>Q3 2022/2023</td> <td>2,079</td> </tr> </tbody> </table>	Quarter	Take up	Q3 2021/2022	1,981	Q2 2022/2023	2,189	Q3 2022/2023	2,079	
Quarter	Take up												
Q3 2021/2022	1,981												
Q2 2022/2023	2,189												
Q3 2022/2023	2,079												
25.	Throughput of Watford Leisure Centre: Central	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	RESULT: 109,486	<p>No target set at this time</p> <p>The closure of West Herts College during Christmas period impacted on Q3 throughput numbers, in addition to the usual decrease in participation leading up to Christmas period. SLM takes this opportunity to increase marketing for all sessions.</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>Q3 2021/2022</td> <td>59,512</td> </tr> <tr> <td>Q2 2022/2023</td> <td>165,180</td> </tr> <tr> <td>Q3 2022/2023</td> <td>109,486</td> </tr> </tbody> </table>	Quarter	Throughput	Q3 2021/2022	59,512	Q2 2022/2023	165,180	Q3 2022/2023	109,486	
Quarter	Throughput												
Q3 2021/2022	59,512												
Q2 2022/2023	165,180												
Q3 2022/2023	109,486												
26.	Membership of Watford Leisure Centre: Central	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	RESULT: 3,290	<p>No target set at this time</p> <p>Q3 usually sees a decrease in participation leading up to the Christmas period. The service introduced a new referral campaign, accessed through the app, to refer a friend to get one month membership for free.</p>								


	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>Q3 2021/2022</td> <td>2,548</td> </tr> <tr> <td>Q2 2022/2023</td> <td>3,729</td> </tr> <tr> <td>Q3 2022/2023</td> <td>3,290</td> </tr> </tbody> </table>	Quarter	Membership	Q3 2021/2022	2,548	Q2 2022/2023	3,729	Q3 2022/2023	3,290	
Quarter	Membership												
Q3 2021/2022	2,548												
Q2 2022/2023	3,729												
Q3 2022/2023	3,290												
27..	Watford Leisure Centre – Central - swimming lessons take up	Leisure, Community & Environ'tal Services Associate Director of Environment	Quarterly	Q4 RESULT: 1,628	No target set at this time Q3 usually sees a decrease in participation leading up to the Christmas period. The service introduced a new referral campaign, accessed through the app, to refer a friend to get one month membership for free.								



	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>Quarter</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/2022</td> <td>1,046</td> </tr> <tr> <td>Q2 2022/2023</td> <td>1,870</td> </tr> <tr> <td>Q3 2022/2023</td> <td>1,628</td> </tr> </tbody> </table>	Quarter	Take up	Q3 2021/2022	1,046	Q2 2022/2023	1,870	Q3 2022/2023	1,628	
Quarter	Take up												
Q3 2021/2022	1,046												
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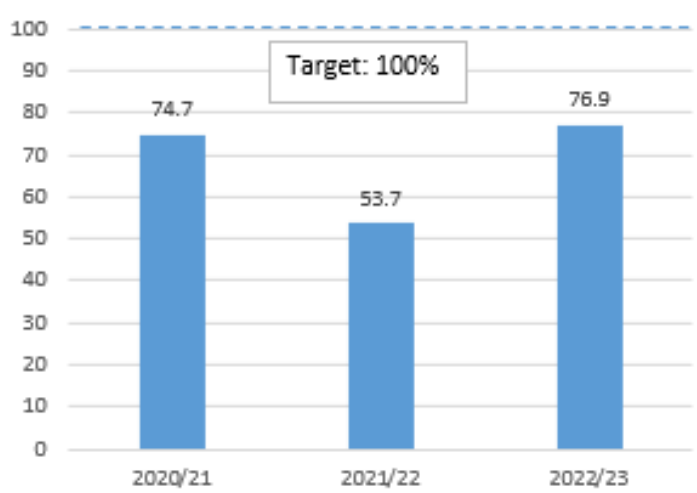

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
28.	Average time to process housing benefits claims (from date of receipt to date processed)	Revenues & Benefits Head of Revenues and Benefits	Monthly	<p>RESULT: 5 days</p> <p>Benefit processing: 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>Q3 2021/22</td> <td>8</td> </tr> <tr> <td>Q2 2022/23</td> <td>6</td> </tr> <tr> <td>Q3 2022/23</td> <td>5</td> </tr> <tr> <td>Target</td> <td>7</td> </tr> </tbody> </table>	Quarter	Average time (days)	Q3 2021/22	8	Q2 2022/23	6	Q3 2022/23	5	Target	7	<p>↓</p> <p>A low result is good for this indicator</p> <p>TARGET: 7 days</p> <p>Result was 2 days below target for Q3. The service continues to contact customers to provide information when required, however it is also now making more use of data available internally to process claims. The service has recently updated procedures, including those that confirm what proof is required to make a claim. This has resulted in less requests for information required for customers.</p>
Quarter	Average time (days)														
Q3 2021/22	8														
Q2 2022/23	6														
Q3 2022/23	5														
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> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>8</td> </tr> <tr> <td>Q2 2022/23</td> <td>5</td> </tr> <tr> <td>Q3 2022/23</td> <td>5</td> </tr> <tr> <td>Target</td> <td>6</td> </tr> </tbody> </table>	Quarter	Processing Time (days)	Q3 2021/22	8	Q2 2022/23	5	Q3 2022/23	5	Target	6	<p>↓</p> <p>A low result is good for this indicator</p> <p>TARGET: 6 days</p> <p>Result is 1 day below target, and 3 days below Q3 last year. Automation of some files has helped reduce our change of circumstance processing times.</p>
Quarter	Processing Time (days)														
Q3 2021/22	8														
Q2 2022/23	5														
Q3 2022/23	5														
Target	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: 1.09%</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: 15.25%	 A low result is good for this indicator Target: 10 % or less 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: 0.07% 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: 80%	 A high result is good for this indicator Target for 2022/23 : 97% Quarter 3 target: 73%




	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
					The result is 0.6 % down on last year, however still on track to reach the end of year target. The reduction when compared with last year is largely because of the ERG payment credits being refunded.
34.	Collection rates of NNDR	Revenues & Benefits Head of Revenues and Benefits	Monthly	RESULT: 83.04%	 <p>A high result is good for this indicator</p> <p>Target for 2022/23 : 97% Quarter 3 target: 73%</p> <p>The result is 4.31% up on last year, and on track to reach the end of year target. The increase when compared with last year is mainly due to no additional retail relief in 2022/23.</p>
35.	Creditor payments paid within 30 days	Finance Head of Revenues and Benefits	Quarterly	RESULT: 98.74%	<p>No target set at this time</p> <p>Cumulative data shows 98.74% 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	RESULT: 4.08 days	 A low result is good for this indicator TARGET: 5 days
37.	Staff sickness – long term / short term	Human Resources Head of HR	Monthly	RESULT: Short term absences – 61 Long term absences – 1 Comparison with Quarter 2: Short term absences -36 Long term absences - 3 These figures relate to absences started within the relevant quarter.	No target set
38.	Staff satisfaction taken from PDRs	Human Resources Head of HR	Monthly	RESULT: 7.6 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.	 A high result is good for this indicator TARGET: 7.5

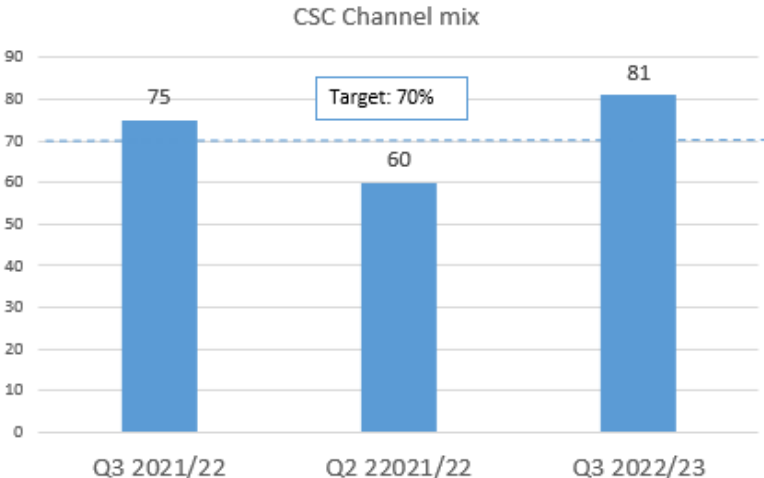

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
39.	Staff motivation taken from PDRs	Human Resources Head of HR	Monthly	<p>RESULT: 7.9</p> <p>The PDR cycle was launched at the end of June with a target completion date of 31st August. The completion date was then extended to the 14th of October.</p>	<p></p> <p>A high result is good for this indicator</p> <p>TARGET: 7.5</p>										
40.	PDRs completed on time	Human Resources Head of HR	Annual	<p>RESULT: 76.9%</p> <p>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 14th of October.</p> <p style="text-align: center;">PDRs completed on time</p>  <table border="1"> <caption>PDRs completed on time</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>74.7</td> </tr> <tr> <td>2021/22</td> <td>53.7</td> </tr> <tr> <td>2022/23</td> <td>76.9</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Year	Percentage	2020/21	74.7	2021/22	53.7	2022/23	76.9	Target	100%	<p></p> <p>TARGET: 100%</p>
Year	Percentage														
2020/21	74.7														
2021/22	53.7														
2022/23	76.9														
Target	100%														

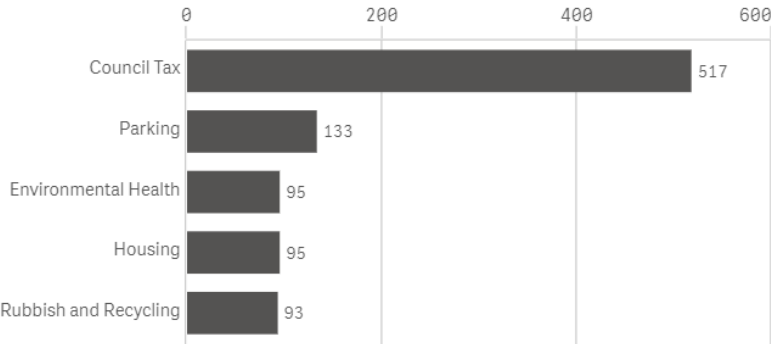
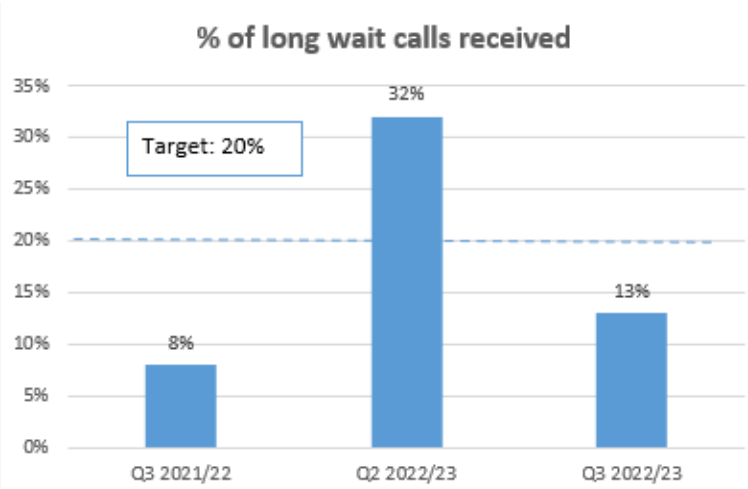

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
41.	Return to work interviews carried out on time	Human Resources Head of HR	Monthly	RESULT: 68.50%	 A high result is good for this indicator TARGET: 100% The primary reason for late completion is employee or manager being on annual leave.
42.	ICT service: Missed calls to the helpdesk	ICT Associate Director of ICT & Shared Services	Monthly	RESULT: 2%	 A low result is good for this indicator TARGET: 8% Watford BC / Three Rivers DC – shared result. Service desk answered 90% of calls within 20 seconds. Telephone contact with the service desk was an average of 23% of contact channels used in the quarter. This is similar to Q2.

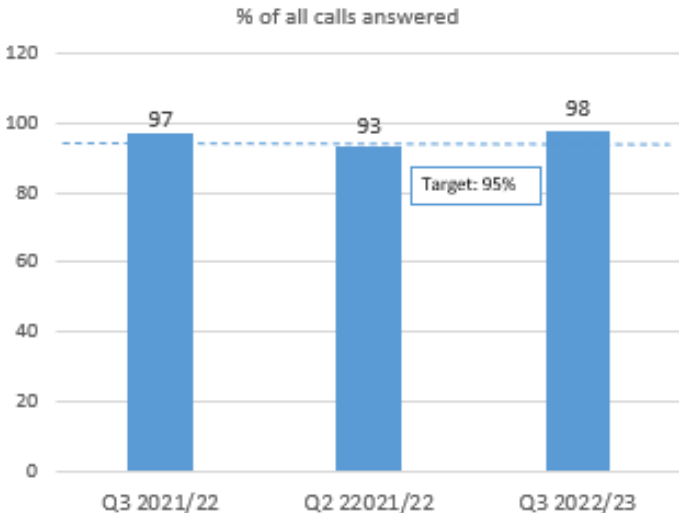

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
43.	Customer satisfaction survey Responses where the service has been rated as meeting or exceeding expectations.	ICT Associate Director of ICT & Shared Services	Monthly	RESULT: 93%	No target set. Narrative indicator Average of 147 surveys completed each month. 11 survey rated the service as poor during Oct-Dec. One of these was an error by the user who was happy with the service but clicked the wrong score. The rest have been followed up by Littlefish and are reviewed at monthly service meetings. Users are not always putting a reason for their score and they are followed up. Littlefish will be copying W3R ICT into the follow-up e-mails going forward to encourage responses.
44.	First time fix (first time fix statistics are calculated by the ME system as an incident being closed 30 minutes post creation)	ICT Associate Director of ICT & Shared Services	Quarterly	RESULT: 96%	 A high result is good for this indicator TARGET: 45% Littlefish live is still the most popular contact channel. Littlefish first contact resolution remains high.
45.	Tickets closed per team	ICT Associate Director of ICT & Shared Services	Quarterly	RESULT: 94%	 A high result is good for this indicator TARGET: 80%

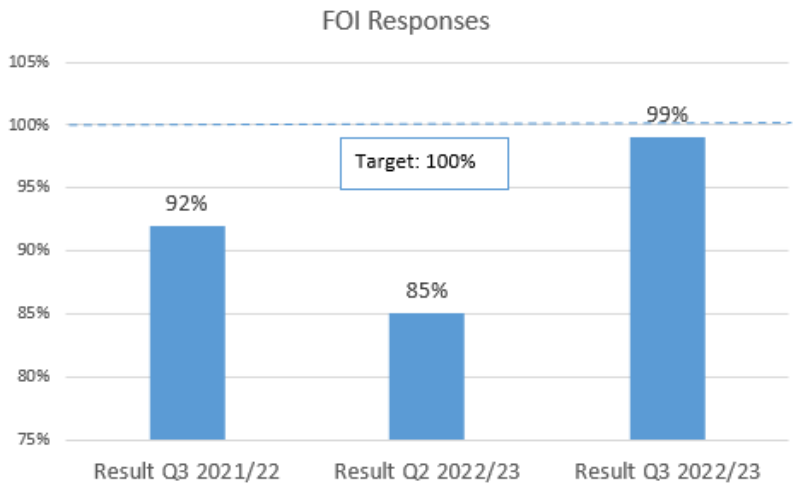

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
					Continued consistent performance by Littlefish. ICT team promote the service desk as first point of contact.
46.	Tickets against service levels	ICT Associate Director of ICT & Shared Services	Quarterly	RESULT: 97%	 A high result is good for this indicator TARGET: 95% ICT work closely with Littlefish to update knowledge articles so Littlefish can resolve tickets in a timely manner. Further work taking place on identifying areas where Littlefish can assist further with service requests.
47.	Network Uptime Local Area Network:	ICT Associate Director of ICT & Shared Services	Quarterly	RESULT: 100% 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	 A high result is good for this indicator TARGET: 99% No local network incidents in Q3.
48.	Core System Uptime:	ICT Associate Director of ICT & Shared Services	Quarterly	RESULT: 99.9% Core systems uptime defined as the available of all priority 1 applications. Downtime to be recorded as full system unavailable, not partial, the time from call logged to call resolution.	 A high result is good for this indicator TARGET: 99%

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
					<p>This figure is calculated across 14 priority applications across both councils.</p> <p>Total of 3 Priority 1 incidents for Oct-Dec: 1 – Oct 2 – Nov 0 – Dec</p> <p>October – incident logged with IDOX for WBC and resolved by them. Issue was resolved in 90 mins. November – one incident related to WBC elections IDOX. Issue was resolved in 30 minutes. One incident regarding Revenues and Benefits server affecting TRDC, resolved by Civica. Resolved in 105 minutes. Mitigation was applied to both councils. December – security incident was worked on by both Littlefish and W3R ICT Teams, including the roll-out of MFA.</p>
49.	Network Uptime Wide Area Network:	ICT Associate Director of ICT & Shared Services	Quarterly	<p>RESULT: 100%</p> <p>Network uptime defined as availability of wide area network across all connected sites, Watford Borough Council, Three Rivers District Council, Batchworth and Wiggshall Depots</p>	<p></p> <p>A high result is good for this indicator</p> <p>TARGET: 99%</p> <p>No wide area network incidents recorded in Q3.</p>

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
50.	CSC - Channel mix (% transactions that customers self-serve)	Customer Services Associate Director of Customer and Corporate Services	Quarterly	<p>RESULT: 81%</p> <p>* for those processes for which data is currently available, which are those that have been digitised on the Firmstep platform.</p>  <table border="1"> <caption>CSC Channel mix</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>75</td> </tr> <tr> <td>Q2 2021/22</td> <td>60</td> </tr> <tr> <td>Q3 2022/23</td> <td>81</td> </tr> <tr> <td>Target</td> <td>70%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2021/22	75	Q2 2021/22	60	Q3 2022/23	81	Target	70%	<p></p> <p>A high result is good for this indicator</p> <p>TARGET 70%</p> <p>The majority of online customer contact in Q3 was via the General enquiry online form.</p> <p>See graph included with a break down of the services that the general enquiries related to.</p>
Quarter	Percentage														
Q3 2021/22	75														
Q2 2021/22	60														
Q3 2022/23	81														
Target	70%														

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)												
				<p># General Enquiry Submissions ▼</p>  <table border="1"> <caption># General Enquiry Submissions</caption> <thead> <tr> <th>Category</th> <th>Submissions</th> </tr> </thead> <tbody> <tr> <td>Council Tax</td> <td>517</td> </tr> <tr> <td>Parking</td> <td>133</td> </tr> <tr> <td>Environmental Health</td> <td>95</td> </tr> <tr> <td>Housing</td> <td>95</td> </tr> <tr> <td>Rubbish and Recycling</td> <td>93</td> </tr> </tbody> </table>	Category	Submissions	Council Tax	517	Parking	133	Environmental Health	95	Housing	95	Rubbish and Recycling	93	
Category	Submissions																
Council Tax	517																
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51.	<p>Long wait calls received to CSC Long wait = calls not answered within 2 minutes (Revenues and Benefits calls are not included)</p>	<p>Customer Services Associate Director of Customer and Corporate Services</p>	Monthly	<p>RESULT: 13%</p>  <table border="1"> <caption>% of long wait calls received</caption> <thead> <tr> <th>Quarter</th> <th>% of long wait calls received</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>8%</td> </tr> <tr> <td>Q2 2022/23</td> <td>32%</td> </tr> <tr> <td>Q3 2022/23</td> <td>13%</td> </tr> </tbody> </table> <p>Target: 20%</p>	Quarter	% of long wait calls received	Q3 2021/22	8%	Q2 2022/23	32%	Q3 2022/23	13%	<p></p> <p>A low result is good for this indicator</p> <p>TARGET: 20%</p> <p>The recruitment of 2.5 FTE and 1 Corporate Apprentice has helped the service achieve the target in Q3. All new starters were fully trained on all services from mid-December. Also with December being a shorter working month, customer contact quietyens down towards the Christmas period.</p>				
Quarter	% of long wait calls received																
Q3 2021/22	8%																
Q2 2022/23	32%																
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	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
52.	CSC service levels: Percentage of all calls answered	Customer Services Associate Director of Customer and Corporate Services	Monthly	<p>RESULT: 98%</p>  <table border="1"> <caption>% of all calls answered</caption> <thead> <tr> <th>Quarter</th> <th>% of all calls answered</th> </tr> </thead> <tbody> <tr> <td>Q3 2021/22</td> <td>97</td> </tr> <tr> <td>Q2 2021/22</td> <td>93</td> </tr> <tr> <td>Q3 2022/23</td> <td>98</td> </tr> <tr> <td>Target</td> <td>95%</td> </tr> </tbody> </table>	Quarter	% of all calls answered	Q3 2021/22	97	Q2 2021/22	93	Q3 2022/23	98	Target	95%	<p></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>
Quarter	% of all calls answered														
Q3 2021/22	97														
Q2 2021/22	93														
Q3 2022/23	98														
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: 99%</p>  <table border="1"> <caption>FOI Responses Data</caption> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Result Q3 2021/22</td> <td>92%</td> </tr> <tr> <td>Result Q2 2022/23</td> <td>85%</td> </tr> <tr> <td>Result Q3 2022/23</td> <td>99%</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Result (%)	Result Q3 2021/22	92%	Result Q2 2022/23	85%	Result Q3 2022/23	99%	Target	100%	<p style="text-align: center;"></p> <p>A high result is good for this indicator</p> <p>TARGET: 100%</p> <p>The result has significantly improved in Q3, due to CSC staff proactively monitoring FOI's moving through the system and chasing them up where needed. In additional staff from other departments are becoming more aware of the importance of responding to FOI's within timescales. Also during Q3, staff outside of the CSC responsible for monitoring FOI's, were given access to FOI reports produced by the corporate reporting platform, with the aim of increasing visibility of FOI's moving through the system and their due dates.</p> <p>Request breakdown: 62 from organisations 31 from members of the public 15 from the media</p>
Quarter	Result (%)														
Result Q3 2021/22	92%														
Result Q2 2022/23	85%														
Result Q3 2022/23	99%														
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