

Appendix 1: Council Plan Targets and Supporting KPI's for 'Our Customers by providing excellent and accessible services'

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	- The target is six months off the intended completion date and the required outcome may not be achieved - To flag annual indicators within a council plan period that may not be met. - To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Status	Progress	Target Date
CUS.01 - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On Track	Q1 Apr to Jun - 48 completed surveys received, 83% either Very Satisfied or Satisfied with service received from Customer Services via Live Chat or Email contact. Of the 17% who stated very dissatisfied or dissatisfied, or requested feedback, contact has been made to ascertain details to resolve their issue, provide additional information or shared with the relevant department to resolve. 7 compliments have been recorded and shared with officers. NB. % value is a rolling total for the 4 quarters a Further development needed for Telephone contact - Text messaging	Fri-31-Mar-28
CUS.02 - Ensure we achieve a score of 90% or above	On Track	Q1 – Content – 99%, accessibility – 99%, marketing 99%, user experience – 90%	Fri-31-Dec-27

(Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027		The lower score on user experience is due to the web vitals score dropping 18.5% This includes issues such as low load speed. The main issue is the homepage which is taking an average of 11.1 seconds to load.	
CUS.03 - Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report in respect of cross cutting themes (skills, aspiration, health, and local rail offer)	On Track	Q1 Devolution The Policy team continues to work closely with EMMCA, particularly the Inclusive Growth strand, via Board meetings, working groups and Thematic meetings. Local Policy areas developed over this quarter cover: Enhancing digital transformation and innovation. Supporting improvements in community wellbeing. Supporting economic growth, tourism and job creation. Lead on climate action and ensure transition, supporting residents to be better connected across the region and beyond, creating ways for residents to learn, grow and prosper. Rail Partnership Projects update Rail Safety & Try a Train Initiative Robin Hood Line Community Rail Partnership (RHL CRP) delivered rail safety education and a Try a Train experience to 107 students, 12 school staff, and 8 volunteers. The initiative introduced local attractions and active travel, helping young people build confidence in using the train. 31% of students had never been on a train before, and after the day trip, 92% reported feeling more confident about using rail travel. Rail Trails Collaboration with Sustrans:- RHL CRP is working with Sustrans on the Rail Trails project to promote physical activity. The project will create accessible walking, wheeling, and cycling routes from Robin Hood Line stations, linking communities to attractions, workplaces, and education sites across Bolsover	Fri-31-Mar-28

		District. Community engagement workshops will take place at Shirebrook market on 5th August in the morning and afternoon (from 14:30-15:30) at The Arc Clowne. Lloyds Bank Foundation The Council continues to work with the Lloyds Bank Foundation with input from BDC has been working to develop the roles of the Thematic group going forward. BDC continues to support the thematic groups of Bolsover Partnership and Lloyds bank Foundation in this project Bolsover Partnership Support The Policy Officers continue to work with the thematic groups and provide Commissioning support for Locality Fund programmes and any other partnership funding we receive, including UKSPF and partnership underspend.	
CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually	On Track	Q1 25/26: Corporate Equalities objectives continue to be met; the following diversity days were marked during the applicable timeframe: - Carers Week 2025 - International Youth Day 2025 Reasonable Adjustment Requests continue to be processed for residents who've requested improved accessibility to the information they receive from the Council. On 6th May 2025, Equalities training was delivered to approx. 20 corporate staff in CR1 (FOI & Data protection training were also part of the delivery). Content for corporate Equalities training sessions was agreed with HR so that staff can access Skillsgate to meet for their flexible training needs.	Wed-31-Mar-27
CUS.05 - Explore running a residents' survey to gain resident feedback on place-	On Track	Q4 24/25: In total, 239 residents completed the Citizens' Survey. The results were reported to key members of the SLT on 19/03/25 in 'infographic' format. While the results were good, the	Mon-31-Mar-25

based services and priorities for improvement by **March 2025**.

return rate was disappointing given that for the very first time, the survey was being advertised in the Council's Intouch magazine together with QR Code and the chance to win a £50 High Street voucher. Considering the magazine is meant to reach every household across the district, a better return rate was anticipated.

The majority of residents (95%) who completed the survey did so after receiving an email containing a link, 4% scanned the QR Code from Intouch magazine and 1% completed a paper copy of the survey at their local contact centre.

After enquiries were made, it became clear that there had been a distribution problem and Intouch magazine had not reached all households as intended with numerous residents from across the district confirming this.

Comms confirmed that they had used a different supplier/service who were experiencing 'teething problems'.

When the next Citizens' Survey (Autumn) is published, a full-page advert has been requested to advertise the survey and a distribution report from the supplier/service will also be requested.

Now that the Council has a Facebook page, this will be used to promote the survey, and these steps should help yield an improved return rate.

2025/26 Update-

The current Target End Date of March 2025 needs extending, as this Target is ongoing.

A meeting was held in August 2025, to agree the topics that the Council is running with in the **Autumn Citizens' Survey**. These business-critical areas include:

- Contacting the Council
- Customer Standards
- Complaints
- Communications

The survey will be sent to Citizens' Panel members and will be promoted through In Touch magazine (deadline for content is 26 Sep).

CUS.06 - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active Clubs, Active Interventions and Active Leisure)	On track	For the first quarter of 2025/26 we have attracted the following to activities/interventions:- Active Schools - 4582 Active Clubs - 66 Active Holidays - 1417 Active Interventions - 3381 Active Communities - 402 Active Leisure (facility based activity) - 92401 Events, Learning & Other activities - 13 Total for Qtr 1 – 102,262	Fri-31-Mar-28
CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.	On track	162 clients were processed through the exercise referral programme during the first quarter of 2025/26 and a total of 104 people continued to exercise after the initial 12-week programme.	Fri-31-Mar-28
CUS.08 - Improve employee engagement and feedback to enable the Council to develop a fully inclusive People Strategy by March 2026	On Track	Performance note (03/02/25 KD) - target date changed to March 2026 to reflect the milestones within the control sheet. Also confirmed that a new occupational health provider has been secured in Q3 2024/25 ahead of the target date of March 2025. Now that an Employee Survey has been completed, the Council's People Strategy will be developed and LGR can be factored in. Update Q1 25/26 - The first draft has been revised and is back with the Council's Communications service.	Mon-31-Mar-26

		2 further policies (Maternity Policy and Harassment and Bullying Policy) have been reviewed and where necessary updated. SLT and Trade Unions have been consulted. Awaiting sign off via Delegated Decision. Update Q1 25/26 - Both Policies have now been approved via Delegated Decision. An additional policy on 'Preventing Sexual Harassment' has been devised and approved at Council following consultation with the Trade Unions at UECC.	
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Supporting Key Performance Indicators

Status Key

Target Status	Usage
 Positive outturn	The outturn is On/Above Target or positive (for some targets a positive outturn requires the result to be below the target set).
 Within target	The outturn is within 10% of the target set.
 Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

Customer Services

CSP 01. % Calls answered within 20secs

Quarter	Value	Target	Status	Commentary
Q4/25/26		75.00%		
Q3/25/26		75.00%		
Q2/25/26		75.00%		

Q1/25/26	75.00%	75.00%		Q1 Apr to Jun 18,047 calls received and 17,426 calls answered, calls answered within 20s 75% mtg target. Target reduced from 80% - vacant posts, training of new staff and long term sickness impacting on resources
Q4/24/25	79.00%	80.00%		
Q3/24/25	80.00%	80.00%		
Q2/24/25	77.00%	80.00%		
Q1/24/25	72.00%	80.00%		

CSP 02. % of Abandoned Calls - Negative Target

Quarter	Value	Target	Status	Commentary - Negative Target
Q4/25/26		3.00%		
Q3/25/26		3.00%		
Q2/25/26		3.00%		
Q1/25/26	2.00%	3.00%		Q1 Apr to Jun 17,426 calls answered 2% (418) calls abandoned above target , vacant posts, training of new staff and long term sickness impacting on resources
Q4/24/25	2.00%	3.00%		
Q3/24/25	2.00%	3.00%		
Q2/24/25	2.00%	3.00%		
Q1/24/25	4.00%	3.00%		

CSP 03. Average wait time to not exceed 30 seconds - Negative Target

Quarter	Value	Target	Status	Commentary - Negative Target
Q4/25/26		30		

Q3/25/26		30		
Q2/25/26		30		
Q1/25/26	35	30		Q1 Apr to Jun average wait time 35 seconds for calls to be answered - not meeting target
Q4/24/25	30	30		
Q3/24/25	30	30		
Q2/24/25	31	30		
Q1/24/25	43	30		

CSP 04. % of emails answered within 8 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	99.70%	100%		Q1 Apr to Jun 8484 emails received and 8461 answered within 8 working days (23 out of time , Legal, Leisure, Streetscene and Housing having the majority late responses)
Q4/24/25	99.70%	100%		
Q3/24/25	99.70%	100%		
Q2/24/25	99.50%	100%		
Q1/24/25	99.70%	100%		

CSP 05. % of Live Chats answered within 20secs

Quarter	Value	Target	Status	Commentary
Q4/25/26		90%		
Q3/25/26		90%		
Q2/25/26		90%		
Q1/25/26	89.00%	90%		Q1 Apr to Jun 589 chats received and 580 handled, 89% within 20s just below target

Q4/24/25	89.00%	90%		
Q3/24/25	90.00%	90%		
Q2/24/25	89.00%	90%		
Q1/24/25	90.00%	90%		

CSP 06. Face to Face customers seen within 20sec and not kept waiting more than 20 mins (Annual)

Annual	Value	Target	Status	Commentary
24/25	99%	100%		Additional monitoring carried out 13/05/25 99.5% seen within 20mins. Future Face to Face monitoring dates 11.11.25 , 11.05.26 & 09.11.26
26/27		100%		
27/28		100%		
28/29		100%		

CSP 07. % of External Satisfaction (Realtime)

Quarter	Value	Target	Status	Commentary
Q4/25/26		85%		
Q3/25/26		85%		
Q2/25/26		85%		
Q1/25/26	83.00%	85%		Q1 Apr to Jun 48 completed surveys received 83% either Very Satisfied or Satisfied with service received from Customer Services via Live Chat or Email contact. Of the 17% who stated very dissatisfied or dissatisfied, or requested feedback, contact has been made to ascertain details to resolve their issue, provide additional information or shared with the relevant department to resolve. 7 compliments have been recorded and shared with officers.
Q4/24/25	69.00%	85%		
Q3/24/25	75.00%	85%		

Q2/24/25	82.00%	85%		
Q1/24/25	0.00%	85%		

CSP 08. % Calls answered within 20secs (Corporate) - Agreed to be removed, following Cust Services Scrutiny Meeting April 2025

CSP 09. % of Abandoned Calls (Corporate) - Negative Target - Agreed to be removed, following Cust Services Scrutiny Meeting April 2025

CSP 10. % Stage 1 Complaints answered within 10 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	98.00%	100%		Q1 Apr - Jun 59 Stage 1 complaints received 58 answered within 10 working days 97% (2 out of time - Env Health) average working day response time 6 days. The majority of complaints received were for Streetscene (22) Dragonfly (14) and Housing (13) and general theme and were regarding missed bin collections, followed by a lack of communication/action and conduct.
Q4/24/25	100.00%	100%		
Q3/24/25	100.00%	100%		
Q2/24/25	98.00%	100%		
Q1/24/25	100.00%	100%		

CSP 11. % Stage 2 Complaints answered within 20 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	80%	100%		Q1 Apr-Jun - 7 Stage 2 complaints received, 5 answered within 20 working days 80% average working day response time is 16 days. 2 complaints received in June are not included in this figure but are still within timeframe at time of this update. Housing received the majority of complaints escalated from stage 1 and the main theme was officer conduct
Q4/24/25	94%	100%		% corrected 23.5 – was previously recorded as 99% in error
Q3/24/25	100%	100%		
Q2/24/25	100%	100%		
Q1/24/25	100%	100%		

CSP 12. % of all stage complaints acknowledged within 5 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26		100%		
Q3/25/26		100%		
Q2/25/26		100%		
Q1/25/26	100%	100%		All stage 1 and stage 2 complaints acknowledged within timescale
Q4/24/25	97%	100%		
Q3/24/25	99%	100%		
Q2/24/25	96%	100%		
Q1/24/25	100%	100%		

Financial Services

FIN 01. % Sundry Debtors arrears collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		90%		
Q3/25/26		85%		
Q2/25/26		80%		
Q1/25/26	63.2%	75%		Although below target for Q1, 12.6% of the outstanding arrears have payment agreements in place which are being monitored by officers. We are currently working on implementing the recommendations from the latest sundry debtor audit which will strengthen and define our recovery processes and will improve recovery rates.
Q4/24/25	75.4%	90%		
Q3/24/25	70.2%	85%		
Q2/24/25	64.4%	80%		
Q1/24/25	48.8%	75%		

FIN 02 - % Invoices paid within 30 days (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		98%		
Q3/25/26		98%		
Q2/25/26		98%		
Q1/25/26	99.70%	98%		1659 invoices, of which 1654 paid within 30 days
Q4/24/25	99.30%	98%		Q4 Total invoices 1931 of which 1917 paid within 30 days.
Q3/24/25	99.90%	98%		

Q2/24/25	99.57%	98%		
Q1/24/25	99.14%	98%		

FIN 03 - % Invoices paid within 30 days (Annual)

Quarter	Value	Target	Status	Commentary
25/26		100%		
24/25		100%		CS/JC HAVE BEEN ADVISED THIS KPI IS NO LONGER VALID

FIN 04 Internal satisfaction survey % (Biennial)

Quarter	Value	Target	Status	Commentary
25/26		100%		
24/25		100%		CS/JC HAVE BEEN ADVISED THIS KPI IS NO LONGER VALID

Human Resources

HR01 Days sickness per full time employee

Quarter	Value	MAX CAP	Status	Commentary
Q4/25/26		2.1		
Q3/25/26		2.1		

Q2/25/26		2.1		
Q1/25/26	2.8	2.1		The overall average days lost due to sickness in Quarter 1 was 2.8 days, this is the highest Quarter 1 over the last three years. Long term sickness cases have contributed to the escalation of the absence figures within this Quarter.
Q4/24/25	2.80	2.1		
Q3/24/25	2.09	2.1		
Q2/24/25	2.35	2.1		
Q1/24/25	2.24	2.1		

ICT

IT 01/11 - Incidents and service requests resolved within target time (quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	89.70%	80%		
Q4/24/25	89.70%	80%		
Q3/24/25	84.00%	80%		
Q2/24/25	90.00%	80%		
Q1/24/25	88.00%	80%		

IT 02/11 - Incidents and service requests fixed at first point of contact (quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		40%		
Q3/25/26		40%		

Q2/25/26		40%		
Q1/25/26	57.00%	40%		
Q4/24/25	57.00%	40%		
Q3/24/25	50.00%	40%		
Q2/24/25	56.00%	40%		
Q1/24/25	57.00%	40%		

Leisure Services

01. Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme (quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		125		
Q3/25/26		125		
Q2/25/26		125		
Q1/25/26	162	125		
Q4/24/25	92	125		but ahead of the yearly target
Q3/24/25	184	125		
Q2/24/25	179	125		
Q1/24/25	166	125		

02. Retain at least 50% of health referral clients into continued exercise after 12 weeks.

Quarter	Value	Target	Status	Commentary
Q4/25/26		63		
Q3/25/26		63		

Q2/25/26		63		
Q1/25/26	104	63		
Q4/24/25	126	63		
Q3/24/25	113	63		
Q2/24/25	141	63		
Q1/24/25	70	63		

Information & Engagement (Previously Performance & Improvement)

CP 02 - % of SARS administered within one calendar month (Annual)

Quarter	Value	Target	Status	Commentary
24/25	96%	90%		103 data protection requests were received and 4 were late for 2024-25
25/26		90%		
26/27		90%		
27/28		90%		

CSI 19 - % FOI/EIR requests responded to in 20 working days (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		95%		
Q3/25/26		95%		
Q2/25/26		95%		
Q1/25/26	98.85%	95%		Out of 206 FOI requests received btwn Apr-Jun 2025, one was late by one day. Out of 56 EIRs received btwn Apr-Jun 2025, two were late by one day.
Q4/24/25	98.00%	95%		

Q3/24/25	93.20%	95%		
Q2/24/25	84.30%	95%		
Q1/24/25	89.70%	95%		

Planning

PLA 01. Determining 'Discharge of Condition' applications within national target deadlines (%)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	82.00%	80%		Q1 - 22 applications determined. 18 (82%) in time.
Q4/24/25	93.00%	80%		
Q3/24/25	100.00%	80%		
Q2/24/25	86.00%	80%		
Q1/24/25	90.00%	80%		

PLA 157a Determining "Major" applications within target deadlines (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		70%		
Q3/25/26		70%		
Q2/25/26		70%		
Q1/25/26	100.00%	70%		Q1 - 3 application determined, all within agreed extension of time periods.
Q4/24/25	100.00%	70%		
Q3/24/25	100.00%	70%		

Q2/24/25	100.00%	70%		
Q1/24/25	100.00%	70%		

PLA 157b Determining "Minor" applications within target deadlines (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	100.00%	80%		Q1 - 47 applications determined. All within agreed stat time periods, or agreed extension of time periods.
Q4/24/25	100.00%	80%		
Q3/24/25	100.00%	80%		
Q2/24/25	100.00%	80%		
Q1/24/25	100.00%	80%		

PLA 157c Determining "Other" applications within target deadlines (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80%		
Q3/25/26		80%		
Q2/25/26		80%		
Q1/25/26	100%	80%		Q1 - 32 applications determined. All within agreed stat time periods, or agreed extension of time periods.
Q4/24/25	97%	80%		
Q3/24/25	100%	80%		
Q2/24/25	100%	80%		

Q1/24/25	100%	80%		
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Revenues & Benefits

01 % Council Tax arrears collected (Quarterly) (profiled target)

Quarter	Value	Target	Status	Commentary
Q4/25/26		27.00%		
Q3/25/26		20.00%		
Q2/25/26		15.00%		
Q1/25/26	9.22%	8.00%		
Q4/24/25	26.60%	27.00%		
Q3/24/25	17.80%	20.00%		
Q2/24/25	13.70%	15.00%		
Q1/24/25	6.70%	8.00%		

RS 02 % NNDR arrears collected (Quarterly) (profiled target)

Quarter	Value	Target	Status	Commentary
Q4/25/26		65.00%		
Q3/25/26		40.00%		
Q2/25/26		30.00%		
Q1/25/26	37.99%	20.00%		
Q4/24/25	59.80%	65.00%		
Q3/24/25	5.00%	40.00%		
Q2/24/25	31.90%	30.00%		
Q1/24/25	17.40%	20.00%		

RS 03 % Council Tax Collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		96.50%		
Q3/25/26		96.50%		
Q2/25/26		96.50%		
Q1/25/26	96.61%	96.50%		
Q4/24/25	96.97%	96.50%		
Q3/24/25	94.89%	96.50%		
Q2/24/25	95.82%	96.50%		
Q1/24/25	95.95%	96.50%		

RS 04 % Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		98.50%		
Q3/25/26		98.50%		
Q2/25/26		98.50%		
Q1/25/26	96.98%	98.50%		whilst target not met the percentage collected has significantly improved on Q1 24/25.
Q4/24/25	98.15%	98.50%		
Q3/24/25	89.22%	98.50%		
Q2/24/25	96.03%	98.50%		
Q1/24/25	94.17%	98.50%		

RS 05 Benefit overpayments as a % of benefit awarded (Quarterly) - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		8.00%		
Q3/25/26		8.00%		
Q2/25/26		8.00%		
Q1/25/26	4.14%	8.00%		
Q4/24/25	4.50%	8.00%		
Q3/24/25	3.19%	8.00%		
Q2/24/25	3.18%	8.00%		
Q1/24/25	3.45%	8.00%		

RS 06 % Recovery of overpayments excluding from ongoing HB (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		20.00%		
Q3/25/26		20.00%		
Q2/25/26		20.00%		
Q1/25/26	59.33%	20.00%		
Q4/24/25	36.65%	20.00%		
Q3/24/25	32.62%	20.00%		
Q2/24/25	52.34%	20.00%		
Q1/24/25	35.82%	20.00%		

RS 07 % Telephone Abandonment: Revenues (Quarterly) - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		8%		
Q3/25/26		8%		
Q2/25/26		8%		
Q1/25/26	5.22%	8%		Higher level of call abandonment by Revenues Recovery due to new staff and resources re-directed for training purposes.
Q4/24/25	1.50%	8%		
Q3/24/25	2.00%	8%		
Q2/24/25	1.90%	8%		
Q1/24/25	2.80%	8%		

RS 08 % Calls answered within 20 seconds: Revenues (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		70.00%		
Q3/25/26		70.00%		
Q2/25/26		70.00%		
Q1/25/26	78.31%	70.00%		
Q4/24/25	87.50%	70.00%		
Q3/24/25	92.00%	70.00%		
Q2/24/25	87.20%	70.00%		
Q1/24/25	80.60%	70.00%		

RS 09 % Telephone Abandonment : Benefits - Negative Target

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		3.0%		
Q3/25/26		3.0%		
Q2/25/26		3.0%		
Q1/25/26	1.22%	3.0%		
Q4/24/25	0.90%	3.0%		
Q3/24/25	1.20%	3.0%		
Q2/24/25	1.00%	3.0%		
Q1/24/25	0.70%	3.0%		

RS 10 % Calls answered within 20 seconds: Benefits (Quarterly)

Quarter	Value	Target	Status	Commentary
Q4/25/26		80.0%		
Q3/25/26		80.0%		
Q2/25/26		80.0%		
Q1/25/26	90.89%	80.0%		
Q4/24/25	94.50%	80.0%		
Q3/24/25	95.60%	80.0%		
Q2/24/25	94.40%	80.0%		
Q1/24/25	95.30%	80.0%		

RS 11 % HB overpayment arrears collected

Quarter	Value	Target	Status	Commentary
Q4/25/26		15.00%		
Q3/25/26		10.00%		
Q2/25/26		7.50%		
Q1/25/26	3.19%	5.00%		Target not met. Staff resources allocated to other Revs and Sundry Debt Recovery work during this quarter.
Q4/24/25	15.00%	15.00%		
Q3/24/25	11.20%	10.00%		
Q2/24/25	8.90%	7.50%		
Q1/24/25	5.70%	5.00%		

RS 12 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days - 1/4ly)

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26		10		
Q3/25/26		10		
Q2/25/26		10		
Q1/25/26	4.41	10		
Q4/24/25	3.65	10		
Q3/24/25	4.9	10		
Q2/24/25	5.8	10		
Q1/24/25	5.9	10		