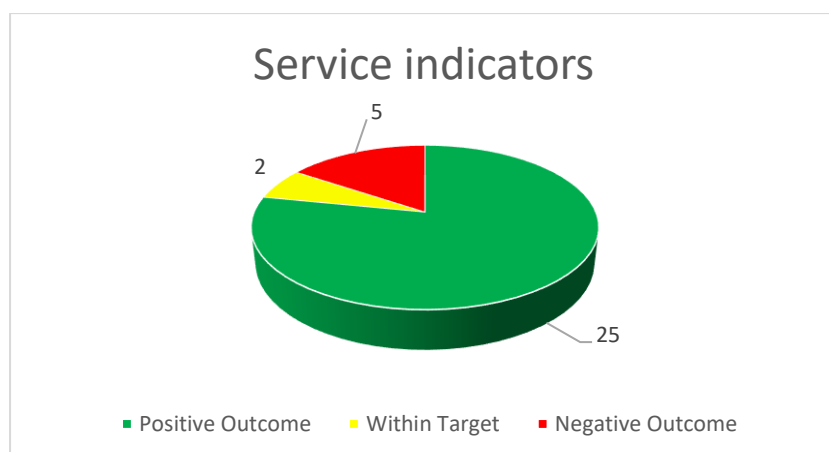


## Service Indicators for Q3 by new aims (for illustration purposes)



Target Status	
■	Positive Outcome
■	Within Target
■	Negative Outcome

## Aim – Our Customers

### Finance and Resources

Revenues and Benefits	Q3 Target	Q3 Outturn	Status
% Council Tax arrears collected (Quarterly)	30%	30.3%	On / Above Target
% NNDR arrears collected (Quarterly)	40%	61.5%	On / Above Target
% Council Tax Collected (Quarterly)	97.8%	95.40%	Below Target
% Non-domestic Rates Collected (Quarterly)	98.5.%	94.80%	Below Target
Benefit overpayments as a % of benefit awarded (Quarterly)	6%	4.19%	Below Target (Positive)
% Recovery of overpayments within the benefits system (Quarterly)	17%	36.14%	On / Above Target
% Telephone Abandonment: Revenues (Quarterly)	12%	4.9%	Below Target (Positive)
% Calls answered within 20 seconds: Revenues (Quarterly)	70%	75.8%	On/Above Target
% Telephone Abandonment: Benefits (Quarterly)	3%	1.2%	Below Target (Positive)
% Calls answered within 20 seconds: Benefits (Quarterly)	78%	95.3%	On / Above Target

Revenues and Benefits	Q3 Target	Q3 Outturn	Status
<b>Finance</b>	Q3 Target	Q3 Outturn	Status
FIN008 - % Invoices paid within 30 days (Monthly)	95%	100%	On / Above Target

## Exceptions

### % Council Tax Collected (Quarterly)

Quarter	Value	Target		Commentary
Q3	95.40%	97.80%		Issue with bank payments not coming through until January 2020 due to Christmas period. Third quarter is always affected in this way.
Q2	96.10%	97.80%		

### % Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target		Commentary
Q3	94.80%	98.50%		Issue with bank payments not coming through until January 2020 due to Christmas period. Third quarter is always affected in this way.
Q2	98.70%	98.50%		

## Partnerships & Transformation

Customer Services	Q3 Target	Q3 Outturn	Status
CC4 Telephone Abandonment: Contact Centre	10%	2%	Below Target (Positive)
CUS01 % of calls answered within 20 seconds	80	80%	On / Above Target
<b>ICT</b>	Q3 Target	Q3 Outturn	Status
IT 01/11 - Incidents and service requests resolved within target time (Quarterly)	80%	87%	On / Above Target
IT 02/11 - Fix at first point of contact (Quarterly)	40%	54%	On / Above Target

## Corporate Governance

Performance	Q3 Target	Q3 Outturn	Status
CSI 19 % FOI/EIR requests responded to in 20 working days (Quarterly)	95%	100%	On or Above Target
Governance	Q3 Target	Q3 Outturn	Status
CSP 11 % of Telephone calls answered within 20 seconds: Corporate (Quarterly)	93%	98%	On / Above Target
CSP 12 % E-mails acknowledged within 1 working day: Enquiries email address (Quarterly)	100%	100%	On / Above Target
CSP 13 % E-mails replied to within 8 working days: Enquiries email address (Quarterly)	100%	99%	Within Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	97%	96%	Within Target
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%	On / Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	100%	100%	On / Above Target
CSP 22 Number of formal complaints (Stage 2) received (Quarterly)	36	54	Above Target (Negative)
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	19	7.1	Below Target (Positive)

## Exceptions

### CSP 22 Number of formal complaints (Stage 2) received (Quarterly)

Quarter	Value	Target	Commentary
Q3	54	36	<p>54 complaints were received this quarter.</p> <p>The Ombudsman recognises that a higher number of complaints received can be more indicative of an open and transparent authority whilst a low figure can demonstrate that an authority is not receptive to feedback from its customers.</p> <p>A more meaningful figure is the number of justified complaints (2 this quarter - this is 3.7% of complaints received) where we have needed to apologise, or partially</p>

				justified complaints (these are where something has gone wrong but the customer's behaviour has contributed to the matter or something has gone wrong and the Council has not yet had the opportunity to put it right). There were 3 partially justified complaints this quarter (5.55% of all complaints received).
Q2	56	36		

## Planning

Planning	Q3 Target	Q3 Outturn	Status
PLA 157a Determining "Major" applications within target deadlines (Quarterly)	70%	100%	Above target
PLA 157b Determining "Minor" applications within target deadlines (Quarterly)	80%	100%	Above target
PLA 157c Determining "Other" applications within target deadlines (Quarterly)	80%	100%	Above target
PLA204 Quality of decision making - Appeals (special measures target) Number of appeals on "major" applications overturned on appeal as a proportion of "major" applications determined during the relevant two year period (quarterly).	10%	4%	Below target (Positive)
PLA204A Quality of decision making - Appeals (special measures target) Number of appeals on "non-major" applications overturned on appeal as a proportion of "non-major" applications determined during the relevant two year period (quarterly).	10%	0%	Below target (Positive)

## Environment Health

Environmental Health	Q3 Target	Q3 Outturn	Status
EH 01 - Percentage of noise complaints responded to within 3 working days. (Quarterly)	90%	97%	Above target
EH02 - Percentage of complaints about licensable activities responded to within 3 working days. (Quarterly)	90%	96%	Above target

Environmental Health	Q3 Target	Q3 Outturn	Status
EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)	90%	83%	Below target

### Exceptions

EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)

Quarter	Value	Target	Commentary
Q3	83%	90%	<p>January 2020 - Of the 67 enquiries received for BDC area, 56 were responded to within the target time (83%)</p> <p>Note: Of the 58 enquiries received for NEDDC area, 47 were responded to within the target time (81%)</p> <p>Overall performance for joint service = 82</p>
Q2	72%	90%	

### Aim – Our Economy

Note: currently no quarterly service indicators

### Aim – Our Environment

#### Environmental Health

Environmental Health	Q3 Target	Q3 Outturn	Status
EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)	100%	86%	Below target
EH07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme (Quarterly)	100%	100%	Above target

## Exceptions

EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)

Quarter	Value	Target	Commentary
Q3	86%	100%	<p>January 2020 - 38 of the 44 interventions that were programmed in the third quarter were completed. Therefore 86% were achieved.</p> <p>The remaining 6 interventions could not be completed as the premises were temporarily closed or we were unable to gain access. These will now be programmed for completion in quarter 4.</p> <p>There is an improvement in performance this quarter as anticipated. We continue to manage vacancies and aim to achieve the target by the end of the year.</p>
Q2	33%	100%	

## Streetscene

Streetscene	Q3 Target	Q3 Outturn	Status
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)	95%	<b>100%</b>	On / Above Target
SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)	95%	<b>96%</b>	On / Above Target
SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)	12%	<b>4%</b>	Below target (Positive)
SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)	14%	<b>3%</b>	On/Above Target
SS 05 Amount of residual household waste disposed of by way of landfill (Quarterly)	135kg	<b>130kg</b>	Below target (Positive)