

## Appendix 'A'

### Q2 2024/2025 Community services performance indicators and data

#### Communities and Partnerships

**Data only: The number of ASB cases reported to the council.**

Q1 2024-2025	Q2 2024-2025	Q3 2024-2025	Q4 2024-2025	Data only
April – June 2024	July- September 2024	October – December 2024	January – March 2025	
Data not available	Data not available			

**Comments:** The draft ASB policy is due to be presented at the November 2024 Community Services Committee

Once this has been agreed a new reporting tool can be developed in conjunction with a new webpage

**Data only: The number of ASB case reviews (previously called community triggers)**

Q1 2024-2025	Q2 2024-2025	Q3 2024-2025	Q4 2024-2025	Data only
April – June 2024	July- September 2024	October – December 2024	January – March 2025	
0	0			

**Comments:**

**Data only: The number of cases nominated to CHARM (community harm and risk management) per quarter.**

Q1 2024-2025	Q2 2024-2025	Q3 2024-2025	Q4 2024-2025	Data only
April – June 2024	July- September 2024	October – December 2024	January – March 2025	
4	1			2024-2025 Total

**Comments:**

**Data only: The number of safeguarding cases we have handled per quarter.**

Q1 2024-2025	Q2 2024-2025	Q3 2024-2025	Q4 2024-2025	Data only
April – June 2024	July- September 2024	October – December 2024	January – March 2025	
16	32			2024-2025 Total 48

**Comments:**

The majority of cases have been adult referrals with 3 cases to do with children. The highest number of cases reported are self-neglect or psychological abuse. We have seen a rise in referrals from the customer services team and are arranging additional training on how to handle calls where residents mention suicide and where to signpost residents to get the right support. The knock-on effect of the cost of living has had a direct impact on the number of safeguarding referrals we receive.

## Environmental Health and Licensing Shared Service

### Percentage of service requests actioned within 5 working days

(figure shows cumulative total number of requests)

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	97%
97.1% (454)	97.5% (925)			Met

### Percentage of category A and B (food hygiene) risk premises inspected within 28 days (of the inspection becoming due)

(figure shows cumulative number of inspections due)

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	100%
100% (7 of 7)	100% (12 of 12)			Met

### Percentage of unrated food premises (including registered premises not yet trading) that receive an intervention in line with the requirements of the Food Standards Agency

(figure shows cumulative number due and number inspected)

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	100%
100% (19 of 19)	100% (41 of 41)			Met

### The cumulative number of licence applications processed, and the percentage of applications issued within two weeks of being determined

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	85%
87.1% (337 of 387)	87.5% (660 of 754)			Met

### Percentage of Environmental Permitting Regulation inspections due that are carried out

(figure shows cumulative number inspected and number due to date)

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	100%
100% (3 of 3)	100% (5 of 5)			Met

**Percentage of park home site inspections due that are carried out**

(figure shows cumulative number inspected and number due to date)

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	100%
100% (0 of 0)	100% (13 of 13)			Met

**Percentage of HMO (houses in multiple occupation) inspections due that are carried out.**

(figure shows cumulative number inspected and number due to date)

Q1 2024-25	Q2 2024-25	Q3 2024-25	Q4 2024-25	Target
April – June 24	July – September 24	October -December 24	January – March 25	100%
50% (1 of 2)	80% (4 of 5)			Partial met

**Comment:** Officers were initially unable to arrange access with the person responsible for one of the HMOs and this was subsequently undertaken on the 17<sup>th</sup> of July. The inspection has been undertaken, but was outside of the first quarter, hence the Q1 figure of 50%