APPENDIX A – Strategy & Resources Performance Charts
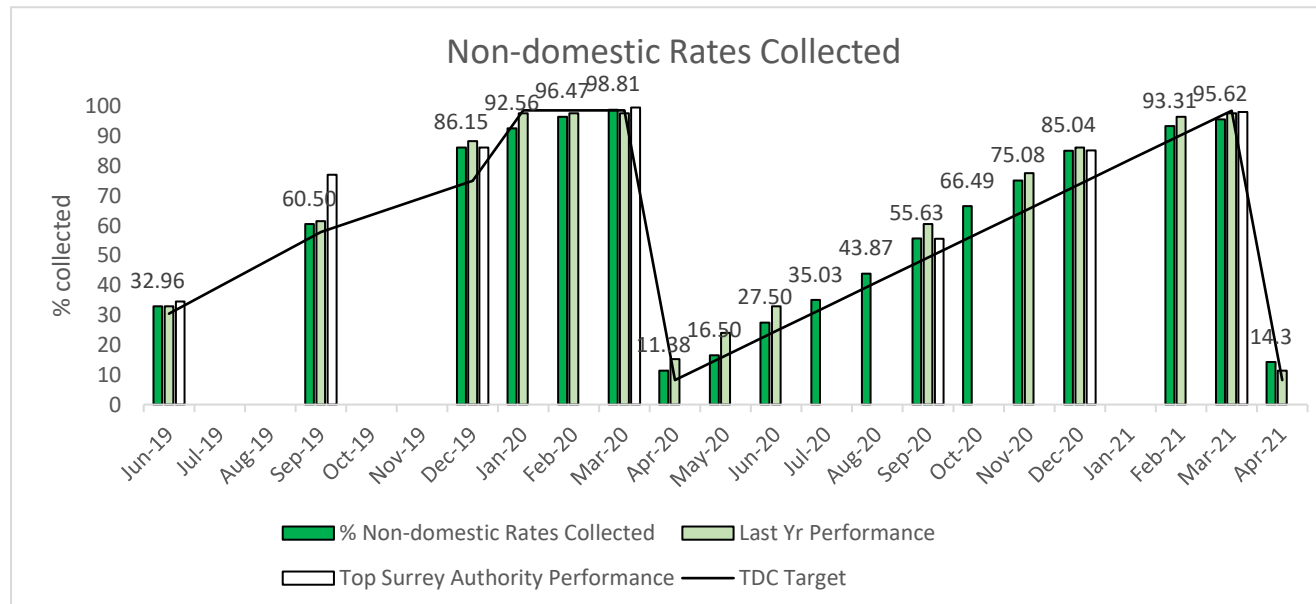
SR1 - Percentage of Council Tax collected

Council Tax Collected

(Values shown: Jun-19 35.80, Sep-19 63.60, Dec-19 90.80, Jan-20 95.20, Feb-20 97.20, Mar-20 98.20, Apr-20 16.4, May-20 25.2, Jun-20 34.1, Jul-20 43.3, Aug-20 52.3, Sep-20 61.8, Oct-20 71.2, Nov-20 80.3, Dec-20 89.5, Feb-21 95.9, Mar-21 97.3, Apr-21 16.9)

Legend: % Council Tax Collected, Last Yr Performance, Top Surrey Authority Performance, TDC Target
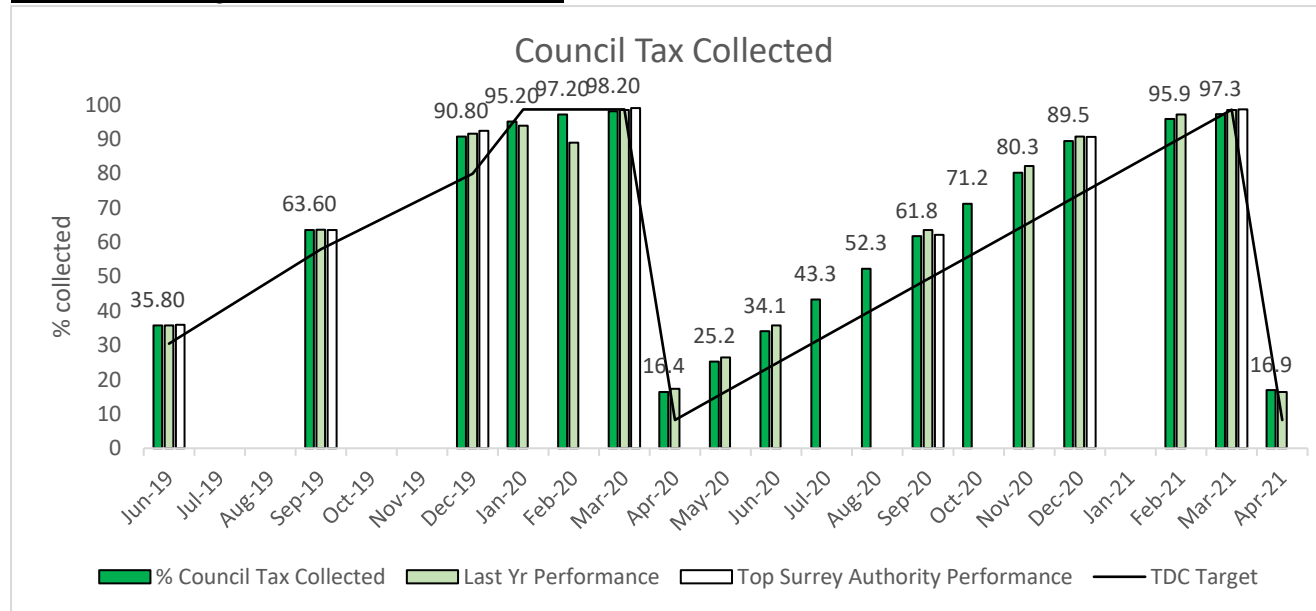
Performance Summary

- Collection performance at the end of the year was 1.34% below the increasing monthly target, which at the end of March stood at 98.64%.

- Performance compared to the same period in 2019/20 also finished down by 0.90% with a collection rate at that stage of 98.20%. Yet, Tandridge collection rates remain one of the highest in the County. This, despite the additional work created by the pandemic and Northgate project. Limited enforcement action has been available due to the pandemic.

- Collection rates for April have surpassed our target.

- Target: 98.7% (end of year, cumulative).

SR2 - The percentage of non-domestic rates due for the financial year which were received by the Council

Non-domestic Rates Collected

(Values shown: Jun-19 32.96, Sep-19 60.50, Dec-19 86.15, Jan-20 92.56, Feb-20 96.47, Mar-20 98.81, Apr-20 11.38, May-20 16.50, Jun-20 27.50, Jul-20 35.03, Aug-20 43.87, Sep-20 55.63, Oct-20 66.49, Nov-20 75.08, Dec-20 85.04, Feb-21 93.31, Mar-21 95.62, Apr-21 14.3)

Legend: % Non-domestic Rates Collected, Last Yr Performance, Top Surrey Authority Performance, TDC Target
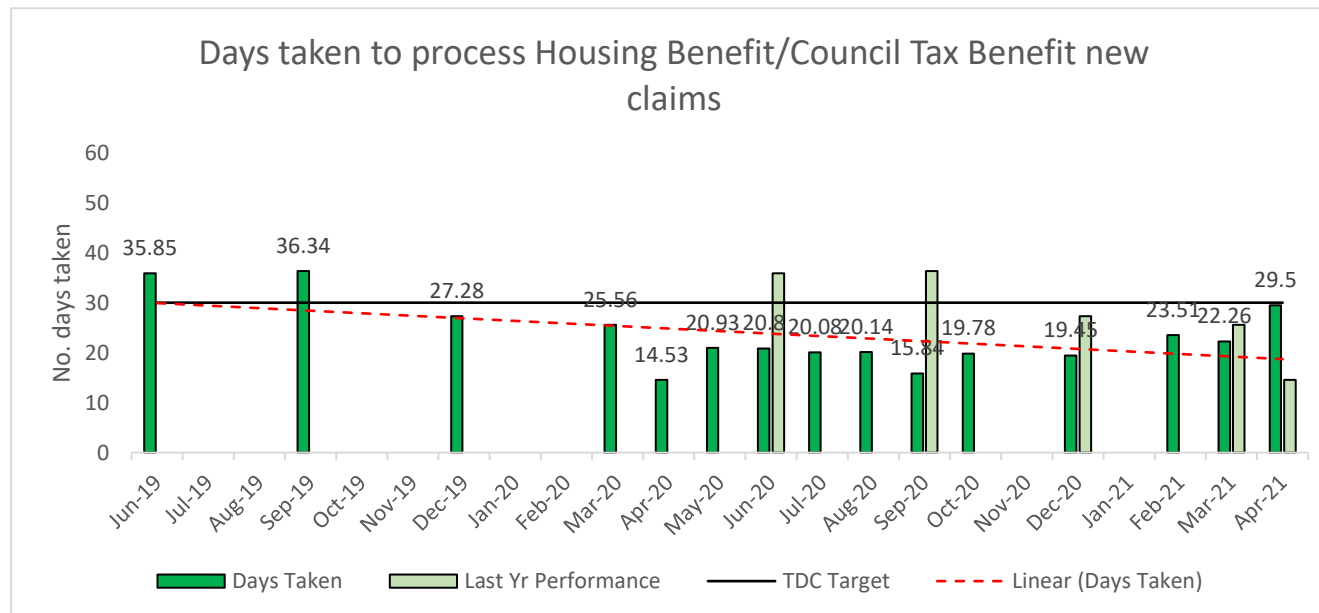
Performance Summary

- Collection performance at the end of the year was 2.9% below the increasing monthly target, which at the end of March stood at 98.52%

- Performance compared to the same period in 2019/20 also finished down by 3.19% with a collection rate at that stage of 98.81%. Yet, Tandridge remain closest to the highest in the County. This, despite the additional work created by the pandemic and Northgate project. Limited enforcement action has been available due to the pandemic.

- Performance is also ahead of target for April 2021.

- Target: 98.6% (end of year, cumulative).

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SR2b - General Accounts Receivable Debt Collected

- This indicator has been removed as the data collection processes are under review by Finance.

SR3a - Days taken to process Housing Benefit/Council Tax Benefit new claims

Days taken to process Housing Benefit/Council Tax Benefit new claims

Legend: Days Taken, Last Yr Performance, TDC Target, Linear (Days Taken)

Data values shown: 35.85, 36.34, 27.28, 25.56, 14.53, 20.93, 20.8, 20.08, 20.14, 15.84, 19.78, 19.45, 23.51, 22.26, 29.5

Performance Summary

- We achieved target by 1/2 day. Unfortunately, in March and April we tend to get a higher number of claims as people receive bills and make new claims. We also have a backlog of work which we are getting through. The number of new claims being made tends to drop off towards June/July, but we expect May's figures to be high as well.

- Target: 30 days.

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**APPENDIX A – Strategy & Resources Performance Charts**

SR3b - Days taken to process Housing Benefit/Council Tax change events

Days taken to process Housing Benefit/Council Tax Benefit change events
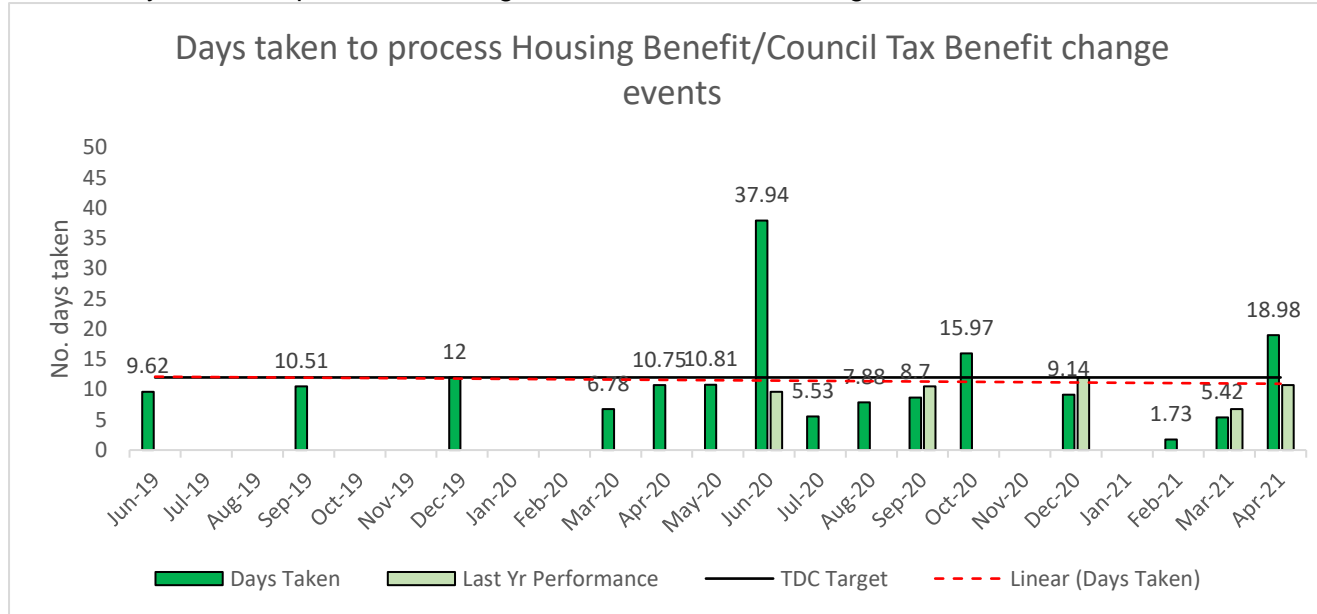
Performance Summary

- We currently have a backlog of work and but cleared some of the older work outstanding. This has increased the overall day statistics. Staff have been asked to do mixture of older and newer claims to improve performance, but we also expect May to have high figures. The team are due to have additional support from 14 June, which should get us back on track.

- Target: 12 days.

SR4 – The number of working days/shifts lost due to sickness absence (long and short-term)


Staff Sickness Overall
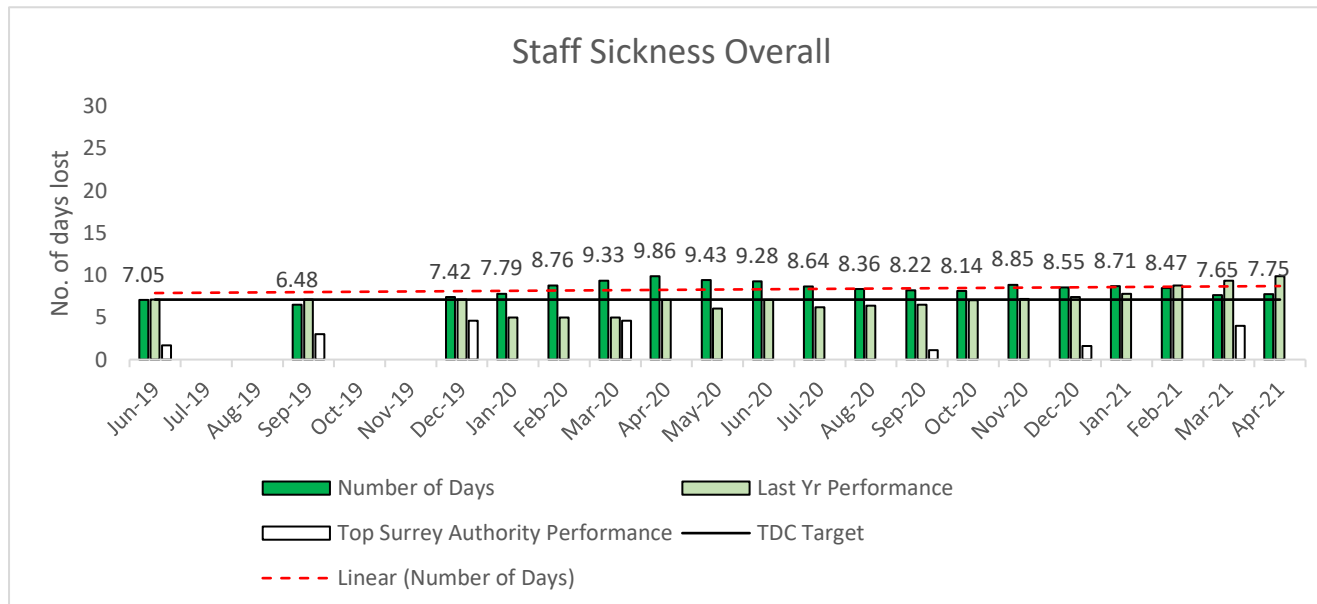
Performance Summary

- Sickness absence in April 2021 is down on March 2021. Rolling annual sickness absence figure remains a reduction like-on-like.
- Mental health issues and Musculoskeletal conditions continue to be the most frequently cited reason for absence. This continues to account for almost 58% of the total absences in the period.
- 2 instances that have contributed to long-term sickness absence have been addressed. However they will continue to impact the long-term absence figures during this period.
- During the 12-months to April 2021, absence related to either Covid-19 self-isolation/Shielding/Testing or roles that were unable to work from home. We have also seen several absences related to adverse reaction to the vaccine.
- We continue to be mindful of the impact remote working and social isolation are having on the workforce and continue to offer support to all employees.
- HR Specialists continue to monitor and review sickness absences and seek advice from occupational health where appropriate.

- Target: 7.1 days.

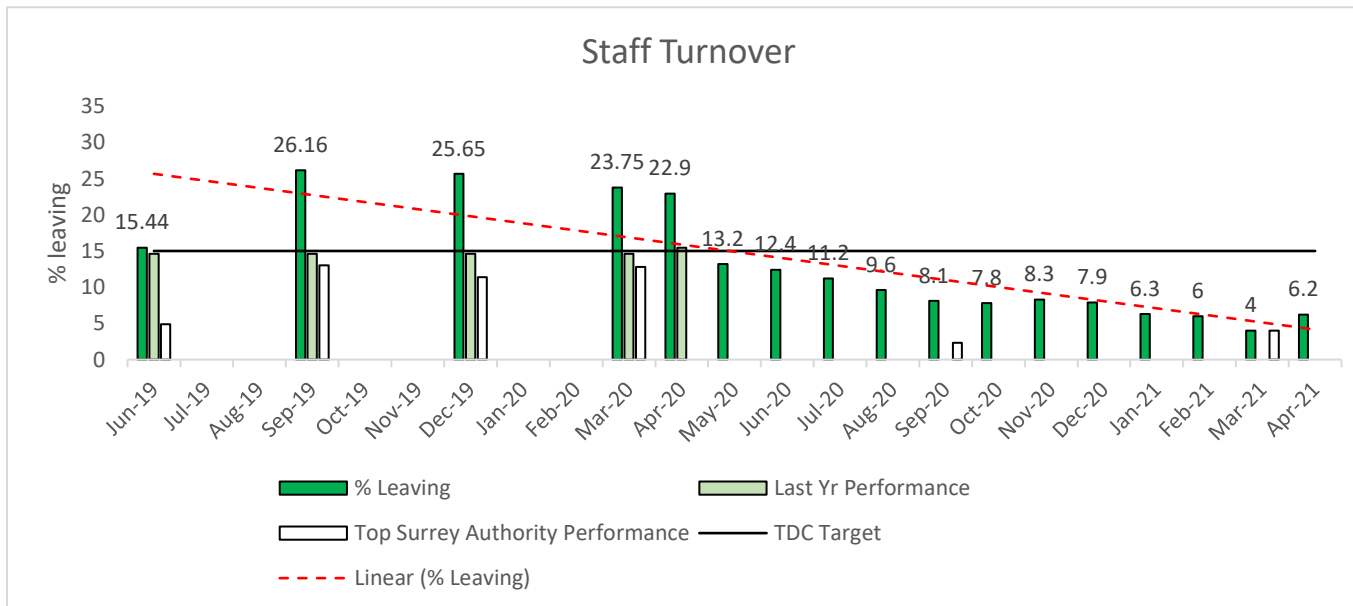## APPENDIX A – Strategy & Resources Performance Charts

SR5 – The number of working days/shifts lost due to sickness absence (short-term only – 20 days or less)
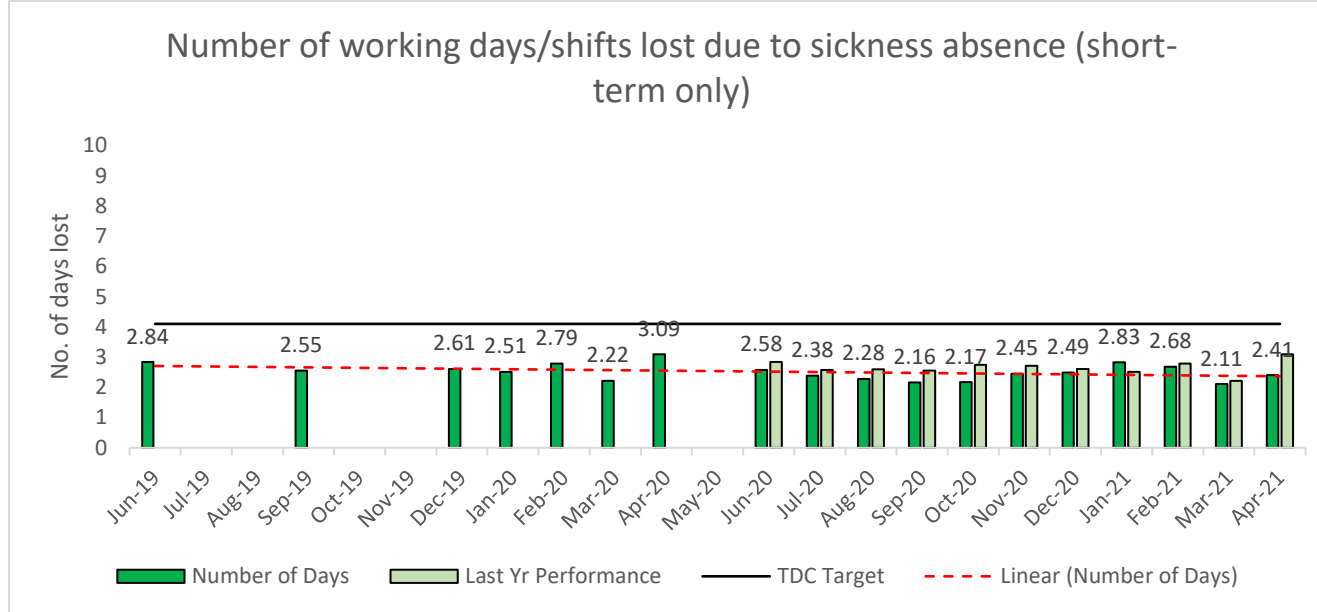
Performance Summary

- The annual short-term absence ratio, compared to long-term, is around 31% and in-line with the previous year.

- Target: 4.1 days.

SR6 – Staff turnover

Performance Summary

- Performance to April 2021 improved with respect to Quarter 3.

- HR continue to carry out exit interviews, where possible, as soon after receipt of resignation.

- Reasons for leaving related to new opportunities, personal reasons / work-life balance, job changes during Covid, lack of career development and retirement.

- Target: 15%.

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SR7 - The percentage of calls answered within 60 seconds by Customer Services

Percentage of calls answered by Customer Services within 60 seconds
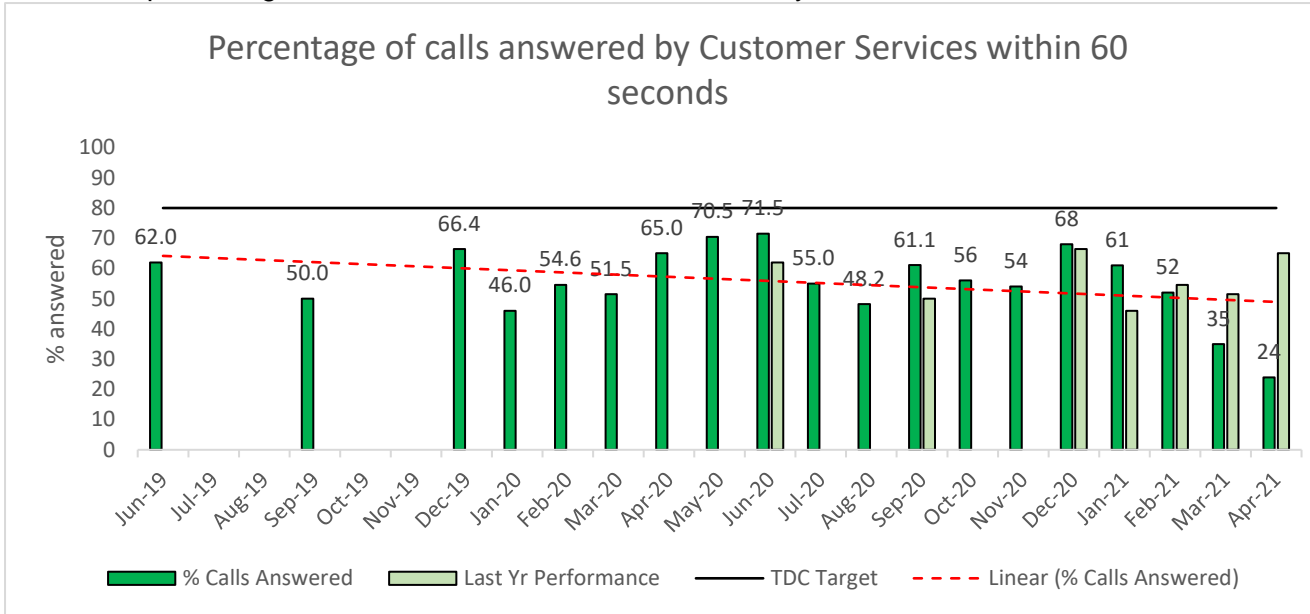
Performance Summary

- 11,221 calls were taken in a month, which is a 23% increase from 2020. The team also processed 2522 emails and 2478 cases.
- The main cause of the increase in volume was the introduction of the new waste contract. In one week, the team handled 2845 calls. The issues surrounding the introduction of the new service meant that customers did not receive their collections. The calls were difficult and lengthy which had a knock-on impact on response times.
- Towards the end of the month the calls were also impacted by the Election. Residents were confused over receiving multiple envelopes for the 5 Elections taking place.
- The waste calls were difficult and often abusive; combined with supplier systems not providing information, team stress levels did increase, and resulted in sickness absence in some cases.
- Target: 80%.

SR8 – Number of Overdue Complaints

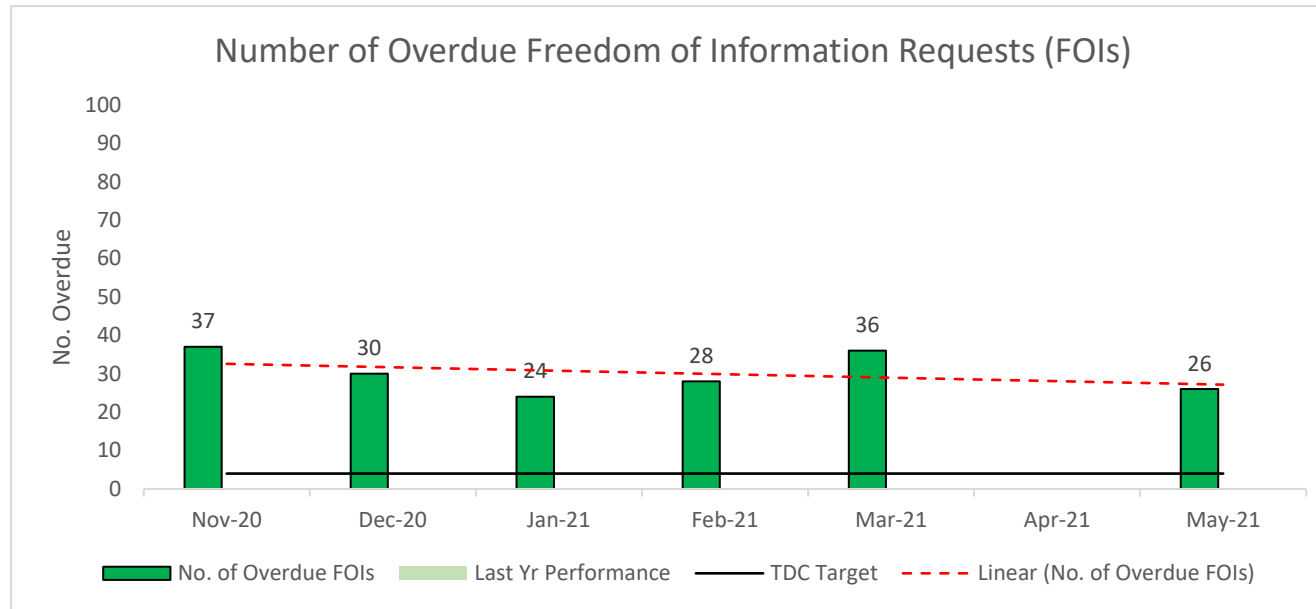Number of Overdue Complaints
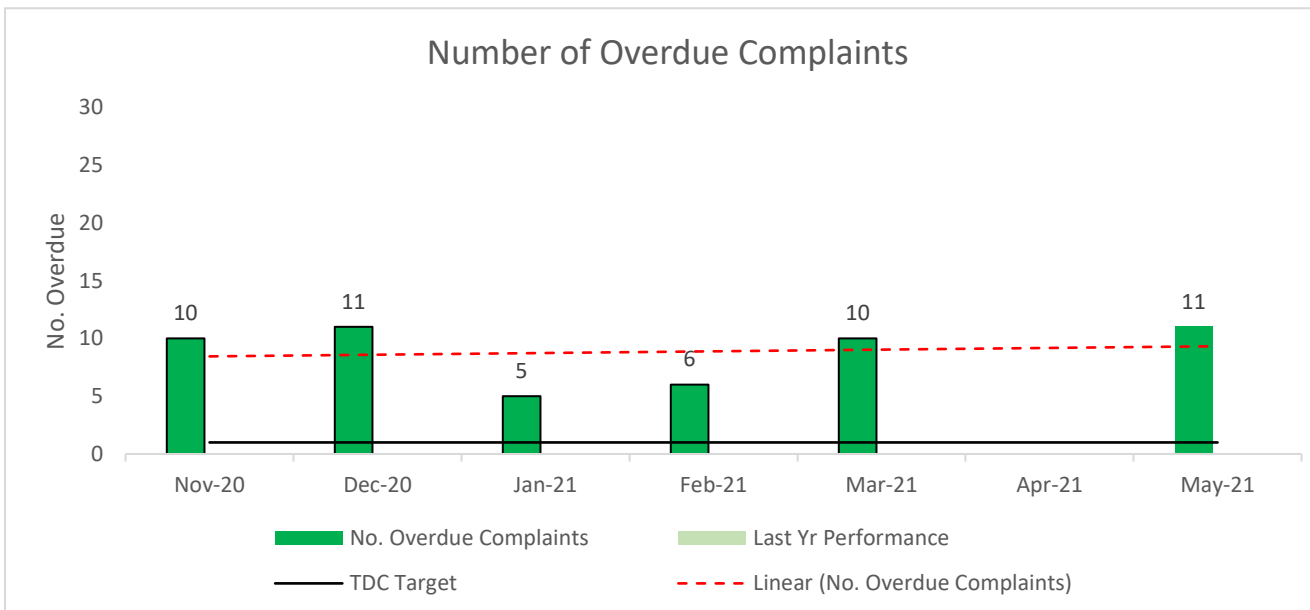
Performance Summary

- Performance since November remains consistent.

- To improve, protocols around processing complaints have been amended, and this performance indicator will be circulated to the Executive Leadership Team on a more frequent basis.

- Target: 1 - currently baselined to 10% of November 2020 data.

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APPENDIX A – Strategy & Resources Performance Charts
SR9 – Number of Overdue Freedom of Information Requests (FOIs)

Number of Overdue Freedom of Information Requests (FOIs)

Performance Summary

- Performance since November has improved by 30%.

- To improve, protocols around processing FOIs have been amended, which included changes to our redaction teams. The performance indicator will be also circulated to the Executive Leadership Team on a more frequent basis

- Target: 4 - currently baselined to 10% of November 2020 data.