

## Appendix A – Strategy & Resources Performance Indicators

### SR1: Percentage of council tax collected

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 98.7%	Comments
35.2%	63.6%	89.1%	97.40%	Not met	This is below target due to limited recovery processes being run during the new Northgate system installation. Collection rates are competitive compared to neighbouring councils.

### SR2: The percentage of non-domestic (business) rates due for the financial year which were received by the Council

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 98.6%	Comments
26.67%	55.1%	78.4%	95.2%	Not met	This is below target due to limited recovery processes being run during the new Northgate system installation. Collection rates are competitive compared to neighbouring councils.

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

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 30 days	Comments
17	N/A (new Northgate system installation)	53	28	Met	The installation of the new system meant there was a backlog of housing benefit claims. This has been cleared by the team and this KPI is now on target.

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

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 12 days	Comments
30	N/A (new Northgate system installation)	51	20	Not met	A team from Northgate has been working with us to reduce processing times. Work continues to clear the backlog and further reduce assessment times.

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

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 7.1 days	Comments
7.75	8.79	9.71	10.51	Not met	Long term absences connected with Covid accounted for 12% of all absences in 2021/2, which have increased the overall absence figures. Almost 12% of overall cases are linked to debility/fatigue, some of which are linked to Long Covid symptoms. 27.3% of all absences are attributed to stress/depression/anxiety. Musculoskeletal absences account for approx. 22% of all absences

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

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 4.1 days	Comments
2.65	3.2	3.52	3.96	Met	25% of all short-term absences relate to Covid reasons including adverse reaction to vaccine. Short-term absences due to cold/flu symptoms (not Covid) account for 11% as do absences for musculoskeletal issues. Just under 10% of short-term absences relate to stress/anxiety/depression

**SR6: Staff turnover**

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 15%	Comments
7.7%	10.8%	15.3%	15.9%	Not met	Turnover is increasing. Reasons given for leaving included new opportunity, personal reasons, work/life balance. Staff are facing challenging times and uncertainty over the future of their job, which means it is likely this will continue to rise.

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

April-June 2021	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Target 80%	Comments
24%	35.3%	61%	55%	Not met	The volume of calls has been impacted by annual billing, leaseholder management expense letters and enquiries about support for Ukraine refugees. The length of calls increased due to the complex nature of the calls. Number of repeat callers increased with residents chasing planning applications. Planning reviewing its processes.

**SR8: Number of overdue complaints**

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target 1	Comments
10	7	12	13	Not met	Some complaints require wider investigation and cover more than one service. Finalising a response sometimes takes longer than the set deadlines. If the relevant staff are away or on leave, providing a response within the timelines can be difficult.

**SR9: Number of overdue Freedom of Information Requests (FOIs)**

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target FTE 4	Comments
23	25	20	14	Not met	Some FOIs are very complex and require a lot of information to be gathered to provide a response, or input from more than one team. This can also include documents which need to be redacted.