

























Corporate Health Report

Customer

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Percentage of stage 2 complaints responded to within 25 working days	93%	100%	79%	80%	75%	80%
		Percentage of stage 1 complaints responded to within 10 working days	40%	38%	63%	54%	50%	80%
		Time taken to process new council tax reduction benefit claims	28.56	33.3	24.65	20.74	22.05	21
		Customer Contact Volume - Online (%)	35.52%	42.91%	30.72%	31.56%	47.15%	27%
		Time taken to process new housing benefit claims	29.82	25.21	22.27	16.6	20.98	21
		Time taken to process changes to council tax reduction benefit	4.17	5.56	3.86	3.24	5.05	6
		Time taken to process changes to housing benefit	2.06	4.83	4.38	5.88	2.22	6
		Service Level Agreement - first point of contact	92%	91%	88.67%	89.33%	89.67%	80%
		Website availability	99.96%	99.98%	99.99%	100%	99.99%	98%
		Number of service complaints received	388	263	293	196	264	
		Number of stage 1 complaints received	32	23	35	23	22	
		Number of stage 2 complaints received	5	6	12	5	6	

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Total number of complaints received	425	292	340	224	292	
		Customer Contact Volume - Total	96,465	63,479	70,587	64,928	110,237	
		Customer Contact Volume - F2F	3,989	0	1,259	1,059	27	
		Customer Contact Volume - Telephone	58,208	36,241	47,643	43,375	58,235	
		Customer Contact Volume - Online	34,268	27,238	21,685	20,494	51,975	
		Customer Contact Volume - F2F (%)	4.14%	0%	1.78%	1.63%	0.02%	
		Customer Contact Volume - Telephone (%)	60.34%	57.09%	67.5%	66.8%	52.83%	
		Website AA compliance	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters
		Number of formal complaints received	37	29	47	28	28	

Financial

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Percentage of Non-domestic Rates Collected	97.20%	29.30%	58.30%	84.30%	91.90%	98.00%
		% of in-district debt recovered (parking)	25.2%	30.2%	49.7%	32.55%	32.55%	40%
		Legal Services: Debt Recovery	41.47%	0%	0%	59.12%	11.88%	60%















Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Percentage of total sundry debt over 90 days old	22%	21%	21%	12%	26%	13%
		% of Council Tax collected	97.90%	29.30%	56.70%	84.90%	97.50%	98.00%
		Percentage of in-year sundry debt collected	98%	83%	85%	83%	94%	95%

Governance

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Number of FOI requests	245	167	214	211	219	
		Number of FOI requests which go to appeal/review	5	6	0	1	3	
		Number of data security breaches	20	9	10	11	18	
		Number of data security breaches referred to ICO	1	1	0	0	1	

Workforce

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Annual appraisal	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21
			Value	Value	Value	Value	Value	Target
		Working Days Lost Due to Sickness Absence (HBC) (LGA measure)	1.55	0.58	1.25	0.89	1.15	2.05
		Internal Coaching and mentoring – Number of coaching/ mentoring relationships started	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters
		Yorkshire Accord – Number of coaching/mentoring relationships started	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters
		Apprenticeships - Number of New Apprentices	4	3	2	1	4	
		Sickness absence (HBC) - Short term (days)	0.93	0.35	0.5	0.57	0.55	
		Sickness absence (HBC) - Long term (days)	0.89	0.17	0.83	0.61	0.81	
		Apprenticeships - Number of Ongoing Apprenticeships	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters