

























Corporate Health Report

Customer

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23
			Value	Value	Value	Value	Value	Target
		Percentage of stage 1 complaints responded to within 10 working days	34%	41%	65.22%	55%	66.67%	80%
		Percentage of stage 2 complaints responded to within 20 working days	100%	100%	80%	75%	81.82%	80%
		Time taken to process new council tax reduction benefit claims	23.73	22.08	22.47	22.13	20.12	21
		Time taken to process new housing benefit claims	22.15	25.61	28.78	19.27	18.3	21
		Time taken to process changes to council tax reduction benefit	6.01	7.36	12.1	7.28	3.5	6
		Time taken to process changes to housing benefit	6.11	2.58	7.37	6.09	5.55	6
		Service Level Agreement - first point of contact	90.33%	86%	85.67%	90.67%	87.67%	
		Website availability	99.99%	99.99%	99.8%	99.8%	100%	
		Number of service complaints received	289	247	294	212	159	
		Number of stage 1 complaints received	47	29	23	40	29	
		Number of stage 2 complaints received	6	10	5	8	11	
		Total number of complaints received	342	286				

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23
			Value	Value	Value	Value	Value	Target
		Customer Contact Volume - Total	60,332	92,229	76,086	79,203	54,577	
		Customer Contact Volume - F2F	1,589	2,081	2,017	2,028	1,731	
		Customer Contact Volume - Telephone	38,120	50,682	41,878	47,063	37,225	
		Customer Contact Volume - Online	20,623	39,466	32,191	30,112	15,621	
		Customer Contact Volume - F2F (%)	2.63%	2.26%	2.65%	2.56%	3.17%	
		Customer Contact Volume - Telephone (%)	63.18%	54.95%	55.04%	59.42%	68.21%	
		Number of formal complaints received	53	39	28	48	40	
		Customer Contact Volume - Online (%)	34.18%	42.79%	42.31%	38.02%	28.62%	

Financial

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23
			Value	Value	Value	Value	Value	Target
		% of in-district debt recovered (parking)	39.57%	43.04%		36.93%	36.93%	40%
		Percentage of total sundry debt over 90 days old	54%	40%	43%	70%	44%	13%
		% of Council Tax collected	84.40%	97.60%	29.10%	57.00%	84.40%	84.00%
		Percentage of Non-domestic Rates Collected	79.80%	93.90%	32.20%	57.70%	84.50%	84.00%
		Legal Services: Debt Recovery	0%	54.42%	16.43%	6.16%	82.03%	60%
		Percentage of in-year sundry debt collected	94%	97%	96%	94%	92%	

Governance

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23
			Value	Value	Value	Value	Value	Target
		Number of FOI requests	171	263	234	169	150	
		Number of FOI requests which go to appeal/review	2	3	2	1	0	
		Number of data security breaches	23	9	18	14	12	
		Number of data security breaches referred to ICO	0	0	0	1	0	

Workforce

Traffic Light Status	Short Term Trend Arrow	Performance Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q3 2022/23
			Value	Value	Value	Value	Value	Target
		Working Days Lost Due to Sickness Absence (HBC) (LGA measure)	1.44	0.97	1.03	1.18	1.42	2.05
		Apprenticeships - Number of New Apprentices	5	4	2	12	4	
		Sickness absence (HBC) - Short term (days)	0.77	0.35	0.74	0.73	1.03	
		Sickness absence (HBC) - Long term (days)	0.77	0.7	0.45	0.58	0.75	