## **Corporate Performance/Activity Indicators**

## Quarter 3 2022/23

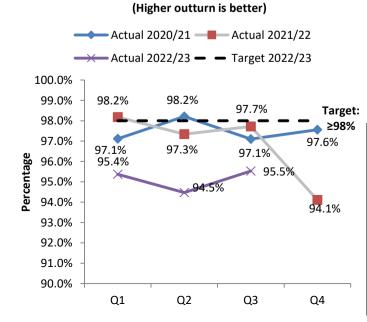
RAG Lege	end	Chart Legend				
Performance/activity has met or exceeded the quarterly / annual target.	Green	2020/21				
Performance / activity has missed its quarterly / annual target but is within ≤10% of relative target.	Amber	2021/22				
Performance / activity has missed its quarterly / annual target and is >10% of relative target.	Red	2022/23				
Data not available	Not available	Target 2022/23				

Presented by: Sarah Hall Head of Business Planning, Projects and Performance

January 2023



		CUSTOMER, DIGIT	AL and COLLE	CTION SERVI	CES			
		n to process new Housi	ng Benefit and C	Council Tax	Q2	Q3	YTD	
pport claims or ch	anges - cumulati	ve result.			RED	AMBER	AMBER	
1	Lower outturn is l	acttor)		Actual	Actual	Target	Actual	
(	Lower outturn is i	Jetter	Quarter	2020/21	2021/22	2022/23	2022/23	
Acti	ual 2020/21	Actual 2021/22	Q1	2.9	8.0	8.0	10.8	
Actu	ual 2022/23 🗕 🗕	<ul> <li>Target 2022/23</li> </ul>	Q2	2.6	8.6	8.0	10.3	
11.0 7	10.8		Q3	3.2	9.3	8.0	8.5	
10.0 -	10.3	Target:		3.0	7.7	8.0		
9.0 -	8.6	9.3 ≤8 days	Annual	3.0	7.7	8.0	8.5 (YTD)	
<u>\$ 8.0</u> 8.0		<b> _</b> _7.7			improvement	-	hthere is still	
Number of days 0.0 - 0.			one vacancy	for a custome	er adviser to b	e filled.		
<b>b</b> 0.0 - <b>b</b> 5.0 -			The UC4CTR	process is nov	w working. Thi	is has freed u	p capacity,	
<b>4</b> .0 -			however me	ans every clai	m for Universa	al Credit trigg	ers a claim fo	
<b>2</b> 3.0 - 2.9	2.6	3.2 3.0	Council Tax S	Support, hence	e the increase	in new claims	s in Q3.	
2.0 -			Q1 - 279 new claims and 5,064 changes processed.					
1.0 -			Q2 - 635 nev	v claims and 8	,583 changes	processed.		
0.0 + Q1	Q2	Q3 Q4	Q3 - 1,395 ne	ew claims and	11,848 chang	es processed	•	
QI	QZ	Q3 Q4						
CS2: Percentage c	of lost Customer	Service calls per quarte	r.		Q2	Q3	YTD	
					RED	RED	RED	
	(Lower outturn is	better)		Actual	Actual	Target	Actual	
	(Lower outturn is		Quarter	2020/21	2021/22	2022/23	2022/23	
	(Lower outturn is		Q1	<b>2020/21</b> 5.6%	<b>2021/22</b> 11.6%	<b>2022/23</b> 10.0%	<b>2022/23</b> 13.0%	
Actu		- Actual 2021/22	Q1 Q2	<b>2020/21</b> 5.6% 8.9%	<b>2021/22</b> 11.6% 10.1%	<b>2022/23</b> 10.0% 10.0%	<b>2022/23</b> 13.0% 17.9%	
Actu	ual 2020/21 —	- Actual 2021/22	Q1 Q2 Q3	<b>2020/21</b> 5.6% 8.9% 7.1%	<b>2021/22</b> 11.6% 10.1% 11.1%	<b>2022/23</b> 10.0% 10.0% 10.0%	<b>2022/23</b> 13.0%	
Actu	ual 2020/21 —	Actual 2021/22 • Target 2022/23	Q1 Q2 Q3 Q4	<b>2020/21</b> 5.6% 8.9% 7.1% 11.7%	<b>2021/22</b> 11.6% 10.1% 11.1% 13.3%	<b>2022/23</b> 10.0% 10.0% 10.0% 10.0%	<b>2022/23</b> 13.0% 17.9% 14.6%	
Actu 20.0% 18.0% 16.0%	ual 2020/21 ual 2022/23 17.9	- Actual 2021/22 • Target 2022/23 %	Q1 Q2 Q3	<b>2020/21</b> 5.6% 8.9% 7.1%	<b>2021/22</b> 11.6% 10.1% 11.1%	<b>2022/23</b> 10.0% 10.0% 10.0%	<b>2022/23</b> 13.0% 17.9% 14.6%	
Actu 20.0% 18.0% 16.0% 13.0%	ual 2020/21 ual 2022/23 17.9'	Actual 2021/22 • Target 2022/23	Q1 Q2 Q3 Q4 Annual	<b>2020/21</b> 5.6% 8.9% 7.1% 11.7% 8.5%	<b>2021/22</b> 11.6% 10.1% 11.1% 13.3%	<b>2022/23</b> 10.0% 10.0% 10.0% 10.0% 10.0% 10.0%	2022/23 13.0% 17.9% 14.6% 15.1 %(YT	
Actu 20.0% 18.0% 16.0% 13.0%	ual 2020/21 ual 2022/23 17.9 % 10.1%	Actual 2021/22 Target 2022/23	Q1 Q2 Q3 Q4 Annual Comment: Q	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an	2021/22 11.6% 10.1% 11.1% 13.3% 11.6%	2022/23 10.0% 10.0% 10.0% 10.0% 10.0%	2022/23 13.0% 17.9% 14.6% 15.1 %(YT	
Actu 20.0% 18.0% 16.0% 13.0%	ual 2020/21	Actual 2021/22 • Target 2022/23 % 11.1% 13.3% 11.7%	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two y	2022/23 13.0% 17.9% 14.6% 15.1 %(YT	
Actu 20.0% 18.0% 16.0% 14.0% 12.0% 10.0% 8.0% 6.0%	ual 2020/21 ual 2022/23 17.9 % 10.1%	Actual 2021/22 Target 2022/23 % 14.6% 13.3% 11.1% 11.7% Target ≤10%	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i	2021/22 11.6% 10.1% 11.1% 13.3% 11.6%	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two y	2022/23 13.0% 17.9% 14.6% 15.1 %(YT)	
Actu 20.0% 18.0% 16.0% 12.0% 10.0% 10.0% 10.0% 11.6% 8.0% 6.0% 4.0% 5.6%	ual 2020/21	Actual 2021/22 Target 2022/23 % 11.1% 13.3% 11.7% Target	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v	2022/23 13.0% 17.9% 14.6% 15.1 %(YTI	
Actu 20.0% 18.0% 16.0% 14.0% 12.0% 10.0% 10.0% 6.0% 4.0% 2.0%	ual 2020/21	Actual 2021/22 Target 2022/23 % 14.6% 13.3% 11.1% 11.7% Target ≤10%	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go Q1 - 4,462 of	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there yert this month	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v n.	2022/23 13.0% 17.9% 14.6% 15.1 %(YTI	
Actu 20.0% 18.0% 14.0% 12.0% 10.0% 10.0% 10.0% 11.6% 8.0% 6.0% 4.0% 2.0% 0.0%	ual 2020/21 ual 2022/23 17.9 10.1% 8.9%	Actual 2021/22 • Target 2022/23 % 11.1% 14.6% 13.3% 11.7% Target ≤10% 7.1%	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go Q1 - 4,462 of Q2 - 5,869 of	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv f 34,428 lost C f 32,774 lost C	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there vert this month Customer Serve	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v n. ice calls. ice calls.	2022/23 13.0% 17.9% 14.6% 15.1 %(YT	
Actu 20.0% 18.0% 16.0% 14.0% 12.0% 10.0% 10.0% 10.0% 11.6% 5.6%	ual 2020/21 ual 2022/23 17.9 10.1% 8.9%	Actual 2021/22 Target 2022/23 % 14.6% 13.3% 11.1% 11.7% Target ≤10%	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go Q1 - 4,462 of Q2 - 5,869 of Q3 - 4,107 of	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv f 34,428 lost C f 32,774 lost C	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there vert this month Customer Servi Customer Servi	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v n. ice calls. ice calls.	2022/23 13.0% 17.9% 14.6% 15.1 %(YT)	
Actu 20.0% 18.0% 14.0% 12.0% 10.0% 10.0% 10.0% 2.0% 0.0%	ual 2020/21 ual 2022/23 17.9 10.1% 8.9%	Actual 2021/22 • Target 2022/23 % 11.1% 14.6% 13.3% 11.7% Target ≤10% 7.1%	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go Q1 - 4,462 of Q2 - 5,869 of	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv f 34,428 lost C f 32,774 lost C	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there vert this month Customer Servi Customer Servi	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v n. ice calls. ice calls.	2022/23 13.0% 17.9% 14.6% 15.1 %(YT)	
Actu 20.0% 18.0% 14.0% 12.0% 10.0% 10.0% 10.0% 2.0% 0.0% Actu 13.0% 13.0% 13.0% 11.6% 5.6% 0.0% 0.0%	ual 2020/21 ual 2022/23 17.9' 10.1% 8.9%	Actual 2021/22 • Target 2022/23 % 11.1% 14.6% 13.3% 11.7% Target ≤10% 7.1% Q3 Q4	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go Q1 - 4,462 of Q2 - 5,869 of Q3 - 4,107 of	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv f 34,428 lost C f 32,774 lost C	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there vert this month Customer Servi Customer Servi	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v n. ice calls. ice calls.	2022/23 13.0% 17.9% 14.6% 15.1 %(YT)	
Actu 20.0% 18.0% 14.0% 12.0% 10.0% 10.0% 10.0% 2.0% 0.0%	ual 2020/21 ual 2022/23 17.9' 10.1% 8.9%	Actual 2021/22 • Target 2022/23 % 11.1% 14.6% 13.3% 11.7% Target ≤10% 7.1% Q3 Q4	Q1 Q2 Q3 Q4 Annual Comment: Q improvemen which are go Q1 - 4,462 of Q2 - 5,869 of Q3 - 4,107 of	2020/21 5.6% 8.9% 7.1% 11.7% 8.5% 3 has seen an t is expected i ing out to adv f 34,428 lost C f 32,774 lost C	2021/22 11.6% 10.1% 11.1% 13.3% 11.6% improvement in Q4 as there vert this month Customer Servi Customer Servi Customer Servi	2022/23 10.0% 10.0% 10.0% 10.0% 10.0% t on Q2. Furth are still two v n. ice calls. ice calls. ice calls.	2022/23 13.0% 17.9% 14.6% 15.1 %(YT her vacancies	



		Q2	Q3	YTD
		AMBER	AMBER	AMBER
	Actual	Actual	Target	Actual
Quarter	2020/21	2021/22	2022/23	2022/23
Q1	97.1%	98.2%	98.0%	95.4%
Q2	98.2%	97.3%	98.0%	94.5%
Q3	97.1%	97.7%	98.0%	95.5%
Q4	97.6%	94.1%	98.0%	
Annual	97.5%	96.8%	98.0%	95.1% (YTD)

Comment: Q3 has seen an improvement on Q2 but still falls short of the target. Training has been rolled out in some areas and there is a noticeable improvement from November's figures. Notes are not being added to invoices to provide updates if there is a valid reason why it is not paid, and this has resulted in some invoices being recorded as late. Officers are to be reminded of the importance of doing this.

Q1 - 1,729 of 1,813 invoices paid in 30 days.

Q2 - 2,068 of 2,189 invoices paid in 30 days.

Q3 - 2,051 of 2,147 invoices paid in 30 days.

	LAW &	GOVERNAN	CE			
LG1:	Percentage of FOI requests processed in statutory deadli	ne.		Q2	Q3	YTD
				AMBER	AMBER	AMBER
	(llichen euttung is hetter)		Actual	Actual	Target	Actual
	(Higher outturn is better)	Quarter	2020/21	2021/22	2022/23	2022/23
	Actual 2020/21 Actual 2021/22	Q1	91.3%	88.1%	99.0%	92.4%
		Q2	94.9%	96.2%	99.0%	95.2%
		Q3	92.2%	91.1%	99.0%	91.9%
	<b>T</b>	Q4	89.8%	95.8%	99.0%	
	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	Annual	92.1%	93.1%	99.0%	93.1% (YTD)
Percentage	94.0% 94.0% 92.0% 91.3% 94.9% 92.2% 95.8% 91.9% 91.1% 88.0% 88.0% 88.1% 88.1% 89.8% 89.8% 80.0% Q1 Q2 Q3 Q4	unknown. Q1 -147 of 11 Q2 -118 of 12 Q3 -125 of 13	59 requests pr 24 requests pr 36 requests pr	on time and; f rocessed to sta rocessed to sta rocessed to sta	atutory deadli atutory deadli atutory deadli	ine. ine. ine.
	Number of decisions investigated by the ombudsman rec or injustices.	uiring a remed	ly, including	Q2 GREEN	Q3 GREEN	YTD AMBER
	(Lower outturn is better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23

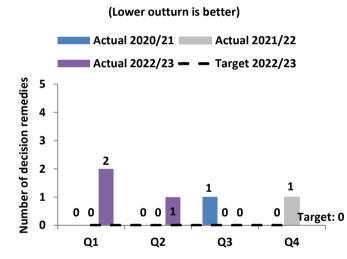
Q1

Q2

Q3

Q4

Annual



Comment: In Q3 two cases were referred to the Ombudsman, one was not upheld the other is still open and being investigated. A decision upholding a complaint was received relating to Q2.

3 (YTD)

: 2)		entage of n	on-emerg	ency repair	s completed wi	thin target tin	nescale.	Q2 GREEN	Q3 GREEN	YTD GREEN	
-,		(Higher	outturn is	s better)		Quarter	New indicat	or in 2022/23	Target 2022/23	Actual	
	Actual 2022/23 — Target 2022/23			Q1			90.0%	94.8%			
1				-		Q2			90.0%	95.8%	
-	LOO.0%	]				Q3			95.0%	95.2%	
	98.0%	]	- 00/ > /		Townste	Q4			95.0%		
	96.0% 94.0%	94.8% 9	5.8% X	¥ 9!	Target: 5.2% ≥95%	Annual			95.0%	95.3% (Y	
)	92.0% 90.0%		/	,		Comment:	Good perform	nance.			
	88.0%	_				Q1 - 1,162 o	f 1,226 non-ei	mergency repa	irs complete	d within tar	
	86.0%	_				time.					
	84.0%					Q2 - 1,283 o	f 1,339 non-ei	mergency repa	irs complete	d within tar	
	82.0%	_				time. Q3 - 1,530 of 1,607 non-emergency repairs completed within targe					
	87.0%										

H2: A voids)	: Average number of calendar days to re-let a void property (excludes major works ids).							Q2 RED	Q3 RED	YTD RED
			(Low	ver outturn is	better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
		A	ctual	2021/22	Actual 2022/23	Q1		131	25	68
	_	<b>—</b> T	argot	2022/23		Q2		65	25	37
	_	- '	aiget	2022/23		Q3		79	25	43
	140 ]	13	1			Q4		80	25	
	120 -					Annual		89	25	49.3 (YTD)
Number of days	100 - 80 - 60 - 40 -		68	6537	79 <sup>80</sup> 43	properties re	slight increas -let required I erage for this c ets.	Major Works	which reduce	ed the sample

Median Result is 40 days.

	itisfaction nses retur		verall reac	tive repairs	service receiv	ved (% of total	number of	Q2 AMBER	Q3 GREEN	YTD GREEN
		(Higher c	outturn is b	etter)		Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
		Actual 2020	0/21 —	Actual 202	1/22	Q1	N/A	94.9%	95.0%	95.5%
	<del>~~</del>	Actual 2022	2/23 — —	Target 202	2/23	Q2	94.8%	95.9%	95.0%	92.7%
			, -	0	, -	Q3	93.2%	94.6%	95.0%	97.5%
	100.0%					Q4	93.1%	98.3%	95.0%	
	99.0% -				9 <mark>8.</mark> 3%	Annual	93.7%	96.1%	95.0%	95.7% (YTD)
Percentage	98.0% - 97.0% - 96.0% - 95.0% - 93.0% - 93.0% - 91.0% - 90.0% -	94,9% 9 <b>55%</b>	95.9% 94.8% 92.	97. 94.6% 7% 93.2%	5% <b>Target:</b> <b>-</b> • ≥95% 93.1% Q4	Q2 = 38 out o	n target t of 132 survey of 41 survey re of 81 survey re	espondents w	ere satisfied.	d.

14: Number of households in B&B for more than 2 weeks per q	uarter.		Q2 RED	Q3 RED	YTD RED
(Lower outturn is better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
Actual 2020/21 Actual 2021/22	Q1	1	4	4	10
Actual 2022/23 — — Target 2022/23	Q2	0	3	4	16
	Q3	2	4	4	8
20	Q4	4	5	4	
18 -	Annual	7	16	16	34 (YTD)

Comment: The Housing Service has continued to provide emergency accommodation for people with complex needs however, there are limited move on options from B&B available for these individuals.

 Target:
 Q1 - 7 new + 3 existing household from previous quarter.

Q2 - 14 new + 2 existing household from previous quarter.

Q3 - 6 new + 2 existing household from previous quarter.

Number of househo 14 12 10 10 8 5 6 4 4 4 ≤4 2 1 0 0 Q1 Q2 Q3 Q4

Q1

20

0

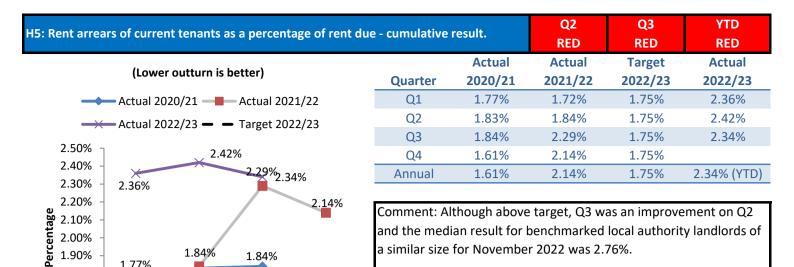
Q2

Q3

Target:

≤25 days

Q4



Target:

≤1.75%

1.61%

Q4

1.77%

F

1.72%

Q1

1.83%

Q2

Q3

1.80%

1.70%

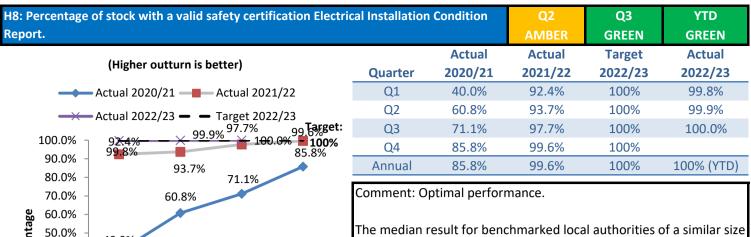
1.60%

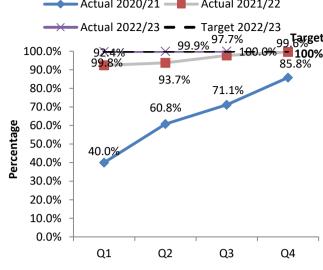
1.50%

20.0% 15.0% 10.0% 5.0% 0.0%

EW: H6: Percentage of homes that do not meet the Decent He	: H6: Percentage of homes that do not meet the Decent Homes Standard (RP01) Q2 GREEN						
(Lower outturn is better)	Quarter	New indicato	or in 2022/23	Target 2022/23	Actual 2022/23		
	Q1			30.0%	29.0%		
	Q2			30.0%	25.2%		
50.0%	Q3			30.0%	24.0%		
45.0% -	Q4			30.0%			
40.0% -	Annual			30.0%	24.0% (YTD)		
35.0% - 30.0% - 25.0% - 29.0% 29.0% 29.0% 29.0% - 24.0%	Comment: C	3 has seen fur	ther improven	nent from Q2	2.		

		Q1	Q2	Q3	Q4					
H7: Pe	ercentage	of stock wi	th a valid a	annual land	lord gas safety	certification.		Q2 AMBER	Q3 GREEN	YTD GREEN
		(Higher o	outturn is l	better)		Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
		Actual 2020	0/21 —	Actual 202	1/22	Q1	99.7%	99.8%	100%	99.9%
	<del>~~</del>	Actual 202	2/23	<ul> <li>Target 202</li> </ul>	2/23	Q2	100.0%	99.9%	100%	99.9%
	100.0%		100.0%	-	Target	Q3	99.9%	99.3%	100%	100%
				9% 99.9% <sup>100</sup>	100%	Q4	99.8%	99.7%	100%	
		Zì		99.8%	Annual	99.8%	99.7%	100%	100% (YTD)	
Percentage	99.7%       -         99.6%       -         99.5%       -         99.4%       -         99.3%       -         99.2%       -         99.1%       -         99.0%       -	99.8%       -       99.8%         99.7%       -       99978%         99.6%       -       -         99.5%       -       -         99.4%       -       -         99.3%       -       -         99.2%       -       -         99.1%       -       -		99.3%	99.7%	Q1 - 2,642 ce Q2 - 2,641 ce	ertificates out	mance. of 2,645 prop of 2,643 prop of 2,639 prop	erties.	
		Q1	Q2	Q3	Q4					





Q1

Q2

Q3

Q4

Q1 - 2,856 certificates out of 2,863 properties.	

Q2 - 2,855 certificates out of 2,858 properties.

was 96.34% for November 2022.

- Q3 2,856 certificates out of 2,856 properties.

umber of outstanding high	risk Fire Risk Assessment act		Q2 RED	Q3 RED	YTD RED	
(Lower outtu Actual 2020/21	rn is better) Actual 2021/22	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
Actual 2022/23	— — Target 2022/23	Q1	N/A	87	70	34
300 ¬	101501 2022/20	Q2	N/A	47	30	34
		Q3	281	44	30	34
250 -		Q4	189	34	30	
		Annual	189	34	30	34 (YTD
200 - 150 - 100 - 87	281 189		•		me is due to k these actions.	•

ž	50 -	34 Q1	47 3 Q2	24 — — · Q:	34 Targe	<b>t:</b>					
		Number of result.	f reported	Anti-socia	l behaviour case	es pe	r 1000 prope	rties (NM01) -	Q2 GREEN	Q3 GREEN	YTD GREEN
				ırn is bette			Quarter	New indicato	or in 2022/23	Target 2022/23	Actual 2022/23
		Actual	2022/23	<b>—</b> — T	arget 2022/23		Q1			18	5.3
	20						Q2			18	8.7
S	18 -				<b> _</b> <sup>Target</sup>	:	Q3			18	10.4
erti	16 -						Q4			18	
op							Annual			18	10.4 (YTD)
Number of cases per 1000 properties	14 - 12 - 10 - 8 - 6 - 4 - 2 - 0 -	5.3	8.7	10.	<b>4</b>	_	Comment: C	On target.			

			PLANNING					
Deveentes	o of Major' plannin	g applications processed	to doodling in ood		Q2	Q3	YTD	
Percentag	e of iviajor plannir	ig applications processed	to deadline in eac	in quarter.	GREEN	GREEN	GREEN	
	/Iliahan auttum	a ia hattau)		Actual	Actual	Target	Actual	
	(Higher outturi	h is better)	Quarter	2020/21	2021/22	2022/23	2022/23	
	— Actual 2020/21 —		Q1	80.0%	100%	60.0%	100%	
		Q2	50.0%	100%	60.0%	100%		
	1000/	-	Q3	75.0%	85.7%	60.0%	83.3%	
100.0%	100% 100%	6 100%	Q4	100%	100%	60.0%		
20010/0		100/1	% Annual	77.8%	93.3%	60.0%	91.7% (YTC	
90.0%	-	85.7%	Comment: O	Good performa	ance.			
80.0%		83.3%						
80.0%	80.0%		Q1 - 1 of 1 p	Q1 - 1 of 1 processed to deadline.				
80.0% 70.0%	-	75.0%	•	Q2 - 5 of 5 processed to deadline.				
			$O_2 = c_1 f_2 f_3$	rocessed to de	adlina			
/		Targ	et: US-5010 p		aunne.			
60.0%					aunne.			
		≥60			adime.			
60.0% 50.0%	Q1 Q2	≥60			aume.			
50.0%	Q1 Q2	2 260 Q3 Q4				03	VTD	
50.0%	Q1 Q2	≥60			Q2	Q3 GREEN	YTD	
50.0%	Q1 Q2	2 260 Q3 Q4		n each	Q2 GREEN	GREEN	GREEN	
50.0%	Q1 Q2	≥60 Q3 Q4 anning applications proce	ssed to deadline in	n each Actual	Q2 GREEN Actual	GREEN Target	GREEN Actual	
50.0%	Q1 Q2 e of 'Non-major' pla	≥60 Q3 Q4 anning applications proce	ssed to deadline in Quarter	n each Actual 2020/21	Q2 GREEN Actual 2021/22	GREEN Target 2022/23	GREEN Actual 2022/23	
50.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22	ssed to deadline in Quarter Q1	n each Actual 2020/21 89.2%	Q2 GREEN Actual 2021/22 89.7%	GREEN Target 2022/23 80.0%	GREEN Actual 2022/23 85.4%	
50.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn	≥60 Q3 Q4 anning applications proce n is better)	ssed to deadline in Quarter Q1 Q2	n each Actual 2020/21 89.2% 84.6%	Q2 GREEN Actual 2021/22 89.7% 80.9%	GREEN Target 2022/23 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7%	
50.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — — Target 2022/23	ssed to deadline in Quarter Q1 Q2 Q3	n each Actual 2020/21 89.2% 84.6% 95.3%	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8%	GREEN Target 2022/23 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4%	
50.0% ↔ Percentag rter.	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22	ssed to deadline in Quarter Q1 Q2 Q3 Q4	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3%	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 95.5%	GREEN Target 2022/23 80.0% 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7% 91.8%	
50.0% ↔ Percentag rter.	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — — Target 2022/23	Ssed to deadline in Quarter Q1 Q2 Q3 Q4 Annual	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3% 86.6%	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 95.5% 90.2%	GREEN Target 2022/23 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7% 91.8%	
50.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — Target 2022/23 97.7% 95.3% 95.5%	Ssed to deadline in Quarter Q1 Q2 Q3 Q4 Annual	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3%	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 95.5% 90.2%	GREEN Target 2022/23 80.0% 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7% 91.8%	
50.0% -	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21 Actual 2022/23	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — Target 2022/23 97.7% 95.3% 95.5% 93.8% 91.8%	ssed to deadline in Quarter Q1 Q2 Q3 Q4 Annual Comment: Q	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3% 86.6% Good performa	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 95.5% 90.2%	GREEN Target 2022/23 80.0% 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7% 91.8%	
50.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21 Actual 2022/23	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — Target 2022/23 97.7% 95.3% 95.5% 93.8% 91.8%	Ssed to deadline in Quarter Q1 Q2 Q3 Q4 Annual Comment: Q Q1 - 41 of 48	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3% 86.6% 500d performa 8 processed to	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 93.8% 95.5% 90.2% ance.	GREEN Target 2022/23 80.0% 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7% 91.8%	
50.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21 Actual 2022/23	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — Target 2022/23 97.7% 95.3% 95.5% 93.8% 91.8%	Ssed to deadline in Quarter Q1 Q2 Q3 Q4 Annual Comment: Q Q1 - 41 of 48 Q2 - 43 of 44	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3% 86.6% Good performa 8 processed to 9 processed to	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 95.5% 90.2% ance. deadline. deadline.	GREEN Target 2022/23 80.0% 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7%	
50.0% • Percentag rter. 100.0% 95.0%	Q1 Q2 e of 'Non-major' pla (Higher outturn Actual 2020/21 Actual 2022/23	≥60 Q3 Q4 anning applications proce n is better) Actual 2021/22 — Target 2022/23 97.7% 95.3% 95.5% 93.8% 91.8%	Ssed to deadline in Quarter Q1 Q2 Q3 Q4 Annual Comment: Q Q1 - 41 of 48 Q2 - 43 of 44 Q3 - 45 of 49	n each Actual 2020/21 89.2% 84.6% 95.3% 76.3% 86.6% 500d performa 8 processed to	Q2 GREEN Actual 2021/22 89.7% 80.9% 93.8% 95.5% 90.2% ance. deadline. deadline.	GREEN Target 2022/23 80.0% 80.0% 80.0% 80.0%	GREEN Actual 2022/23 85.4% 97.7% 91.8%	

P3: Percentage of 'Other' planning applications processed to o	: Percentage of 'Other' planning applications processed to deadline in each quarter.			Q3 GREEN	YTD GREEN
(Higher outturn is better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
Actual 2020/21	Q1	96.2%	91.6%	85.0%	88.2%
	Q2	89.7%	92.6%	85.0%	91.5%
	Q3	92.9%	90.9%	85.0%	86.9%
100.0%	Q4	80.4%	92.9%	85.0%	
96.2%	Annual	89.4%	92.0%	85.0%	89.8% (YTD)
95.0% - 92.6% 92.9%	Comment: C	)n target			
90.0% 91.6% 91.5% 92.9% 91.6% 89.7% 90.9% 88.2% 86.9%	Q1 - 150 of 1	.70 processed			

2

76.3% Q4

Target: ≥85%

75.0%

Q2

Q3

Q3

Q2

80.4%

Q4

Q1

88.2%

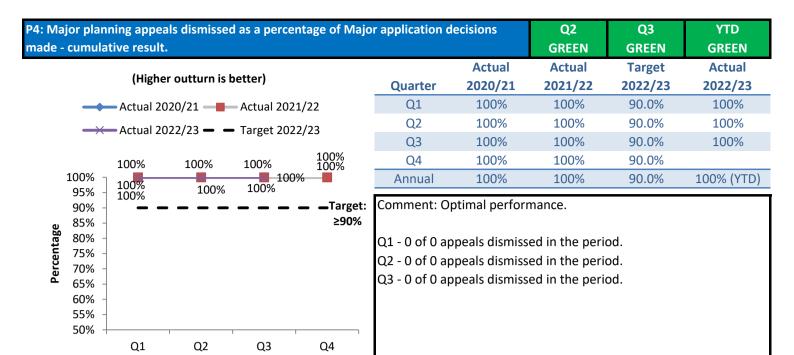
Q1

85.0%

80.0%

Q1 - 150 of 170 processed to deadline. Q2 - 152 of 162 processed to deadline.

Q3 - 120 of 138 processed to deadline.



P5: Non-major planning appeals dismissed as a percentage of decisions made - cumulative result.	Non-major app	olication	
		Actual	
(Higher outturn is better)	Quarter	2020/21	2
Actual 2020/21 Actual 2021/22	Q1	100%	0

30.9%

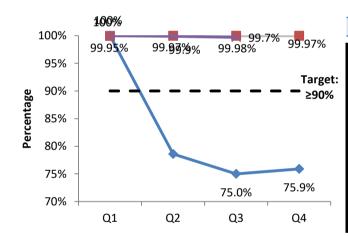
Q4

68.9%

Q3

77.7%

Q2



50.0%

25.0%

0.0%

24.6%

Q1

	incurrent	~-	43	
		GREEN	GREEN	GREEN
	Actual	Actual	Target	Actual
Quarter	2020/21	2021/22	2022/23	2022/23
Q1	100%	99.95%	90.0%	100%
Q2	78.6%	99.97%	90.0%	99.9%
Q3	75.0%	99.98%	90.0%	99.7%
Q4	75.9%	99.97%	90.0%	
Annual	75.9%	99.97%	90.0%	83.3% (YTD)

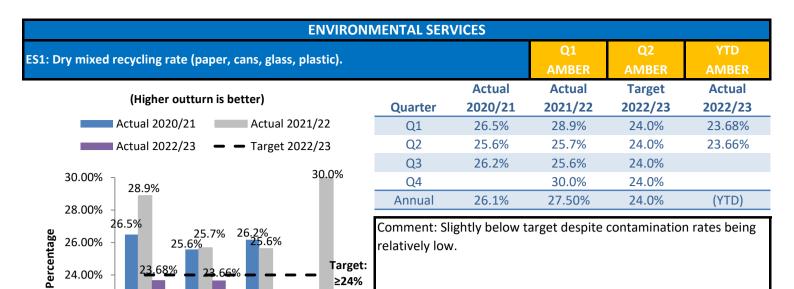
Comment: The Inspector considered that given the limited visual harm to the Green Belt, given that the pitch was adjacent to an existing gypsy site in a section of road serving a significant amount of sporadic development, the Council's unmet need for Traveller and Gypsy pitches, and in the interests of the child, the proposal should be approved.

Q1 - 257 applications received, 1 of 1 appeals dismissed.

- Q2 196 applications received, 4 of 5 appeals dismissed.
- Q3 238 applications received, 5 of 6 appeals dismissed.

: Percentage of enforcement investigations closed compared with new requests			Q2	Q3	YTD
eived per quarter.			RED	AMBER	RED
		Actual	Actual	Target	Actual
(Higher outturn is better)	Quarter	2020/21	2021/22	2022/23	2022/23
	Q1	N/A	172.9%	100%	24.6%
— — Target 2022/23 —— Actual 2022/23	Q2	25.4%	164.4%	100%	77.7%
-	Q3	68.9%	106.2%	100%	93.9%
200.0%	Q4	121.4%	30.9%	100%	
175.0% -	Annual	73.1%	119.9%	100%	59.5% (YTD)
150.0% -					
₩ 125.0% -	Comment: A	•	nt on the thre		-
			ow priority cas ses take longe		ciosea. The
a 75.0% -	Ű	. ,	0		

- Q1 15 closed compared to 61 new requests received.
- Q2 42 closed compared to 54 new requests received.
- Q3 31 closed compared to 33 new requests received.



22.00%

20.00%

Q1

Q1

Q1

Q2

Q3

Q4

Q2

Q3

Q4

Q2

Q3

Q4

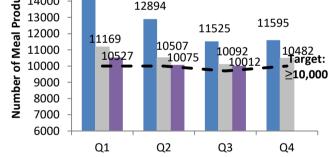
Q3 2022/23 results will be provided by Surrey Waste Services in Mar/Apr 2023.

2: Garden wast	e and food waste recycling rate.			Q1 GREEN	Q2 GREEN	YTD GREEN
	(Higher outturn is better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
Α	Actual 2020/21 Actual 2021/22	Q1	23.7%	21.5%	24.0%	24.32%
Α	ctual 2022/23 — — Target 2022/23	Q2	23.5%	26.8%	24.0%	26.29%
		Q3	22.6%	21.3%	24.0%	
30.00%		Q4		19.0%	24.0%	
28.00% -		Annual	23.3%	22.1%	24.0%	(YTD)
26.00% - 24.00% - 22.00% - 20.00% -	26.8% 26.29% 3.7% 23.5% Targ 21.5% 22.6% ≥24		results will be	provided by S	Surrey Waste S	Services in

ES3:	Percentage of bins collected.			Q2 GREEN	Q3 GREEN	YTD GREEN
	(Higher outturn is better)		Actual	Actual	Target	Actual
		Quarter	2020/21	2021/22	2022/23	2022/23
	Actual 2021/22 Actual 2022/23	Q1	99.94%	99.97%	99.90%	99.98%
	<b>— —</b> Target 2022/23	Q2	99.95%	99.97%	99.90%	99.98%
	• · · ·	Q3	99.96%	99.97%	99.90%	99.98%
		Q4	99.96%	99.97%	99.90%	
	99.9 <mark>7%<sup>88%</sup> 99.97%<sup>8%</sup> 99<del>.97%</del><sup>8%</sup> 99.97%</mark>	Annual	99.95%	99.97%	99.90%	(YTD)
Percentage	99.95% - 99.90% - <b> Target:</b> ≤ <b>99.9</b> %	Comment: C	on target.			
۵.	99.85% -					

Number of street cleansing r ral litter/detritus).	eports (overflowing litterbins	, overflowing	dog bins, and	Q2 GREEN	Q3 GREEN	YTD GREEN
(Lower outturn	is better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/2
Actual 2020/21	Actual 2021/22	Q1	109	91	125	73
Actual 2022/23 -	- Target 2022/23	Q2	126	81	125	79
		Q3	104	83	125	71
150		Q4	101	79	125	
126	Target:	Annual	440	334	500	223 (YTI
109	104 101	Comment: O	n target.			
109 100 - 91 75 - 73 50	104 101	Comment: O	n target.			

	COMIN	IUNITY SERVI	CES			
C1: Number of community me	Number of community meals products served per quarter (lunch and afternoon t					YTD
corded as separate products).			GREEN	GREEN	GREEN	
(Higher outt	urn is hottor)		Actual	Actual	Target	Actual
(Higher out	urn is better)	Quarter	2020/21	2021/22	2022/23	2022/23
Actual 2020/21	Actual 2021/22	Q1	15023	11169	10000	10527
Actual 2022/23	Target 2022/23	Q2	12894	10507	10000	10075
		Q3	11525	10092	9700	10012
16000 15000 15023		Q4	11595	10482	10000	
t 14000	_	Annual	51037	42250	39700	30614 (YTD)
<b>2</b> 13000 - 1289	4 11505	Commente officia	ight drop in p			



Comment: Slight drop in numbers comparing Q3 to Q2, however this is not unusual given other arrangements made by families over the Christmas period.

erage number of short term sickness days per FTE (Su	irrey benchmar	king	Q2	Q3	YTD
ology – rolling year to date).			GREEN	GREEN	GREEN
(Lower outturn is better)	Quarter	Actual 2020/21	Actual 2021/22	Target 2022/23	Actual 2022/23
Actual 2020/21 Actual 2021/22	Q1	5.5	3.8	4.6	3.9
Actual 2022/23 — — Target 2022/23	Q2	5.1	3.9	4.6	4.1
	Q3	4.7	3.8	4.6	4.6
.0 5.5	Q4	4.0	3.9	4.6	
.0 - 5.1 4.7 4.6 Target:	Annual	4.0	3.9	4.6	4.6 (YTC
$.0 - 3.8^{3.9} - 3.9^{4.1} - 3.8^{4.0} \le 4.6 \text{ days}$ $.0 - 3.8^{3.9} - 3.9^{4.1} - 3.8^{-4.0} = 3.9^{-4.6} = 3.9^{-4.$	Comment: C	on target.			