Corporate Performance/Activity Indicators

Quarter 3 2020/21

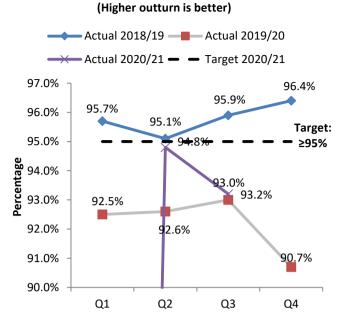
RAG Lege	end	Chart Legend		
Performance/activity has met or exceeded the quarterly target	Green	2018/19		
Performance / activity has missed its quarterly target but is within ≤10% of relative target	Amber	2019/20		
Performance / activity has missed its quarterly target and is >10% of relative target	Red	2020/21		
Data not available	Not available	Target 2020/21		



			CUSION	VIER, DIGITA	L and COLLE	CTION SERVIC	CES		
	Average nun inges - cumul				ousing Benefit ale: N/A - new	t and Council Ta (indicator)	x Support	Q3 -	GREEN
								Target	Actual
	(Lower	r outturn is	better)		Quarter	New indicato	or in 2020/21	2020/21	2020/21
	Actual 202	0/21 -	- Target 20	020/21	Q1			5.0	2.9
		-,			Q2			5.0	2.6
10.0					Q3			5.0	3.2
9.0 -					Q4			5.0	
- 8.0 - ۲.0					Annual			5.0	3.2 (YTD)
 - 0.7 - 0.6 - 0.7 					Comment: E	xtra resources	deploved due	to Covid-19	pandemic to
j 5.0 -				Target:		claims process			
פֿקב 4.0 -				≤5 days		as increased du		•	
U 3.0 -	2.9	2.6	3.2		from Covid	pandemic	-		-
2.0 -		2.0							
1.0 -					Q1 - 2,196 n	new claims and	5,501 changes	s processed.	
0.0 -		,			Q2 - 293 ne	w claims and 11	L,410 changes	processed.	
	Q1	Q2	Q3	Q4	Q3 - 482 nev	w claims and 1	7,473 changes	s processed.	
	Dorcontago	of lost Cust	omor Sorvia	e calls per anr					
	new indicato		omer servic	e cans per ani	Ium			Q3 -	GREEN
	(High	er outturn i	is better)					Target	Actual
					Quarter	New indicato	or in 2020/21	2020/21	2020/21
~×	Actual 2020	0/21 -	 Target 20 	020/21	Q1			12.0%	5.6%
	I				Q2			12.0%	8.9%
14.0%	-			-	Q3			12.0%	7.1%
12.0%				— — Target: ≥12%	Q4			12.0% 12.0%	7 20/ (VTD)
10.0%				212/0	Annual			12.0%	7.3% (YTD)
Bercentage 8.0% 6.0% 4.0%	_ 5.6%	r	7.1	%	Services has	been filled. Cu	stomer Servic	es still have t	
2.0% 0.0%	Q1	Q2	Q3	Q4	Q1 - 1,797 c Q2 - 3,193 c	of 32,113 lost Ci of 32,113 lost Ci of 35,751 lost Ci of 30,288 lost Ci	ustomer Servio ustomer Servio	ce calls. ce calls.	wo vacancies
	Q1	Q2	Q3		Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c	ince is still behi of 32,113 lost Ci of 35,751 lost Ci	ustomer Servio ustomer Servio	ce calls. ce calls.	wo vacancies
0.0%					Q1 - 1,797 c Q2 - 3,193 c	ince is still behi of 32,113 lost Ci of 35,751 lost Ci	ustomer Servio ustomer Servio	ce calls. ce calls.	wo vacancies
0.0%	Q1 ge of invoices invoices rece	s paid in 30) days		Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c	ince is still behi of 32,113 lost Ci of 35,751 lost Ci	ustomer Servio ustomer Servio	ce calls. ce calls. ce calls.	wo vacancies
0.0%	ge of invoices invoices rece	s paid in 30 vived in 201) days .9/20)		Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c	ince is still behi of 32,113 lost Ci of 35,751 lost Ci	ustomer Servio ustomer Servio	ce calls. ce calls. ce calls.	
0.0%	ge of invoices invoices rece	s paid in 30) days .9/20)		Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c	ince is still behi of 32,113 lost Ci of 35,751 lost Ci of 30,288 lost Ci	ustomer Servio ustomer Servio ustomer Servio	ce calls. ce calls. ce calls. Q3	AMBER
0.0%	ge of invoices invoices rece (High	s paid in 30 eived in 201 er outturn i) days .9/20)		Q1 - 1,797 d Q2 - 3,193 d Q3 - 2,137 d	nce is still behi of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu Actual	ustomer Servie ustomer Servie ustomer Servie Actual	ce calls. ce calls. ce calls. Q3 Target	AMBER Actual
0.0%	ge of invoices invoices rece (High Actual 20	s paid in 30 ived in 201 er outturn i 18/19 —) days .9/20) is better) — Actual 201	9/20	Q1 - 1,797 d Q2 - 3,193 d Q3 - 2,137 d FINANCE Quarter Q1 Q2	Actual 2018/19 95.1% 95.1% 95.1% 98.1%	Actual 2019/20 95.8% 94.9%	ce calls. ce calls. ce calls. Q3 Target 2020/21	AMBER Actual 2020/21
0.0% 1: Percentag Scale: 8607 i	ge of invoices invoices rece (High Actual 20	s paid in 30 ived in 201 er outturn i 18/19 —) days .9/20) is better)	9/20	Q1 - 1,797 d Q2 - 3,193 d Q3 - 2,137 d FINANCE Quarter Q1 Q2 Q1 Q2 Q3	Actual 2018/19 95.1% 98.1% 97.8%	Actual 2019/20 95.8% 94.9% 96.2%	ce calls. ce calls. ce calls. Q3 Target 2020/21 98.0% 98.0% 98.0%	AMBER Actual 2020/21 97.1%
0.0% 1: Percentag Scale: 8607 i 99.5%	ge of invoices invoices rece (High Actual 20	s paid in 30 ived in 201 er outturn i 18/19 —) days .9/20) is better) — Actual 201	9/20	Q1 - 1,797 d Q2 - 3,193 d Q3 - 2,137 d FINANCE Quarter Q1 Q2	Actual 2018/19 97.8% 97.0%	Actual 2019/20 95.8% 94.9% 95.1%	ce calls. ce calls. ce calls. Q3 - A Target 2020/21 98.0% 98.0% 98.0% 98.0%	AMBER Actual 2020/21 97.1% 98.2% 97.1%
0.0% 1: Percentag Scale: 8607 i 99.5% 99.0%	ge of invoices invoices rece (High Actual 20	s paid in 30 eived in 201 eer outturn i 18/19 — — 20/21 — —) days .9/20) is better) — Actual 201 — Target 202	.9/20 20/21	Q1 - 1,797 d Q2 - 3,193 d Q3 - 2,137 d FINANCE Quarter Q1 Q2 Q1 Q2 Q3	Actual 2018/19 95.1% 98.1% 97.8%	Actual 2019/20 95.8% 94.9% 96.2%	ce calls. ce calls. ce calls. Q3 Target 2020/21 98.0% 98.0% 98.0%	AMBER Actual 2020/21 97.1% 98.2%
0.0% 1: Percentag Scale: 8607 i 99.5%	ge of invoices invoices rece (High Actual 20	s paid in 30 ived in 201 er outturn i 18/19 —) days .9/20) is better) — Actual 201 — Target 202	.9/20 20/21 Target: ≥98%	Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c FINANCE Quarter Q1 Q2 Q3 Q4 Annual Comment: A December's Employees r	Actual 2018/19 97.8% 97.0%	Actual 2019/20 95.8% 94.9% 95.1% 95.5% was just belo oth we achieve	ce calls. ce calls. ce calls. Q3 - 1 Target 2020/21 98.0% 98.0% 98.0% 98.0% 98.0% 98.0% 98.0% 98.0% 98.0% 98.0%	AMBER Actual 2020/21 97.1% 98.2% 97.1% 97.7% (YTD 97.7% (YTD let down by 3% and 94.5%

			GOVERNAN	CE			
	age of FOI requests proces quests received in 2019/2		ne			Q3 - /	AMBER
	(Higher outturn is bei		Overter	Actual	Actual	Target 2020/21	Actual
			Quarter Q1	2018/19 99.0%	2019/20 98.1%	99.0%	2020/21 91.3%
	Actual 2018/19 — A	-	Q2	94.2%	97.8%	99.0%	94.9%
\rightarrow	← Actual 2020/21 − − T	arget 2020/21	Q3	98.1%	98.8%	99.0%	92.2%
			Q4	97.9%	95.5%	99.0%	
99.0% -	98: 20%	98.8% Target:	Annual	97.5%	97.5%	99.0%	92.9% (YTC
98.0% -		≥99%	Comment: Se	even requests	were late due	to the servic	e needing to
97.0% -	97.8%	98.1% 97.9%			. One request		-
		57.570	not yet being	g in post. One	request was s	ubmitted to t	he wrong
- 96.0% - 95.0% - 94.0% -	94.9%		mailbox. One	e request the (Officer wanted	d more time t	o check
94.0% -	94.9%	95.5%	redactions w	ere accurate.	Three request	s were late d	ue to
a 93.0% -	94.2%				d from multipl		
92.0% -		92.2%			sponsibilities i	-	
91.0% -				• •	processed to s	•	
90.0% -	91.3%				rocessed to st	•	
50.070	Q1 Q2	Q3 Q4	Q3 - 153 of 1	.66 requests p	rocessed to st	atutory dead	line.
i2: Number justices.	of decisions investigated		quiring a reme ale: 1 requiring			Q3 -	GREEN
Jubilocon			aler z regalinity	Actual	Actual	Target	Actual
	(Lower outturn is be	etter)	Quarter	2018/19	2019/20	2020/21	2020/21
	Actual 2018/19	Actual 2019/20	Q1	0	1	0	0
	-	-	Q2	0	0	0	0
	Actual 2020/21 — — 1	arget 2020/21	Q3	0	0	0	0
10			~~~	0	U		-
ສີ ¹⁰			Q4	0	0	0	-
8 - 10 - 10 - 10 - 10 - 10 - 10 - 10 - 1						0	0 (YTD)
- 9 enedies			Q4 Annual	0	0	-	
ision remedies		Tarrati 0	Q4 Annual	0	0	-	
decision remedies		Target: 0	Q4 Annual	0	0	-	
of decision remedies		Target: 0	Q4 Annual	0	0	-	
mber of decision remedies	0 1 0 0 0 0 0 Q1 Q2	_	Q4 Annual	0	0	-	
lecision remedies		Q3 Q4	Q4 Annual	0	0	-	
E: Percentag	Q1 Q2 ge of dwellings re-let to de	Q3 Q4	Q4 Annual Comment: C	0	0	0	0 (YTD)
E: Percentag	Q1 Q2	Q3 Q4	Q4 Annual Comment: C	0 0 Dptimal perfor	0 1 mance	Q3	0 (YTD) - RED
E: Percentag	Q1 Q2 ge of dwellings re-let to de	Q3 Q4	Q4 Annual Comment: C	0 0 Optimal perfor	0 1 mance	0 Q3 Target	0 (YTD) - RED Actual
Imper of decision remedies 0 - 4	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet	Q3 Q4 eadline per quarter.	Q4 Annual Comment: C HOUSING Quarter	0 0 Dptimal perfor	0 1 mance Actual 2019/20	0 Q3 Target 2020/21	0 (YTD) - RED Actual 2020/21
E: Percentag	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19	Q3 Q4 Q3 Q4 eadline per quarter. tter) Actual 2019/20	Q4 Annual Comment: C HOUSING Quarter Q1	0 0 Optimal perfor	0 1 mance	0 Q3 Target	0 (YTD) - RED Actual
sei estimate in the second sec	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 - T	Q3 Q4 Q3 Q4 eadline per quarter. tter) Actual 2019/20	Q4 Annual Comment: C HOUSING Quarter	0 0 Optimal perfor	0 1 mance Actual 2019/20 30.4%	0 Q3 Target 2020/21 50.0%	0 (YTD) - RED Actual 2020/21 0.0%
seine service	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 - T	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 Farget 2020/21	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4	0 0 Optimal perfor	0 1 mance Actual 2019/20 30.4% 16.1%	0 Q3 Target 2020/21 50.0% 70.0%	0 (YTD) - RED Actual 2020/21 0.0% 45.5%
sin a set of the set o	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 Actual 2020/200 Act	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 Farget 2020/21 Target:	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4	0 0 Optimal perfor	0 1 mance Actual 2019/20 30.4% 16.1% 45.5%	0 Q3 Target 2020/21 50.0% 70.0% 85.0%	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9%
sip 8 - u 0 4 - u 0	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 - 7	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 Farget 2020/21	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4 Annual	0 0 Dptimal perfor	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5%	0 Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0%	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE
8 - 6 - 4 - 100.0% 90.0% 80.0% 70.0%	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 - 7	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 Farget 2020/21 Target:	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T	0 0 Dptimal perfor	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main	0 Q3 Target 2020/21 50.0% 85.0% 85.0% 85.0%	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor
8 - 6 - 4 - 100.0% 90.0% 80.0% 70.0%	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 - 7	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 ⁻ arget 2020/21 Target: ≥85%	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q3 Q4 Annual Comment: T resources (st	0 0 Dptimal perfor	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main terials) across	0 Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0%	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor contracts, du
8 - 6 - 4 - 100.0% 90.0% 80.0% 70.0%	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 A Actual 2020/21 - T	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 Farget 2020/21 Target:	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T resources (st to the pande	0 0 Dptimal perfor	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main terials) across e situation is l	0 Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% ly to lack of co a number of peing closely	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor contracts, du monitored,
L: Percentage 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 A Actual 2020/21 - 7 45.5%	Q3 Q4 Q3 Q4 eadline per quarter. Actual 2019/20 ⁻ arget 2020/21 Target: ≥85%	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T resources (st to the pande formal action	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main terials) across e situation is l pontract compli	0 Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% ly to lack of co a number of peing closely r ance is not co	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor contracts, du monitored, onsidered
Bercentage 100.0% 10	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 A Actual 2020/21 - 7 45.5%	Q3 Q4 Q3 Q4 Padline per quarter. Actual 2019/20 Target 2020/21 ≥85% 45.5%	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T resources (st to the pande formal action	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main terials) across e situation is l	0 Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% ly to lack of co a number of peing closely r ance is not co	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor contracts, du monitored, onsidered
Be tecentage Cale: 141 dv 100.0% 90.0% 80.0% 100.0% 80.0% 100.0% 80.0% 100.0% 80.0% 100.0% 80.0% 100.0%	Q1 Q2 ge of dwellings re-let to devellings re-let in 2019/20) (Higher outturn is ben Actual 2018/19 A Actual 2020/21 - T	Q3 Q4 Q3 Q4 Padline per quarter. Actual 2019/20 Target 2020/21 ≥85% 45.5%	Q4 Annual Comment: C HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T resources (st to the pande formal action appropriate review.	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main terials) across e situation is l pontract compli	Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% ly to lack of co a number of being closely in ance is not co of re-letting a	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor contracts, du monitored, onsidered
Bercentage 100.0% 10	Q1 Q2 ge of dwellings re-let to de wellings re-let in 2019/20) (Higher outturn is bet Actual 2018/19 Actual 2020/21 - 7 45.5% 30.4% 16.1%	Q3 Q4 Q3 Q4 Padline per quarter. Actual 2019/20 Target 2020/21 ≥85% 45.5%	Q4 Annual Comment: C HOUSING Cuarter Q1 Q2 Q3 Q4 Annual Comment: T resources (st to the pander formal action appropriate of review. Q1 - 18 dwel	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 mance Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% t relates main terials) across e situation is l pontract compli Il the aspects of rro to deadline	Q3 Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% ly to lack of co a number of being closely in ance is not co of re-letting a	0 (YTD) - RED Actual 2020/21 0.0% 45.5% 2.9% 18.6% (YTE ontractor contracts, du monitored, onsidered

H2: Percentage of satisfied customers with Reactive Repairs service. (Scale: 768 surveys completed in 2019/20)



2

0

1.30%

Q1

Q2

Q3

Q4

Q1

Q2

Q3

en	vice.			Q3 -	AMBER
	Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21
	Q1	95.7%	92.5%	95.0%	N/A
	Q2	95.1%	92.6%	95.0%	94.8%
	Q3	95.9%	93.0%	95.0%	93.2%
	Q4	96.4%	90.7%	95.0%	
	Annual	95.7%	91.9%	95.0%	94.0 % (YTD)

Comment: Only essential repairs were carried out during lockdowns. The two quarters give a cumulative (YTD) result of 94% satisfaction.

Q1 = Only essential repairs carried out during lockdown. Q2 = 260 out of 274 survey respondents were satisfied.

Q3 = 274 out of 294 survey	respondents were satisfied.
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H3: Number of households in B&B (Scale: 8 households in 2019/20)	Number of households in B&B for more than 2 weeks per quarter. ale: 8 households in 2019/20)						
(Lower outturn is	s better)	Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21	
Actual 2018/19	Actual 2019/20	Q1	15	5	4	1	
Actual 2020/21 -	 Target 2020/21 	Q2	4	2	4	0	
	1018002020/22	Q3	7	1	4	2	
20		Q4	5	0	4		
18 -		Annual	31	8	16	3 (YTD)	
$\begin{array}{cccccccccccccccccccccccccccccccccccc$							
5 12 -		Comment:	Performance e	exceeded targ	et despite the	pandemic.	
10 -							
	7						
	5						
	Target:						

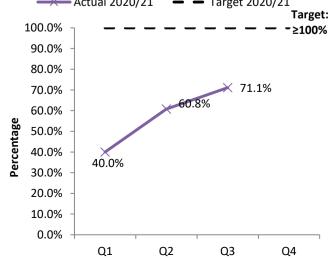
≤4

0

Q4

H4: Rent arrears of current tenants as a percentage of rent due - cumulative result. Scale: 1.80% rent arrears of rent due in 2019/20)							Q3 - AMBER	
	(Lower outturn is better)		Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21	
	— Actual 2018/19 — 📕 — Actual 2019/2	20	Q1	1.60%	1.76%	1.75%	1.77%	
	— Actual 2020/21 — — Target 2020/2	21	Q2	1.60%	2.02%	1.75%	1.83%	
			Q3	1.68%	2.12%	1.75%	1.84%	
2.20% -			Q4	1.60%	1.80%	1.75%		
2.10% -	2.12%		Annual	1.60%	1.80%	1.75%	1.84% (YTD)	
2.00% - 1.90% - 1.80% - 1.70% - 1.60% - 1.50% - 1.40% -	2.02%	1 80%	Comment: A circumstance	nother positiv s.	ve result given	the current i	national	

Percentage of tenants with more than 7 weeks rent arrears at the end of each quarter. ale: 4.31% more than 7 weeks rent arrears in 2019/20)						reach quarter.		Q3 -	GREEN
						Actual	Actual	Target	Actual
	(Lower o	utturn is bo	etter)		Quarter	2018/19	2019/20	2020/21	2020/21
_	Actual 2018	8/19 —	Actual 2019/20	0	Q1	3.38%	3.89%	4.00%	4.11%
	🗕 Actual 2020				Q2	3.29%	4.77%	4.00%	4.40%
		// 21		1	Q3	3.33%	4.90%	4.00%	3.96%
5.50%]				Q4	3.62%	4.31%	4.00%	
5.00%	-				Annual	3.62%	4.31%	4.00%	3.96% (YT
4.50%	4.11% 3.89%	4.77%	4.90% % 3. 96%	4.31%			<pre>v positive giver t financial sitat</pre>		
3.50% 3.00%	3.38%	3.29%	3.33%	≤4.00% 3.62%					
2.50%	Q1	Q2	Q3	Q4					
	rcentage of stoo - new indicator)		alid annual laı	ndlord gas	safety certifica	ation per annu	m.	Q3 -	AMBER
	(Higher o	outturn is b	etter)		Quarter	New indicate	or in 2020/21	Target 2020/21	Actual 2020/21
	- Actual 2020/2	21 🗕 -	 Target 2020/ 	'21	Q1	New marcate	7 m 2020/21	100.0%	99.66%
		90	96%	Target:	Q2			100.0%	
100.00		<u> </u>	<u>.96%</u> × 99.89%	Target: ^を ≥100%	Q2 Q3			100.0% 100.0%	99.96%
		<u> </u>	<u>96%</u> × 9 9. 89 9						99.96%
100.00 99.00 98.00)% - 99.66%)% -	<u> </u>	<u>96%</u>		Q3			100.0%	99.96% 99.89%
100.00 99.00)% - 99.66%)% -	<u> </u>	<u>96%</u>		Q3 Q4 Annual	his result repr	esents three r	100.0% 100.0% 100.0%	99.96% 99.89% 99.89% (Y
100.00 99.00 98.00 97.00)% - 99.66%)% -)% -	<u> </u>	<u>96%</u>		Q3 Q4 Annual Comment: T		esents three p	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (Y ^{**} wo were
100.00 99.00 98.00 97.00	0% - 99.66% 0% - 0% - 0% -	<u> </u>	<u>96%</u> 9 9. 89 9		Q3 Q4 Annual Comment: T		esents three p one has since	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (YT
100.00 99.00 98.00 97.00)% - 99.66%)% -)% -)% -)% -	<u> </u>	<u>96%</u>		Q3 Q4 Annual Comment: T		-	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (Y ^{**} wo were
100.00 99.00 98.00 97.00)% - 99.66%)% -)% -)% -)% -)% -	<u> </u>	96% × 9 9. 89 9		Q3 Q4 Annual Comment: T		-	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (YT
100.00 99.00 98.00 97.00 96.00 95.00 94.00	0% - 99.66% 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% -	<u> </u>	<u>96%</u>		Q3 Q4 Annual Comment: T		-	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (Y1
100.00 99.00 98.00 97.00 96.00 95.00 94.00 93.00 92.00	0% - 99.66% 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% -	<u> </u>	<u>96%</u>		Q3 Q4 Annual Comment: T		-	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (YT
100.00 99.00 98.00 97.00 95.00 95.00 93.00 91.00	0% - 99.66% 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% -	<u> </u>	<u>96%</u> — 9 9. 89 9		Q3 Q4 Annual Comment: T		-	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (YT
100.00 99.00 98.00 97.00 96.00 95.00 94.00 93.00 92.00	0% - 99.66% 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% -	<u>99.</u> Q2	<u>96%</u>		Q3 Q4 Annual Comment: T		-	100.0% 100.0% 100.0% properties - T	99.96% 99.89% 99.89% (Y ^{**} wo were
100.00 99.00 98.00 97.00 95.00 95.00 93.00 91.00 91.00	0% - 99.66% 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% -	Q2	Q3	⁶ ≥100% Q4 tification E	Q3 Q4 Annual Comment: T unoccupied a	and the other	one has since	100.0% 100.0% properties - T been comple	99.96% 99.89% 99.89% (Y1
100.00 99.00 98.00 97.00 96.00 95.00 94.00 93.00 92.00 91.00	0% - 99.66% 0% -	Q2 ck with a v	Q3	⁶ ≥100% Q4 tification E	Q3 Q4 Annual Comment: T unoccupied a	and the other	one has since	100.0% 100.0% properties - T been comple	99.96% 99.89% 99.89% (YT wo were eted.
100.00 99.00 98.00 97.00 95.00 95.00 93.00 91.00 91.00	0% - 99.66% 0% -	Q2	Q3	⁶ ≥100% Q4 tification E	Q3 Q4 Annual Comment: T unoccupied a	and the other	one has since	100.0% 100.0% properties - T been comple	99.96% 99.89% 99.89% (Y wo were eted.



		Target	Actual
Quarter	New indicator in 2020/21	2020/21	2020/21
Q1		100.0%	40.0%
Q2		100.0%	60.8%
Q3		100.0%	71.1%
Q4		100.0%	
Annual		100.0%	71.0% (YTD)
Commente			a na an d
	Ve have increased the numb		
compliance	in Q3 despite the difficulties	with accessir	ng some homes

compliance in Q3 despite the difficulties with accessing some homes at this time and this has been noted by the Regulator. Further progress will continue to be made towards achieving 100%, despite the difficulties associated with the pandemic.

Q2 -1747 certificates out of 2873. Q3 - 2042 certificates out of 2870.

	umber of outstandir - new indicator)	ng high risk Fire Ris	sk Assessme	nt actions			Q3	- N/A
				_			Target	Actual
	Actual 2020/21	— — Target 202	20/21	Quarter	New indicate	or in 2020/21	2020/21	2020/21
300	ן			Q1			N/A	N/A
	281			Q2			N/A	N/A
ຊ 250 -				Q3			N/A	281
ctio				Q4			140	
ໝ 200 · ຼ				Annual			0	281 (YTD)
Number of outstanding actions 200 150 100 200	·		Target: ≥140	the Regulato	his is a new ind or. A schedule actions which t	has been crea	ted for addr	essing the
9 50 -	_			Contract Type	2		High Ri	sk Factors
ž ^{so}				Contract A: N buildings.	ledium and low	risk		281
Ū	Q3	Q4	1	Contract B: H	igh risk building	şs.		0
				PLANNING				
	tage of 'Major' planr of 14 processed in 20		rocessed to	deadline in ead	ch quarter.		Q3 -	GREEN
	/115-h				Actual	Actual	Target	Actual
	(Higher outt	urn is better)		Quarter	2018/19	2019/20	2020/21	2020/21
-		Actual 2019	9/20	Q1	100.0%	100.0%	60.0%	80.0%
-		Target 2020	7/21	Q2	100.0%	66.6%	60.0%	50.0%
	// ////////////////////////////////////	-	,	Q3	90.0%	100.0%	60.0%	75.0%
100.09	100.0%	100.0%	_	Q4	85.7%	100.0%	60.0%	
100.07	/* 100.0% 100.0	0%	100.0%	Annual	92.8%	92.9%	60.0%	72.7% (YTC
80.09 70.09 60.09 50.09	% - 66 % 66 Q1 0	5.6% 50.0% 22 Q3	Target ≥60%	boundaries. Q1 - 4 of 5 p Q2 - 1 of 2 p Q3 - 3 of 4 p	nade to adjoin rocessed to de rocessed to de rocessed to de	eadline. eadline. eadline.	as site stradd	les both
	tage of 'Non-major' of 225 processed in		ons processe	ed to deadline i	n each quarter	•	Q3 -	GREEN
	(Higher outtu				Actual	Actual	Target	Actual
			040/00	Quarter	2018/19	2019/20	2020/21	2020/21
•	Actual 2018/19			Q1	92.1%	77.5%	80.0%	89.2%
•	Actual 2020/22	1 — — Target 2	020/21	Q2	92.0%	89.4%	80.0%	84.6%
100.0	1% ¬			Q3	91.4%	80.6%	80.0%	95.3%
100.0				Q4	92.3%	83.3%	80.0%	
95.0	° − 02.1%	× 95.3	%	Annual	91.9%	82.7%	80.0%	90.1% (YTC
	92	4% 91.4% .0%	92.3%	performance	Q3 has exceed when conside and continuing	-	backdrop of	Covid-19
90.0 Bercentage 85.0	% - 89.2%	84.6%	83.3%	received.	·			

77.5%

Q1

Q2

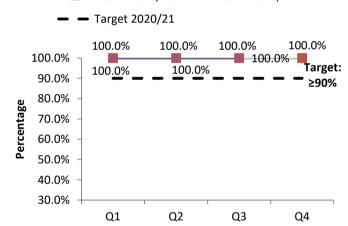
Q3

Q4

75.0%

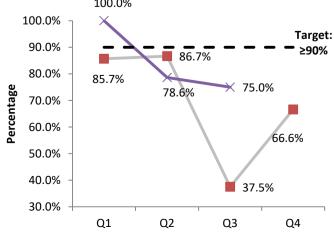
Q3 - 61 of 64 processed to deadline.

are: 520 01	577 processed in 2019/20)		Actual	Actual	Target	Actual
	(Higher outturn is better)	Quarter	2018/19	2019/20	2020/21	2020/21
	— Actual 2018/19 — 📕 — Actual 2019/20	Q1	94.5%	80.5%	85.0%	96.2%
	— Actual 2020/21 — — Target 2020/21	Q2	93.4%	92.3%	85.0%	89.7%
		Q3	92.2%	99.3%	85.0%	92.9%
ر 100.0% ۲	06.2%	Q4	91.5%	93.6%	85.0%	
95.0% -	96.2% 94.5% 99.3% 93.6%	Annual	93.1%	91.2%	85.0%	92.8% (YTD
90.0% -	89.7%		Q3 has exceed	-		
85.0% - 80.0% - 75.0% -	Q1 Q2 Q3 Q4	et: restrictions a % received. Q1 - 102 of 1 Q2 - 114 of 1	.06 processed .27 processed .41 processed	g high number to deadline. to deadline.	backdrop of sof planning	
80.0% - 75.0% -	■80.5% Q1 Q2 Q3 Q4 nning appeals dismissed as a percentage of N	et: restrictions a % received. Q1 - 102 of 1 Q2 - 114 of 1 Q3 - 131 of 1	nd continuing .06 processed .27 processed .41 processed	g high number to deadline. to deadline. to deadline.	rs of planning	
80.0% - 75.0% -	Q1 Q2 Q3 Q4 nning appeals dismissed as a percentage of N (Scale:	et: restrictions a % received. Q1 - 102 of 1 Q2 - 114 of 1 Q3 - 131 of 1	nd continuing .06 processed .27 processed .41 processed	g high number to deadline. to deadline. to deadline.	rs of planning	applications
80.0% - 75.0% -	■80.5% Q1 Q2 Q3 Q4 nning appeals dismissed as a percentage of N	et: restrictions a % received. Q1 - 102 of 1 Q2 - 114 of 1 Q3 - 131 of 1	06 processed 27 processed 41 processed decisions made n 2019/20)	g high number to deadline. to deadline. to deadline.	rs of planning Q3 -	green



		. =0=3/=0/			
		Actual	Actual	Target	Actual
	Quarter	2018/19	2019/20	2020/21	2020/21
	Q1		100.0%	90.0%	100.0%
	Q2		100.0%	90.0%	100.0%
	Q3		100.0%	90.0%	100.0%
6	Q4		100.0%	90.0%	
get:	Annual		100.0%	90.0%	100.0% (YTD)
	Q1 - no majo Q2 - no majo	r appeal decis	ions in the pe ions in the pe ions in the pe	riod.	
_					

P5: Non-major planning appeals dismissed as a percentage of N cumulative result. (Scale: 24 or	Non-major application decisions made - of 33 processed in 2019/20)			Q3 - RED	
		Actual	Actual	Target	Actual
(Higher outturn is better)	Quarter	2018/19	2019/20	2020/21	2020/21
	Q1		85.7%	90.0%	100.0%
 Target 2020/21 	Q2		86.7%	90.0%	78.6%
	Q3		37.5%	90.0%	75.0%
	Q4		66.6%	90.0%	
100.0%	Annual		72.7%	90.0%	75.0% (YTD)



Comment: One appeal the Inspector disagreed with the Council's concerns about standard of external and internal amenities for new dwelling. One was a Green Belt appeal where the Inspector gave significant weight to new permitted allowances for homeowner to extend above the roof which he felt justified an extension. One was a scheme for flats where the Inspector disagreed with the Council's concerns about standards of living accommodation and how close flats were to each other.

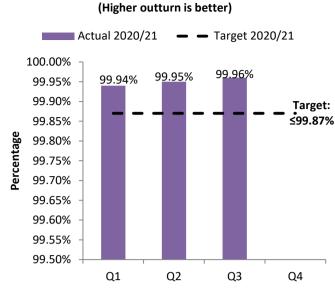
Q1 - 3 of 3 appeals dismissed in the period.

Q2 - 8 of 11 appeals dismissed in the period.

Q3 - 7 of 10 appeals dismissed in the period.

uarter			(Sca	ale: N/A - new	ew requests received per indicator)	Q3 - RED		
	(llicher euttur	un in hattau)				Target	Actual	
	(Higher outtur	n is better)			New indicator in 2020/21	2020/21	2020/21	
~~	Actual 2020/21	— — Target 20	020/21	Q1		100.0%	N/A	
				Q2		100.0%	25.4%	
				Q3		100.0%	68.9%	
			Target:	Q4		100.0%		
100.0%			— — _{≥100%}	Annual		100.0%	42.9% (YTI	
90.0% - 80.0% -				Commonte	Driaritization given to every	ful process:	ion for	
70.0%		× 68.	9%		Prioritisation given to success rks to protected trees. Locko	-		
- %0.09 Jag					vented quick closure, leading			
bercentage 60.0% - 50.0% - 40.0% -				cases.		5 to all life of		
a 30.0% -								
20.0% -	25	5.4%		Q1 - No data	a for Q1 as new CKPI.			
10.0% - 0.0% +	0.0%				ed compared to 67 new requ			
0.070	Q1 Q2	Q3	Q4	Q3 - 31 close	ed comapred to 45 new requ	lests received	1.	
W ES1: Dry r	mixed recycling rat	te Inaner cans		MENTAL SER	AVICES			
	ew indicator)	te (paper, cans,	Bluss, plustic,	•		Q3	- TBC	
						Target	Actual	
	(Higher outturi	n is better)		Quarter	New indicator in 2020/21	2020/21	2020/21	
_	Actual 2020/21	Target 20	020/21	Q1		23.0%	26.49%	
			,	Q2		23.0%	25.57%	
30.00%	7			Q3		23.0%		
	26.49% 25.5	57%		Q4		23.0%		
25.00%			Target:			23.0%	25.57 (YT	
a 20.00% - ≥2								
പ്ല 20.00%	-		223/0		Final indicator description ar	nd targets co	nfirmed with	
15 00%	-		223/0		Final indicator description ar Environmental Services.	nd targets co	nfirmed with	
arcentag			223/0	the Chair of	Environmental Services.	-		
tag			223/6	the Chair of Improvemer	Environmental Services. It in performance has been c	due to the ap	proval and	
arcentag	-		223/8	the Chair of Improvemer introduction	Environmental Services. It in performance has been of of the recycling and waste p	due to the ap policy though	proval and improveme	
bercentag 15.00% 10.00%			- ,	the Chair of Improvemer introduction in performa	Environmental Services. It in performance has been c	due to the ap policy though by Covid and	proval and improveme	
bercentag 15.00% 10.00% 5.00%	Q1 Q2	2 Q3	Q4	the Chair of Improvemer introduction in performa	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered	due to the ap policy though by Covid and	proval and improveme	
Liston 15.00% 10.00% 5.00% 0.00%			Q4	the Chair of Improvemer introduction in performa	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered	due to the ap policy though by Covid and	proval and improveme	
15.00% 10.00% 5.00% 0.00%	len waste and food		Q4	the Chair of Improvemer introduction in performa	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered	due to the ap policy though by Covid and lisposal.	proval and improveme	
15.00% 10.00% 5.00% 0.00%	len waste and food ew indicator)	d waste recyclir	Q4	the Chair of Improvemer introduction in performa	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered	due to the ap policy though by Covid and lisposal.	proval and improveme I the volume	
15.00% 10.00% 5.00% 0.00%	len waste and food	d waste recyclir	Q4	the Chair of Improvemer introduction in performa	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered	due to the ap policy though by Covid and lisposal. Q3	proval and improveme d the volume - TBC Actual	
W ES2: Gard ale: N/A - ne	len waste and food ew indicator)	d waste recyclir	Q4	the Chair of Improvemen introduction in performan additional he Quarter Q1	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered pusehold waste put out for d	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.71%	
 15.00% 10.00% 5.00% 0.00% W ES2: Gard ale: N/A - net 	len waste and food ew indicator) (Higher outturi	d waste recyclir n is better)	Q4	the Chair of Improvemen introduction in performan additional he Quarter Q1 Q2	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered pusehold waste put out for d	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.71%	
W ES2: Gard ale: N/A - ne	len waste and food ew indicator) (Higher outturi	d waste recyclir n is better)	Q4	the Chair of Improvemen introduction in performan additional he Quarter Q1 Q2 Q3	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered pusehold waste put out for d	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.71%	
15.00% 10.00% 5.00% 0.00% W ES2: Gard ale: N/A - ne	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21	the Chair of Improvemen introduction in performan additional he Quarter Q1 Q2 Q3 Q4	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered pusehold waste put out for d	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.71% 23.53%	
15.00% 10.00% 5.00% 0.00% W ES2: Gard ale: N/A - ne	len waste and food ew indicator) (Higher outturi	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvemen introduction in performan additional he Quarter Q1 Q2 Q3 Q4 Annual	Environmental Services. In t in performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.53% (YT	
W ES2: Gard ale: N/A - ne	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21	the Chair of Improvement introduction in performant additional he Quarter Q1 Q2 Q3 Q4 Annual Comment:	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.53% (YT	
15.00% 10.00% 5.00% 0.00% W ES2: Gard cale: N/A - ne	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvement introduction in performant additional he Quarter Q1 Q2 Q3 Q4 Annual Comment:	Environmental Services. In t in performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.53% (YT	
15.00% 10.00% 5.00% 0.00% W ES2: Gard cale: N/A - ne 30.00% 25.00% 20.00% 15.00% - 15.00% -	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvement introduction in performant additional he additional he Quarter Q1 Q2 Q3 Q4 Annual Comment: the Chair of	Environmental Services. In tin performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar Environmental Services.	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.53% (YT	
30.00% 25.00% 25.00%	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvement introduction in performant additional he additional he Quarter Q1 Q2 Q3 Q4 Annual Comment: the Chair of	Environmental Services. It in performance has been of of the recycling and waste p nce has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.53% (YT	
30.00% - 25.00% - 15.00% - 10.00%	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvement introduction in performant additional he additional he Quarter Q1 Q2 Q3 Q4 Annual Comment: the Chair of	Environmental Services. In tin performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar Environmental Services.	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improvement of the volume - TBC Actual 2020/21 23.53% 23.53% (YT	
 a) 15.00% 10.00% 5.00% 0.00% W ES2: Gard cale: N/A - ne 30.00% 25.00% 15.00% 10.00% 5.00% - 5.00% - 5.00% - -<td>en waste and food ew indicator) (Higher outturn Actual 2020/21</td><td>d waste recyclir n is better) — — Target 20</td><td>Q4 ng rate. 020/21 Target:</td><td>the Chair of Improvement introduction in performant additional he additional he Quarter Q1 Q2 Q3 Q4 Annual Comment: the Chair of</td><td>Environmental Services. In tin performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar Environmental Services.</td><td>due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%</td><td>proval and improvement of the volume - TBC Actual 2020/21 23.53% 23.53% (YT</td>	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) — — Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvement introduction in performant additional he additional he Quarter Q1 Q2 Q3 Q4 Annual Comment: the Chair of	Environmental Services. In tin performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar Environmental Services.	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improvement of the volume - TBC Actual 2020/21 23.53% 23.53% (YT	
15.00% 10.00% 5.00% 0.00% W ES2: Gard cale: N/A - ne 30.00% 25.00% 15.00% 10.00% - 10.00%	en waste and food ew indicator) (Higher outturn Actual 2020/21	d waste recyclir n is better) Target 20	Q4 ng rate. 020/21 Target:	the Chair of Improvement introduction in performant additional he additional he Quarter Q1 Q2 Q3 Q4 Annual Comment: the Chair of	Environmental Services. In tin performance has been of of the recycling and waste p ince has also been hampered busehold waste put out for d New indicator in 2020/21 Final indicator description ar Environmental Services.	due to the ap policy though by Covid and lisposal. Q3 Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	proval and improveme d the volume - TBC Actual 2020/21 23.53% (YT	

NEW ES3: Percentage of bins collected. (Scale: N/A - new indicator)



			Target	Actual
	Quarter	New indicator in 2020/21	2020/21	2020/21
	Q1		99.87%	99.94%
	Q2		99.87%	99.95%
	Q3		99.87%	99.96%
	Q4		99.87%	
	Annual		99.87%	99.95% (YTD)
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Q3 - GREEN

Comment: Optimal performance

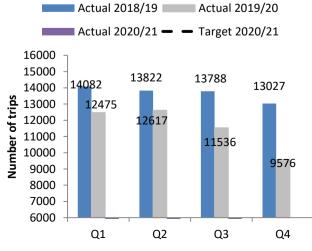
Q1 - 2,089,132 of 2,090,381 bins collected Q2 - 2,141,332 of 2,142,483 bins collected Q3 - 2,089,477 of 2,090,381 bins collected

Number of street cleansing reports (overflowing litterbi r/detritus)	ns, overflowing (Scale: 946 repo			Q3 - (GREEN
(Lower outturn is better)	Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21
Actual 2018/19 Actual 2019/20	Q1	156	151	150	109
Actual 2020/21 — — Target 2020/21	Q2	180	277	150	126
	Q3	152	227	150	104
300 277 275 291	Q4	111	291	150	
250 - 227	Annual	599	946	600	
$\begin{array}{cccccccccccccccccccccccccccccccccccc$:	ptimal perfori	mance		
Q1 Q2 Q3 Q4					

COMMUNITY SERVICES

C1: Number of individual trips with Community Transport per quarter. Due to the impact of Covid-19, this will only be monitored in 2020/21 and no ta

(Higher outturn is better)

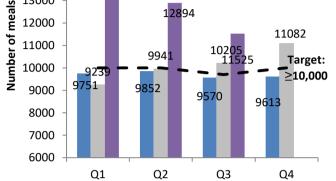


020/21 and no	o targets set.	N N	I/A	
	Actual	Actual	Target	Actual
Quarter	2018/19	2019/20	2020/21	2020/21
Q1	14082	12475		63
Q2	13822	12617		918
Q3	13788	11536		1543
Q4	13027	9576		
Annual	54719	46204		1802 (YTD)

NI / A

Comment: Service continues to be severely impacted by Covid-19 lockdown restrictions. The Non Emergency Patient Transport contract operated through out lockdown with service delivered everyday, however passenger statistics are not recorded for this service.

Number of community meals products served per quan parate products) (Scale: 40,	rter (lunch and aft ,467 products in 2		corded as	Q3 - GREEN	
(Higher outturn is better)	Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21
Actual 2018/19 Actual 2019/20	Q1	9751	9239	10000	15023
Actual 2020/21 — — Target 2020/21	Q2	9852	9941	10000	12894
, 5 ,	Q3	9570	10205	9700	11525
16000	Q4	9613	11082	10000	
15000 -	Annual	38786	40467	39700	39442 (YT
14000 - 15023					
13000 - 12894		or information provided on Cl	•		



Comment: For information, 2020 was the first that a hot meal service was provided on Christmas Day, with over 60 residents taking the service. This was provided by staff across Community Services, willing to support providing to those who may be alone or whose Christmas plans were affected at short notice due to the pandemic.

	Human Resources EW HR1: Average number of short term sickness days per FTE (Surrey benchmarking methodology – Q3 - AMBER olling year to date) Q3 - AMBER							AMBER	
		(Lowe	er outturn	is better)		Quarter	New indicator in 2020/21	Target 2020/21	Actual 2020/21
		Actual 202	20/21 -	– — Targe	t 2020/21	Q1		4.6	5.5
	10.0 ¬					Q2		4.6	5.1
						Q3		4.6	4.7
	9.0 -				Q4		4.6		
	8.0 -					Annual		4.6	4.7 (YTD)
Number of days	7.0 - 6.0 - 5.0 - 4.0 - 3.0 - 2.0 - 1.0 - 0.0 -	$\begin{array}{cccccccccccccccccccccccccccccccccccc$					t should be noted these figu ng from Covid-19 and were נ		