Corporate Performance/Activity Indicators

Quarter 4 2020/21

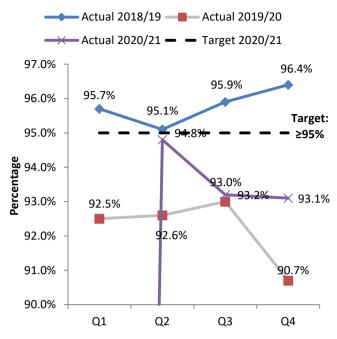
RAG Lege	nd	Chart Legend			
Performance/activity has met or exceeded the target	Green	2018/19			
Performance / activity has missed its target but is within ≤10% of relative target	Amber	2019/20			
Performance / activity has missed its target and is >10% of relative target	Red	2020/21			
Data not available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



CUSTOMER, DIG	ITAL and COLLE	CTION SERVIO	CES		
IEW CDCS1: Average number of days taken to process ne	w Housing Benefit	t and Council Ta	x Support	Q4 - (GREEN
laims or changes - cumulative result.				ANNUA	- GREEN
<i>n</i>				Target	Actual
(Lower outturn is better)	Quarter	New indicato	r in 2020/21	2020/21	2020/21
Actual 2020/21 – – Target 2020/21	Q1			5.0	2.9
10.0]	Q2			5.0	2.6
9.0 -	Q3			5.0	3.2
8.0 -	Q4			5.0	3.0
	Annual			5.0	3.0
7.0 - 6.0 - 6.0 - 7.0	Comment: A	Additional funct	ionality with N	Northgate sys	tem, DWP
ອີ 6.0 - ້ວ Targ	et: relaxing rule	es required to s	upport claims	as part of the	Covid
5.0	ays measures, a	nd staff workin	g from home	having fewer	distractions
$\begin{bmatrix} 4.0 \\ 2.9 \end{bmatrix}$ 2.9 2.6 3.2 3.0	have all led	to excellent res	ults being ach	nieved.	
5.0	Q1 - 2,196 n	ew claims and	5,501 changes	s processed.	
2.0 -		w claims and 11	-	•	
1.0 -		w claims and 17	•	•	
		w claims and 28		•	
Q1 Q2 Q3 Q4	FY - 3,637 n	ew claims and 6	52,519 change	es processed.	
IEW CDCS2: Percentage of lost Customer Service calls per	annum			Q4 - (GREEN
En cocoz. i ercentage of lost customer service cans per	annun.			ANNUA	- GREEN
(Lower outturn is better)				Target	Actual
(Lower outlannis better)	Quarter	New indicato	r in 2020/21	2020/21	2020/21
	Q1			12.0%	5.6%
	Q2			12.0%	8.9%
14.0% - Tar	Q3 get: Q4			12.0%	7.1%
				12.0%	11.7%
a 10.0% -				12.0%	8.5%
8.9% - 11.7	Comment: T	hree staff off s		ur weeks and	
8.0% - 8.9% 6.0% - 5.6% 7.1%	Comment: T vacancies ha	ave affected cal	l response tim	ur weeks and nes in Q4.	
8.0% - 7.1%	Comment: T vacancies ha Q1 - 1,797 c	ave affected cal of 32,113 lost Cu	l response tim ustomer Servi	ur weeks and nes in Q4. ce calls.	
8.0% - 6.0% - 4.0% -	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu	l response tim ustomer Servio ustomer Servio	ur weeks and nes in Q4. ce calls. ce calls.	
8.0% 6.0% 4.0% 2.0%	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu	l response tim ustomer Servio ustomer Servio ustomer Servio	ur weeks and nes in Q4. ce calls. ce calls. ce calls.	
8.0% - 6.0% - 4.0% - 2.0% - 0.0% -	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost C	l response tim ustomer Servio ustomer Servio ustomer Servio ustomer Servio	ur weeks and nes in Q4. ce calls. ce calls. ce calls. ice calls.	
8.0% 6.0% 4.0% 2.0%	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu	l response tim ustomer Servio ustomer Servio ustomer Servio ustomer Servio	ur weeks and nes in Q4. ce calls. ce calls. ce calls. ice calls.	
8.0% - 6.0% - 4.0% - 2.0% - 0.0% -	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost C	l response tim ustomer Servio ustomer Servio ustomer Servio ustomer Servio	ur weeks and nes in Q4. ce calls. ce calls. ce calls. ice calls. vice calls.	two
8.0% - 6.0% - 4.0% - 2.0% - 0.0% -	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost C	l response tim ustomer Servio ustomer Servio ustomer Servio ustomer Servio	ur weeks and nes in Q4. ce calls. ce calls. ce calls. ice calls. vice calls.	two
8.0% 8.0% 6.0% 4.0% 2.0% 0.0% Q1 Q2 Q3 Q4	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c	ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost C of 135,002 lost	l response tim ustomer Servio ustomer Servio ustomer Servio Customer Servio Customer Servio	ur weeks and nes in Q4. ce calls. ce calls. ice calls. vice calls. vice calls. Q4 - A ANNUAL	two MBER - AMBER
8.0% 8.0% 6.0% 4.0% 2.0% 0.0% Q1 Q2 Q3 Q4	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c	Ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost C of 135,002 lost Actual	l response tim ustomer Servie ustomer Servie ustomer Servie Customer Servie Customer Servie Actual	ur weeks and nes in Q4. ce calls. ce calls. ice calls. vice calls. vice calls. Q4 - A ANNUAL Target	two MBER - AMBER Actual
$\begin{array}{c} 8.0\% \\ 6.0\% \\ 4.0\% \\ 2.0\% \\ 0.0\% \\ \hline 0.0\% \\ \hline 0.0\% \\ \hline \\ 0.0\% \\ \hline 0.0\% \\ 0.0\% \\ \hline 0.0\% \\ \hline 0.0\% \\ 0.0\% \\ \hline 0.0\% \\ 0$	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c FINANCE	Ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost C of 135,002 lost Actual 2018/19	l response tim ustomer Servio ustomer Servio ustomer Servio Customer Servio Actual 2019/20	ur weeks and nes in Q4. ce calls. ce calls. ice calls. vice calls. vice calls. Q4 - A ANNUAL Target 2020/21	two MBER - AMBER Actual 2020/21
$\frac{8.0\%}{6.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.9\%}{0.0\%} + \frac{8.9\%}{7.1\%} + \frac{7.1\%}{0.0\%} + \frac{10.0\%}{0.0\%} + \frac{10.0\%}{0$	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c FINANCE	Ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost Cu of 135,002 lost Actual 2018/19 95.1%	l response tim ustomer Servio ustomer Servio ustomer Servio Customer Servio Customer Servio Actual 2019/20 95.8%	ur weeks and nes in Q4. ce calls. ce calls. ice calls. vice calls. vice calls. Q4 - A ANNUAL Target	two MBER - AMBER Actual 2020/21 97.1%
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$\frac{8.0\%}{6.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.9\%}{0.0\%} + \frac{8.9\%}{7.1\%} + \frac{7.1\%}{0.0\%} + \frac{10.0\%}{0.0\%} + \frac{10.0\%}{0$	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c FINANCE	Ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost Cu of 135,002 lost Actual 2018/19 95.1%	l response tim ustomer Servio ustomer Servio ustomer Servio Customer Servio Customer Servio Actual 2019/20 95.8%	ur weeks and nes in Q4. ce calls. ce calls. ce calls. vice calls. vice calls. Q4 - A ANNUAL Target 2020/21 98.0%	two MBER - AMBER Actual 2020/21 97.1%
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$\frac{8.0\%}{6.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.0\%}{0.0\%} + \frac{8.9\%}{0.0\%} + \frac{5.6\%}{0.0\%} + \frac{5.6\%}{0.0\%} + \frac{5.6\%}{0.0\%} + \frac{7.1\%}{0.0\%} + \frac{10.0\%}{0.0\%} + \frac{10.0\%}{0.0\%$	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c FINANCE Quarter Q1 Q2 Q3 Q4 Annual	Ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost Cu of 135,002 lost Actual 2018/19 95.1% 98.1% 97.8% 97.0% 96.9%	l response tim ustomer Servio ustomer Servio ustomer Servio Customer Servio Customer Servio Actual 2019/20 95.8% 94.9% 96.2% 95.1% 95.5%	ur weeks and nes in Q4. ce calls. ce calls. ce calls. vice calls. vice calls. vice calls. Q4 - <i>A</i> ANNUAL Target 2020/21 98.0% 98.0% 98.0% 98.0%	two MBER - AMBER - AMBER 2020/21 97.1% 98.2% 97.1% 97.6% 97.6%
$\frac{39}{40\%} = \frac{8.0\%}{6.0\%} = \frac{8.0\%}{4.0\%} = \frac{5.6\%}{2.0\%} = \frac{7.1\%}{2.0\%}$ $\frac{4.0\%}{0.0\%} = \frac{2.0\%}{0.0\%} = \frac{2.0\%}{0.0\%} = \frac{2.0\%}{0.0\%} = \frac{2.0\%}{0.0\%} = \frac{2.0\%}{0.0\%} = \frac{2.0\%}{0.0\%} = \frac{10.0\%}{0.0\%} = \frac$	Comment: T vacancies ha Q1 - 1,797 c Q2 - 3,193 c Q3 - 2,137 c Q4 - 4,322 c FY - 11,449 c FINANCE Quarter Q1 Q2 Q3 Q4 Annual get: Comment: T exceeded 9	Ave affected cal of 32,113 lost Cu of 35,751 lost Cu of 30,288 lost Cu of 36,850 lost Cu of 135,002 lost Actual 2018/19 95.1% 98.1% 97.8% 97.0% 96.9%	l response tim ustomer Servio ustomer Servio ustomer Servio ustomer Servio Customer Servio Cus	ur weeks and nes in Q4. ce calls. ce calls. ce calls. vice calls. vice calls. vice calls. Q4 - 4 ANNUAL Target 2020/21 98.0% 98.0% 98.0% 98.0% 98.0%	two MBER - AMBER - AMBER 2020/21 97.1% 98.2% 97.1% 98.2% 97.6% 97.6% 97.6%
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					GOVERNAN				
1: Percent	tage of FOI requ	uests pro	cessed in stat	utorv deadli	ne.				MBER
				,					- AMBER
						Actual	Actual	Target	Actual
	(Higher o	outturn is	better)		Quarter	2018/19	2019/20	2020/21	2020/21
_	Actual 2018	8/19 —	Actual 2019	/20	Q1	99.0%	98.1%	99.0%	91.3%
			 Target 2020 		Q2	94.2%	97.8%	99.0%	94.9%
_		J/21 — •	 Target 2020 	//21	Q3	98.1%	98.8%	99.0%	92.2%
					Q4	97.9%	95.5%	99.0%	89.8%
99.5%	98,4%99.0%		98.8%	Target:	Annual	97.5%	97.5%	99.0%	92.1%
98.5%	- 98.1%			≥99%	Commont: A	third of the r	auosts woro	in Council Tay	whore
97.5%	-	97.8	^{8%} 98.1%	07.00/		given to the Co			
96.5%	-			97.9%		-			
8 95.5%	-				-	rrently short a		•	
95.5% 94.5% 93.5%	-	94.9	9%	95.5%		nportant corpo			
93.5%	-	94.2%				erstanding ove			ave provide
92.5%	-		02.20	,		esources prior	•		
91.5%	_		92.2%	0		.15 requests p		•	
90.5%	91.3%					.57 requests p		•	
89.5%				89.8%		.66 requests p		•	
001070	Q1	Q2	Q3	Q4		.66 requests p		•	
		-		-	FY - 556 of 6	04 requests pr	ocessed to st	atutory deadli	ne.
2: Numbe	r of decisions i	nvestigat	ed by the om	budsman req	uiring a reme	dy, including m	inor	Q4 - (GREEN
ustices.								ANNUAL	- AMBER
						Actual	Actual	Target	Actual
	(Lower o	outturn is	better)		Quarter	2018/19	2019/20	2020/21	2020/21
	Actual 2018	8/19	Actual 2019	/20	Q1	0	1	0	0
				-	Q1 Q2	0	0	0	0
	Actual 2020	0/21 — -	 Target 2020)/21	Q2 Q3			0	1
ຼ 10 ၂						0	0		
10 gies 8 dies					Q4	0	0	0	0
10 - 8 - 6 - 6 - 6 - 6 - 6 - 6 - 6 - 6 - 6									
remedies - 8 -					Q4 Annual Comment: C	0 0 Q3 decision aga	0 1 ainst not rece	0 0 ived until Q4.	0 1 The compla
remedies - 8 -				Target: 0	Q4 Annual Comment: C had various c	0 0 Q3 decision ag complications	0 1 ainst not rece related to a h	0 0 ived until Q4.	0 1 The compla
remedies - 8 -	0100	0 0	001	Target: 0 0 0 0	Q4 Annual Comment: C had various c	0 0 Q3 decision aga	0 1 ainst not rece related to a h	0 0 ived until Q4.	0 1 The compla
remedies - 8 -				0 0 0	Q4 Annual Comment: C had various c	0 0 Q3 decision ag complications	0 1 ainst not rece related to a h	0 0 ived until Q4.	0 1 The compla
remedies - 8 -	0 1 0 0 Q1	00 Q2	0 0 1 Q3	0 0 0 Q4	Q4 Annual Comment: C had various c remedial act	0 0 Q3 decision ag complications	0 1 ainst not rece related to a h	0 0 ived until Q4.	0 1 The compla
ion remedies				0 0 0 Q4	Q4 Annual Comment: C had various c	0 0 Q3 decision ag complications	0 1 ainst not rece related to a h	0 0 ived until Q4. ⁻ igh hedge and	0 1 The compla appropriat
ber of decision remedies	Q1	Q2	Q3	0 0 0 Q4	Q4 Annual Comment: C had various c remedial act	0 0 Q3 decision ag complications	0 1 ainst not rece related to a h	0 0 ived until Q4. ⁻ igh hedge and Q4 -	0 1 The compla appropriat
ber of decision remedies		Q2	Q3	0 0 0 Q4	Q4 Annual Comment: C had various c remedial act	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered.	0 0 ived until Q4. igh hedge and Q4 - ANNUA	0 1 The compla appropriat RED AL - RED
ber of decision remedies	Q1	Q2 s re-let to	Q3	0 0 0 Q4	Q4 Annual Comment: C had various c remedial act	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered.	0 0 ived until Q4. ⁻ igh hedge and Q4 - ANNUA Target	0 1 The compla appropriat
ber of decision remedies	Q1	Q2	Q3	0 0 0 Q4	Q4 Annual Comment: C had various o remedial act HOUSING	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered. Actual 2019/20	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21	0 1 The compla appropriat RED AL - RED Actual 2020/21
ber of decision remedies	Q1 age of dwelling (Higher o	Q2 s re-let to putturn is	Q3	0 0 0 Q4 r quarter.	Q4 Annual Comment: C had various o remedial act HOUSING Quarter Q1	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered. Actual 2019/20 30.4%	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0%	0 1 The complate appropriate RED AL - RED Actual 2020/21 0.0%
Percenta	Q1 age of dwelling (Higher of Actual 2018	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter.	Q4 Annual Comment: C had various o remedial act HOUSING	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered. Actual 2019/20	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21	0 1 The compla appropriat RED AL - RED Actual 2020/2:
Percenta	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter.	Q4 Annual Comment: C had various o remedial act HOUSING Quarter Q1	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered. Actual 2019/20 30.4%	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0%	0 1 The complate appropriate RED AL - RED Actual 2020/2: 0.0%
8 - 6 - 4 - 5 - 6 - 7 - 6 - 7 - 9 - 0 - 100.0%	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter.	Q4 Annual Comment: C had various c remedial act HOUSING Quarter Q1 Q2	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered. Actual 2019/20 30.4% 16.1%	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0%	0 1 The complate appropriate RED AL - RED AL - RED Actual 2020/21 0.0% 45.5%
Percenta	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter. /20 /21 Target:	Q4 Annual Comment: C had various o remedial act HOUSING Quarter Q1 Q2 Q3	0 0 23 decision aga complications ion is being co	0 1 ainst not rece related to a h nsidered. Actual 2019/20 30.4% 16.1% 45.5%	0 0 ived until Q4. igh hedge and Q4 - ANNU/ Target 2020/21 50.0% 70.0% 85.0%	0 1 The compla appropriat RED AL - RED AL - RED Actual 2020/21 0.0% 45.5% 2.9%
8 - 6 - 4 - 5 - 6 - 7 - 6 - 7 - 9 - 0 - 100.0%	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter. /20 //21	Q4 Annual Comment: C had various o remedial act HOUSING Quarter Q1 Q2 Q3 Q4 Annual	0 0 23 decision aga complications ion is being co Actual 2018/19	0 1 ainst not rece related to a h nsidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5%	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0%	0 1 The complate appropriate RED AL - RED Actual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9%
8 - 6 - 4 - 2 - 0 - 0 - 100.0% 90.0%	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter. /20 /21 Target:	Q4 Annual Comment: C had various of remedial act HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T	0 0 23 decision aga complications ion is being co Actual 2018/19	0 1 ainst not recerrelated to a h nsidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0%	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored,
seipe 8 - 6 - 2 - 0 - 100.0% 90.0% 80.0% 70.0%	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 deadline per better) Actual 2019	0 0 0 Q4 r quarter. /20 /21 Target:	Q4 Annual Comment: C had various of remedial act OUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although for	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts comal action to e	0 1 ainst not recerrelated to a hered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce completed	0 0 ived until Q4. igh hedge and Q4 - ANNU/ Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0%	0 1 The complated appropriated RED AL - RED Actual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% orred, onsidered
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8 - 6 - 2 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to outturn is 8/19	Q3 D deadline per better) Actual 2019 Target 2020	0 0 0 Q4 r quarter. /20 //21 	Q4 Annual Comment: C had various of remedial act OUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although form appropriate a of re-letting a benefit from	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts of mal action to e at this time give	0 1 ainst not recerrelated to a h nsidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce comply yen the pande ew and perfo	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0% closely monit iance is not co mic. In additio rmance will in	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored, onsidered on, all aspector creasingly
Bercentage Percentage 100.0% 90.0% 80.0% 70.0% 40.0%	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to outturn is 8/19	Q3 D deadline per better) Actual 2019 Target 2020	0 0 0 Q4 r quarter. /20 /21 Target:	Q4 Annual Comment: C had various of remedial act HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although for appropriate a of re-letting a benefit from reports.	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts of mal action to e at this time giv are under revi new system g	0 1 ainst not recerrelated to a hasidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce completed and performent the pander ew and performent the pander ew and performent the pander enter the	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0% 85.0% closely monit liance is not co mic. In additic rmance will inc formance mor	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored, onsidered on, all aspector creasingly
Bercentage Percentage 100.0% 90.0% 80.0% 70.0% 40.0% 30.0%	Q1	Q2 s re-let to outturn is 8/19	Q3 D deadline per better) Actual 2019 Target 2020	0 0 0 Q4 r quarter. /20 //21 	Q4 Annual Comment: C had various of remedial act IOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although for appropriate a of re-letting a benefit from reports. Q1 - 18 dwel	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts of mal action to e at this time give are under revi new system g lings re-let, ze	0 1 ainst not recerrelated to a here insidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce comply and performed performed performed and p	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0% 85.0% closely monit liance is not co mic. In additic rmance will inc formance mor	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored, onsidered on, all aspector creasingly
8 - 4 - 2 - 0	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to putturn is 8/19	Q3 D deadline per better) Actual 2019 Target 2020	0 0 0 Q4 r quarter. /20 //21 	Q4 Annual Comment: C had various of remedial act OUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although for appropriate a of re-letting a benefit from reports. Q1 - 18 dwel Q2 - 33 dwel	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts of mal action to e at this time giv are under revi new system g lings re-let, ze lings re-let, 15	0 1 ainst not recerrelated to a h nsidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce completed on the panded ew and perforent the panded is an and perforent to deadline.	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0% 85.0% closely monit liance is not co mic. In additic rmance will inc formance mor	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored, onsidered on, all aspector creasingly
Bercentage Percentage 100.0% 90.0% 80.0% 70.0% 40.0% 30.0%	Q1 age of dwelling (Higher of Actual 2018 Actual 2020	Q2 s re-let to outturn is 8/19	Q3 D deadline per better) Actual 2019 Target 2020	0 0 0 Q4 r quarter. /20 //21 	Q4 Annual Comment: C had various of remedial act OUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although for appropriate a of re-letting a benefit from reports. Q1 - 18 dwel Q2 - 33 dwel	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts of mal action to e at this time give are under revi new system g lings re-let, ze	0 1 ainst not recerrelated to a h nsidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce completed on the panded ew and perforent the panded is an and perforent to deadline.	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0% 85.0% closely monit liance is not co mic. In additic rmance will inc formance mor	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored, onsidered on, all aspector creasingly
8 - 4 - 2 - 0	Q1	Q2 s re-let to putturn is 8/19 0/21	Q3 D deadline per better) Actual 2019 Target 2020	0 0 0 Q4 r quarter. /20 /21 	Q4 Annual Comment: C had various of remedial act HOUSING Quarter Q1 Q2 Q3 Q4 Annual Comment: T although for appropriate a of re-letting a benefit from reports. Q1 - 18 dwel Q2 - 33 dwel Q3 - 35 dwel	0 0 23 decision aga complications ion is being co Actual 2018/19 The contracts of mal action to e at this time giv are under revi new system g lings re-let, ze lings re-let, 15	0 1 ainst not recerrelated to a hinsidered. Actual 2019/20 30.4% 16.1% 45.5% 41.9% 35.5% ontinue to be enforce completed on the pander ew and perforent he pander ew and perforent he pander iso deadline. to deadline.	0 0 ived until Q4. igh hedge and Q4 - ANNUA Target 2020/21 50.0% 70.0% 85.0% 85.0% 85.0% 85.0% 85.0% closely monit liance is not co mic. In additic rmance will inc formance mor	0 1 The complated appropriated AL - RED AL - RED ACtual 2020/21 0.0% 45.5% 2.9% 7.4% 15.9% ored, onsidered on, all aspector creasingly

(Higher outturn is better)



Q3

0

Q4

⊿≦4

2

0

1.30%

Q1

Q2

Q3

Q4

1

Q1

Q2

	vice.			Q4 - A	MBER		
-1	vice.			ANNUAL - AMBER			
		Actual	Actual	Target	Actual		
_	Quarter	2018/19	2019/20	2020/21	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%	93.1%		
	Annual	95.7%	91.9%	95.0%	93.7%		

Comment: Performance close to target is considered good in view of the disruption over the year. The repair service is scaling up its non-urgent work as restrictions ease and a lockdown-proof process is now in place to ensure that residents can continue to receive feedback forms.

Q1 = As there was only emergency repairs in the first lockdown, Officers instead focussed on setting up a new feedback process via Hybrid mail.

Q2 = 260 out of 274 survey respondents were satisfied.

Q3 = 274 out of 294 survey respondents were satisfied.

Q4 = 175 out of 188 survey respondents were satisfied.

FY = 709 out of 756 survey respondents were satisfied.

per of households in B&B for more than 2 weeks per	quarter.				GREEN	
				ANNUAI	L - GREEN	
(Lower outturn is better)	Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/2	
Actual 2018/19 Actual 2019/20	Q1	15	5	4	1	
Actual 2020/21 — — Target 2020/21	Q2	4	2	4	0	
	Q3	7	1	4	2	
	Q4	5	0	4	4	
15	Annual	31	8	16	7	
7 555557 Target:		Performance e	exceeded targ	et despite the	pandemic	

ent arrea	rs of curren	t tenants as a percentage of rent	t due - cumulative	result.		Q4 - GREEN			
						ANNUA	ANNUAL - GREEN		
				Actual	Actual	Target	Actual		
	(Lower	outturn is better)	Quarter	2018/19	2019/20	2020/21	2020/21		
	Actual 20	18/19 — 📕 — Actual 2019/20	Q1	1.60%	1.76%	1.75%	1.77%		
	Actual 20 ²	20/21 — — Target 2020/21	Q2	1.60%	2.02%	1.75%	1.83%		
	Actual 20	10121 101get 2020/21	Q3	1.68%	2.12%	1.75%	1.84%		
			Q4	1.60%	1.80%	1.75%	1.61%		
2.10% -		2.12%	Annual	1.60%	1.80%	1.75%	1.61%		
1.90% -	1.1767%	2.02% <u>1.83%</u> <u>1.84%</u> 1.80%		Comment: A very positive result given the current national					
1.90% - 1.70% -	1.70%	Targ	UI = LZJU.J.	es. 55 arrears aga	inst total rent	due.			
	1 000/	1.68% 1.60 % 1.60 %	Q2 = £301,17	74 arrears aga	inst total rent	due.			
1.50% -	1.60%	1.60%	03 = f302.34	$Q3 = \pm 302,348$ arrears against total rent due.					

Q3 = £302,348 arrears against total rent due. Q4 = £264,015 arrears against total rent due.

FY = £264,015 arrears against total rent due.

ercentage of tenants with more than 7 weeks rent arrears at the end of each quarter.								Q4 - 0	Q4 - GREEN	
ercentage o	i tenant	s with more	than 7 week	s rent arrea	rs at the end o	r each quarter.		ANNUAI	L - GREEN	
	(Lower	r outturn is b	etter)		Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/2	
—	Actual 20	18/19 —	Actual 2019	/20	Q1	3.38%	3.89%	4.00%	4.11%	
		20/21 — —		-	Q2	3.29%	4.77%	4.00%	4.40%	
		20/21 — —	Target 2020	/21	Q3	3.33%	4.90%	4.00%	3.96%	
5.50%					Q4	3.62%	4.31%	4.00%	3.46%	
5.00% -					Annual	3.62%	4.31%	4.00%	3.46%	
			3.967	Target: 	arrears of mo total since M	ore than 7 wee larch 2017.	eks rent, whic	:h is RBC's low	olds have vest year er	
3	3.38%	3.29%	3.33%	~ -	total since M Q1 = 114 of 2 Q2 = 119 of 2	larch 2017. 2,773 househc 2,780 househc	olds have >7 w	veeks rent arre veeks rent arre	vest year er ears. ears.	
3.50% - 3.00% - 2.50% -	9.38% Q1	3.29% Q2		⁷⁶ ≤4.00%	total since M Q1 = 114 of 2 Q2 = 119 of 2 Q3 = 110 of 2 Q4 = 96 of 2,	1arch 2017. 2,773 househc	olds have >7 w olds have >7 w olds have >7 w olds have >7 w	veeks rent arre veeks rent arre veeks rent arre eeks rent arrea	vest year er ears. ears. ears. ars.	
3.00% - ³ 2.50% -	Q1	Q2	3.33% Q3	[%] ≤4.00% 3.62%6% Q4	total since M Q1 = 114 of 2 Q2 = 119 of 2 Q3 = 110 of 2 Q4 = 96 of 2,	larch 2017. 2,773 househo 2,780 househo 2,778 househo 774 householo 774 householo	olds have >7 w olds have >7 w olds have >7 w ds have >7 we ds have >7 we	veeks rent arre veeks rent arre veeks rent arrea eks rent arrea eks rent arrea	vest year er ears. ears. ears. ars. rs. AMBER	
3.00% - 3 2.50% -	Q1	Q2	3.33% Q3	[%] ≤4.00% 3.62%6% Q4	total since M Q1 = 114 of 2 Q2 = 119 of 2 Q3 = 110 of 2 Q4 = 96 of 2, FY = 96 of 2,	larch 2017. 2,773 househo 2,780 househo 2,778 househo 774 householo 774 householo	olds have >7 w olds have >7 w olds have >7 w ds have >7 we ds have >7 we	veeks rent arre veeks rent arre veeks rent arrea eks rent arrea eks rent arrea	vest year er ears. ears. ears. ars. rs.	

		tual 2020/2	21	 Target 20 	20/21	Q1	
	100.00% ¬		99.96%		Target:	Q2	
		99.92%	\sim		≥100%	Q3	
	99.50% -	00.01/0		99.89%	99.81%	Q4	
	99.00% -					Annual	
	98.50% -					, ann dan	
	ng 98.00% -					Comment: 1	Thi
+	97.50% -					certification,	0
	98.00% - 97.50% - 97.00% -						
ć	96.50% -					Q1 = 2,645 v	ali
	96.00% -					Q2 = 2,648 v	ali
	95.50% -					Q3 = 2,646 v	ali
	95.00% 🕂	1		1	1	Q4 = 2,643 v	
		Q1	Q2	Q3	Q4	2,0431	an

ē

0.0% +

Q1

Q2

Q3

Q4

		ANNUAL	- AIVIBER				
		Target	Actual				
Quarter	New indicator in 2020/21	2020/21	2020/21				
Q1		100.0%	99.92%				
Q2		100.0%	99.96%				
Q3		100.0%	99.89%				
Q4		100.0%	99.81%				
Annual		100.0%	99.81%				
Comment: This result represents five properties without the valid							

Comment: This result represents five properties without the valid ertification, one of which has since been completed.

21 = 2,645 valid certificates out of 2,647.
22 = 2,648 valid certificates out of 2,649.
23 = 2,646 valid certificates out of 2,649.

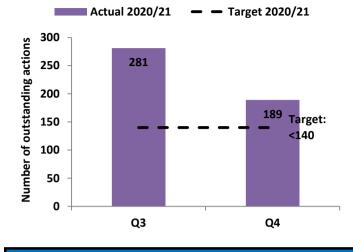
Q4 = 2,643 valid certificates out of 2,648.

H7: Percentage of stock w	ith a valid safety certification E	lectrical Insta	llation Condition Report per	Q4 -	RED	
n.				ANNU	AL - RED	
(Higher outtu	rn is better)	Quarter	New indicator in 2020/21	Target 2020/21	Actual 2020/2	
	— — Target 2020/21	Q1		100.0%	40.0%	
100.0%	Target:	Q2		100.0%	60.8%	
	 - ≥100%	Q3		100.0%	71.1%	
90.0% -	× 85.8%	Q4		100.0%	85.8%	
80.0% -		Annual		100.0%	85.8%	
70.0% -	71.1%	Commont:	A stoady improvement in per	formanco as	charod wit	
60.0% -	60.8%	Comment: A steady improvement in performance, as shared with the Regulator. The targets for next year have been revised to be				
50.0% -		•	ic so that 100% is achieved by			
40.0% - 40.0%		approved by		y the end of t	23 (83	
30.0% - 40.0%						
20.0% -		Q1 - 1,184 c	ertificates out of 2,876.			
10.0% -		Q2 - 1,747 c	ertificates out of 2,873.			
		02 2042 0	ortificator out of 2 970			

Q3 - 2,042 certificates out of 2,870. Q4 - 2,434 certificates out of 2,836.



(Lower outturn is better)



actions.		Ľ.	
actions.		ANNU	AL - RED
		Target	Actual
Quarter	New indicator in 2020/21	2020/21	2020/21
Q1		N/A	N/A
Q2		N/A	N/A
Q3		N/A	281
Q4		140	189
Annual		140	189

DEI

Comment: This is a new indicator which shows an improvement in performance. CMC has approved the target of 30 being reached by Q2 of 2021/22.

					Pl	ANNING				
D1 · D	ercentage (of 'Major'	nlanning a	onlications n	rocessed to d	eadline in eac	h quarter		Q4 - (GREEN
- 2. 1	ereentage			spineations pi		eaunite in each quarter.			ANNUAL - GREEN	
		(Higher	[.] outturn is l	hetter)			Actual	Actual	Target	Actual
		(0			Quarter	2018/19	2019/20	2020/21	2020/21
		Actual 20	18/19 —	Actual 2019	/20	Q1	100.0%	100.0%	60.0%	80.0%
	~~	Actual 20	20/21 — —	 Target 2020 	/21	Q2	100.0%	66.6%	60.0%	50.0%
			-,	-	-	Q3	90.0%	100.0%	60.0%	75.0%
	100.0% ¬	100.0%		100.0%	100.0%	Q4	85.7%	100.0%	60.0%	100.0%
		100.0%	100.0%		100.0%	Annual	92.8%	92.9%	60.0%	77.8%
	90.0% -	80.0%		90.0%		Comment: Target exceeded.				
зge	80.0% -	\sim	66 69/	75.09						
Percentage	70.0% -		66.6%		Townste	01 - 4 of 5 pr	rocessed to de	adline.		
erce	60.0% -		トーイ		Target: ≥60%	•	rocessed to de			
đ	50.0% -		50.0	0%	200/0	•	rocessed to de			
	40.0% -					•	rocessed to de			
	30.0%					•	processed to			
		Q1	Q2	Q3	Q4			_		

Percentage of Non-major' planning applications processes	age of 'Non-major' planning applications processed to deadline in each quarter.						
Percentage of Non-major planning applications processes	u to deadime n	n each quarter	•	ANNUAI	L - GREEN		
(llicher eutture is better)		Actual	Actual	Target	Actual		
(Higher outturn is better)	Quarter	2018/19	2019/20	2020/21	2020/21		
	Q1	92.1%	77.5%	80.0%	89.2%		
X Actual 2020/21 Target 2020/21	Q2	92.0%	89.4%	80.0%	84.6%		
Actual 2020/21 — Target 2020/21	Q3	91.4%	80.6%	80.0%	95.3%		
00.0%	Q4	92.3%	83.3%	80.0%	76.3%		
	Annual	91.9%	82.7%	80.0%	86.6%		
5.0% - 95.3% 92.1% 91.4% 0.0% - 92.0% 92.3% 89.2%	exceeded. Th corporate sys	ne team are w stem Enterpris	orking with Dise and new pl	vever annual t igital Services anning back of ith new staff jo	on the new ffice system.		

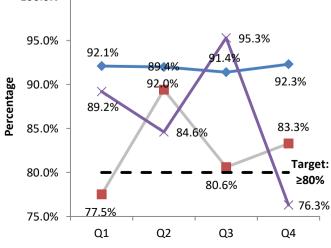
requiring induction and support, this has impacted Q4 results. Q1 - 50 of 56 processed to deadline.

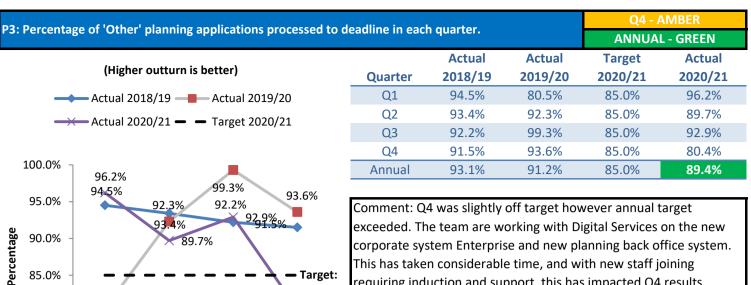
Q2 - 44 of 52 processed to deadline.

Q3 - 61 of 64 processed to deadline.

Q4 - 45 of 59 processed to deadline.

FY - 200 of 231 processed to deadline.





Target:

≥85%

80.4%

Q4

85.0%

80.0%

75.0%

80.5%

Q2

Q3

Q1

Q1

Q2

Q3

Q4

corporate system Enterprise and new planning back office system. This has taken considerable time, and with new staff joining requiring induction and support, this has impacted Q4 results. Q1 - 102 of 106 processed to deadline. Q2 - 114 of 127 processed to deadline. Q3 - 131 of 141 processed to deadline. Q4 - 115 of 143 processed to deadline.

FY - 462 of 517 processed to deadline.

: M sult	Major planning appeals dismissed as a percentage of Major application decisions made - cumulative Ilt.						Q4 - GREEN ANNUAL - GREEN					
		(Higher	outturn is	better)		Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21		
		Actual 20	19/20 ——	Actual 202	20/21	Q1		100.0%	90.0%	100.0%		
— — Target 2020/21						Q2		100.0%	90.0%	100.0%		
		-		400.00/	100.0%	Q3		100.0%	90.0%	100.0%		
	100.0%	100.0%	100.0%	100.0%	100.0% 0.0% 100.0% Target:	Q4		100.0%	90.0%	100.0%		
	90.0% -	100.0%	100.09	~ — — —	Target: — — ≥90%	Annual		100.0%	90.0%	100.0%		
reiteiliage	80.0% - 70.0% -				1	Comment: O	ptimal perfor	mance				
5	60.0% -					Q1 - no appe	al decisions in	the period.				
	50.0% -					Q2 - no appe	al decisions in	the period.				
	40.0% -					Q3 - no appe	al decisions in	the period.				
	30.0% -			1	1	Q4 - 1 of 1 appeals dismissed in the period.						
		Q1	Q2	Q3	Q4	FY - 1 of 1 appeals dismissed in the period.						

P5: Non-major planning appeals dismissed as a percentage of Non-major application decisions made -								RED		
ımu	lative resu	lt.				ANNU	AL - RED			
		/11°-6	······································		Actual	Actual	Target	Actual		
		(Higher C	outturn is better)	Quarter	2018/19	2019/20	2020/21	2020/21		
		Actual 2019	9/20	Q1		85.7%	90.0%	100.0%		
		Target 2020	٦/21	Q2		86.7%	90.0%	78.6%		
			Q3		37.5%	90.0%	75.0%			
		100.0%		Q4		66.6%	90.0%	75.9%		
	100.0% _	X		Annual		72.7%	90.0%	75.9%		
	90.0% -		Target:	Comment: A	nneal unheld	in 04 against	a condition lin	niting		
	80.0% -	05 70/	86.7% ≥90%			-		-		
Percentage		85.7%	78.6% × 75.0% × 75.9%	occupancy of a flat. The Inspector disagreed with the Council position that the quality of the living accommodation was not acceptable for occupying and so allowed the appeal.						
enti	70.0% -									
erc	60.0% -		66.6%	Q1 - 3 of 3 appeals dismissed in the period.						
ב	50.0% -		our of the second se	Q2 - 8 of 11 appeals dismissed in the period.						
	40.0% -		27.5%	$Q_2 = 3$ of 11 appeals dismissed in the period. $Q_3 = 7$ of 10 appeals dismissed in the period.						
	30.0%		37.5%	Q4 - 4 of 5 appeals dismissed in the period.						

FY - 22 of 29 appeals dismissed in the period.

	mpared with new requests received per	sts received per Q4 - GREEN ANNUAL - RED		
quarter.				
(Higher outturn is better)	New indicator in 2020/21	Target	Actual	
	New indicator in 2020/21	2020/21 100.0%	2020/21	
Actual 2020/21 — — Target 2020/21	Q1 Q2	100.0%	N/A 25.4%	
	Q3	100.0%	68.9%	
	Q4	100.0%	121.4%	
Target		100.0%	73.1%	
Target: 100.0%		100.0%	/5.1/0	
90.0% -				
80.0% -	Comment: In Q4 the team focussed on or which form the bulk of the requests for i	-		
7 0.0% -	planning enforcement team and in doing	-	•	
60.0% -	performance target.	so exceeded	the	
b b c c c c c c c c c c	performance target.			
40.0% - 30.0% -	Q1 - No data for Q1 as new CKPI.			
	Q2 - 17 closed compared to 67 new requ	lests received	l	
20.0% - 25.4%	Q3 - 31 closed compared to 45 new requ			
0.0%	Q4 - 85 closed compared to 70 new requ			
Q1 Q2 Q3 Q4	FY - 133 closed compared to 182 new requ			
	·		cu.	
ENVIRON	MENTAL SERVICES			
IEW ES1: Dry mixed recycling rate (paper, cans, glass, plastic)).		GREEN	
			AL - TBC	
(Higher outturn is better)		Target	Actual	
(Quarter New indicator in 2020/21	2020/21	2020/21	
Actual 2020/21 Target 2020/21	Q1	23.0%	26.49%	
	Q2	23.0%	25.57%	
30.00%	Q3	23.0%	26.17%	
25.57% 26.17%	Q4	23.0%		
25.00%	Annual	23.0%	26.08% (YTD	
au 20.00% -	Comment: Target exceeded, excellent p	erformance.		
a 15.00% -				
ž i kal				
₽ 10.00% -				
₽ 10.00% - 5.00% -				
5.00% -				
5.00% -				
5.00% - 0.00% - Q1 Q2 Q3 Q4			AMBER	
5.00% - 0.00% - Q1 Q2 Q3 Q4		ANNU	AL - TBC	
5.00% - Q1 Q2 Q3 Q4 EW ES2: Garden waste and food waste recycling rate.		ANNU Target	AL - TBC Actual	
EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better)	Quarter New indicator in 2020/21	ANNU Target 2020/21	AL - TBC Actual 2020/21	
5.00% - Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4	Q1	ANNU Target 2020/21 23.0%	AL - TBC Actual 2020/21 23.71%	
5.00% - Q1 Q2 Q3 Q4 IEW ES2: Garden waste and food waste recycling rate. (Higher outturn is better)	Q1 Q2	ANNU Target 2020/21 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53%	
5.00% 0.00% Q1 Q2 Q3 Q4 TEW ES2: Garden waste and food waste recycling rate. (Higher outturn is better)	Q1 Q2 Q3	ANNU Target 2020/21 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71%	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 30.00%	Q1 Q2 Q3 Q4	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55%	
$ \frac{5.00\%}{Q1} - \frac{1}{Q2} - \frac{1}{Q2} - \frac{1}{Q3} - \frac{1}{Q4} $ EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 $ \frac{30.00\%}{25.00\%} - \frac{23.71\%}{23.53\%} - \frac{22.55\%}{22.55\%} - Target: $	Q1 Q2 Q3 Q4	ANNU Target 2020/21 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55%	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 30.00% - 23.71% - 23.53% - 22.55% - Target: >23%	Q1 Q2 Q3 Q4	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 30.00% - 23.71% - 23.53% - 22.55% - Target: >23%	Q1 Q2 Q3 Q4 Annual	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 30.00% - 23.71% - 23.53% - 22.55% - Target: >23%	Q1 Q2 Q3 Q4 Annual Comment: Q3 slightly below target but	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 30.00% - 23.71% - 23.53% - 22.55% - Target: >23%	Q1 Q2 Q3 Q4 Annual Comment: Q3 slightly below target but full year target. The Q4 result is delayed	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 $30.00\% - 23.71\% - 23.53\% - 22.55\% - Target: \ge 23\%$ $15.00\% - 10.00\% - 10.00\%$	Q1 Q2 Q3 Q4 Annual Comment: Q3 slightly below target but full year target. The Q4 result is delayed	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 30.00% - 23.71% - 23.53% - 22.55% - Target: >23%	Q1 Q2 Q3 Q4 Annual Comment: Q3 slightly below target but full year target. The Q4 result is delayed	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	
5.00% - 0.00	Q1 Q2 Q3 Q4 Annual Comment: Q3 slightly below target but full year target. The Q4 result is delayed	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	
5.00% - Q1 - Q2 - Q3 - Q4 EW ES2: Garden waste and food waste recycling rate. (Higher outturn is better) Actual 2020/21 - Target 2020/21 $30.00% - 23.71% - 23.53% - 22.55% - Target: >23%$ $15.00% - 10.00% - 5.00% - 10.00% - 5.00% - 10.00%$	Q1 Q2 Q3 Q4 Annual Comment: Q3 slightly below target but full year target. The Q4 result is delayed	ANNU Target 2020/21 23.0% 23.0% 23.0% 23.0% 23.0%	AL - TBC Actual 2020/21 23.71% 23.53% 22.55% 23.26% (YTD to reach the	

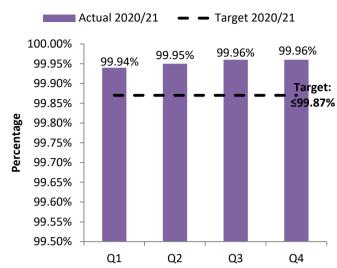
8000 7000 6000

Q1

Q2

Q3

Q4



		Q4 - GREEN				
		ANNUAL - GREEN				
		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%	99.96%			
Annual		99.87%	99.95%			

Comment: Exceeded target, excellent performance.

Q1 - 2,089,132 of 2,090,381 bins collected.

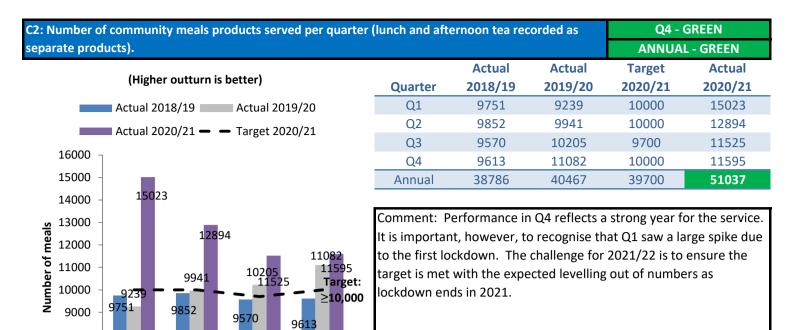
Q2 - 2,141,332 of 2,142,483 bins collected.

- Q3 2,089,477 of 2,090,381 bins collected.
- Q4 2,141,580 of 2,142,533 bins collected.
- FY 8,461,521 of 8,465,778 bins collected.

(Lower outturn	is better)		Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actua 2020/2
Act	ual 2018/19	Actual 2019/20	Q1	156	151	150	109	
Actual 2020/21 — — Target 2020/21				Q2	180	277	150	126
	0012020/21	1016012020/21		Q3	152	227	150	104
300 275	277		291	Q4	111	291	150	101
250 -		227	231	Annual	599	946	600	440
$\begin{array}{cccccccccccccccccccccccccccccccccccc$	180 109	152 Target 104 111 ≤150	Target: ≤150	Comment: E	ceeded targe	t. Excellent pe	erformance.	

(Q1 Q2	Q3	Q4						
COMMUNITY SERVICES									
1: Number of individual trips with Community Transport per quarter. ue to the impact of Covid-19, this will only be monitored in 2020/21 and no targets set.									
	(Higher outturi	n is better)		Quarter	Actual 2018/19	Actual 2019/20	Target 2020/21	Actual 2020/21	
A	ctual 2018/19	Actual 20	19/20	Q1	14082	12475		63	
A	ctual 2020/21 —	- — Target 20	20/21	Q2	13822	12617		918	
	Actual 2020/21 — — Target 2020/21				13788	11536		1543	
16000]			Q4	13027	9576		523	
15000 - 14000 - 140	13822	13788	13027	Annual	54719	46204		3047	
Mumper of the second se	13000 - 12475 12000 - 12617 11000 - 10000 -		9576	Comment: As expected, the results were significantly less than previous years due to the pandemic. Because of the pandemic the results were only reported for monitoring purposes.					

(Higher outturn is better)



8000 7000 6000

Q1

Q2

Q3

Q4

						Hum	an Resource	S		
/ HF	R1: Av	verage r	number of	short te	rm sickn	ess days per FT	E (Surrey bend	chmarking methodology –	Q4 - (GREEN
ng year to date).									ANNUA	L - GREEN
		/	ower out	urn is ho	++~~)				Target	Actual
		(Lower outt	um is be	(ter)		Quarter	New indicator in 2020/21	2020/21	2020/21
	Actual 2020/21 – – Target 2020/21					2020/21	Q1		4.6	5.5
1	0.0						Q2		4.6	5.1
	0.0						Q3		4.6	4.7
	9.0 -						Q4		4.6	4.0
	8.0 -						Annual		4.6	4.0
SYE	7.0 -						Comment:	Performance exceeded the ta	arget There is	a nossibilit
Ğ	6.0 -	5.5						ificant number of people wo	-	-
Number of days	5.0 -		5	5.1	4.7	Target:		sulted is less sick time being	•	ine uue to
ã E	4.0 -						coviu nas res	Suited is less sick time being	lecolueu.	
N	3.0 -					4.0				
	2.0 -									
	1.0 -									
	0.0 -									