



WARWICK
DISTRICT
COUNCIL



Performance Report for the Joint Management Team

Quarter 3 – 2021/22

Prepared by Rich Lawson for JMT meeting 11th February 2022

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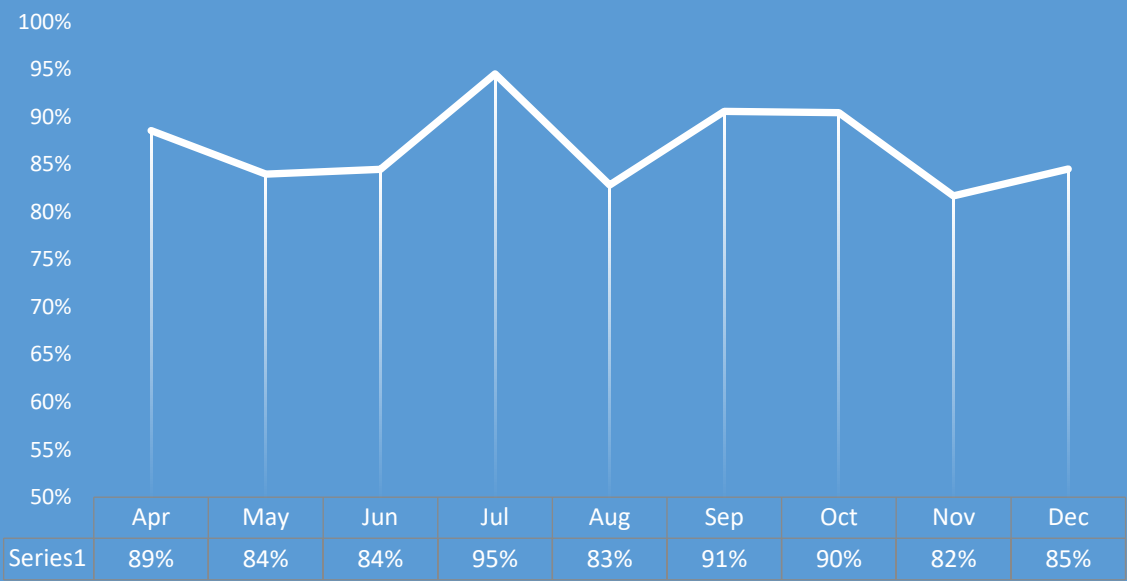
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Assets to end of Quarter 3 (2021/22)

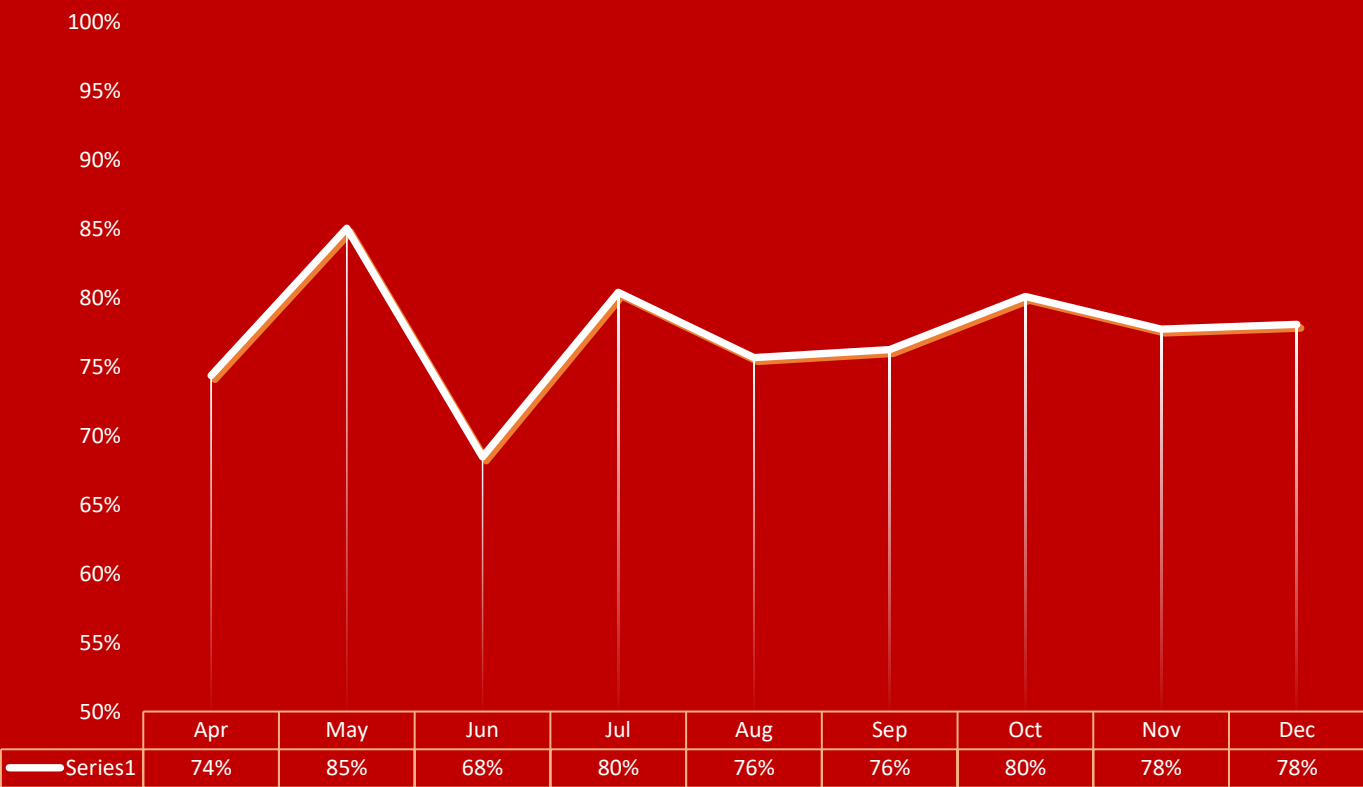
I received no response from Assets to my requests for data.

Community Protection to end of Quarter 3 (2021/22)

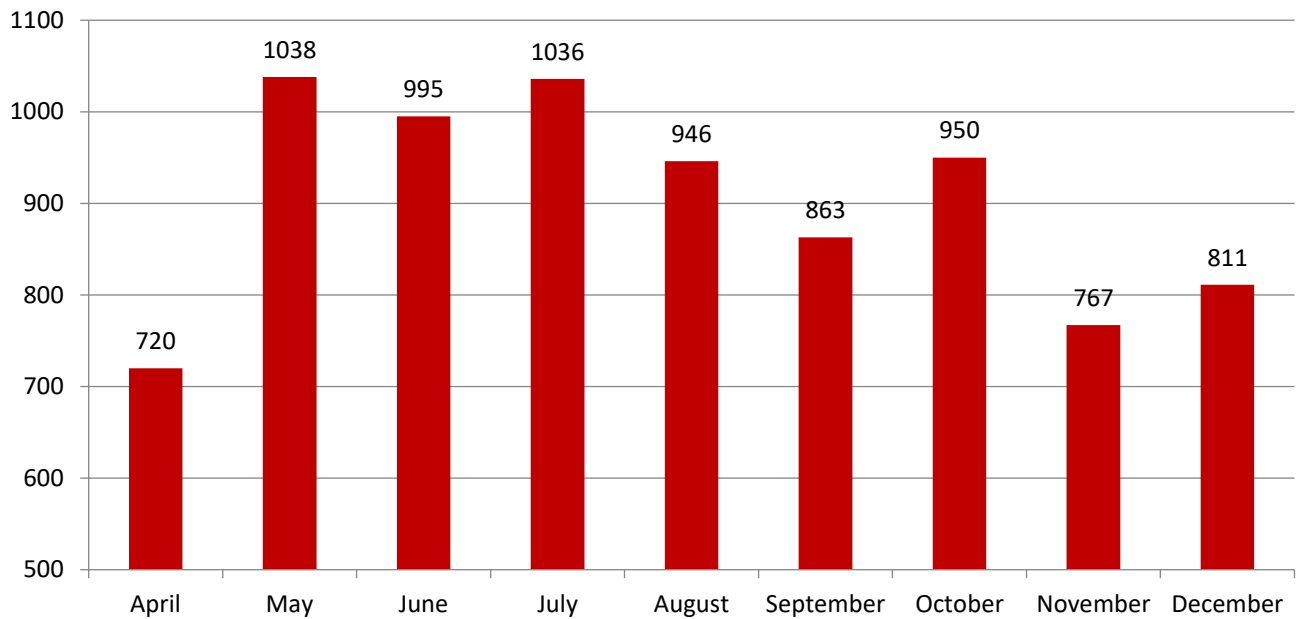
% OF SERVICE REQUESTS RECEIVED AND RESPONDED TO WITHIN TARGET TIME



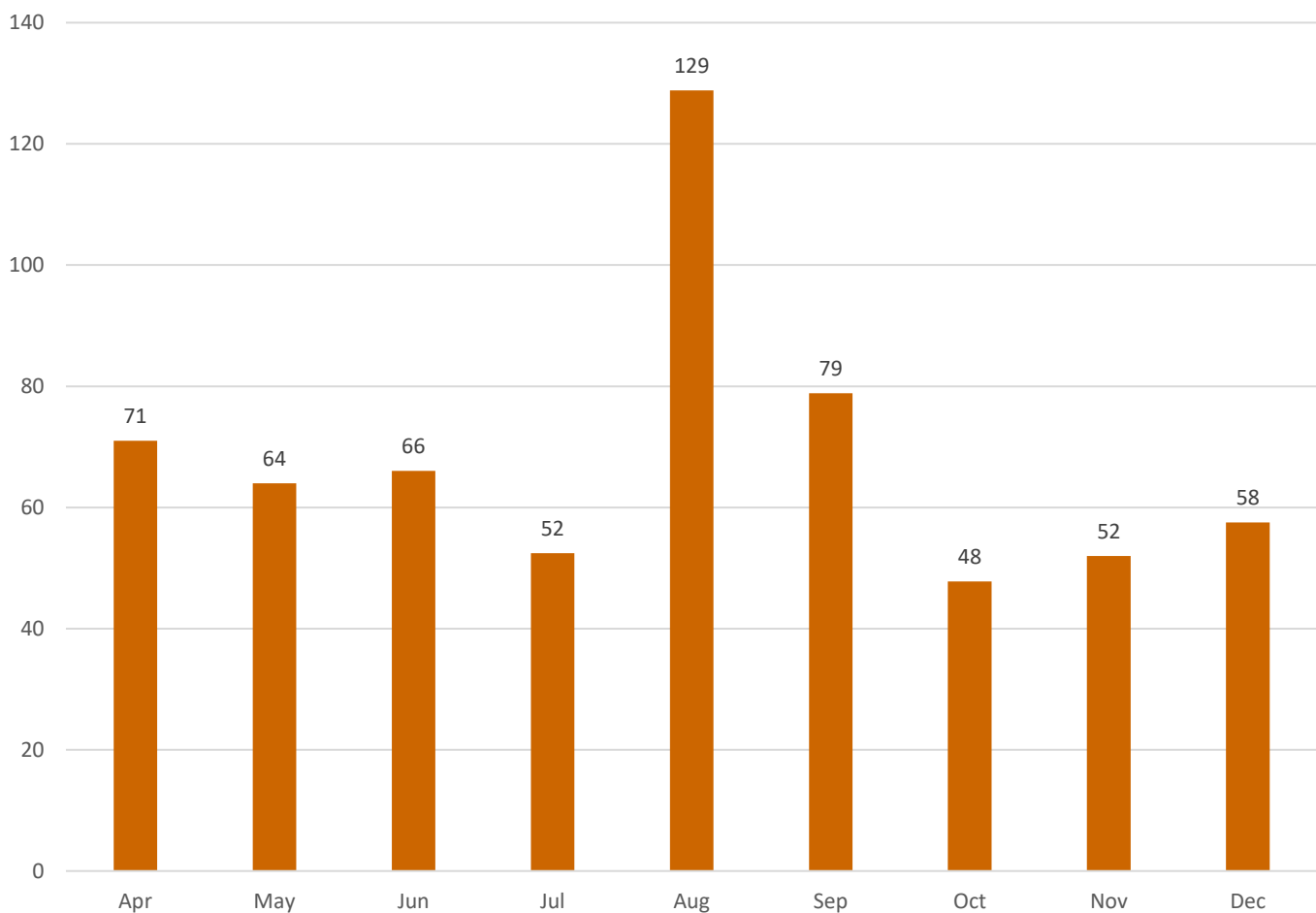
% OF SERVICE REQUESTS COMPLETED WITHIN TARGET TIME



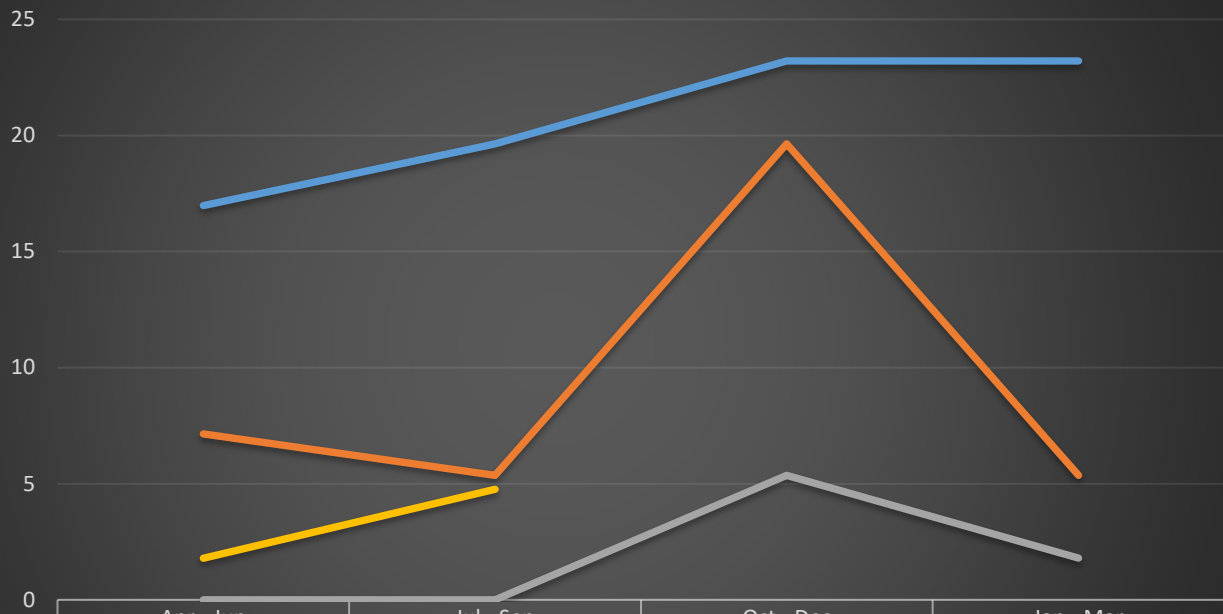
The number of crime incidents observed by the CCTV control room



Average days taken to resolve noise complaints

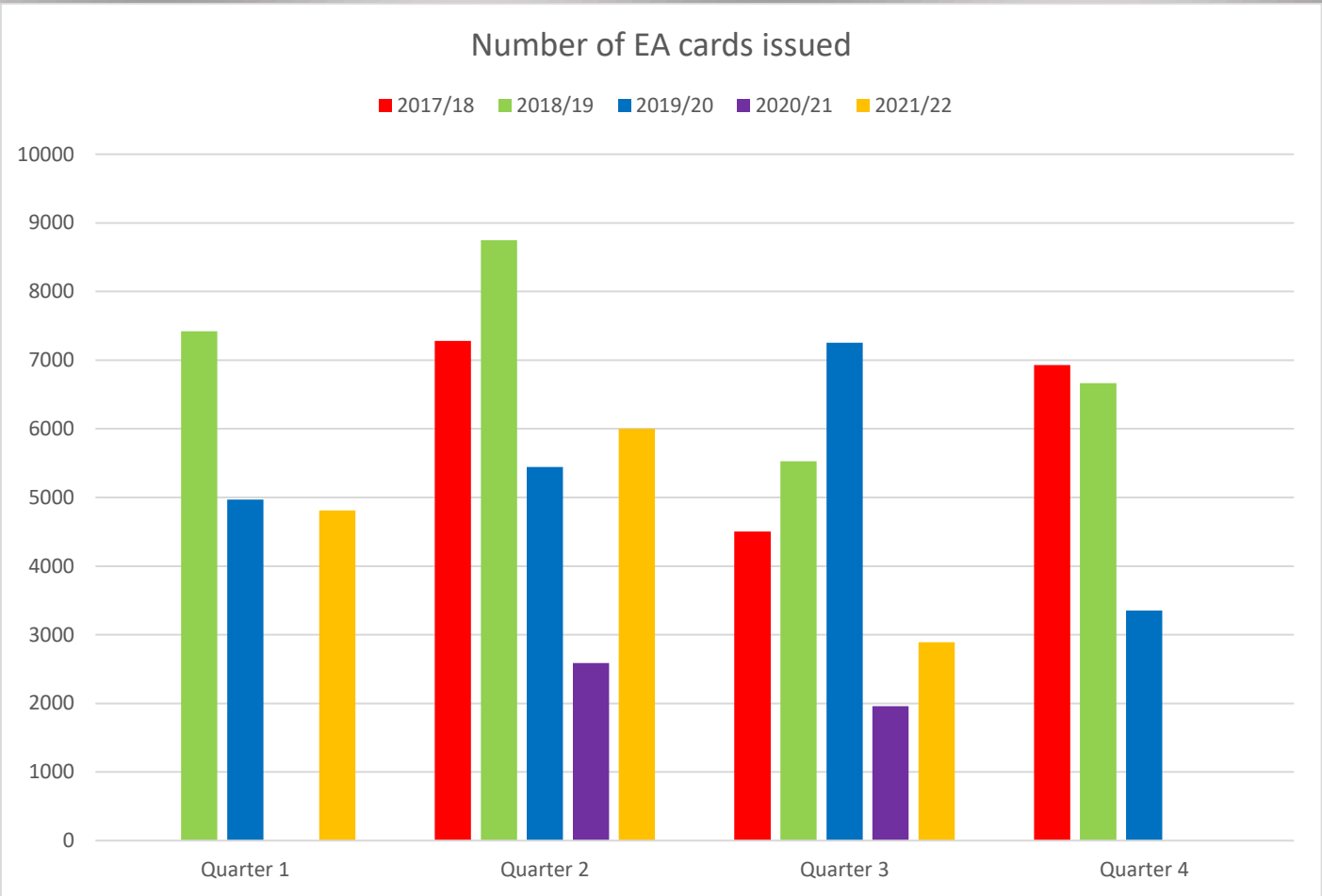
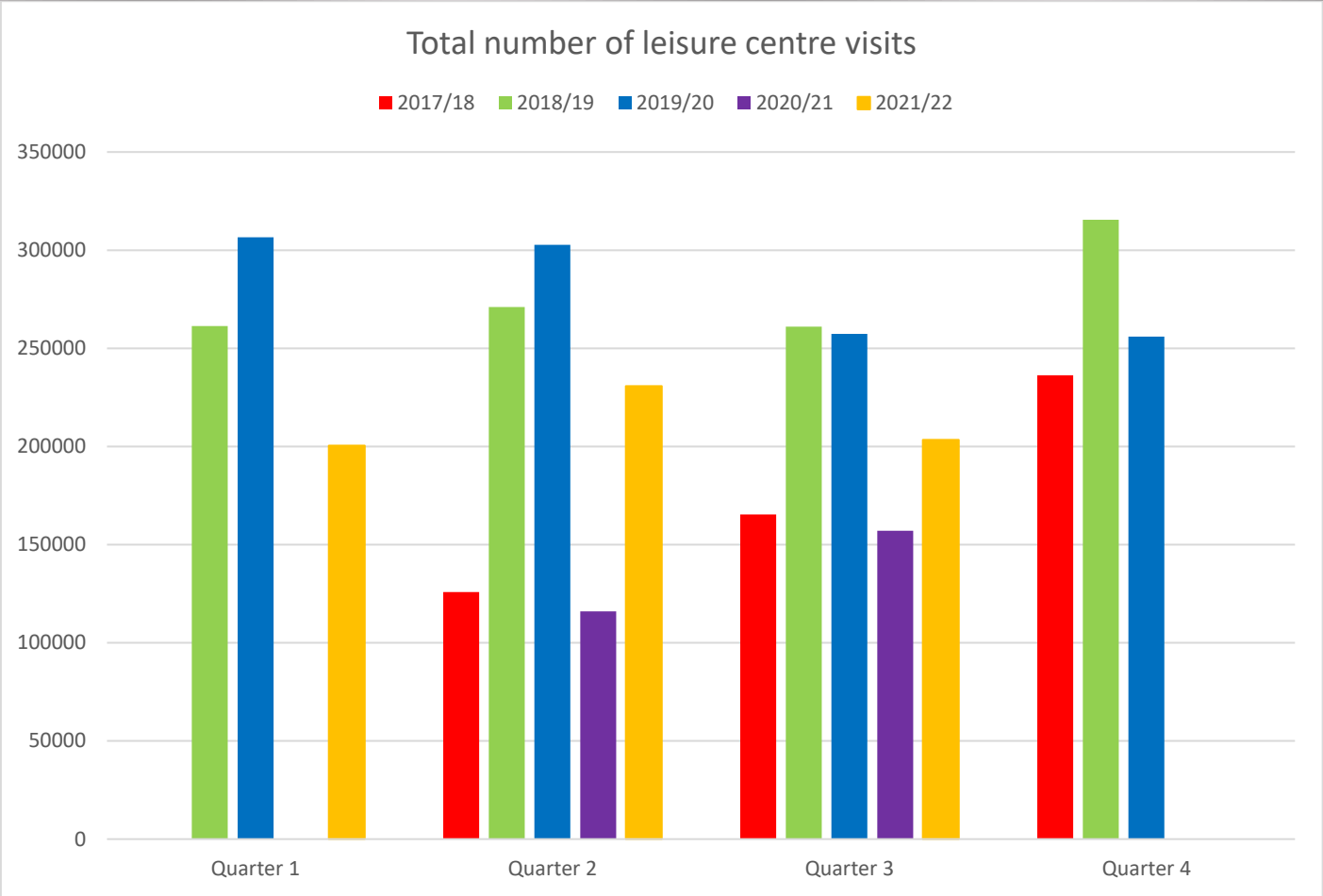


% of monitoring sites with pollution levels higher than national air quality standards



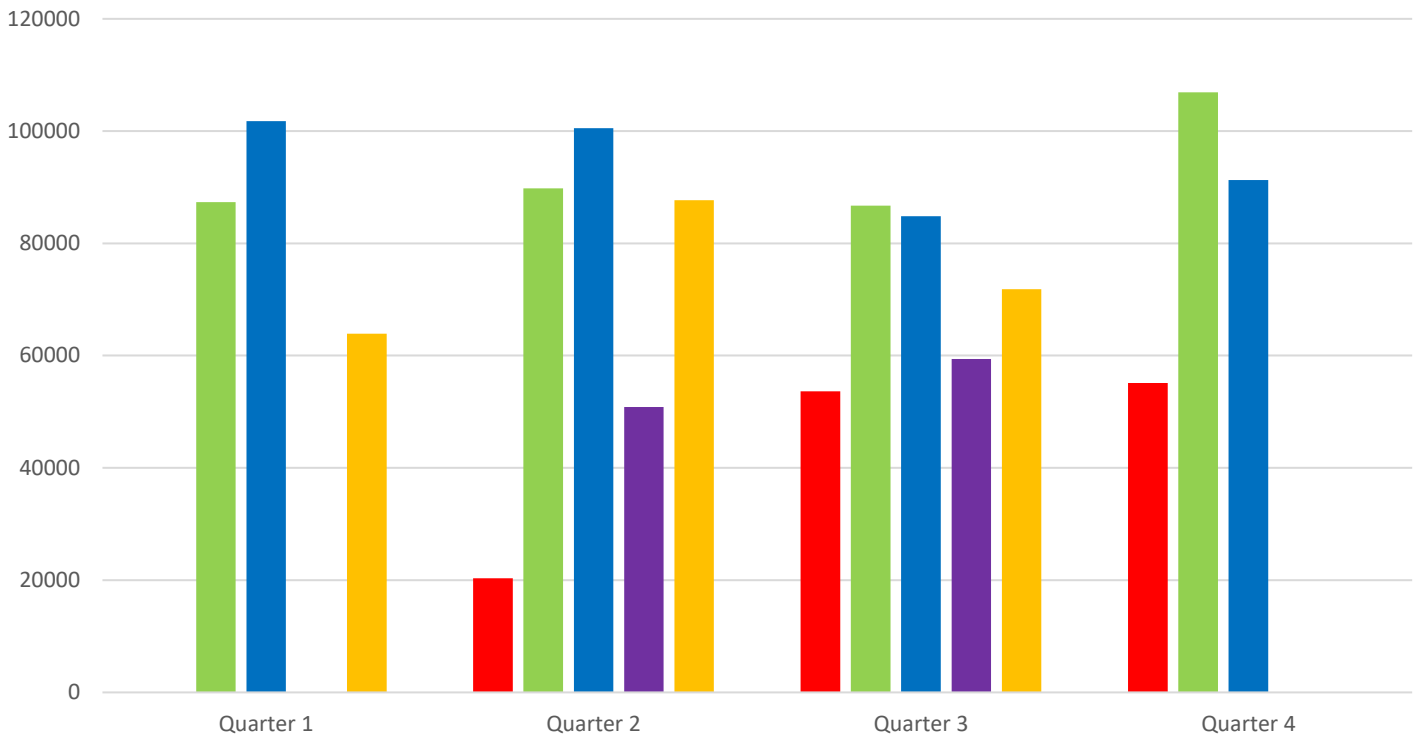
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar
2018/19	16.98	19.64	23.21	23.21
2019/20	7.14	5.36	19.64	5.36
2020/21	0	0	5.36	1.79
2021/22	1.79	4.76		

Culture to end of Quarter 3 (2021/22)



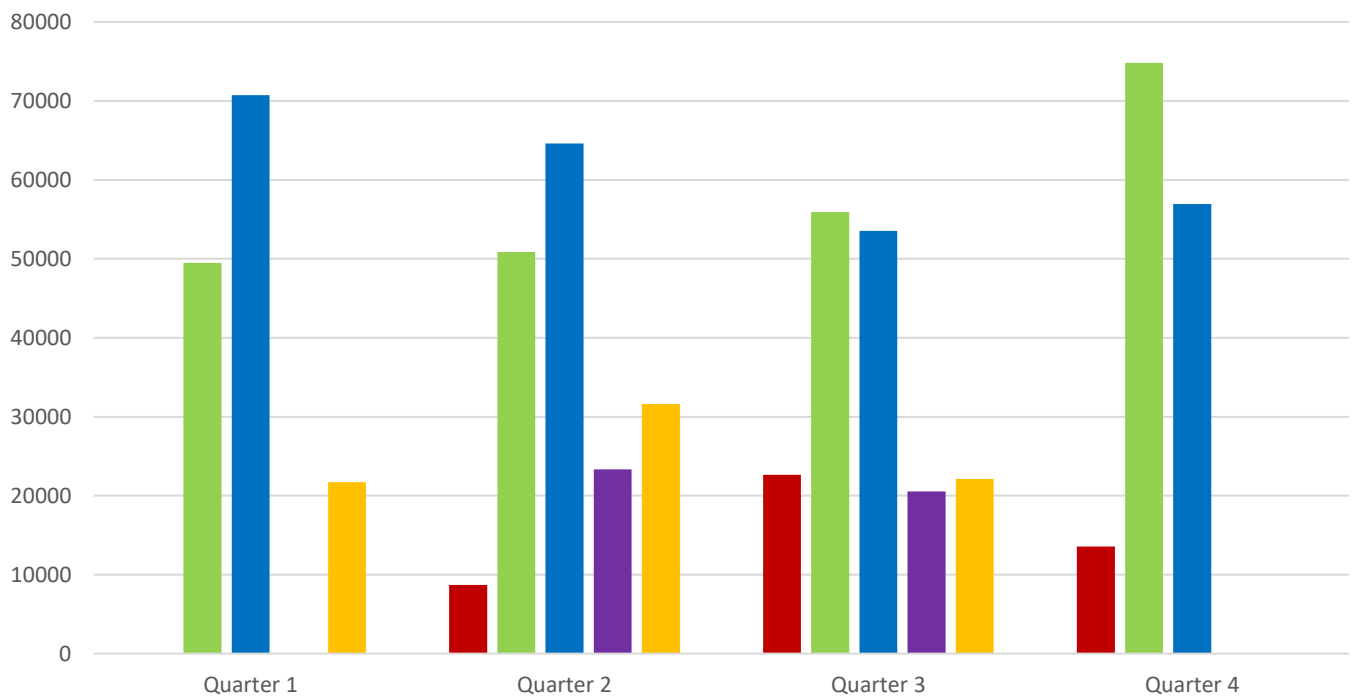
Number of women and girls using leisure centres

2017/18 2018/19 2019/20 2020/21 2021/22

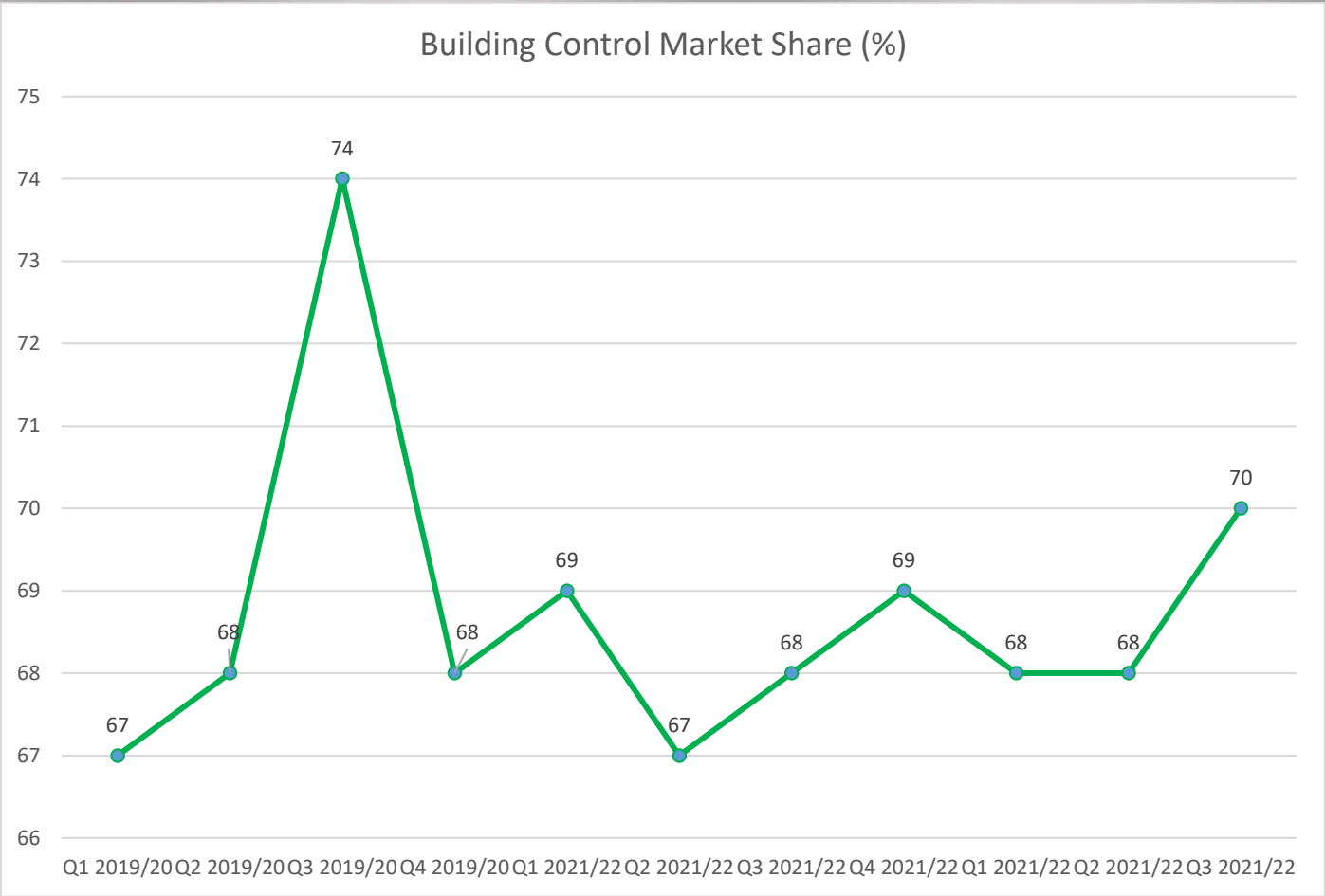
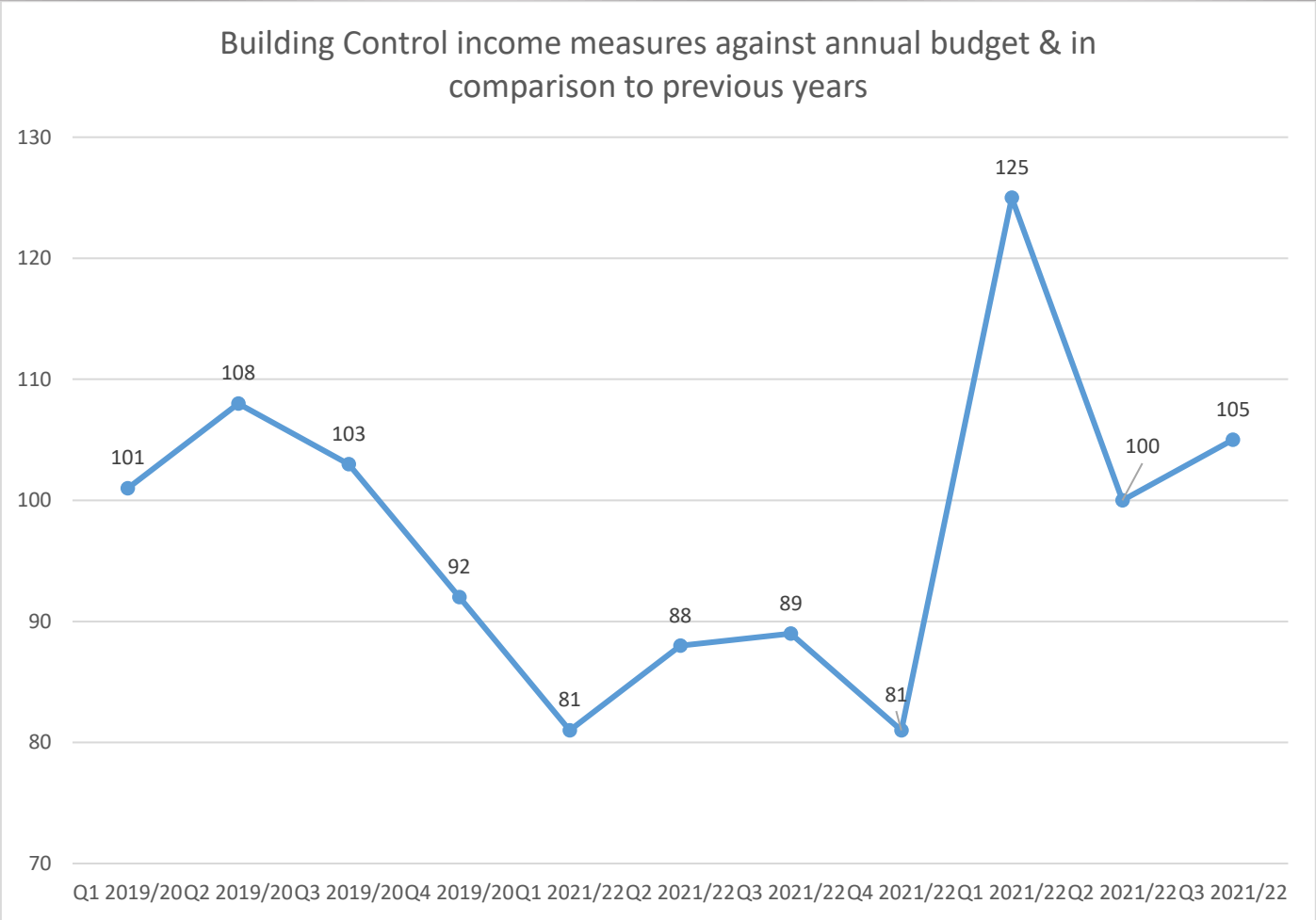


Number of concessionary users at leisure centres

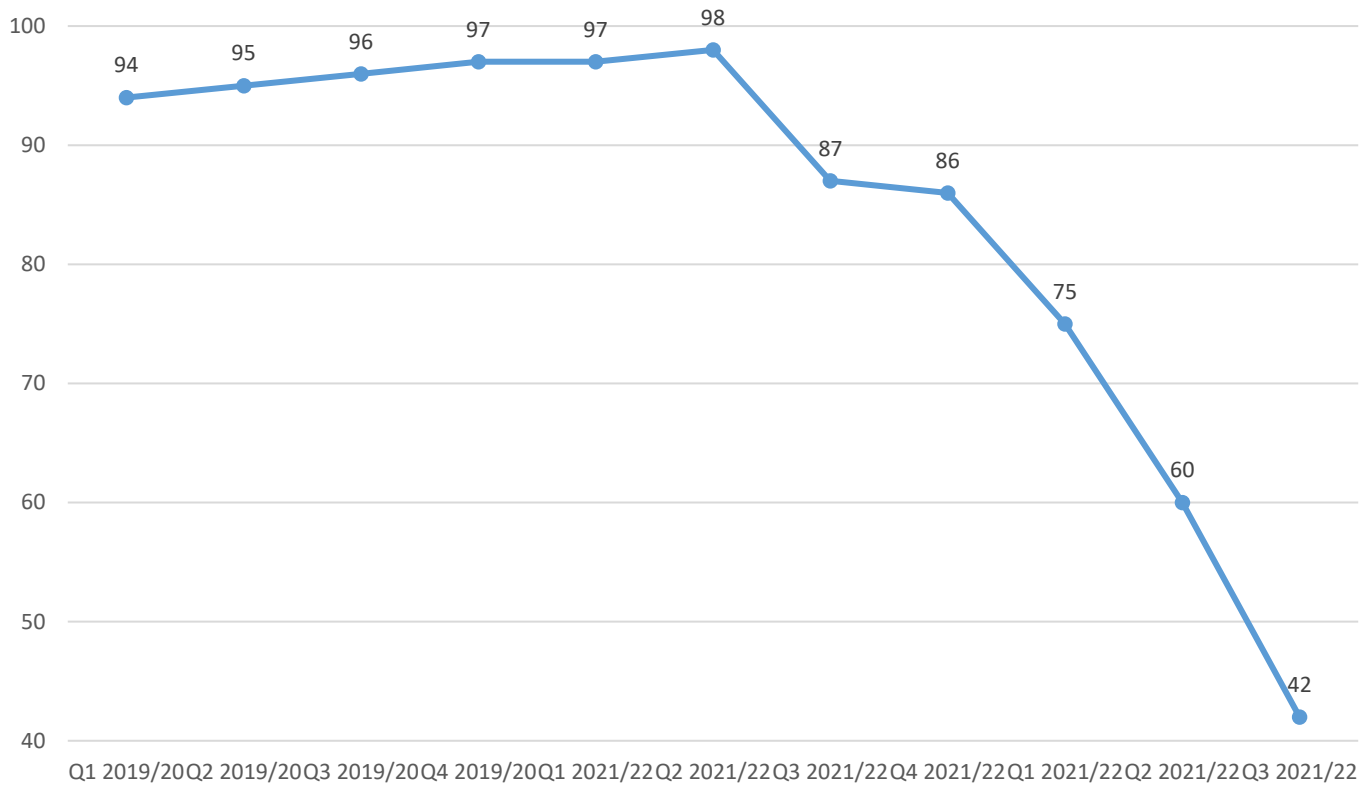
2017/18 2018/19 2019/20 2020/21 2021/22



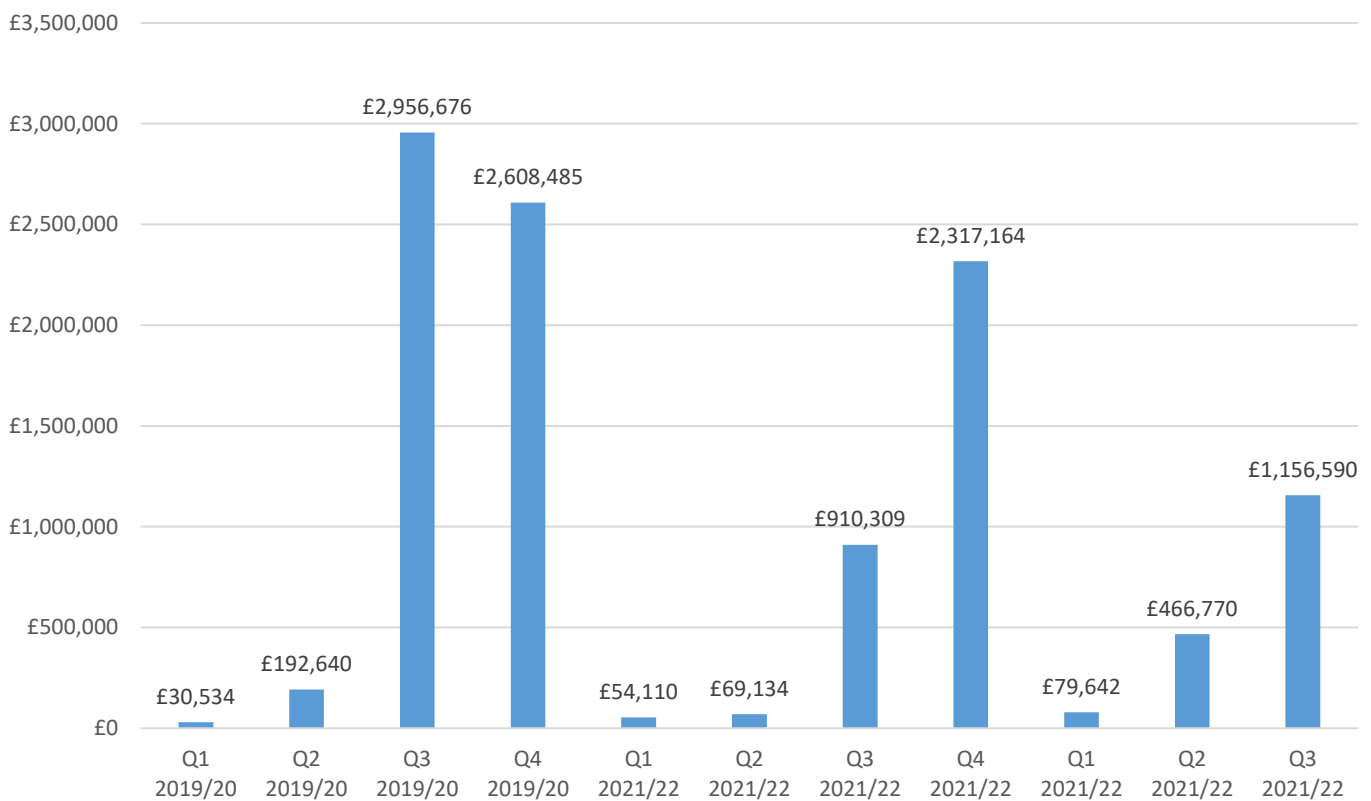
Development to end of Quarter 3 (2021/22)



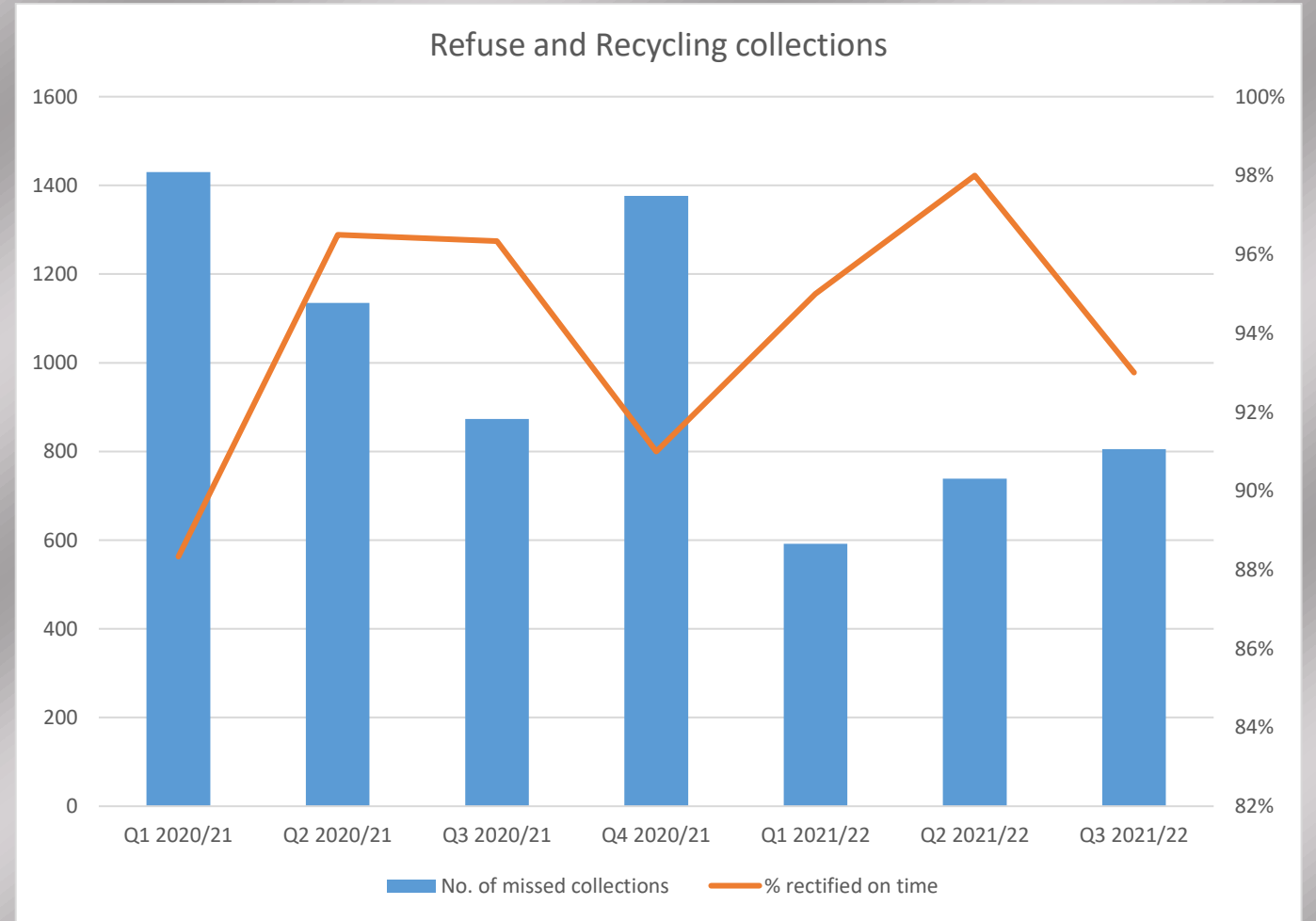
% of planning applications determined within the statutory timeframe



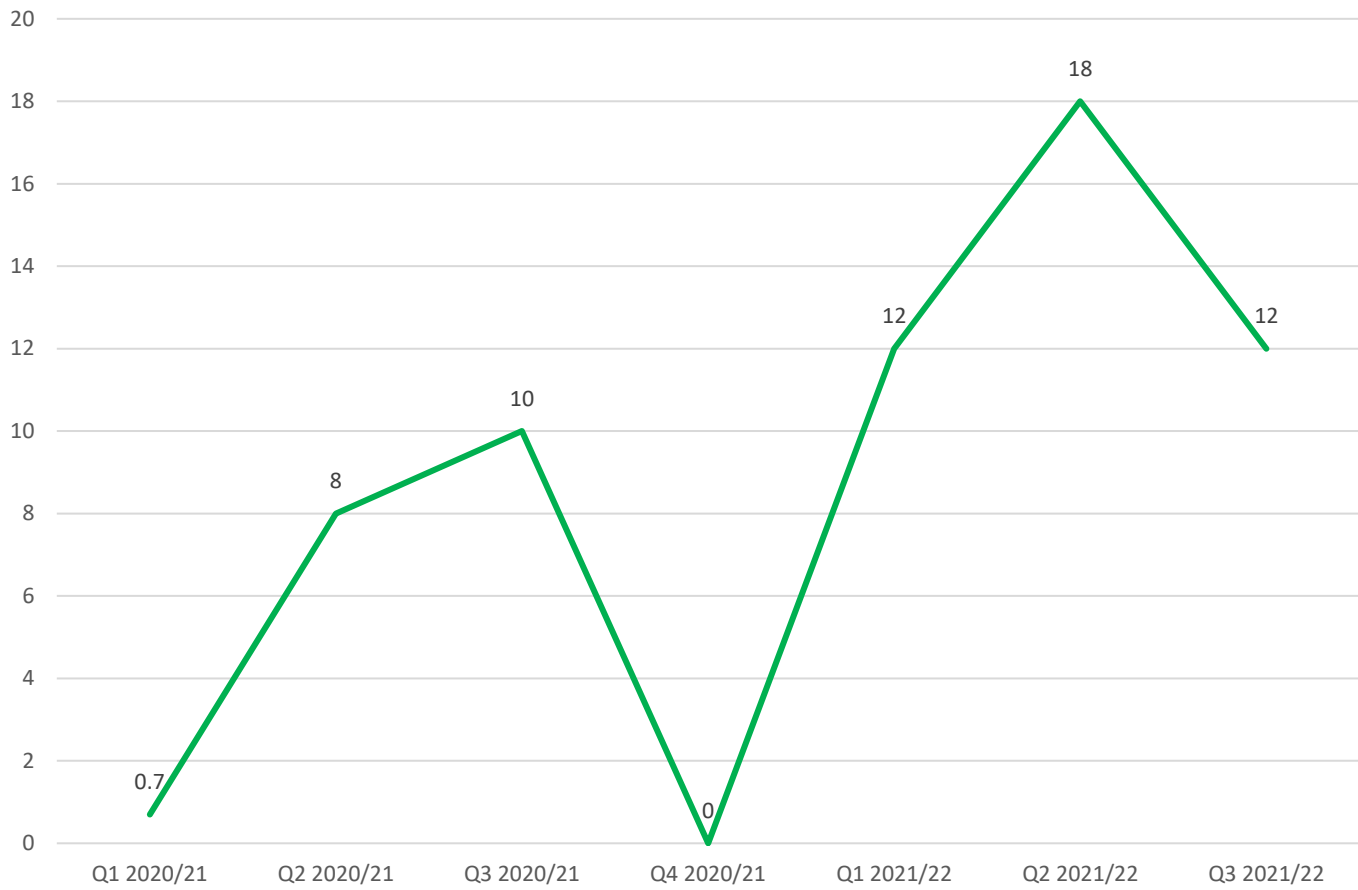
Total amount of CIL received or demanded (£)



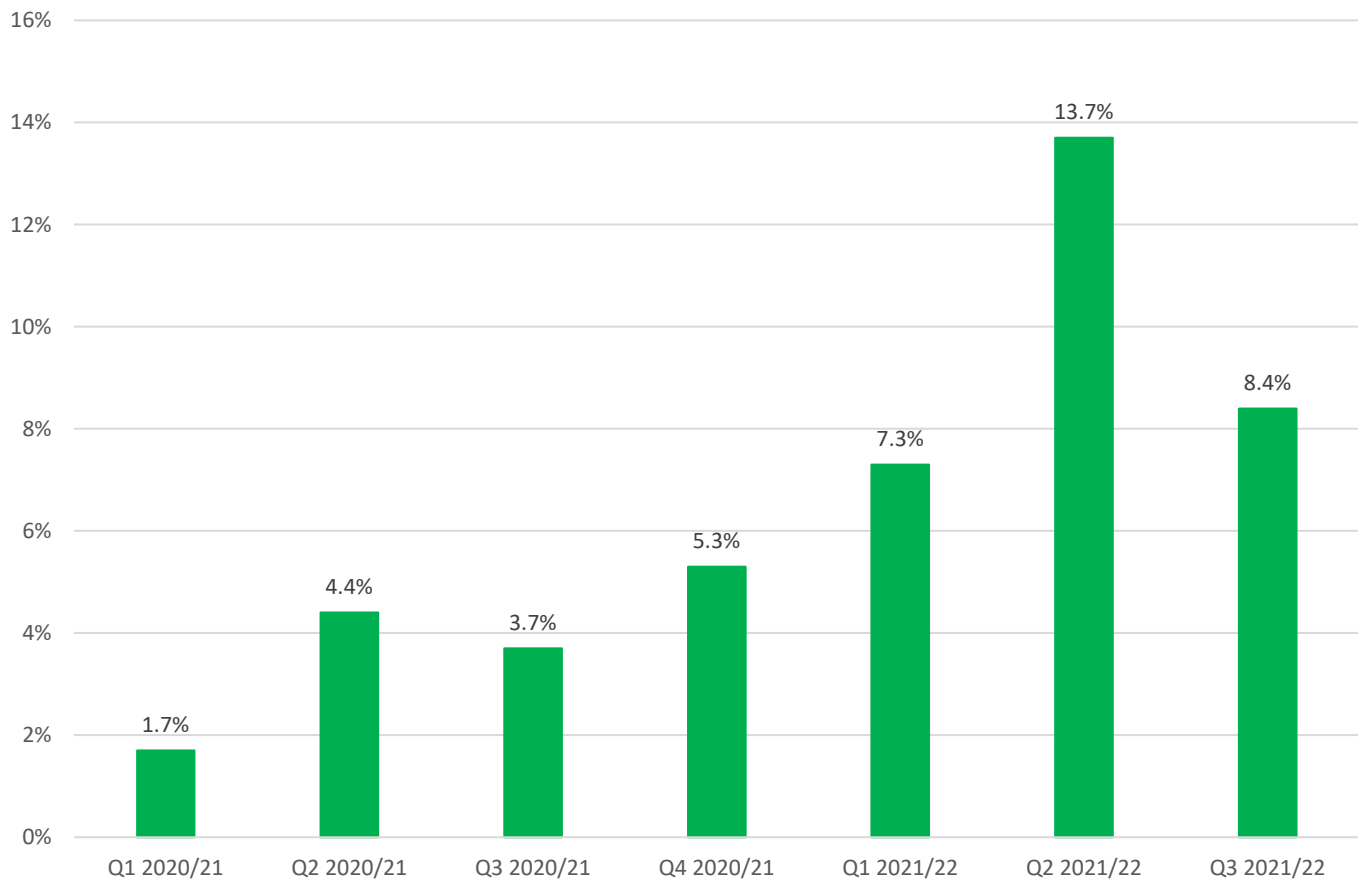
Environment and Operations to end of Quarter 3 (2021/22)



Average time for PCN challenges to be assessed (days)



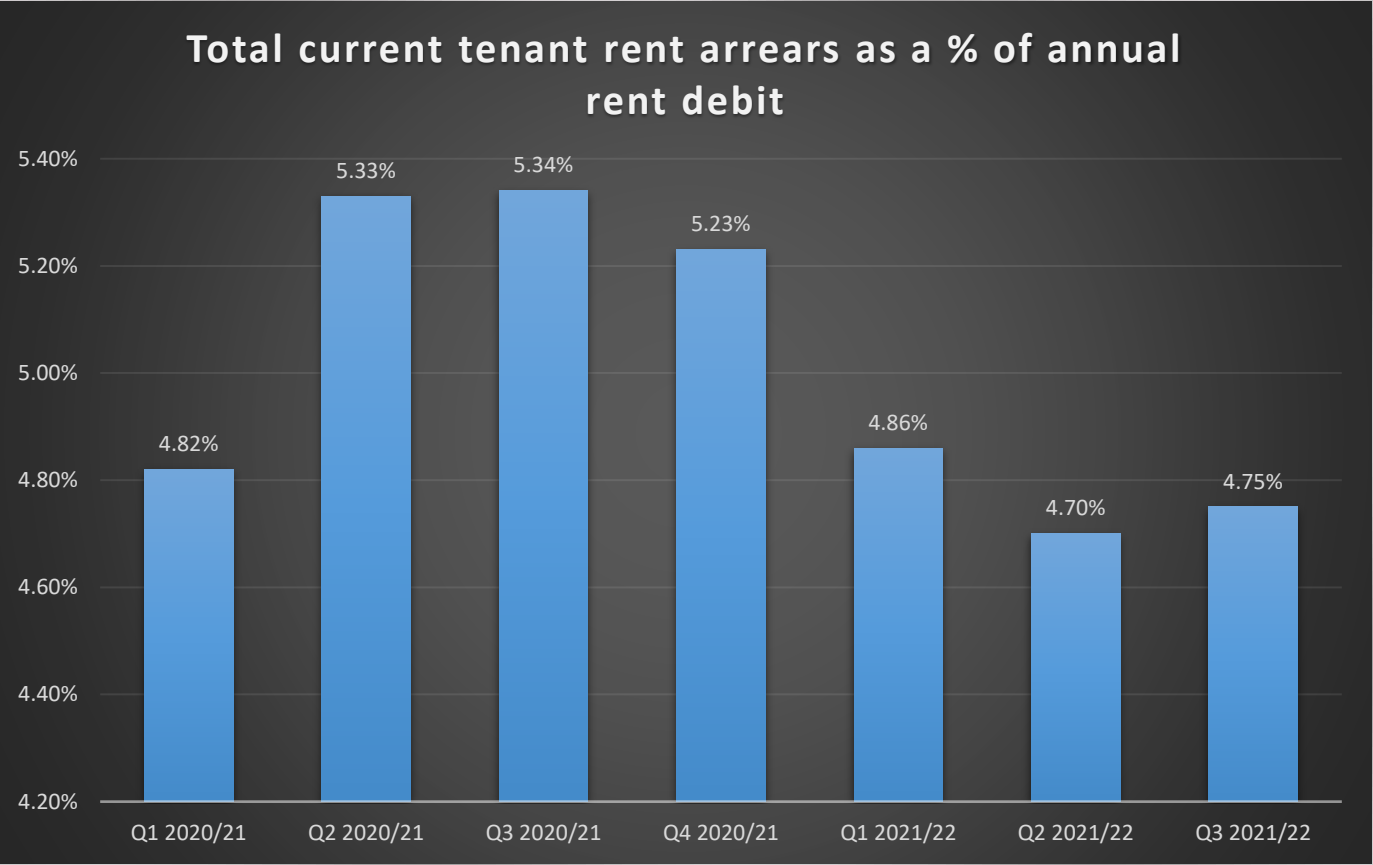
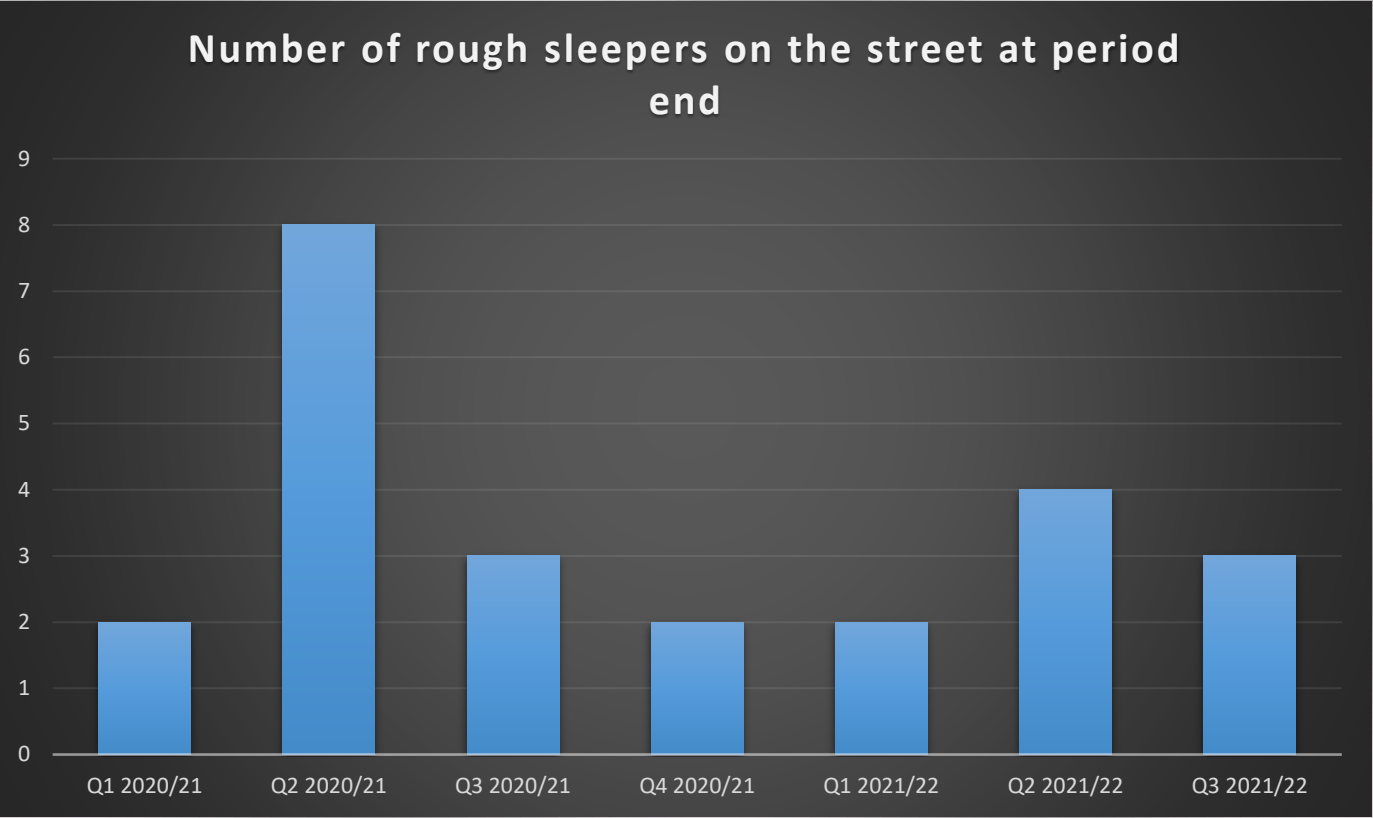
% of phone calls abandoned



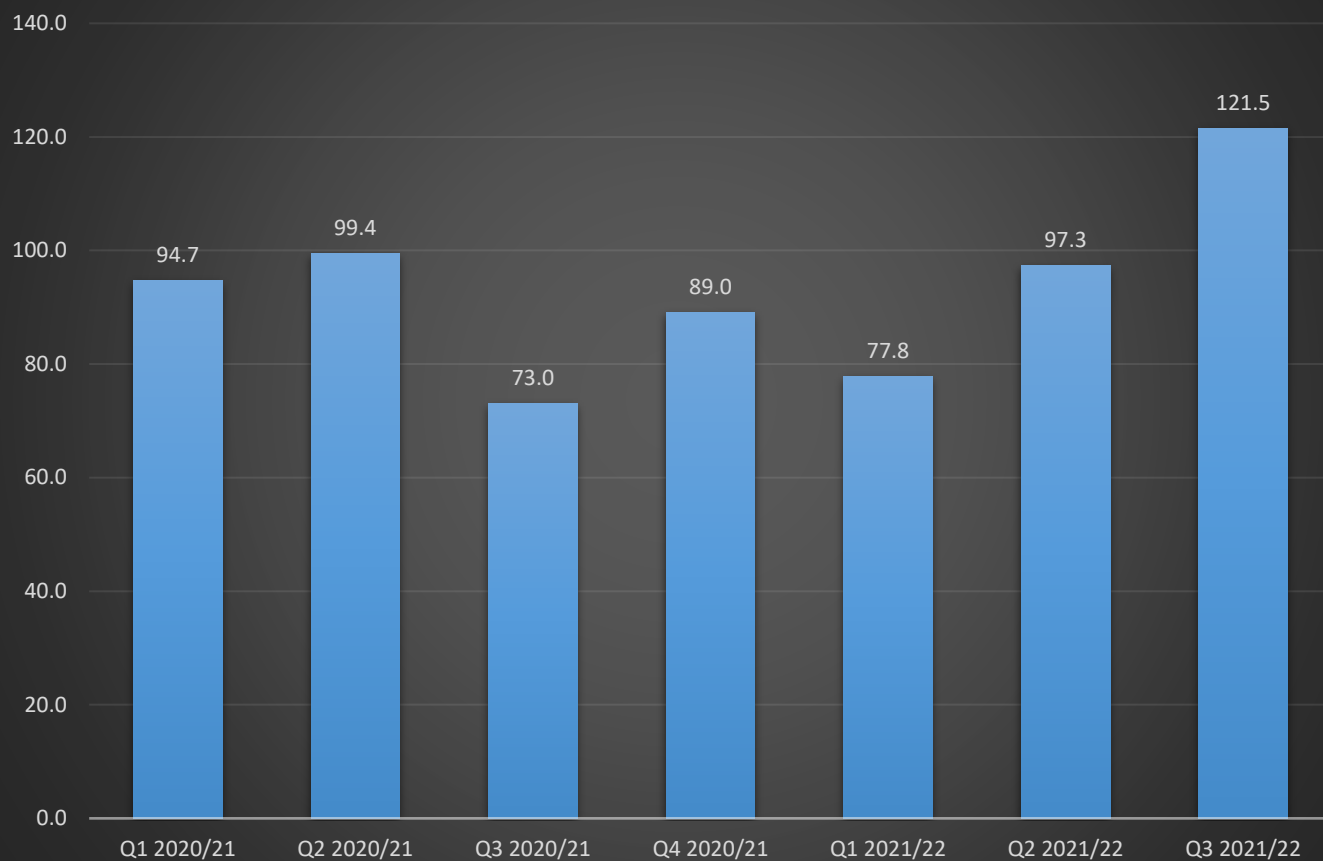
Financial Services to end of Quarter 3 (2021/22)

During this quarter Finance has switched to the new CI Anywhere system. Due to this the statistics are not available at present. They are also reviewing their KPI's. Finance advised me of this in good time and said they will monitor the situation and will update me as soon as possible.

Housing to end of Quarter 3 (2021/22)



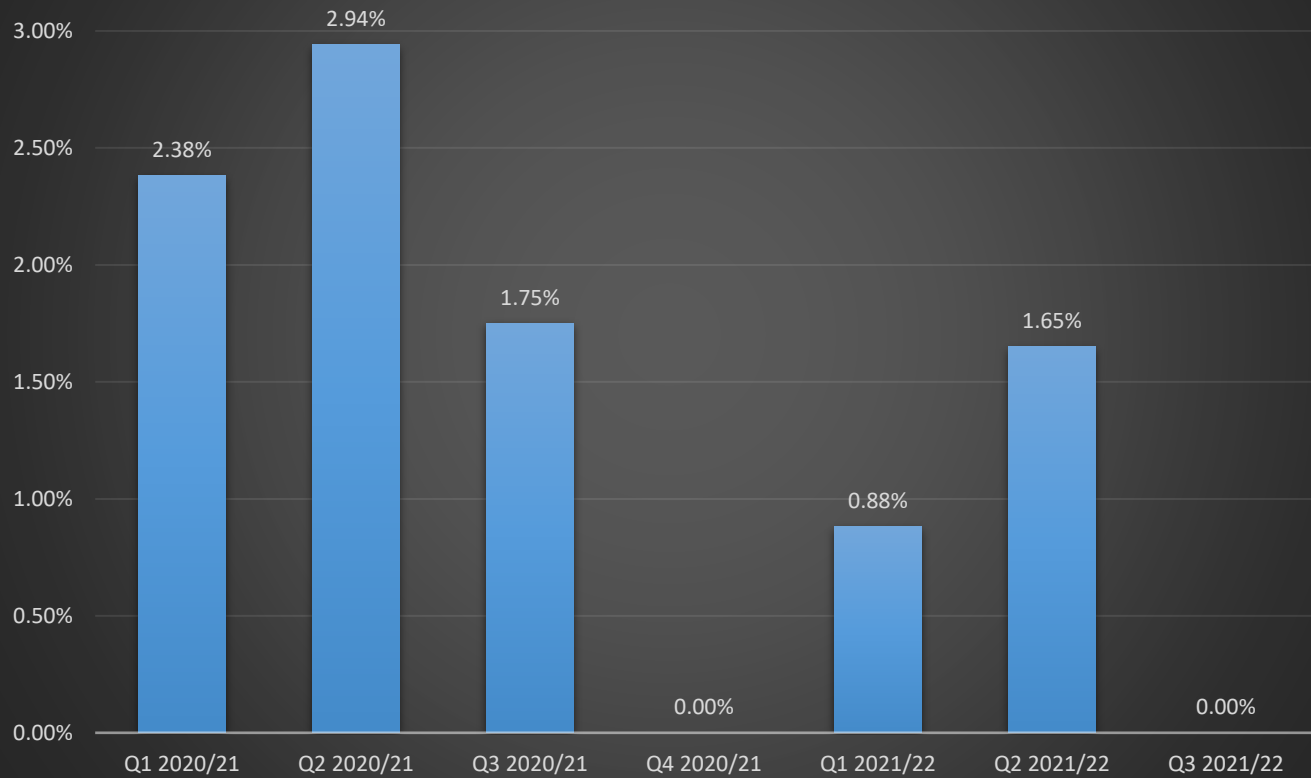
Average re-let time in days - exc.major works



Number of evictions of council tenants

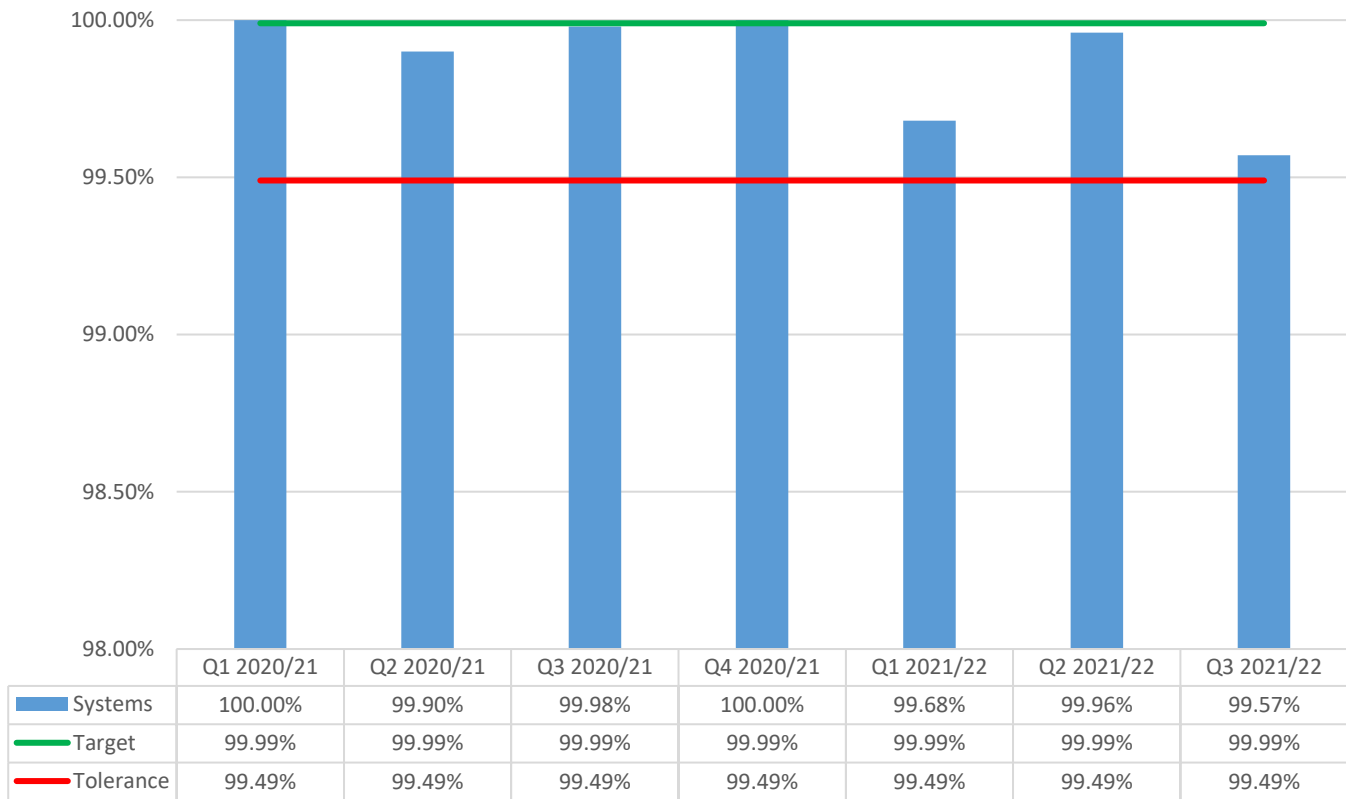


% of tenancies that failed within 18 months of starting

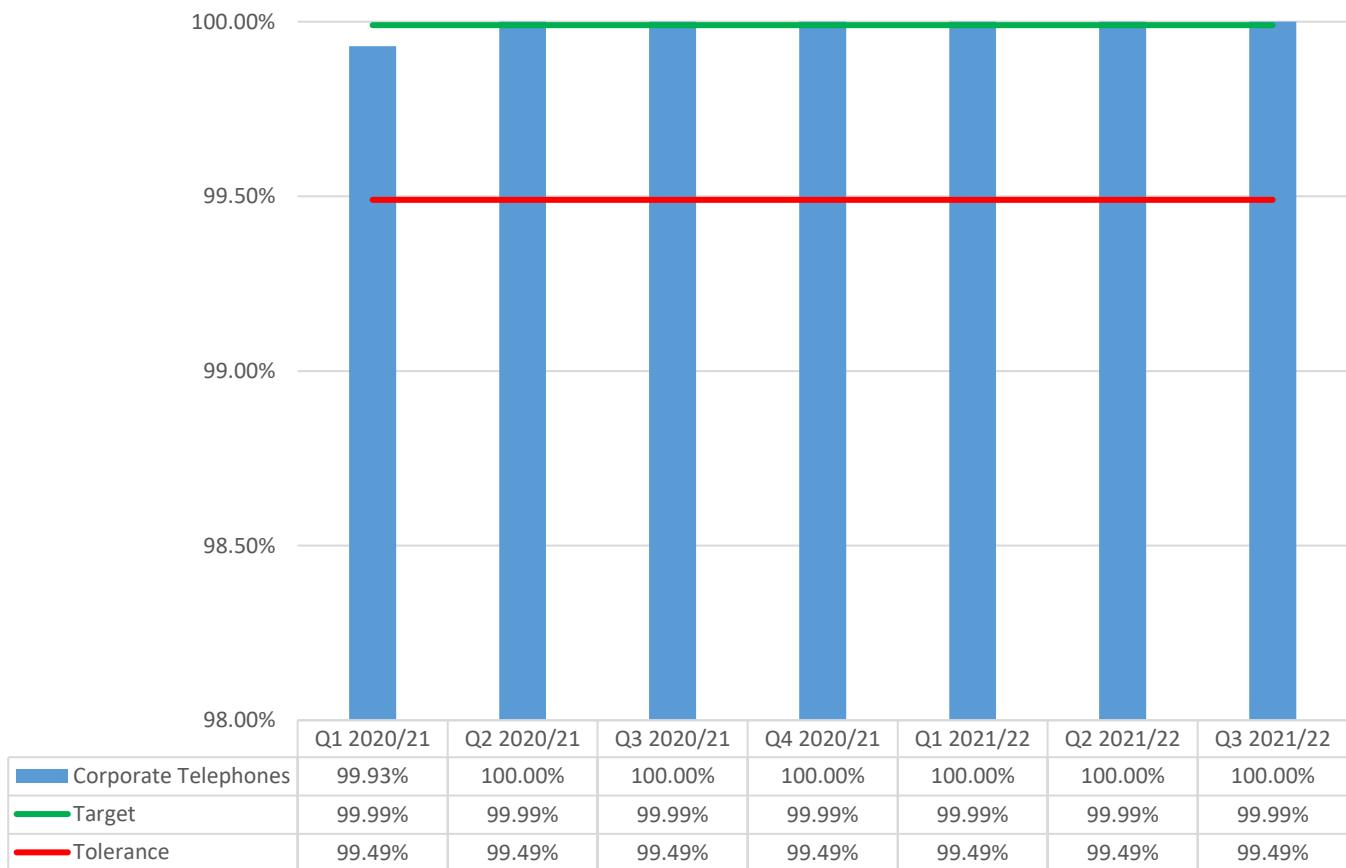


I.T. to end of Quarter 3 (2021/22)

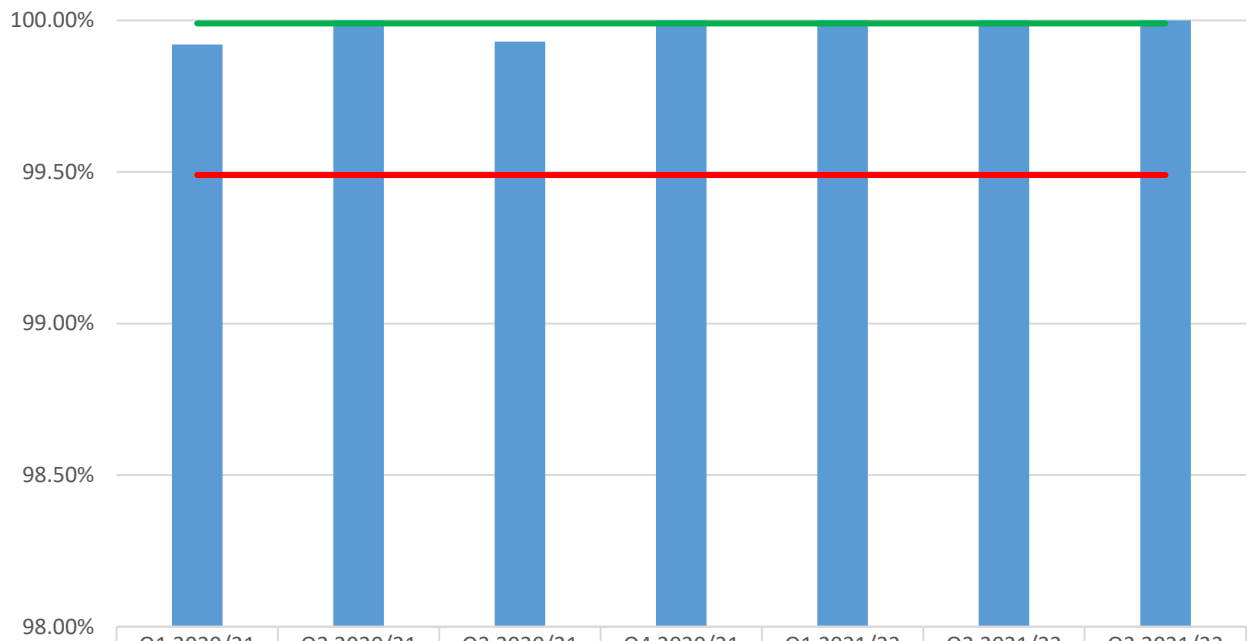
Service Availability - Systems



Service Availability - Corporate Telephones

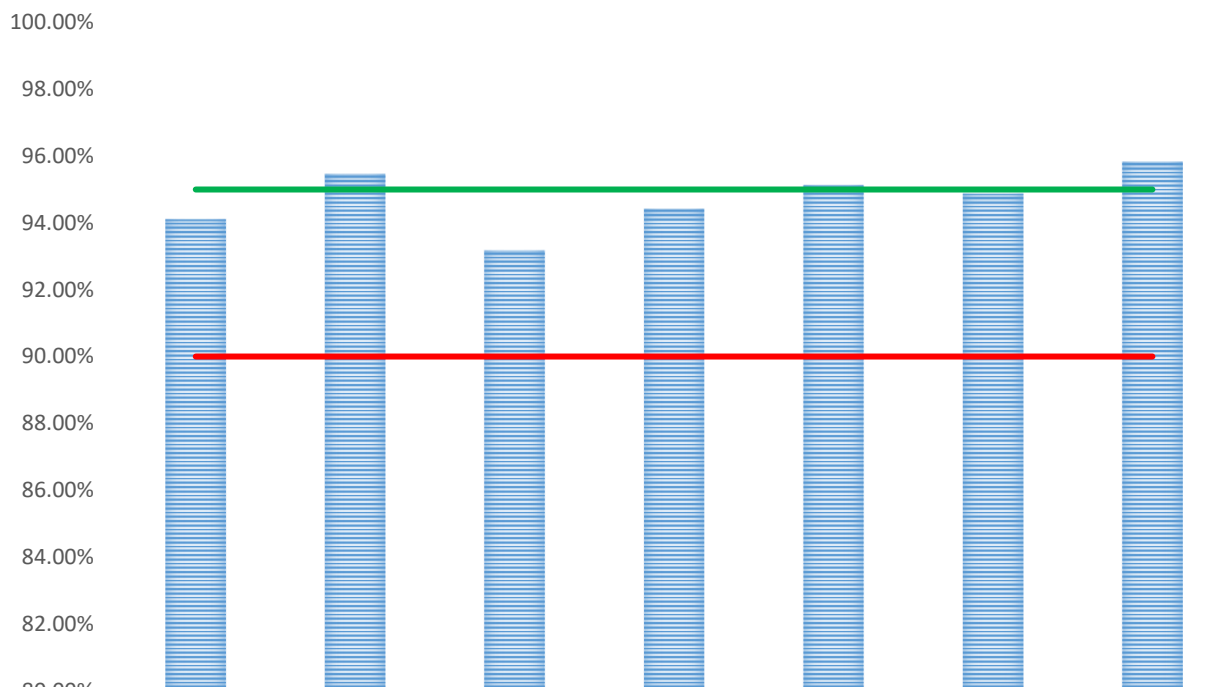


Service Availability - Virtual Desktops



	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Virtual Desktops	99.92%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%
Target	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
Tolerance	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%

ICT SLA COMPLIANCE RATES



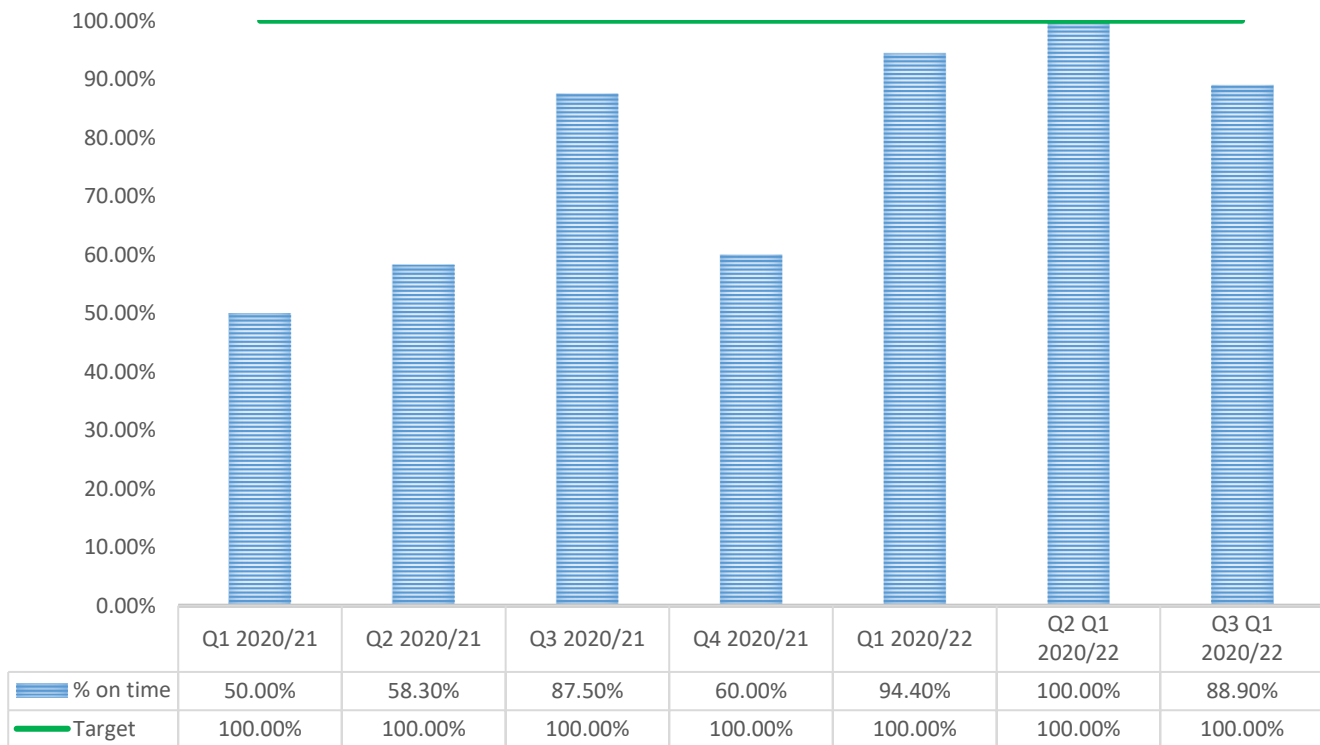
	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
% completion rate	94.10%	95.45%	93.16%	94.41%	95.12%	94.87%	95.82%
Target	95%	95%	95%	95%	95%	95%	95%
Tolerance	90%	90%	90%	90%	90%	90%	90%

Law & Governance to end of Quarter 3 (2021/22)

% OF FOI'S RESPONDED TO ON TIME



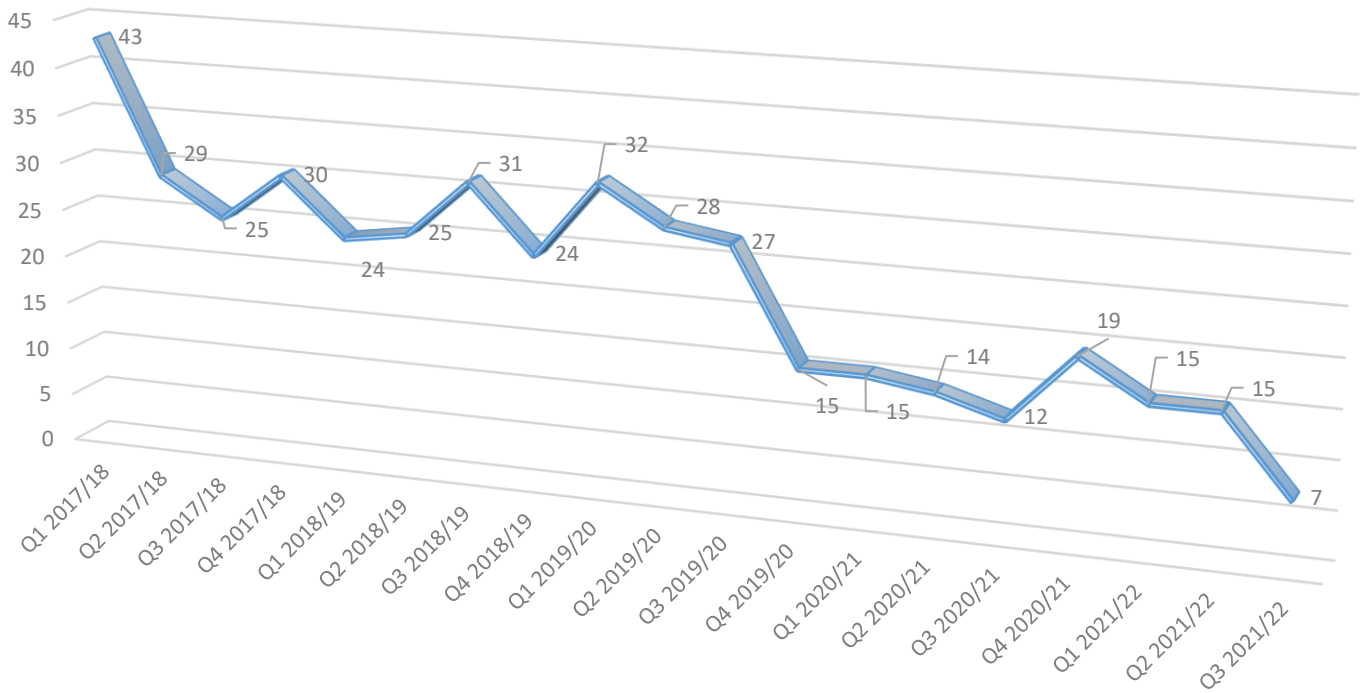
% OF SAR'S RESPONDED TO ON TIME



% OF COMPLAINTS TO OMBUDSMAN UPHELD

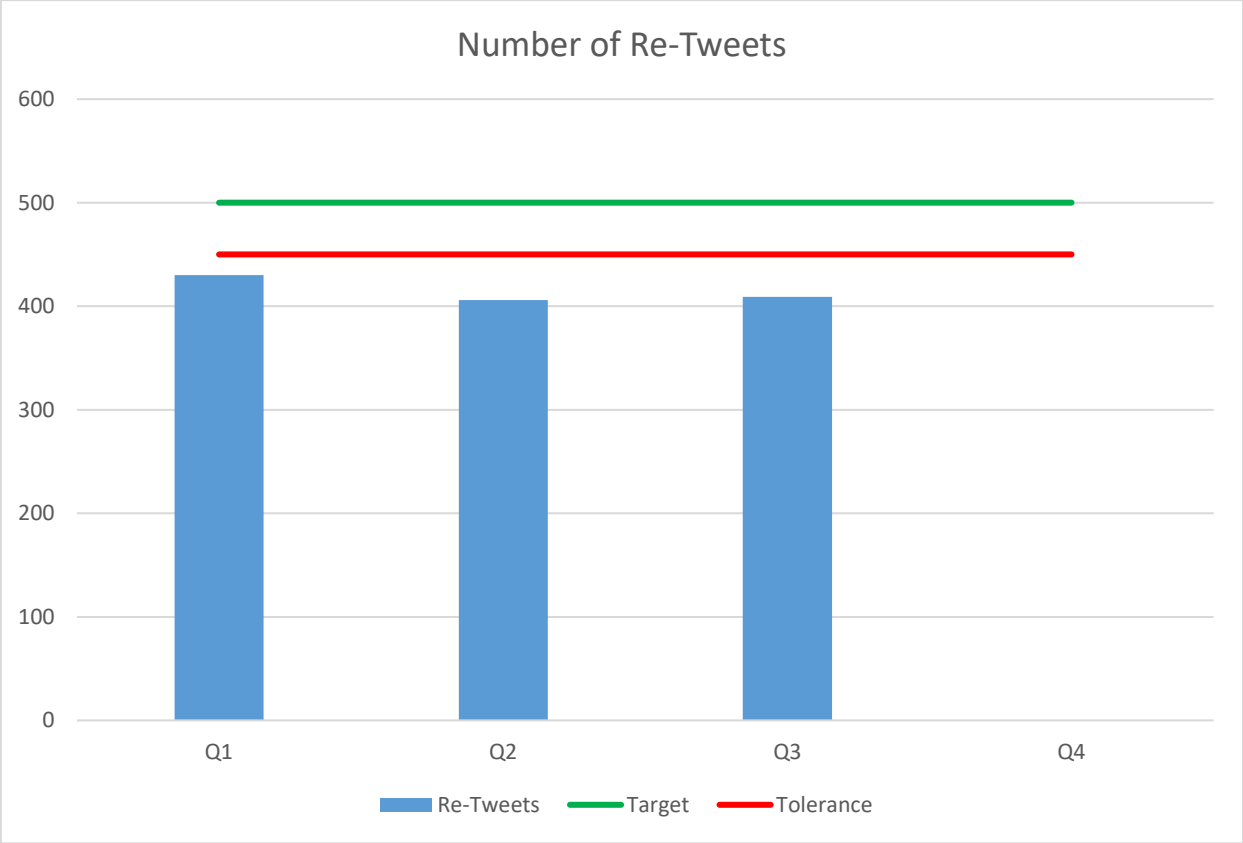
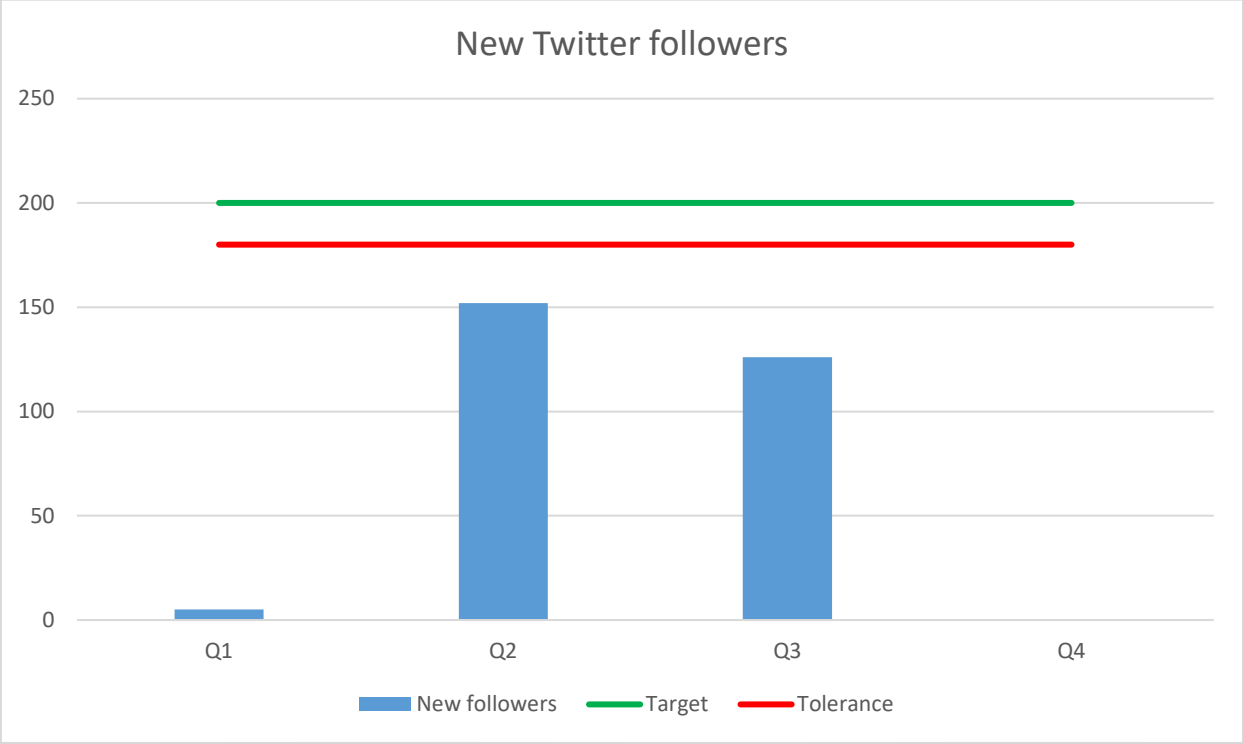


NUMBER OF STAGE 1 CORPORATE COMPLAINTS

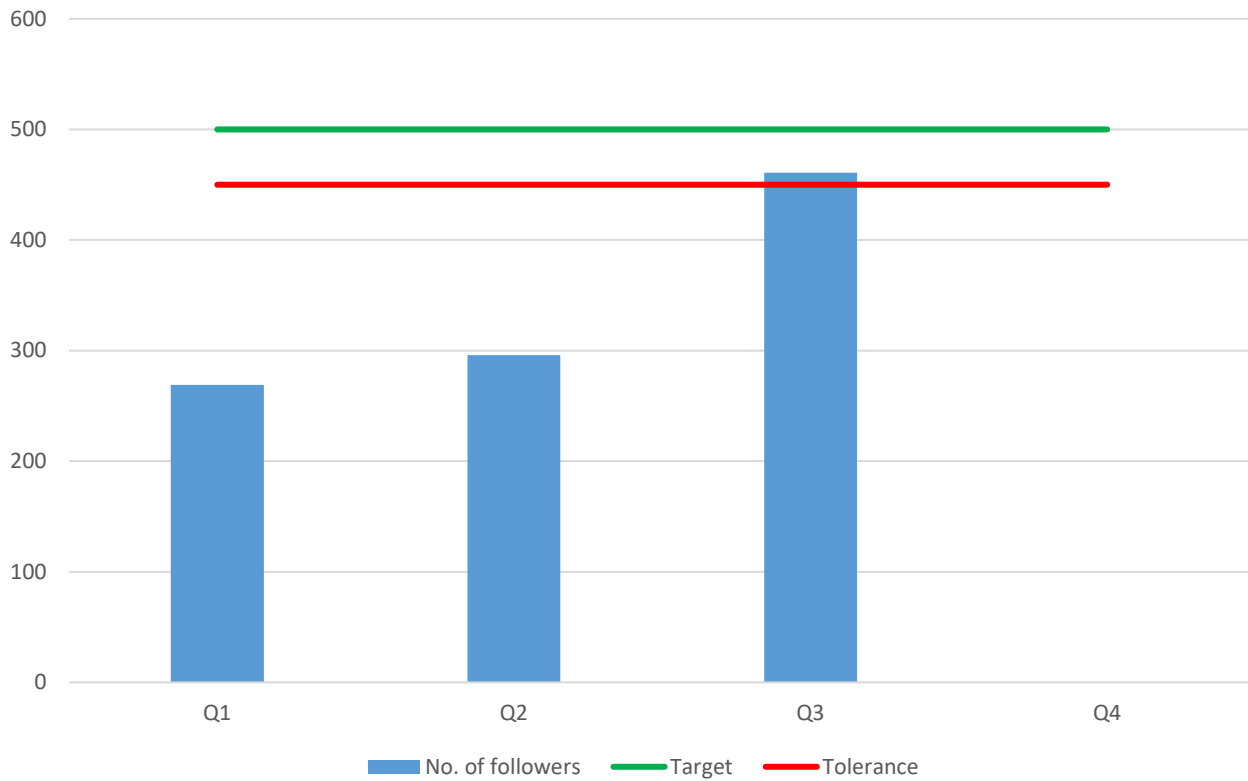


People & Communications to end of Quarter 3 (2021/22)

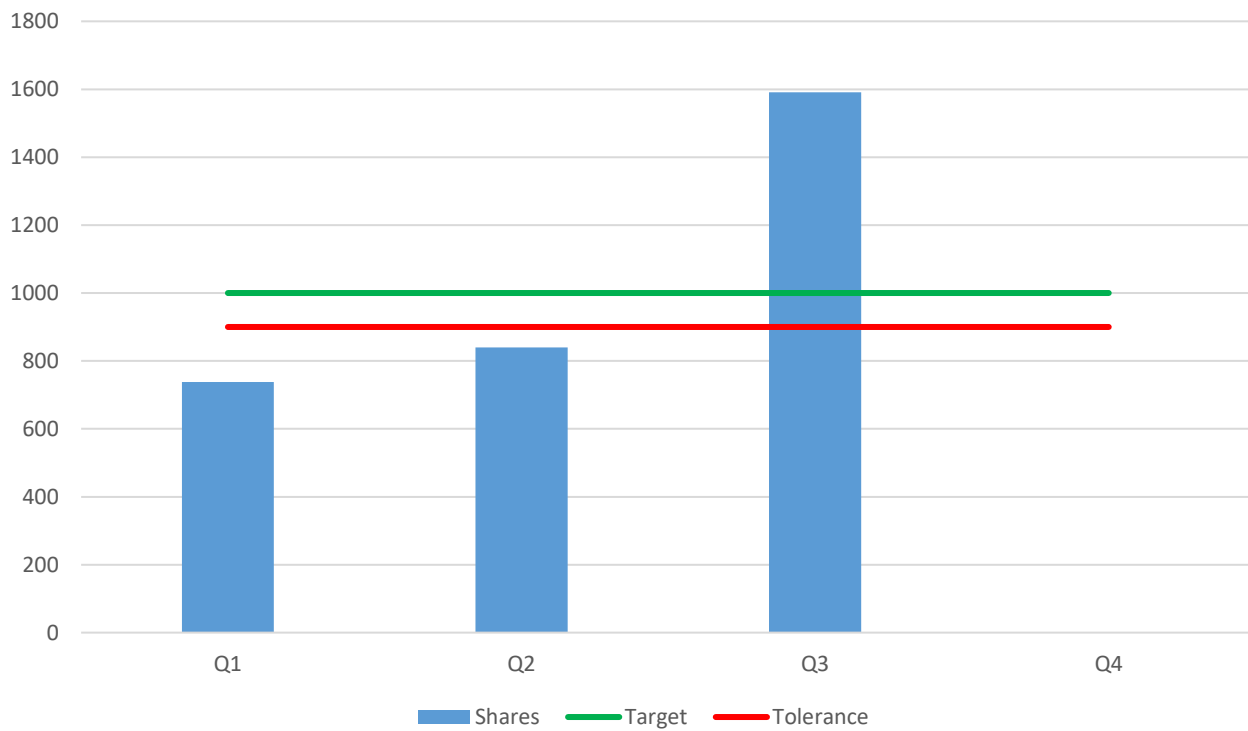
N.B. No HR figures were returned for this quarter



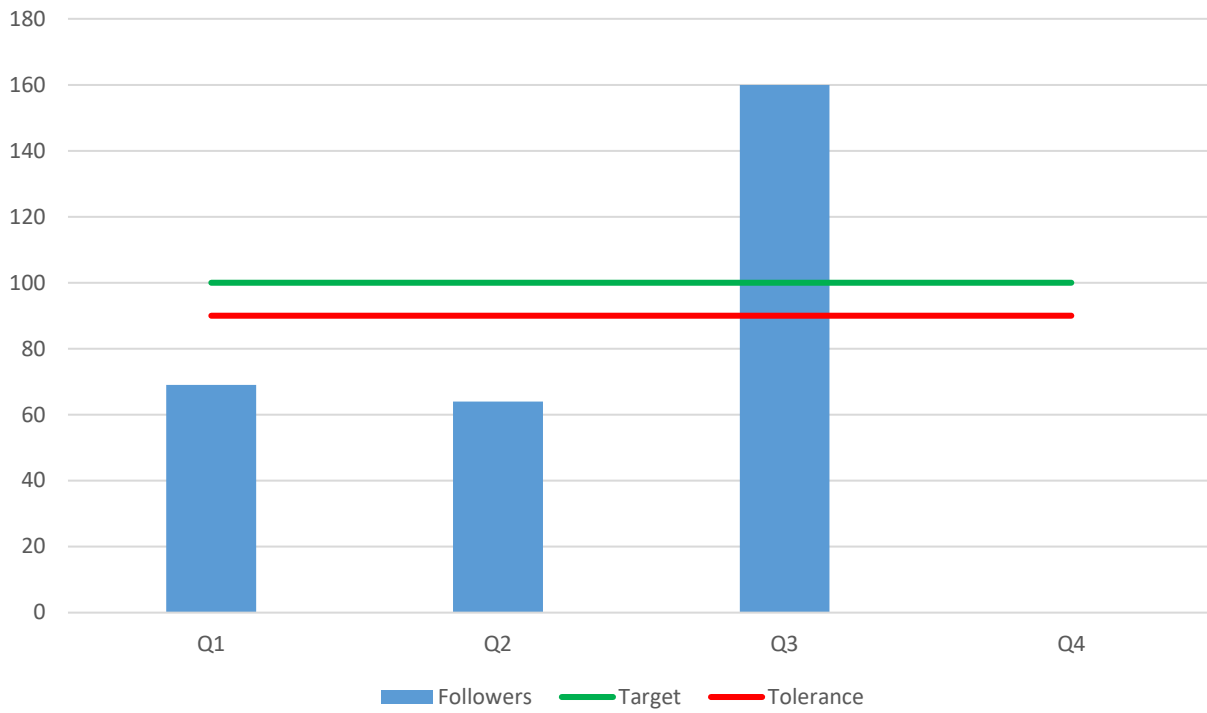
Number of Facebook followers



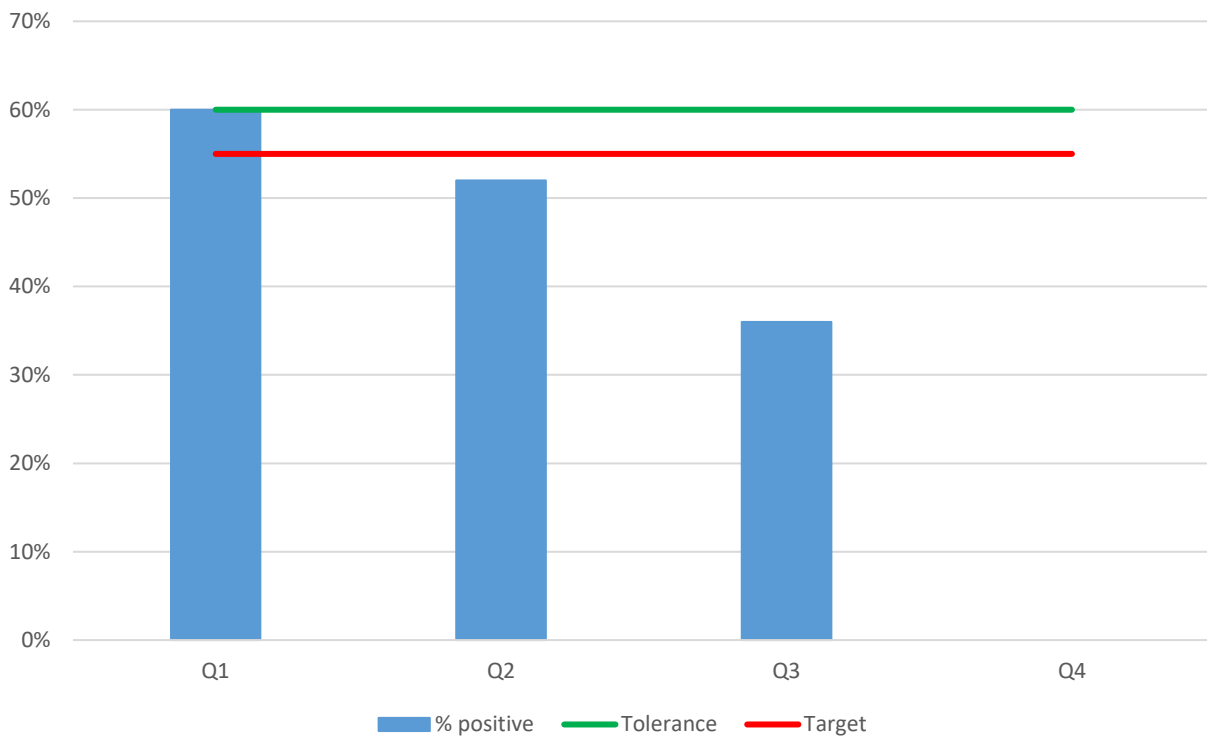
Facebook shares



Instagram Followers

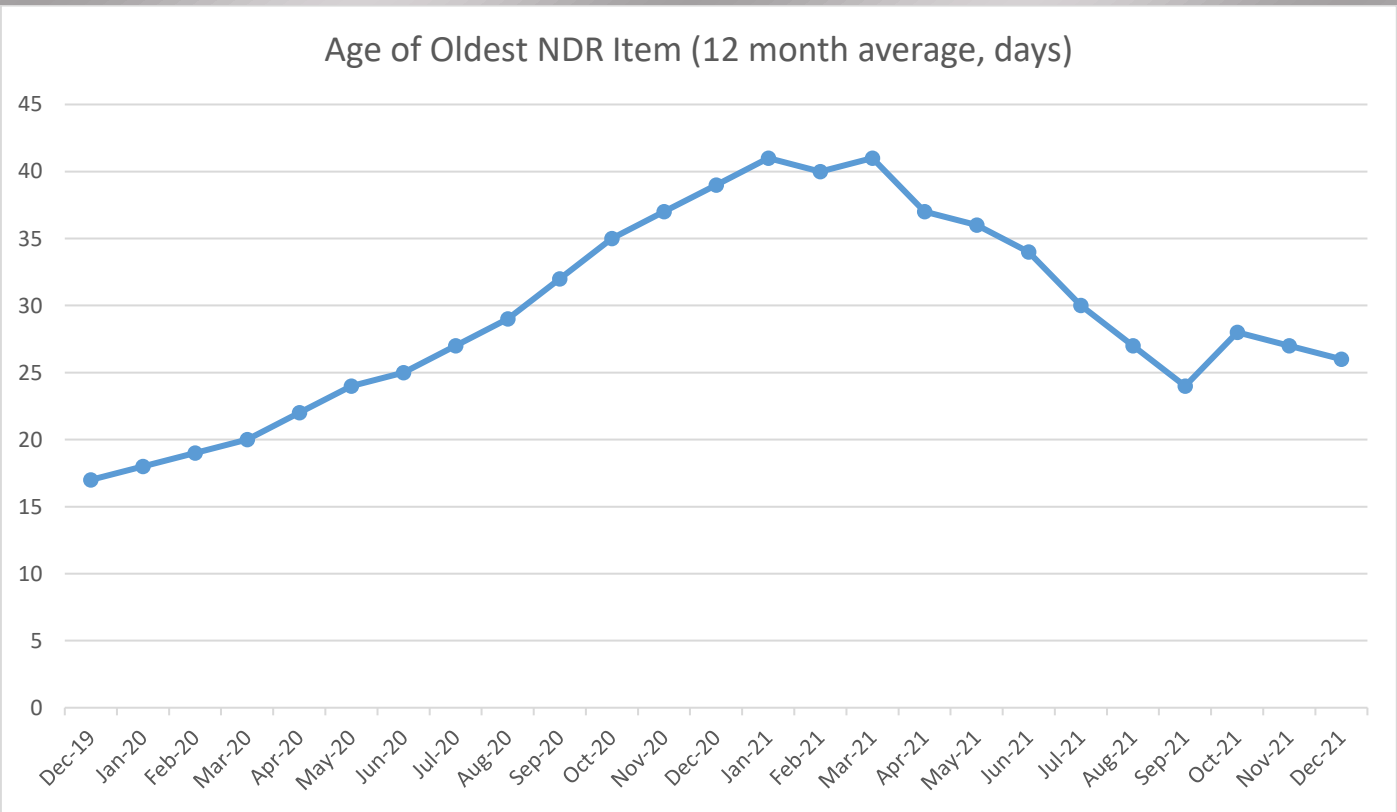
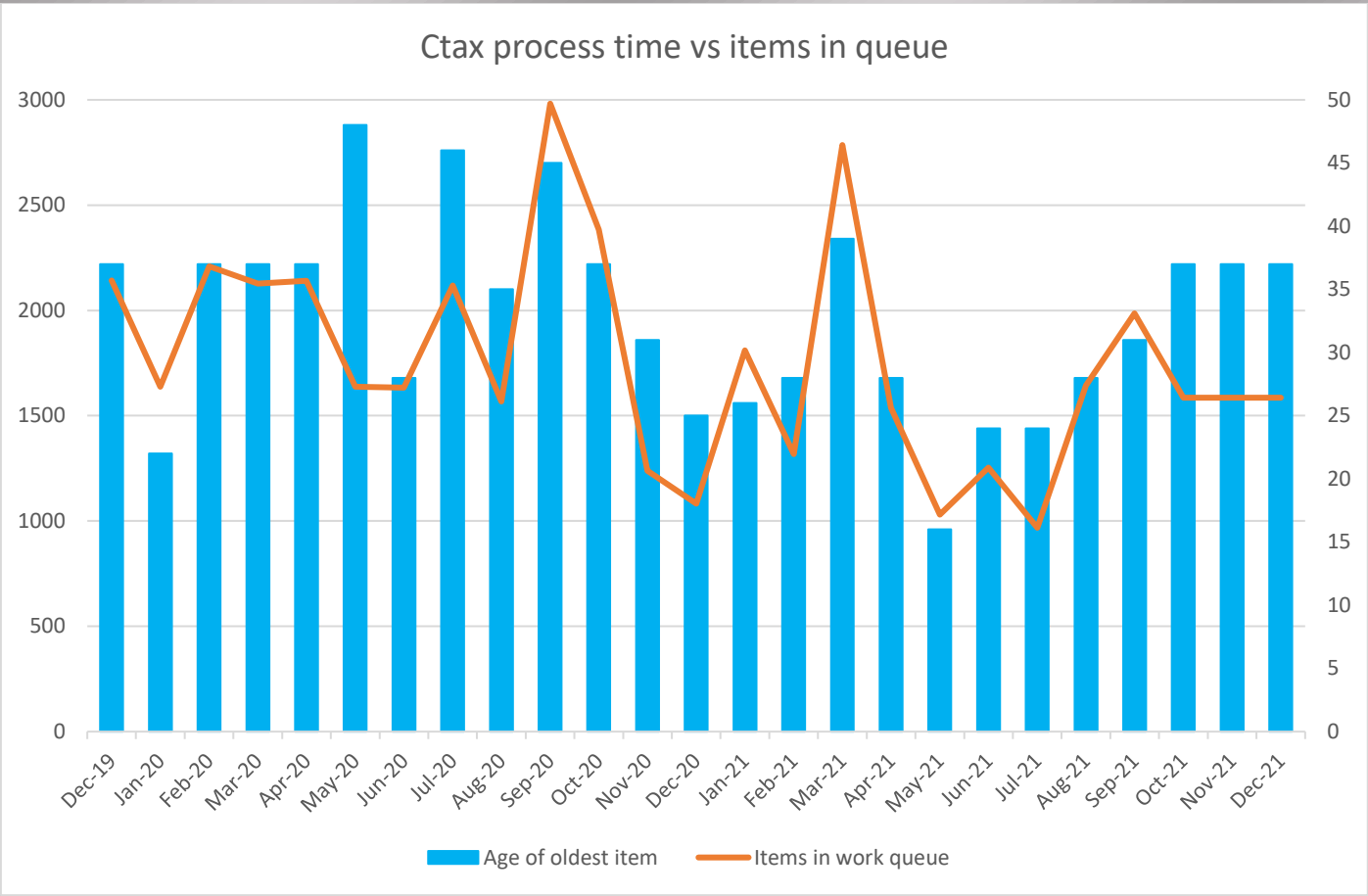


Positive Press Coverage as a % of all coverage about the Council

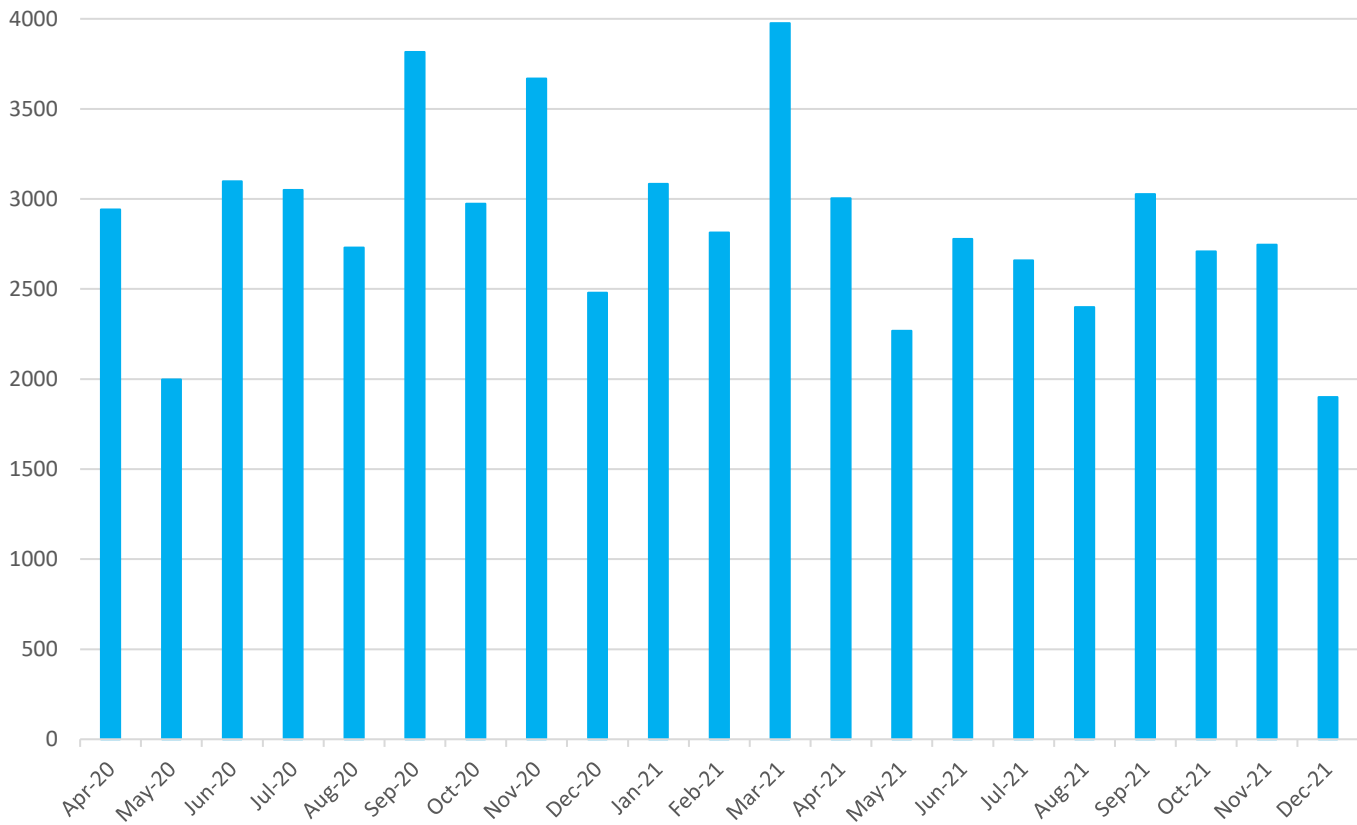


Revenues and Customer Services to end of Quarter 3 (2021/22)

Please note no figures for benefits were returned for this quarter



Number of Revenues and Benefits calls taken



Council Tax collection rate (% of annual expected total achieved)



	April	May	June	July	August	September	October	November	December
2020/21	9.9%	19.5%	29.0%	38.0%	46.8%	56.0%	65.2%	74.6%	83.9%
2021/22	10.4%	19.6%	28.7%	37.9%	47.0%	56.0%	65.1%	74.2%	83.6%