



WARWICK  
DISTRICT  
COUNCIL



# Performance Report for the Senior Leadership Team

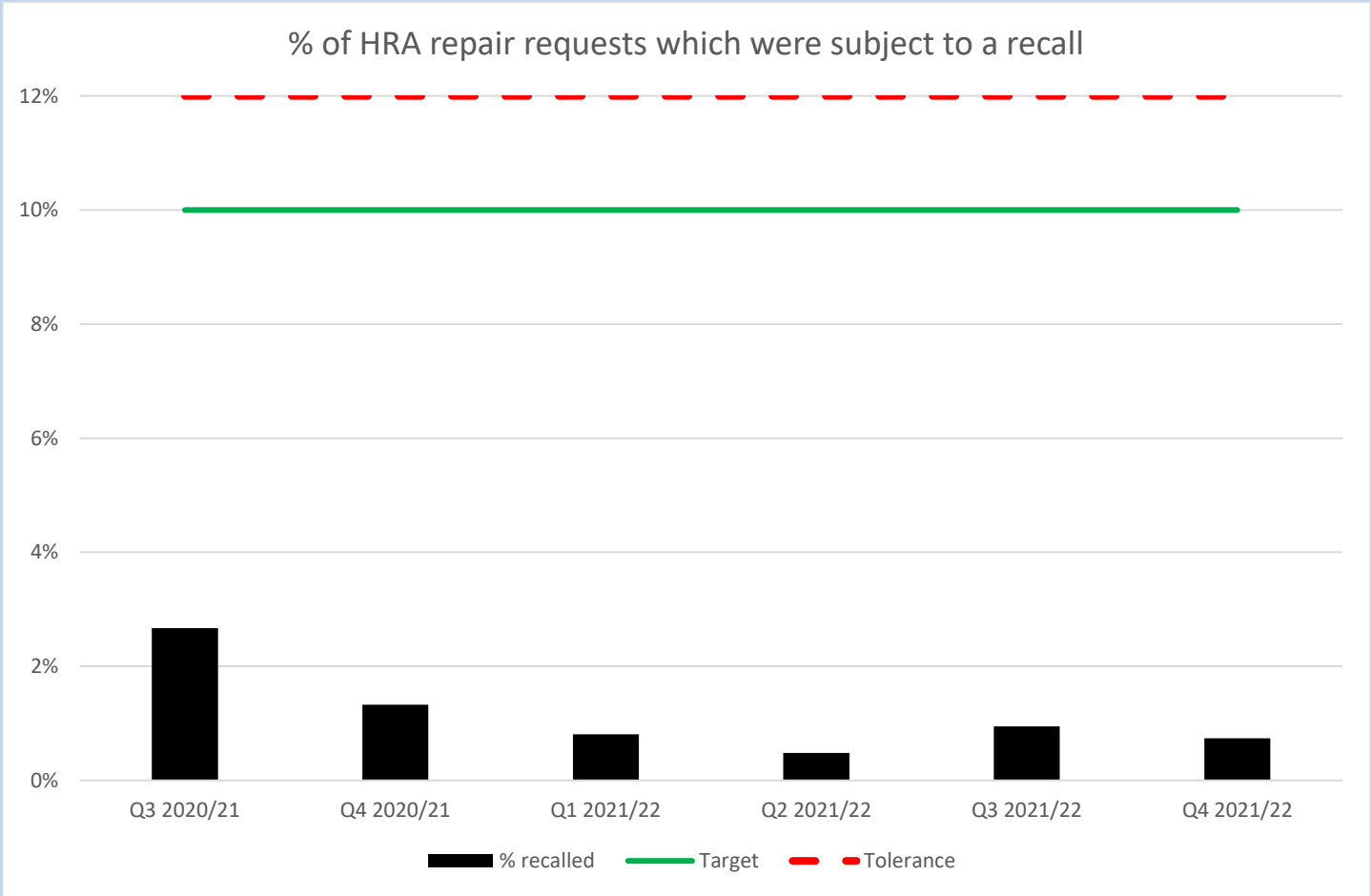
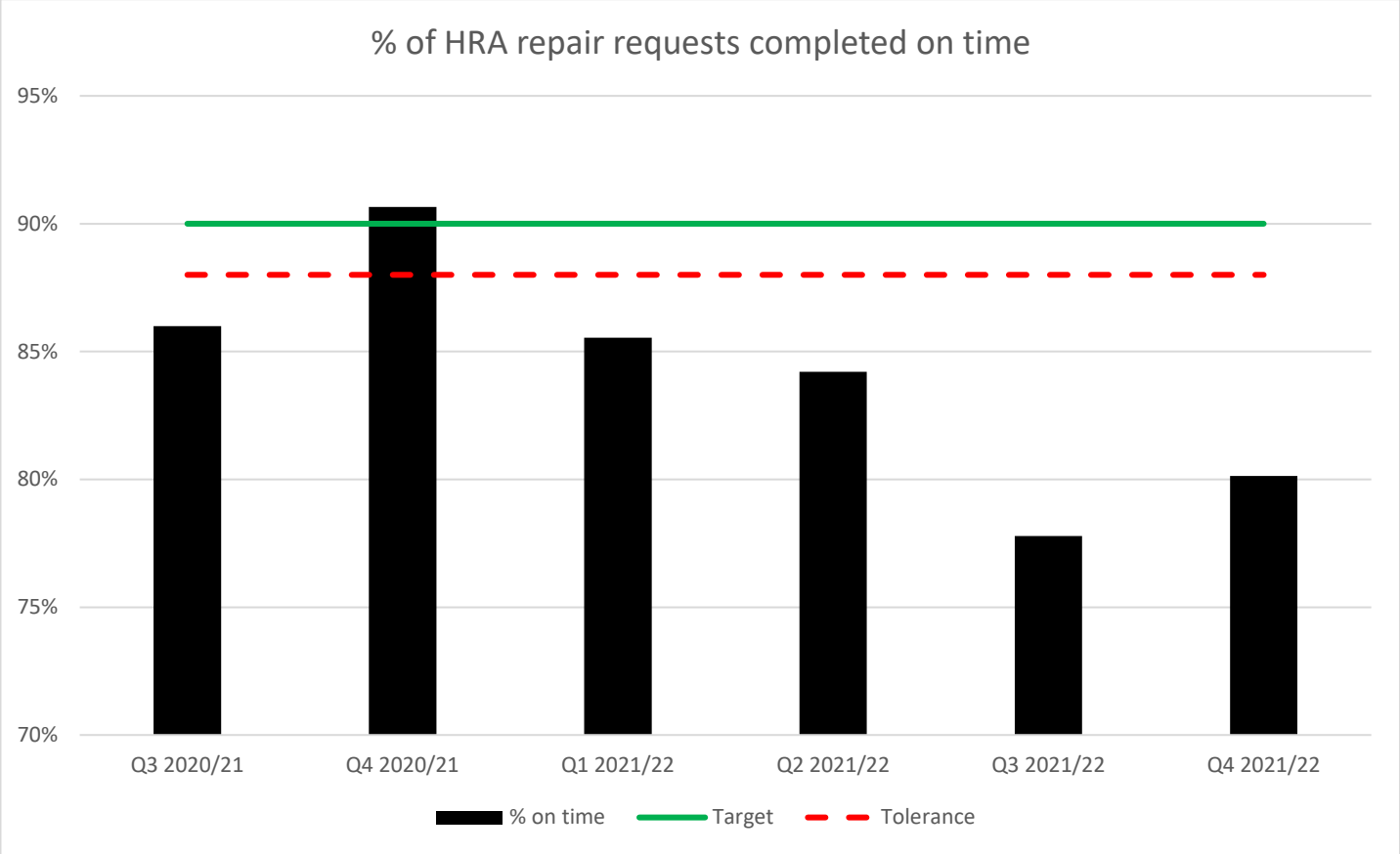
Quarter 4 – 2021/22

Prepared by Rich Lawson for SMT meeting 19<sup>th</sup> May 2022

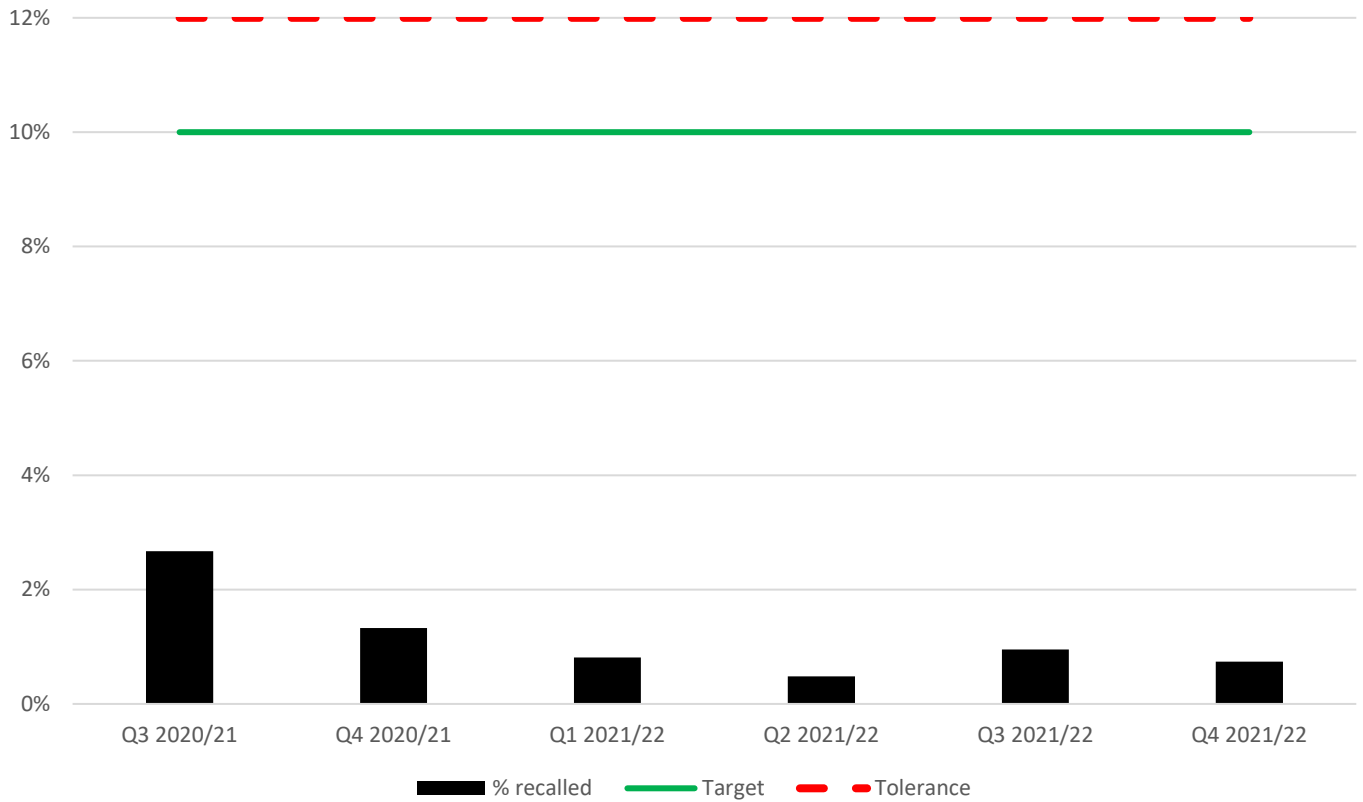
# Contents

<b>Assets to end of Quarter 4 (2021/22) .....</b>	<b>1</b>
<b>Community Protection to end of Quarter 4 (2021/22).....</b>	<b>3</b>
<b>Culture to end of Quarter 4 (2021/22).....</b>	<b>6</b>
<b>Development to end of Quarter 4 (2021/22).....</b>	<b>8</b>
<b>Environment and Operations to end of Quarter 4 (2021/22) .....</b>	<b>10</b>
<b>Financial Services to end of Quarter 4 (2021/22) .....</b>	<b>12</b>
<b>Housing to end of Quarter 4 (2021/22).....</b>	<b>13</b>
<b>I.T. to end of Quarter 4 (2021/22).....</b>	<b>16</b>
<b>Law &amp; Governance to end of Quarter 4 (2021/22) .....</b>	<b>18</b>
<b>People &amp; Communications to end of Quarter 4 (2021/22) .....</b>	<b>20</b>
<b>Revenues and Customer Services to end of Quarter 4 (2021/22) .....</b>	<b>23</b>

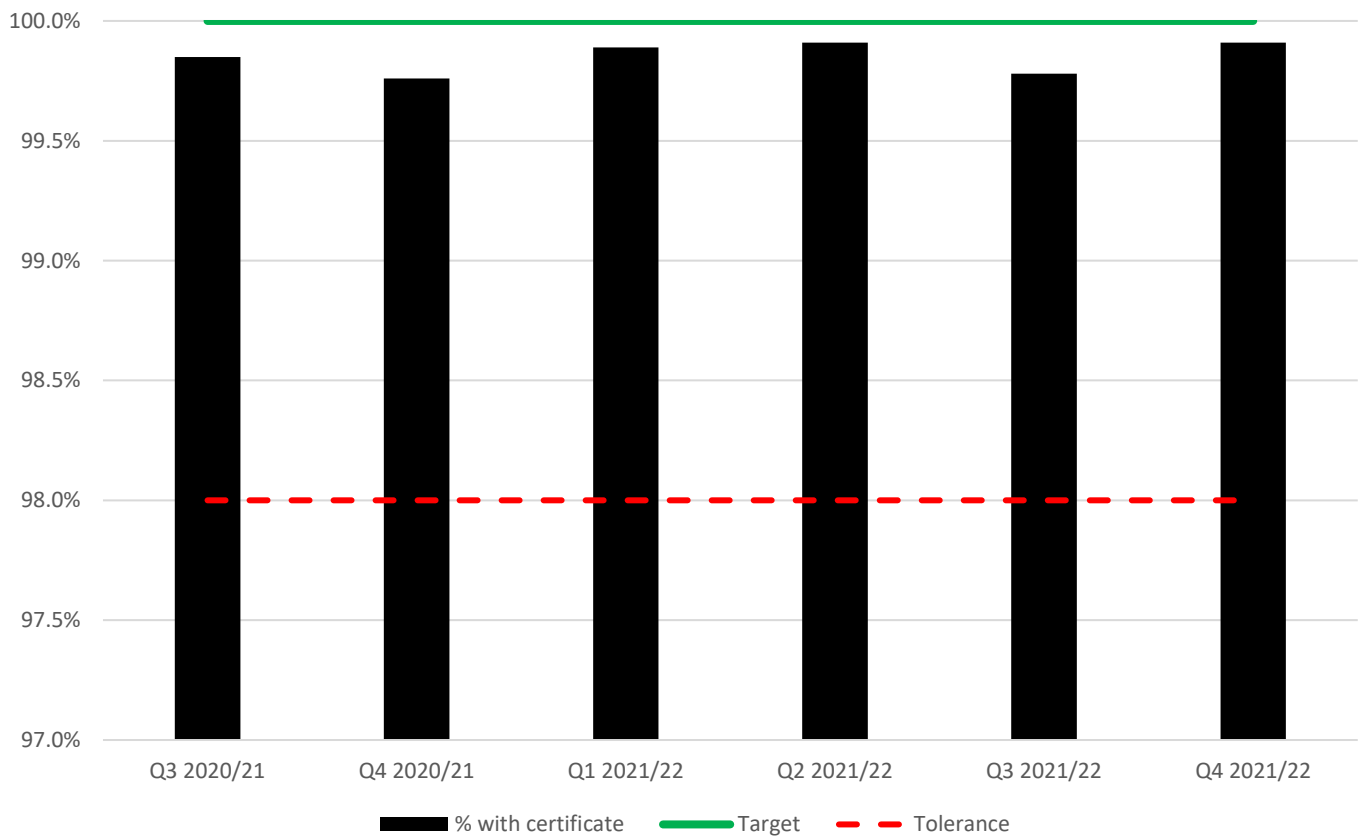
# Assets to end of Quarter 4 (2021/22)



% of HRA repair requests which were subject to a recall

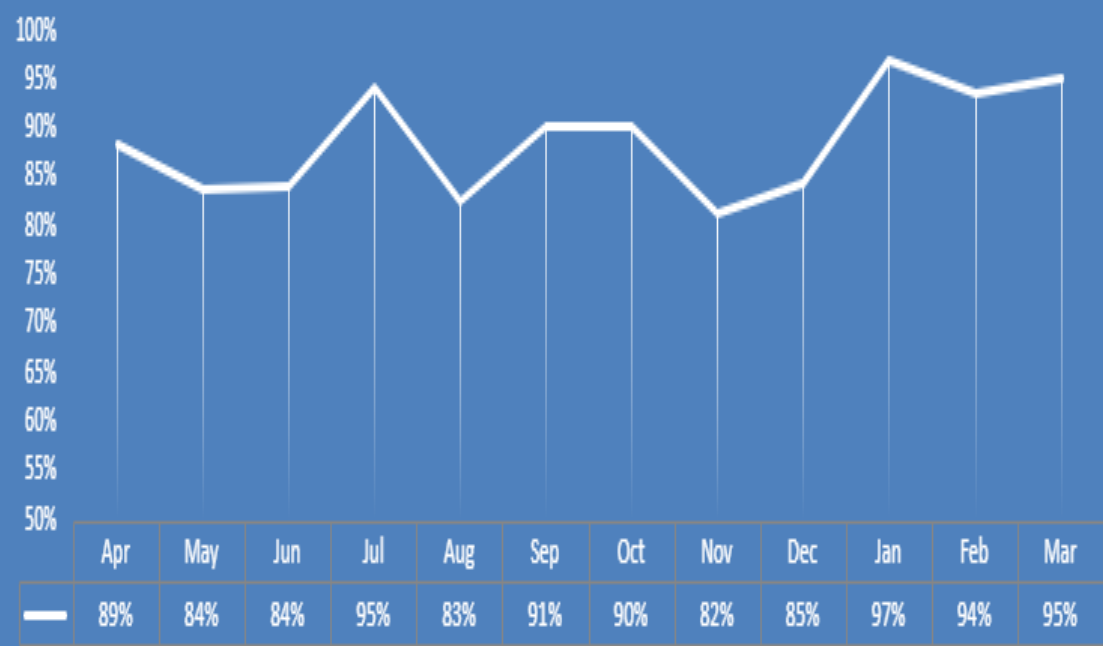


% of HRA homes with a gas safety inspection completed within last 12 months

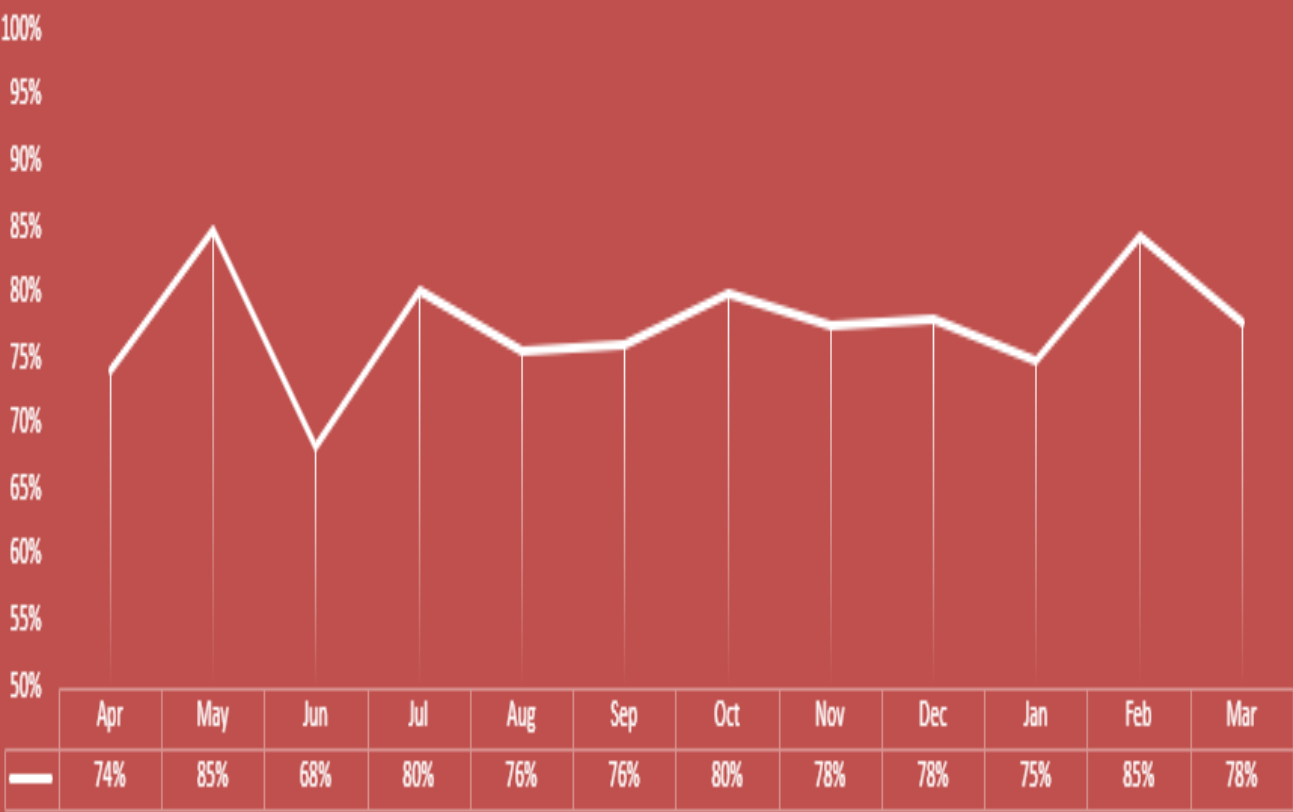


# Community Protection to end of Quarter 4 (2021/22)

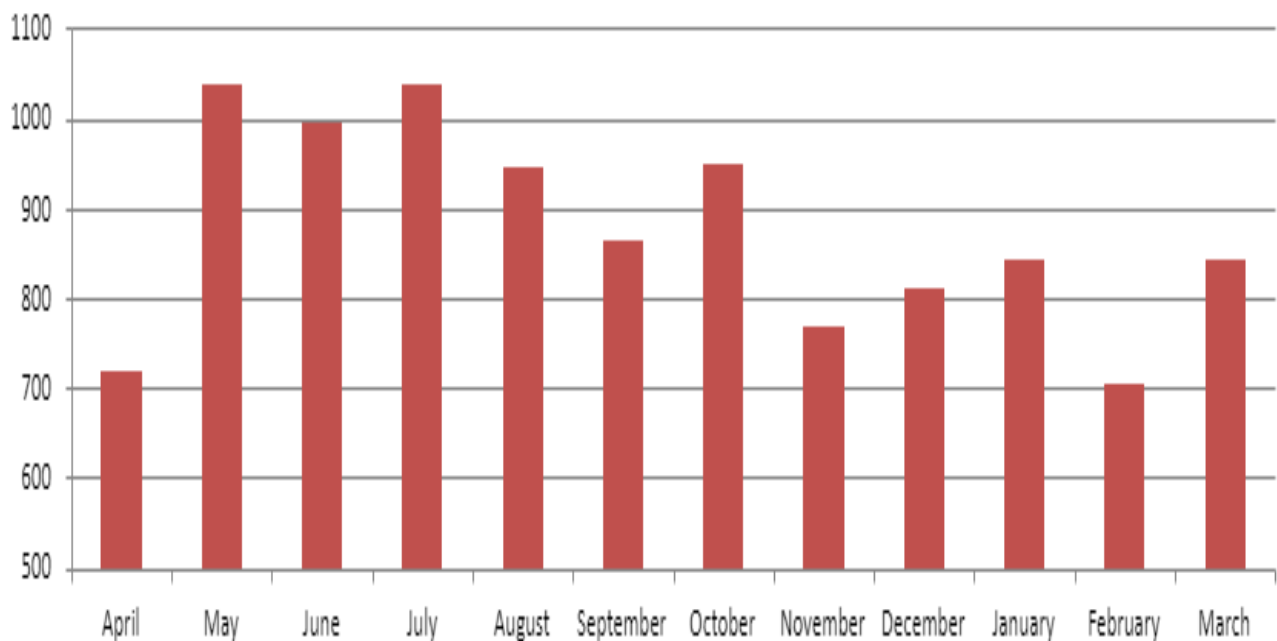
% OF SERVICE REQUESTS RECEIVED AND RESPONDED TO WITHIN TARGET TIME



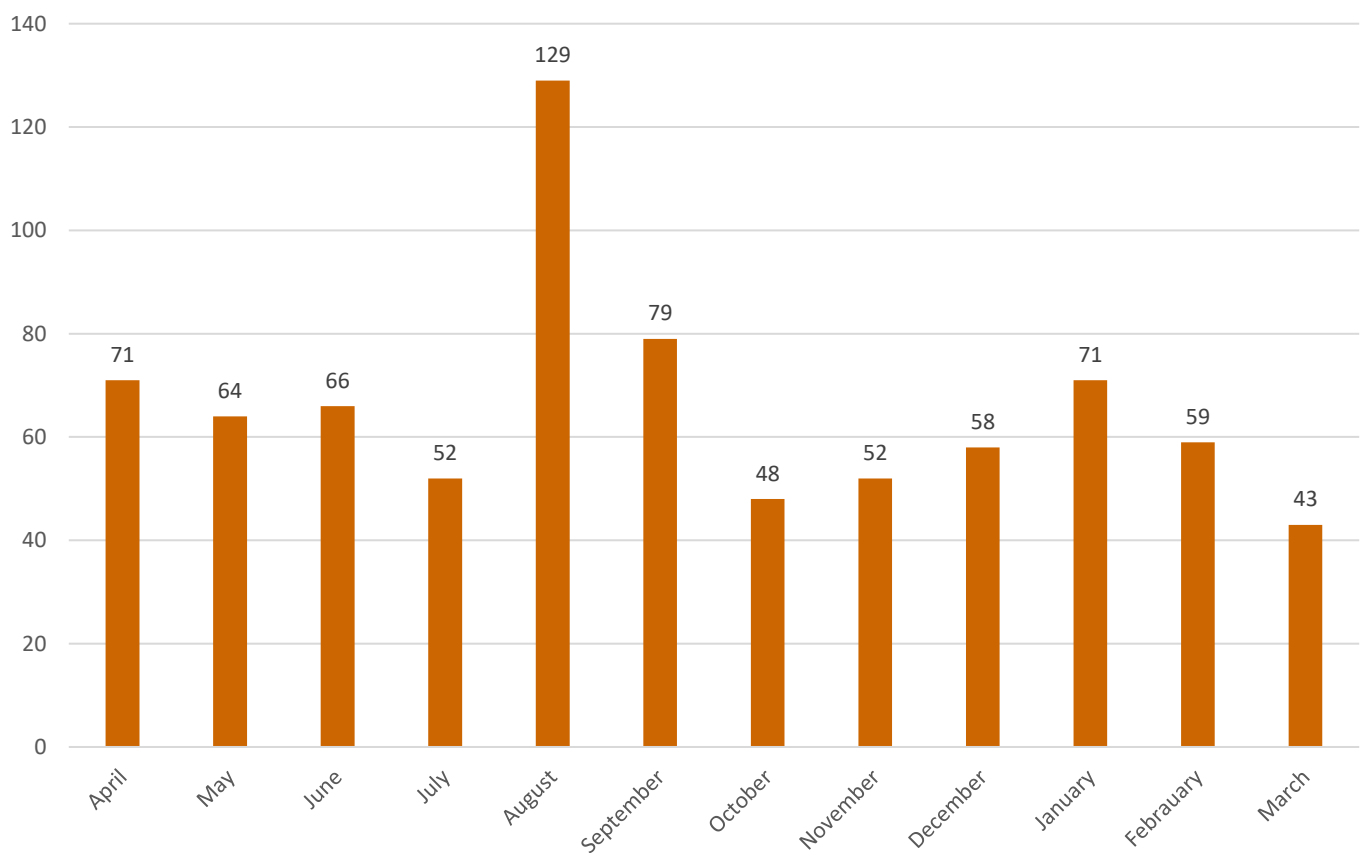
% OF SERVICE REQUESTS COMPLETED WITHIN TARGET TIME



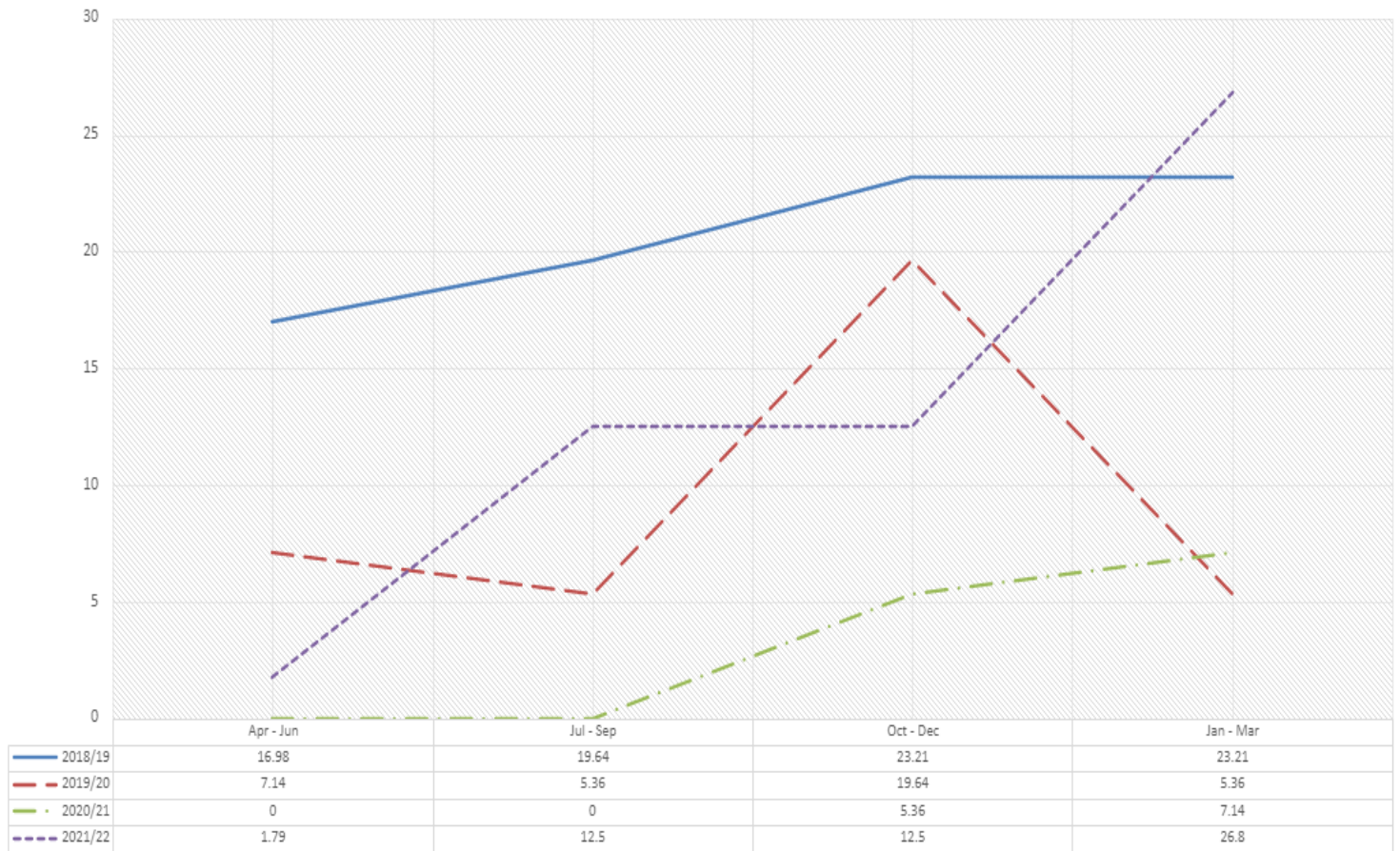
## The number of crime incidents observed by the CCTV control room



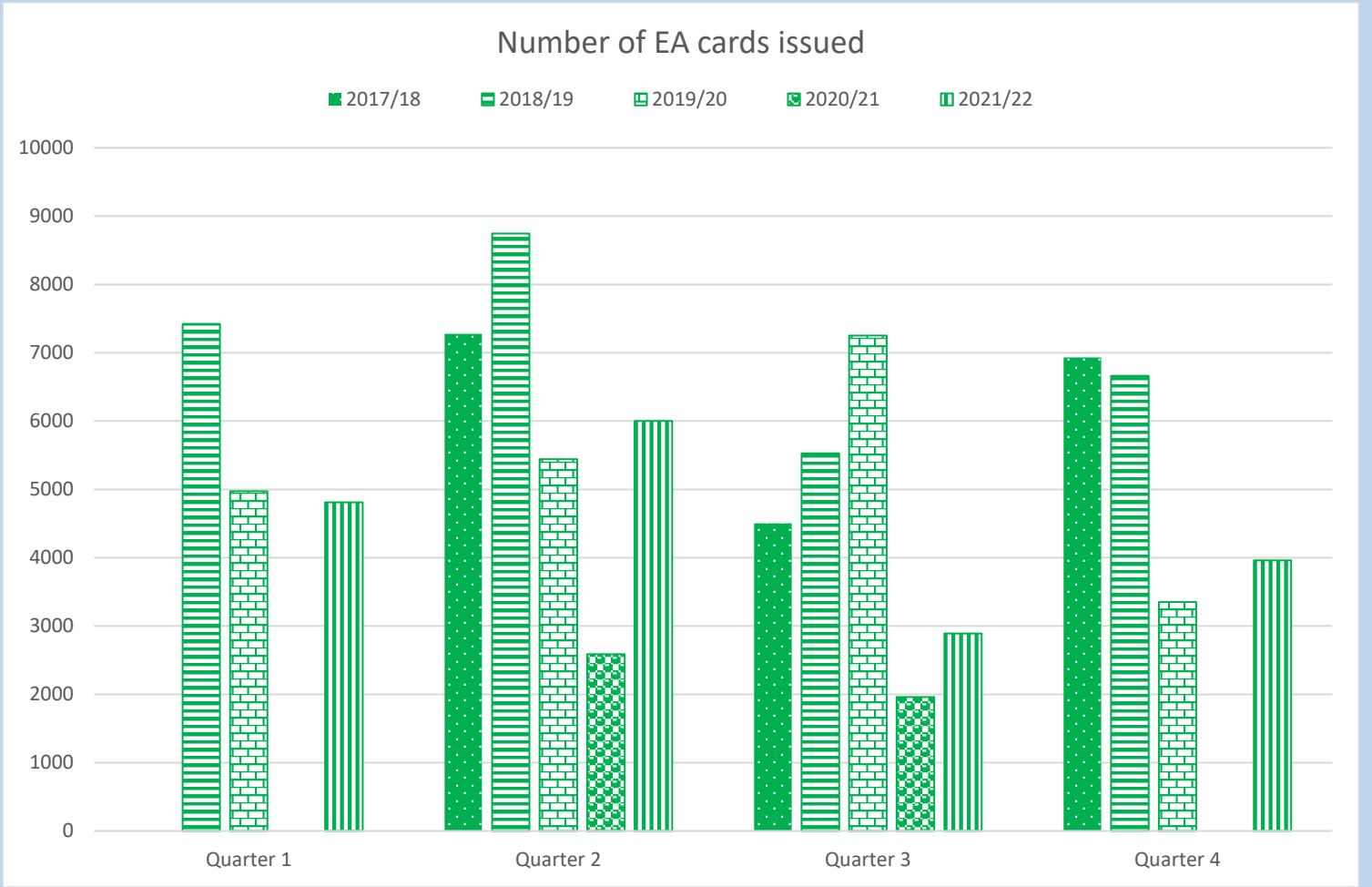
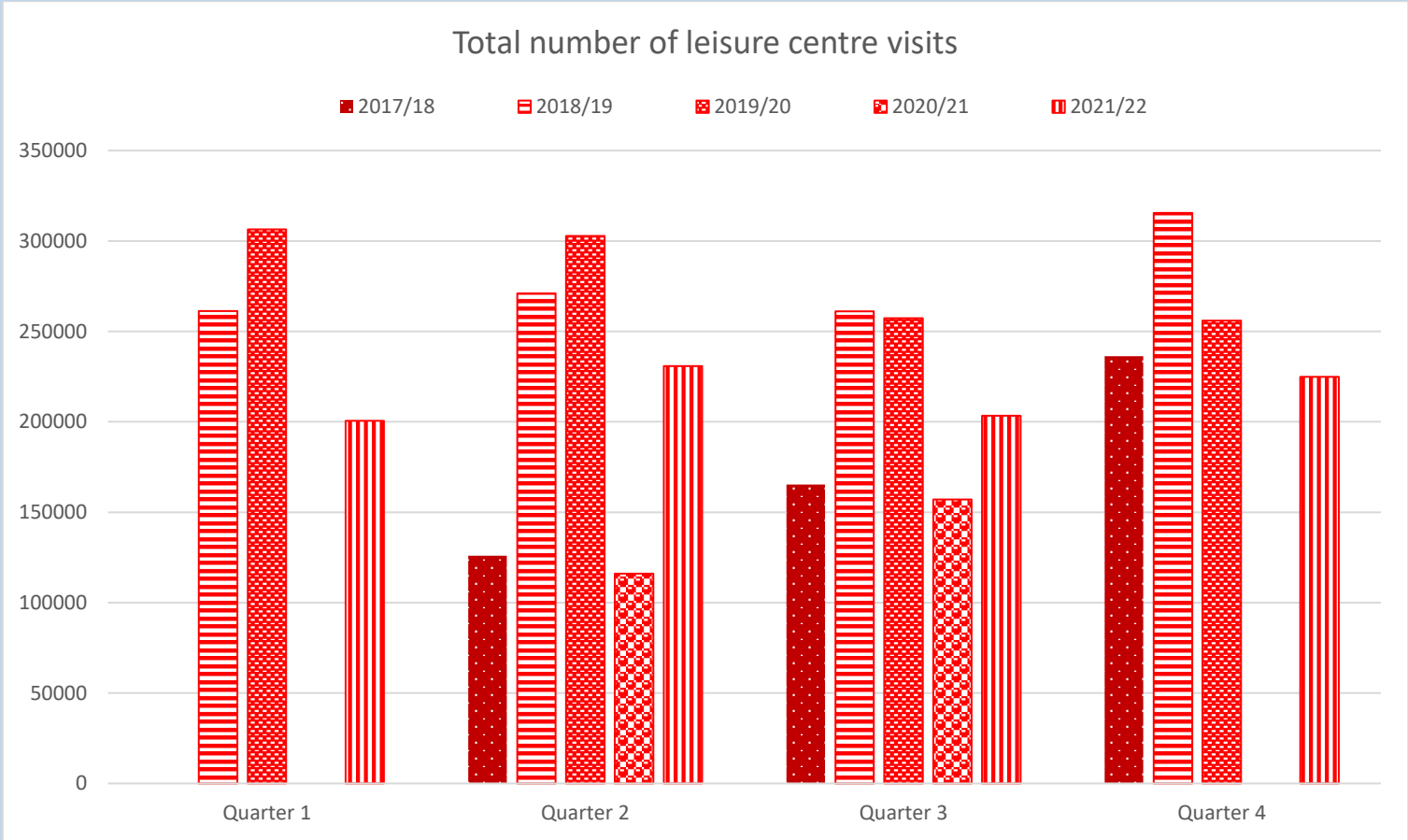
## Average days taken to resolve noise complaints



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



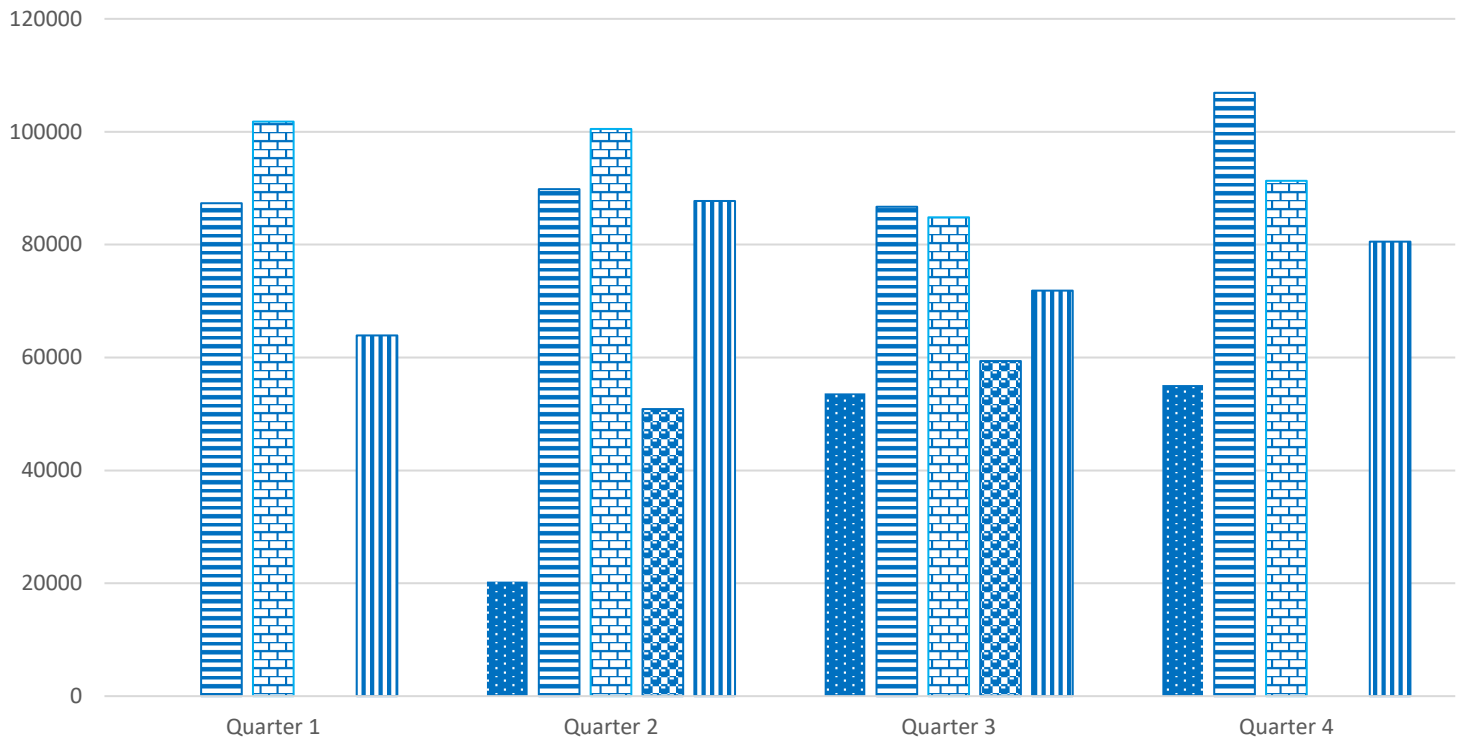
# Culture to end of Quarter 4 (2021/22)





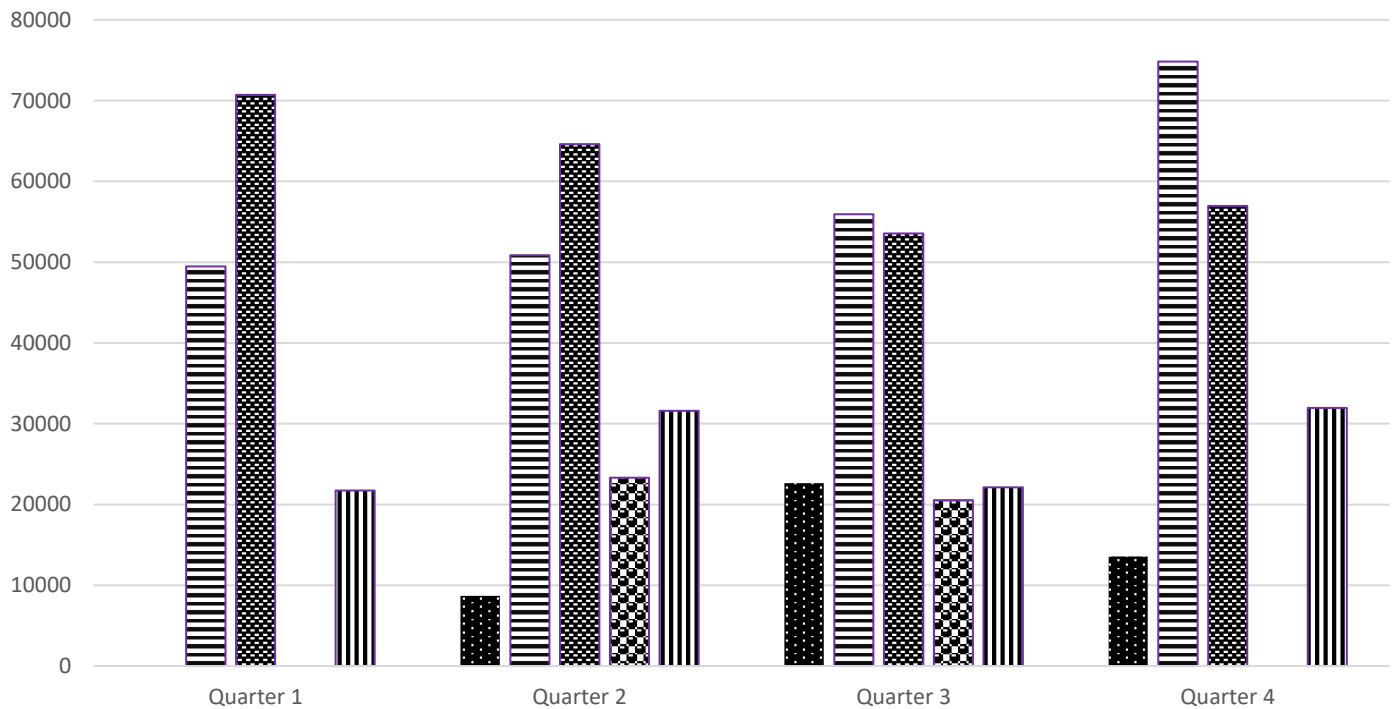
## Number of women and girls

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



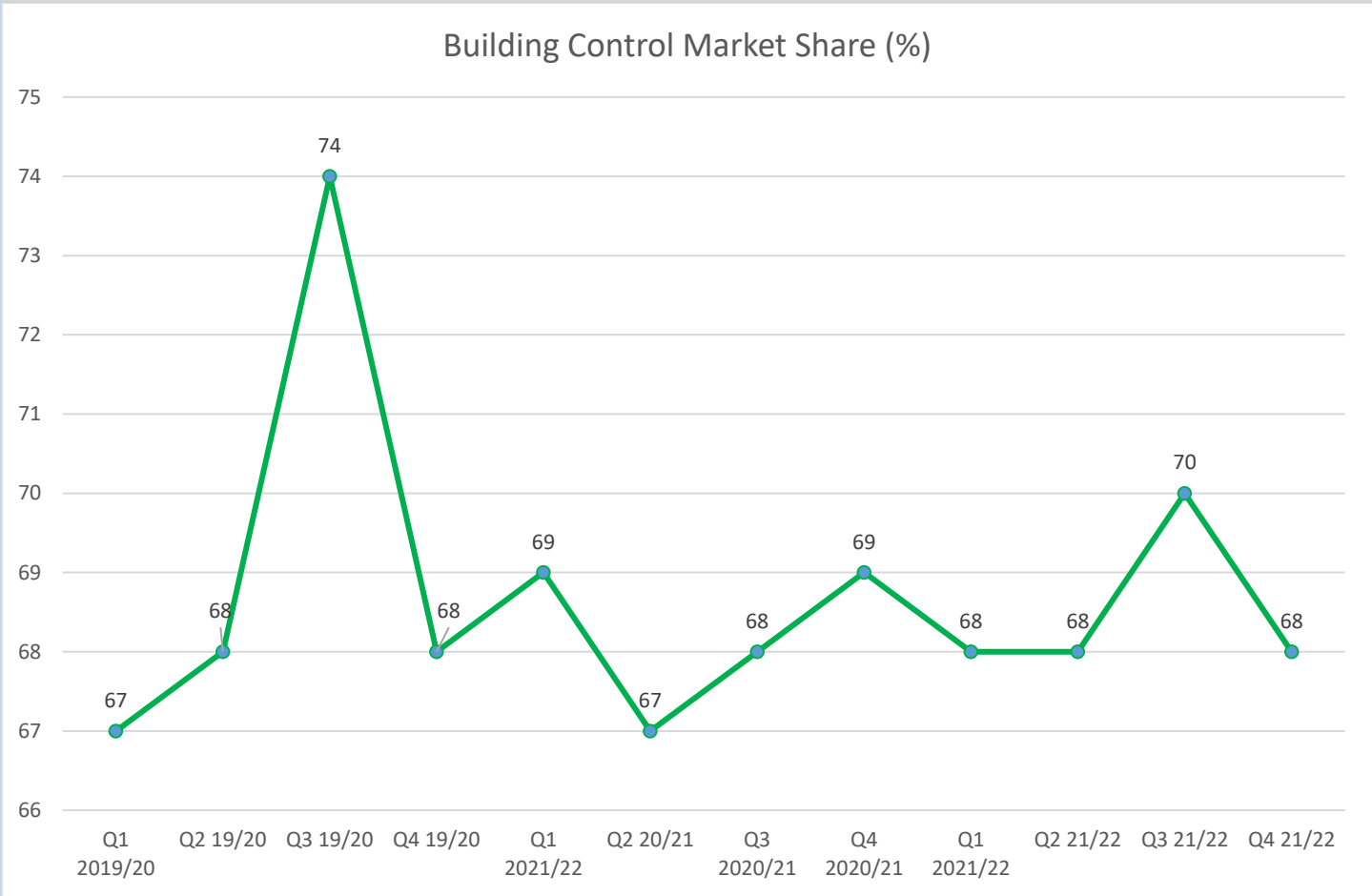
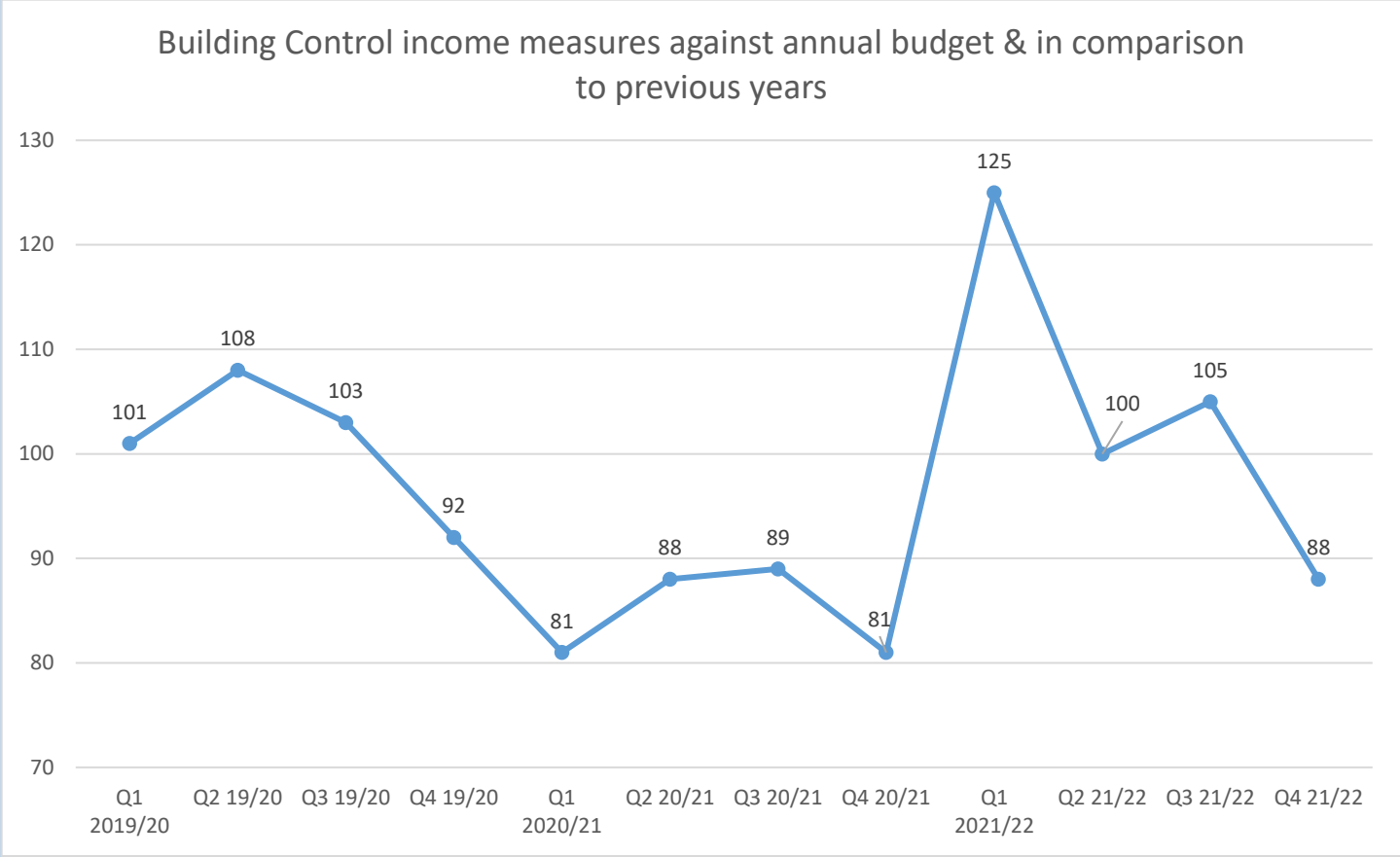
## Number of concessionary users

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

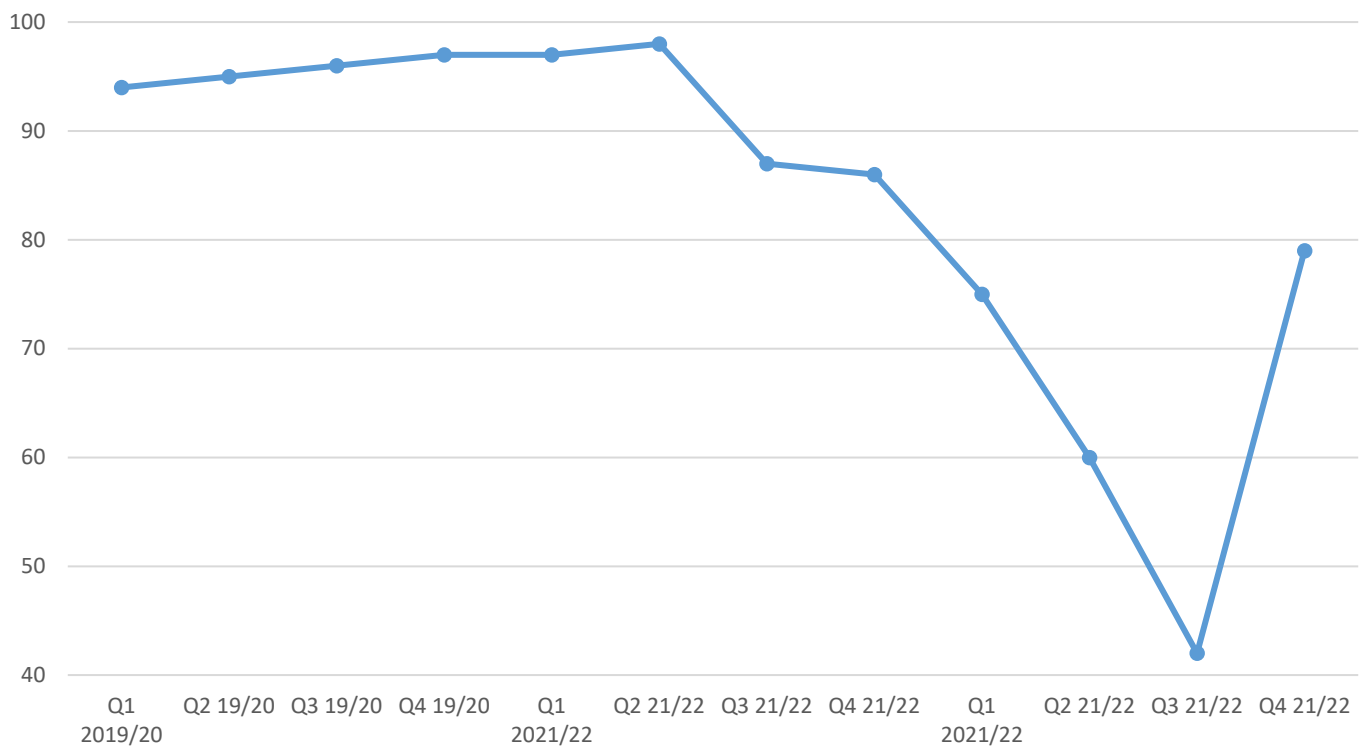


# Development to end of Quarter 4 (2021/22)

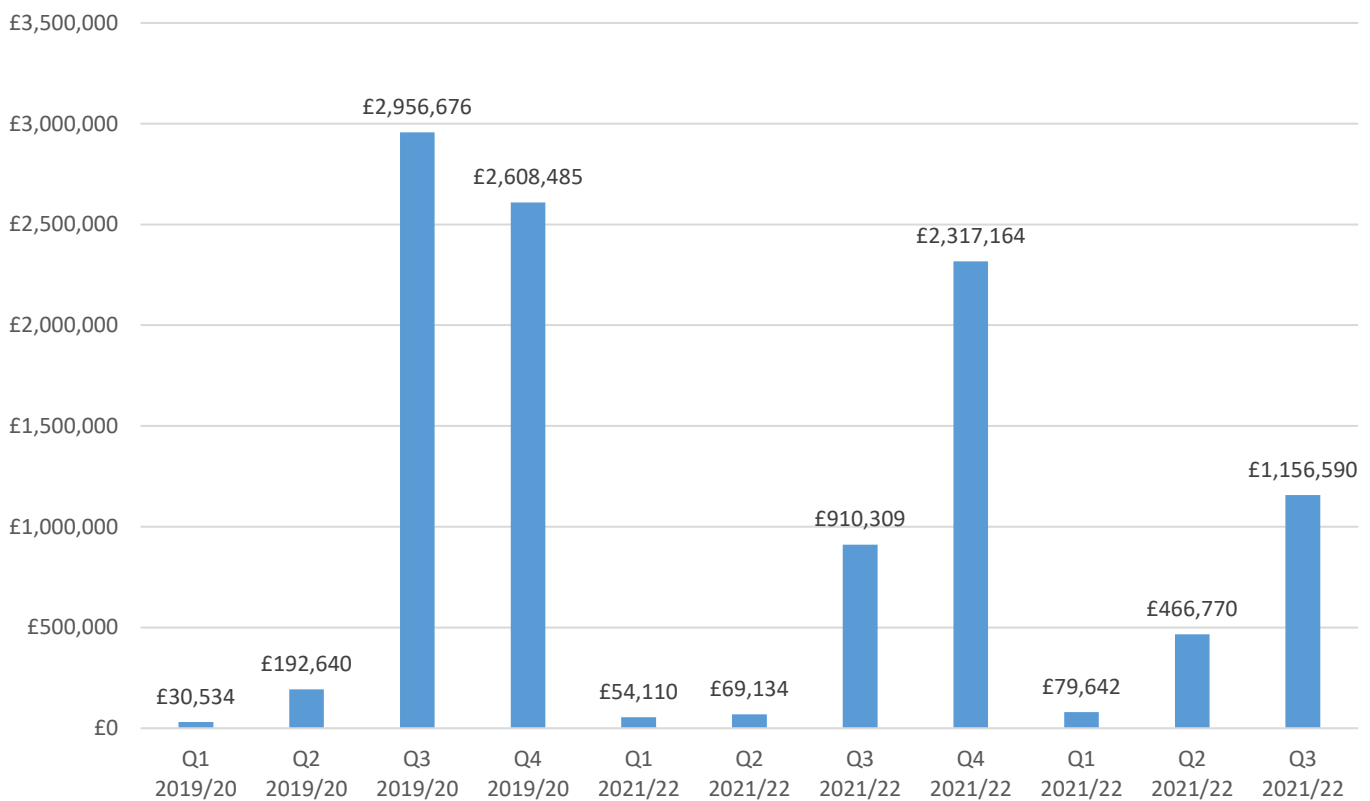
N.B. Development will provide CIL figures as soon as they are available



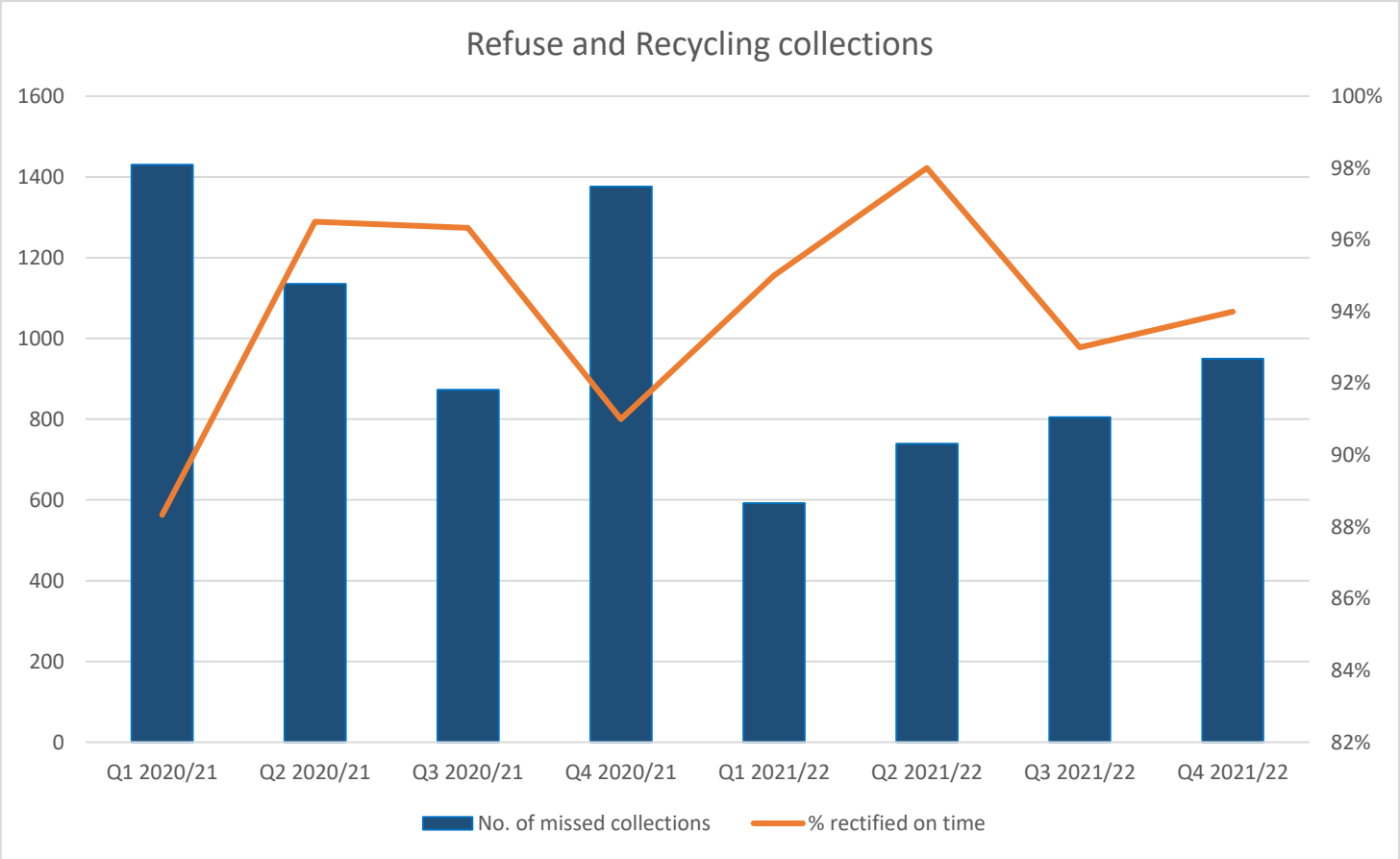
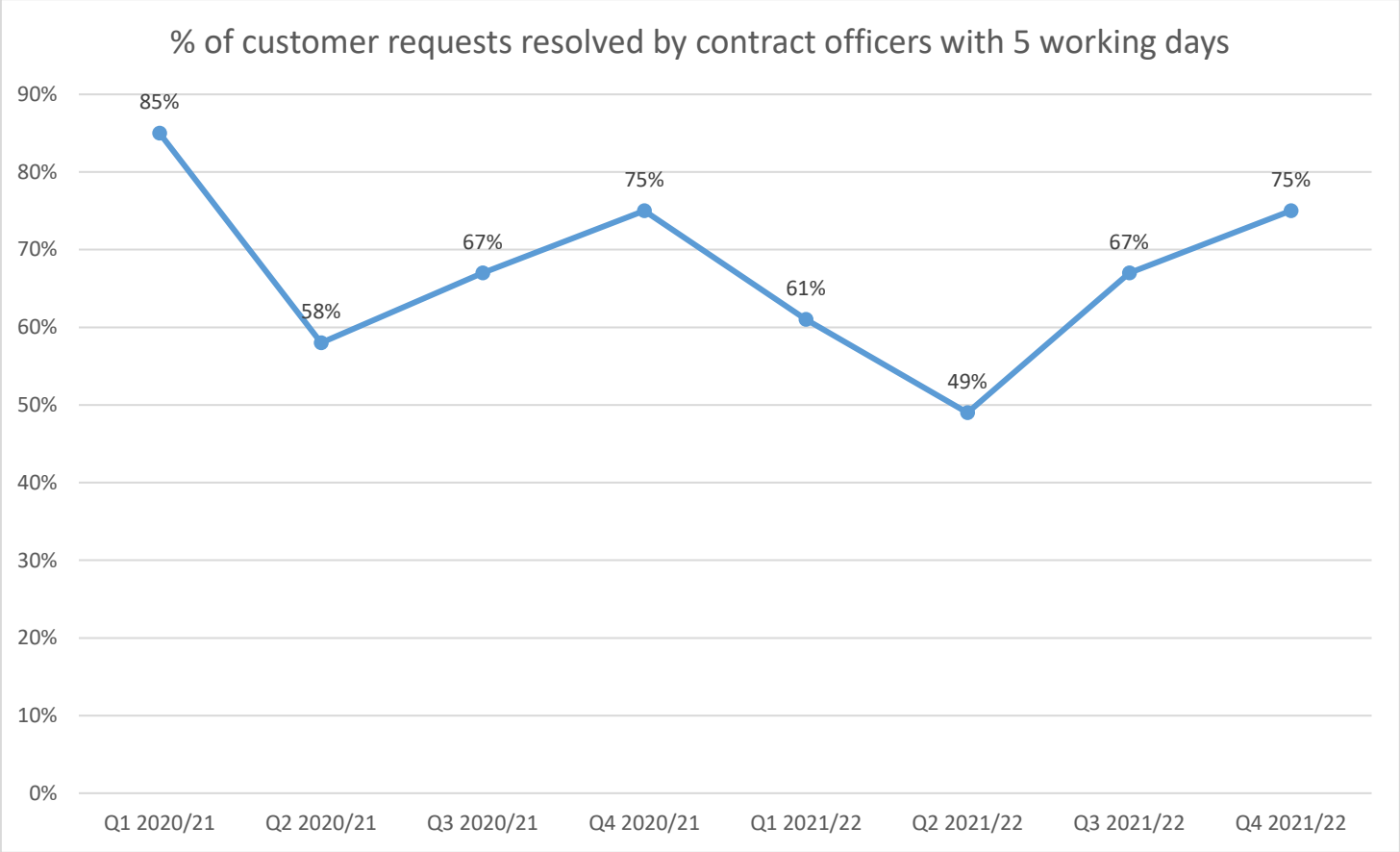
## % of planning applications determined within the statutory timeframe



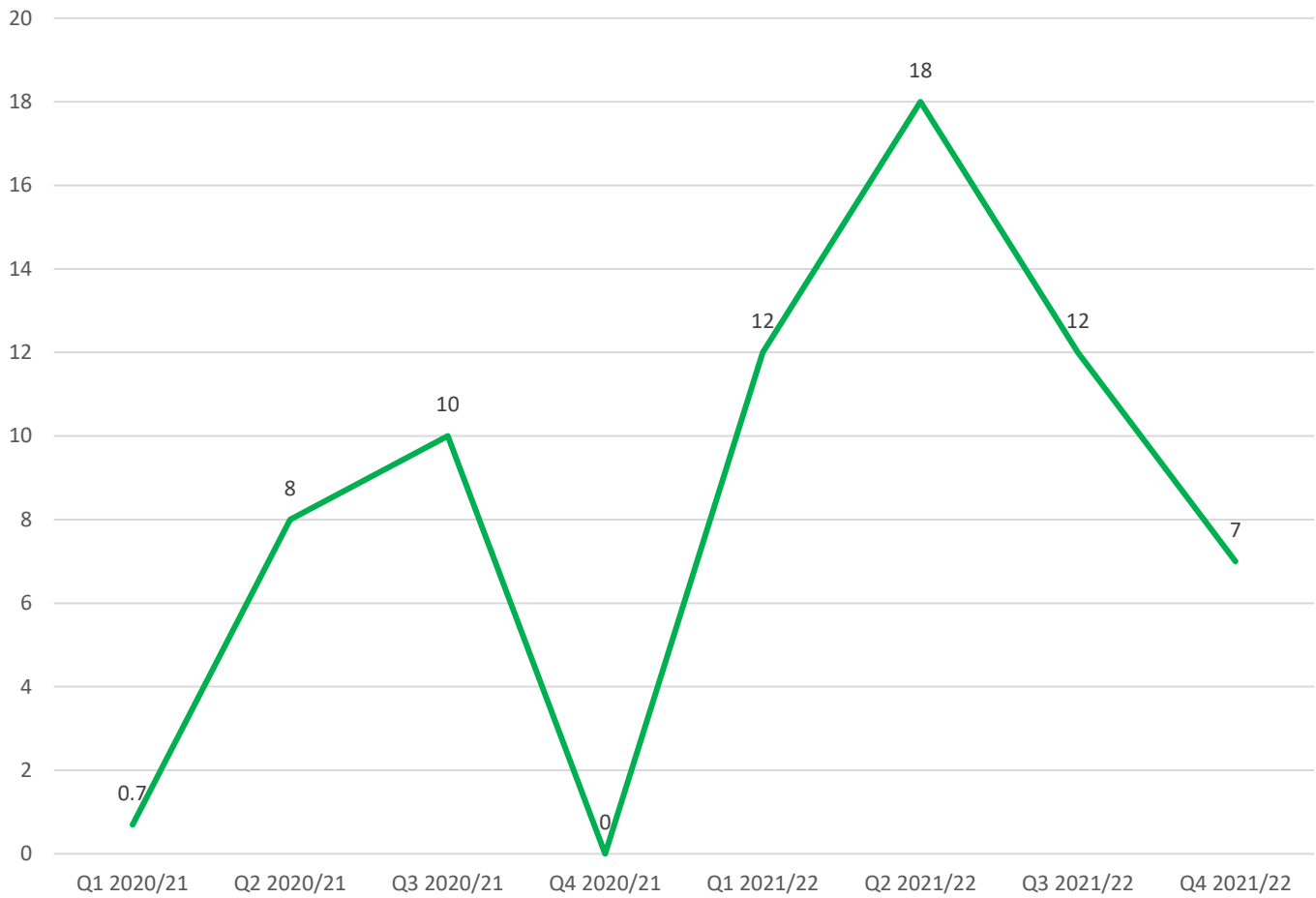
## Total amount of CIL received or demanded (£)



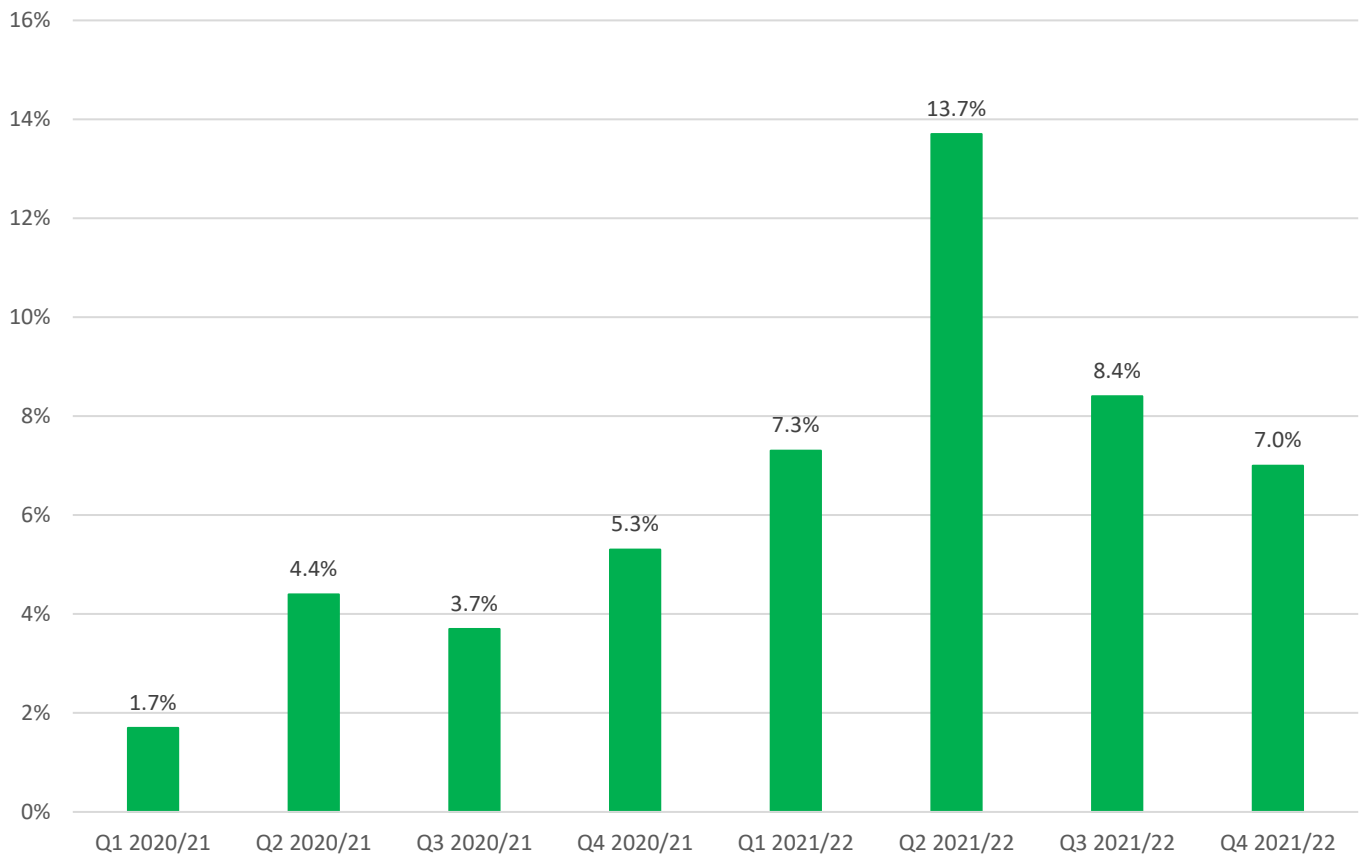
# Environment and Operations to end of Quarter 4 (2021/22)



Average time for PCN challenges to be assessed (days)



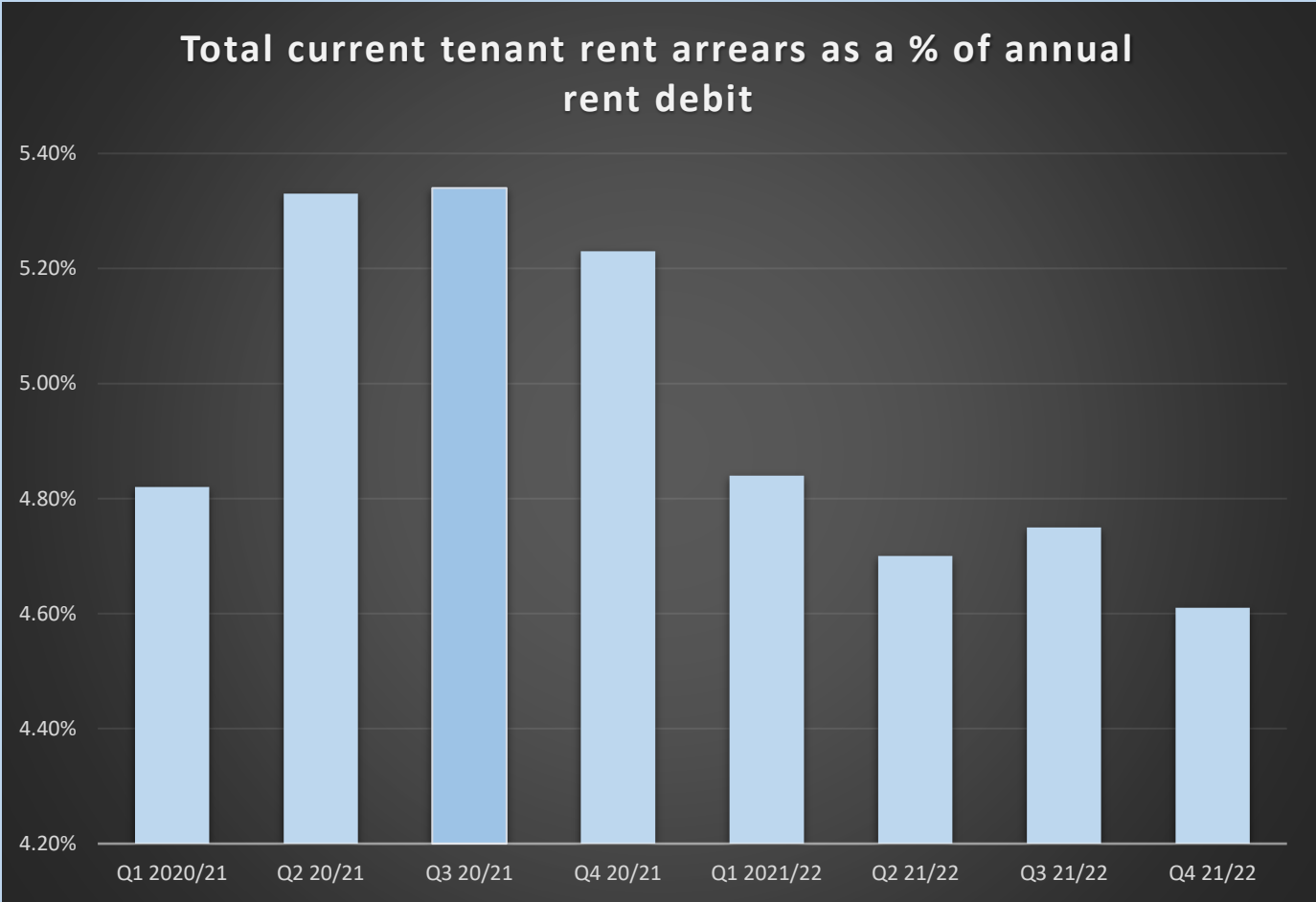
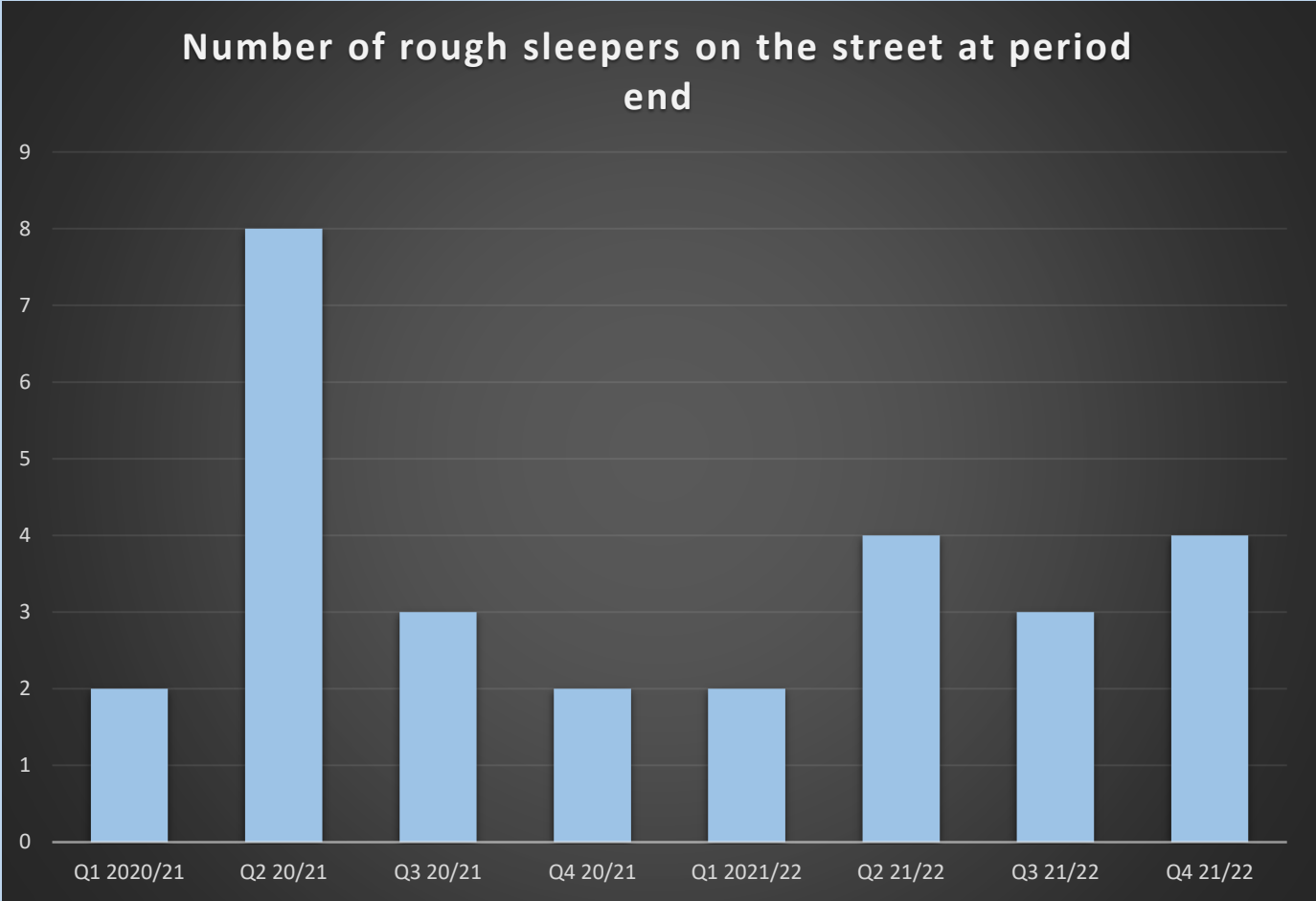
% of phone calls abandoned

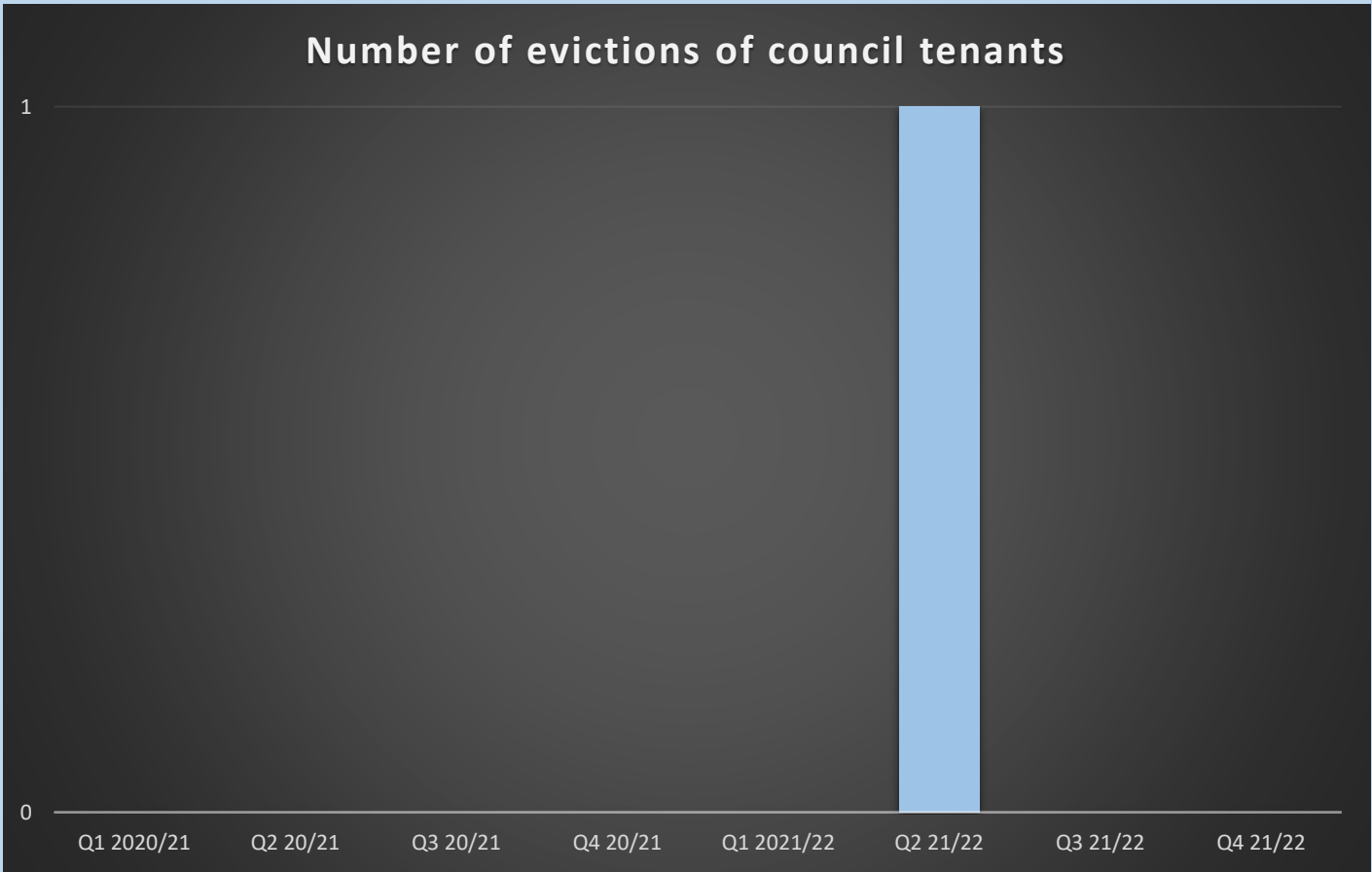
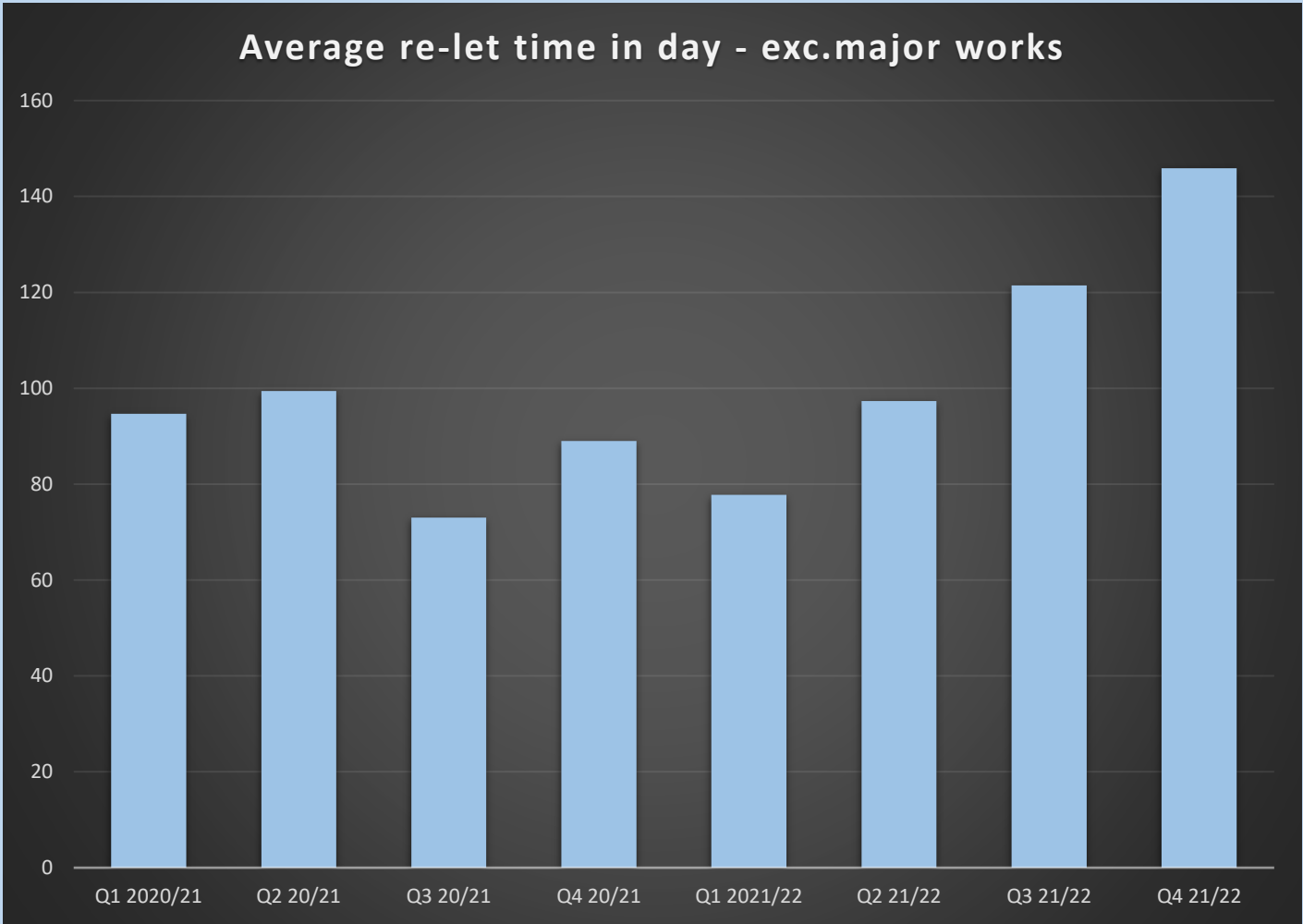


## Financial Services to end of Quarter 4 (2021/22)

Finance have not uploaded any figures since September 2021. This may be because they have switched to the new CI Anywhere system but they did not inform me this quarter of any issues.

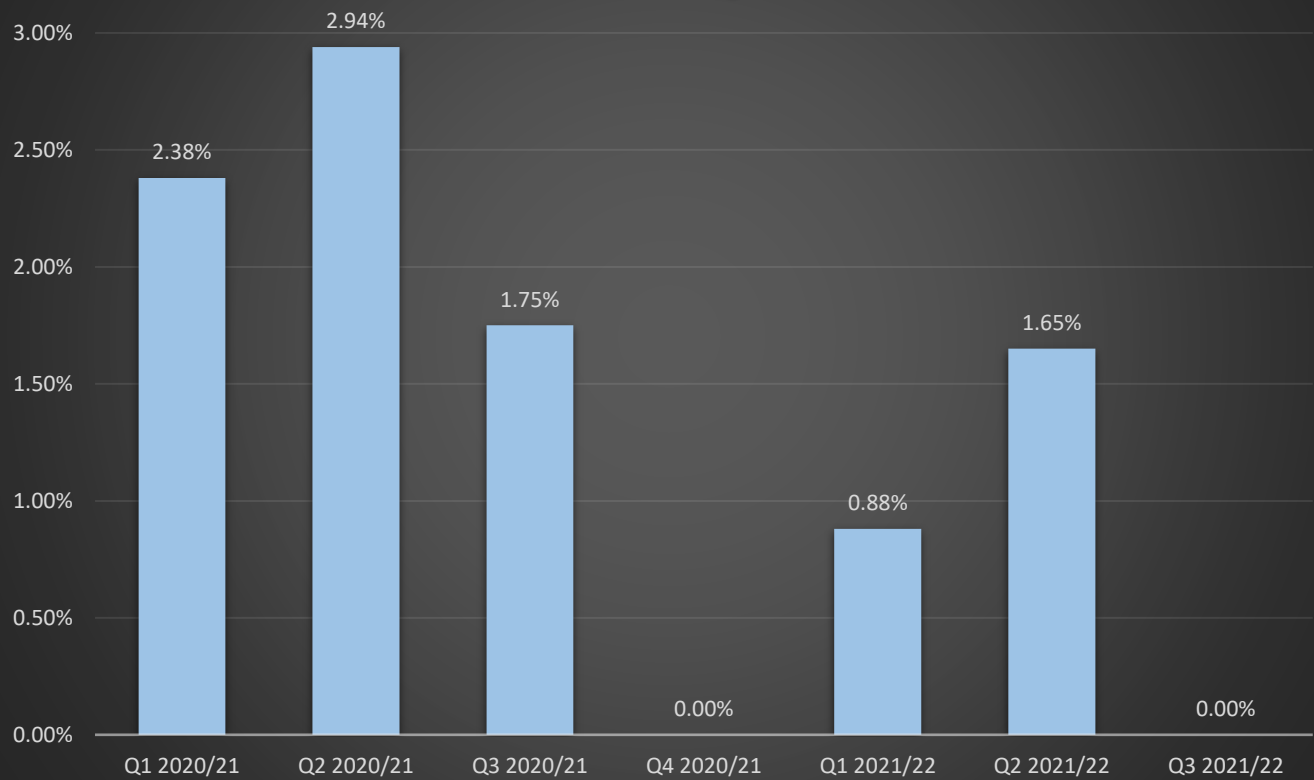
# Housing to end of Quarter 4 (2021/22)





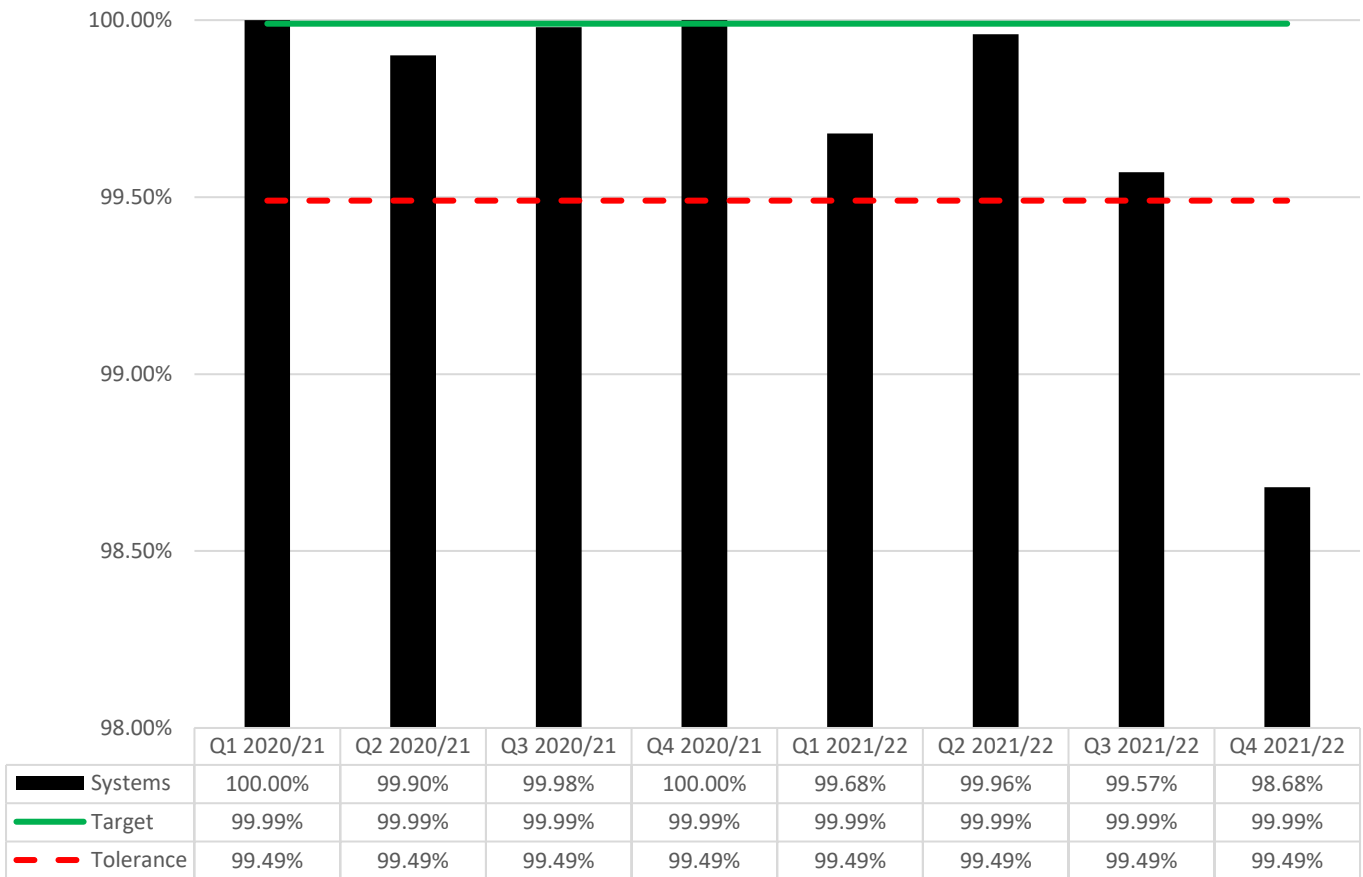


## % of tenancies that failed within 18 months of starting

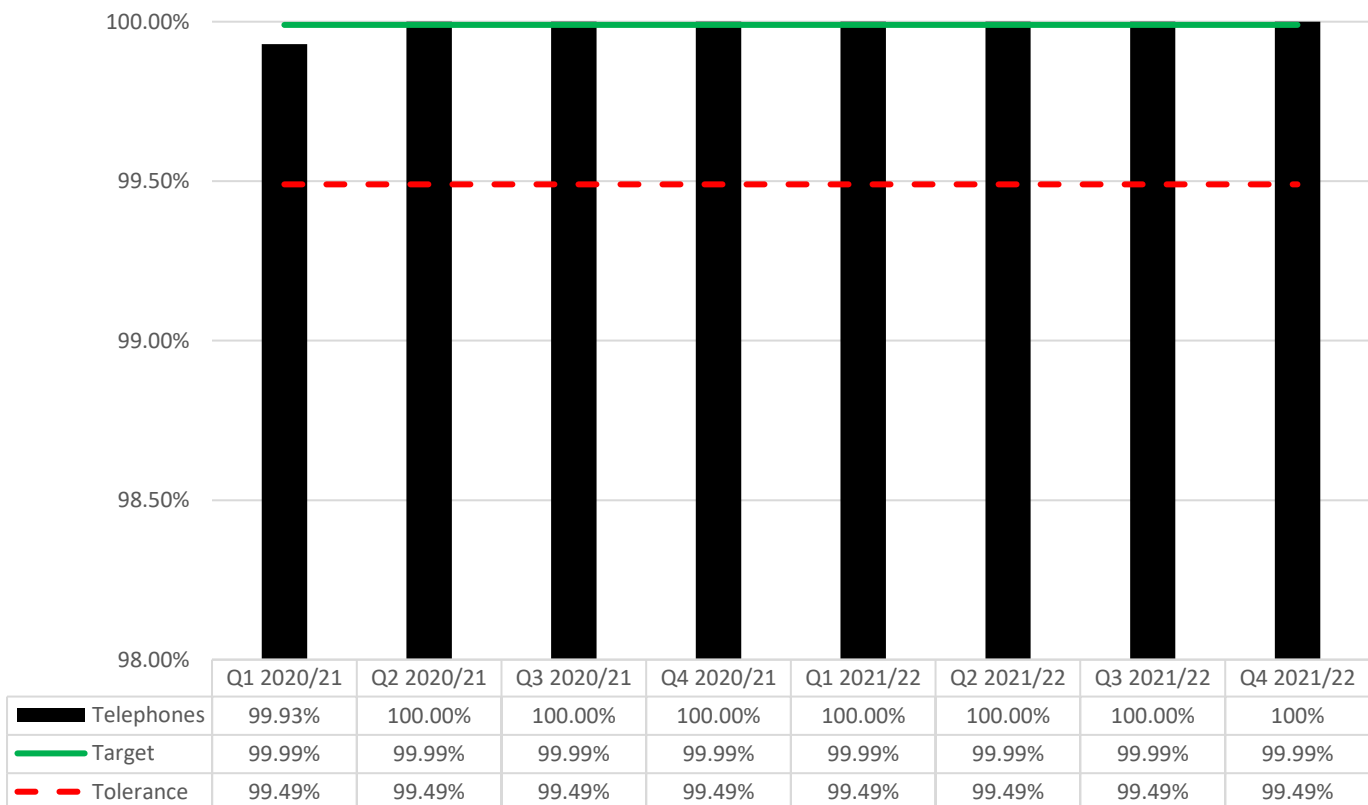


# I.T. to end of Quarter 4 (2021/22)

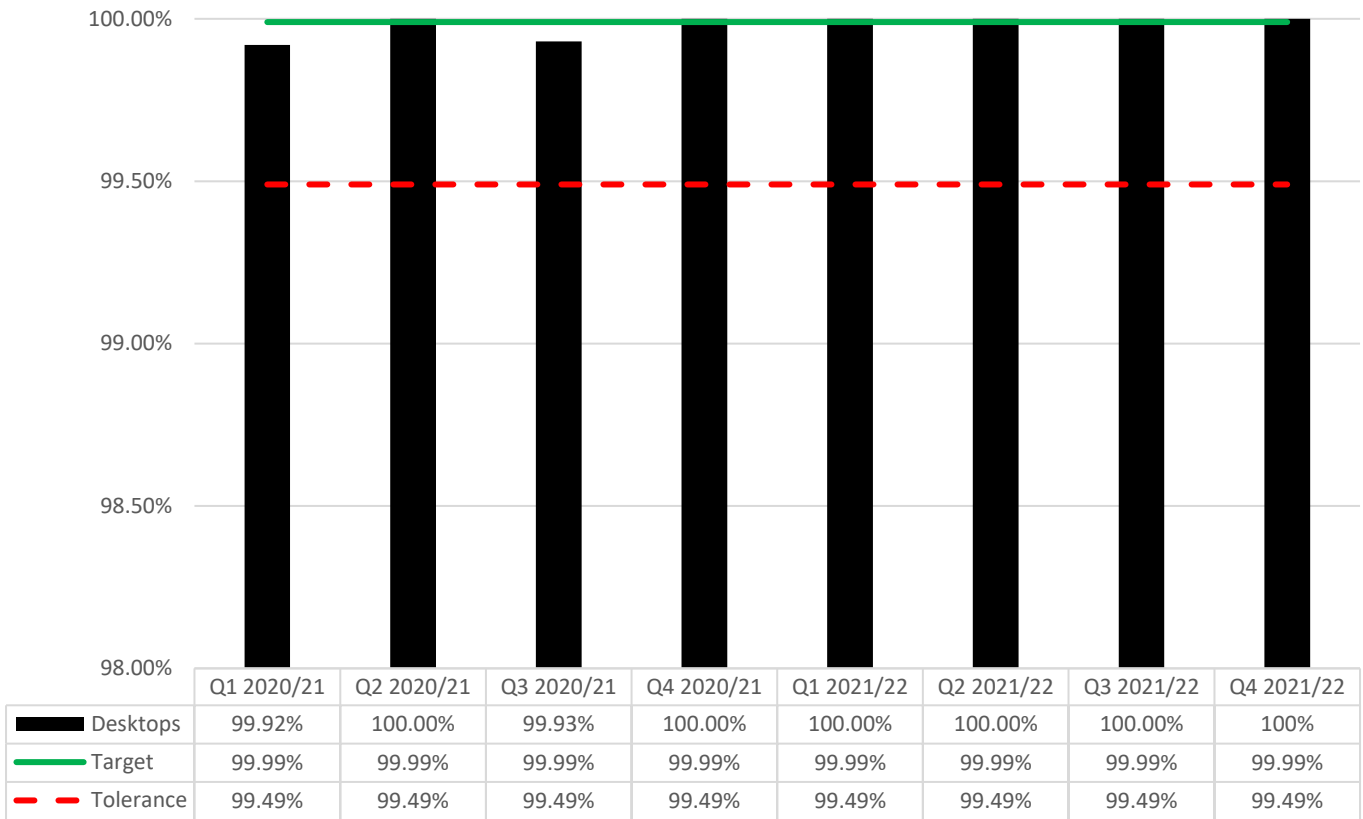
Service Availability - Systems



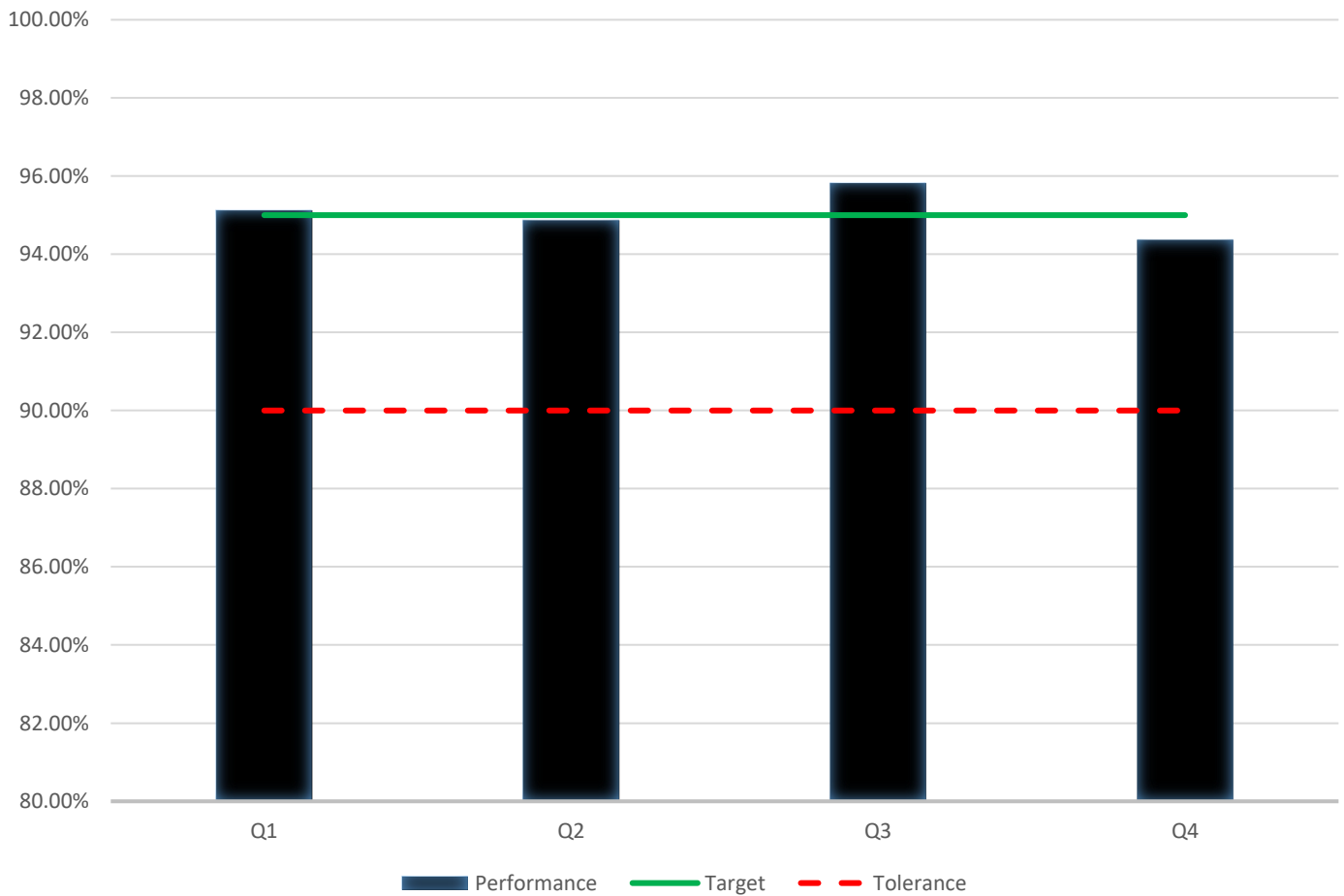
Service Availability - Corporate Telephones



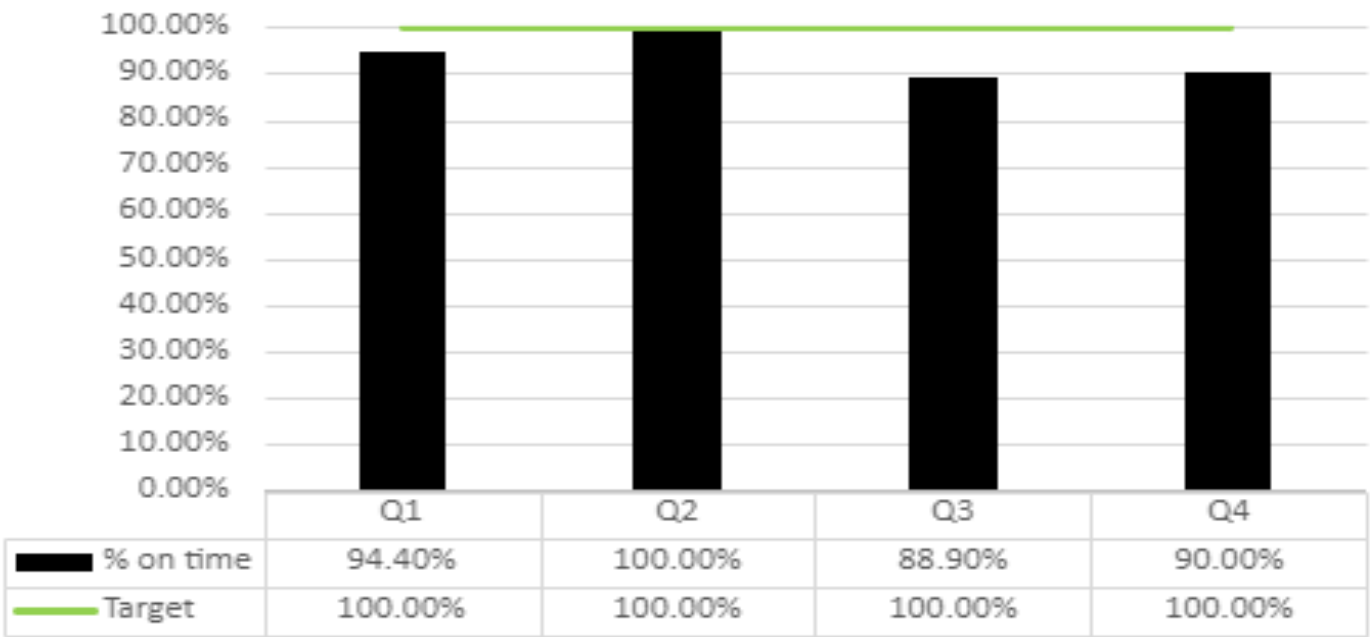
## Service Availability - Virtual Desktops



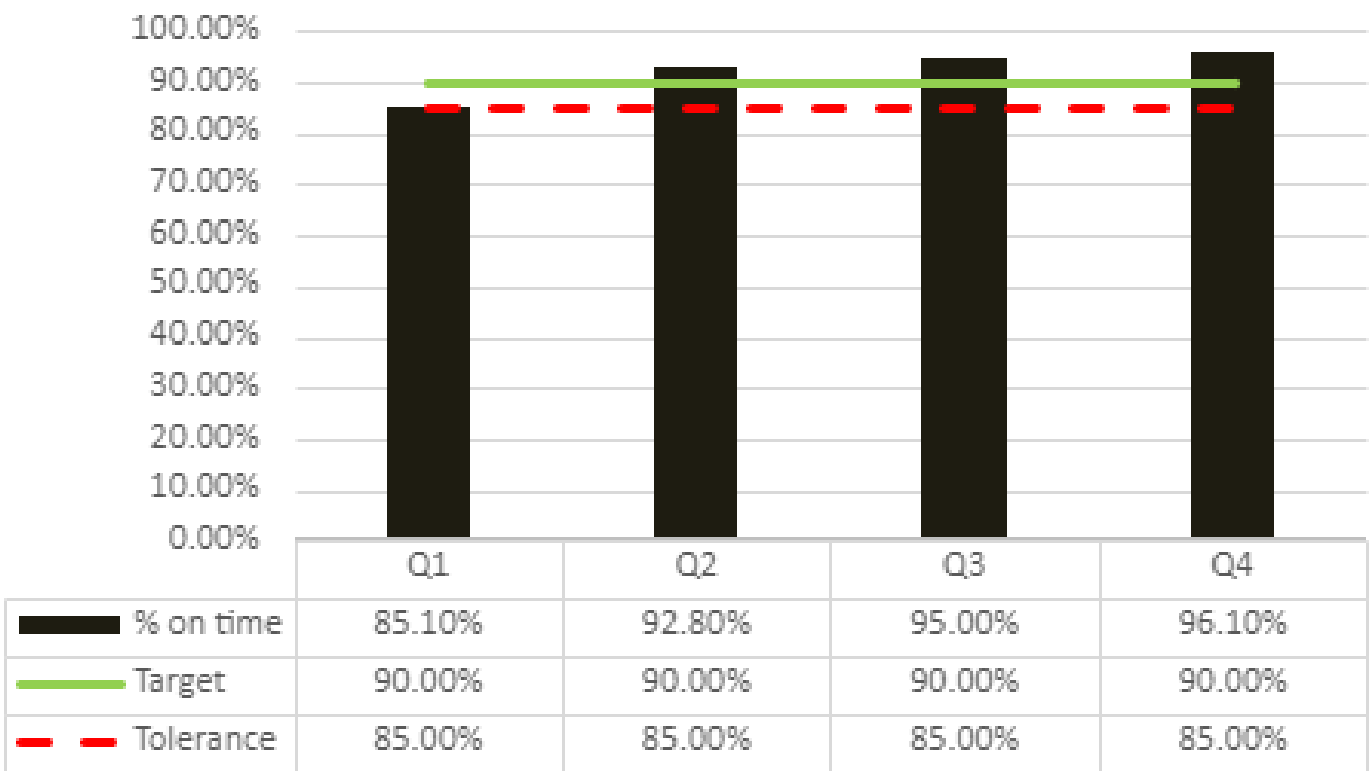
## ICT SLA COMPLIANCE RATES



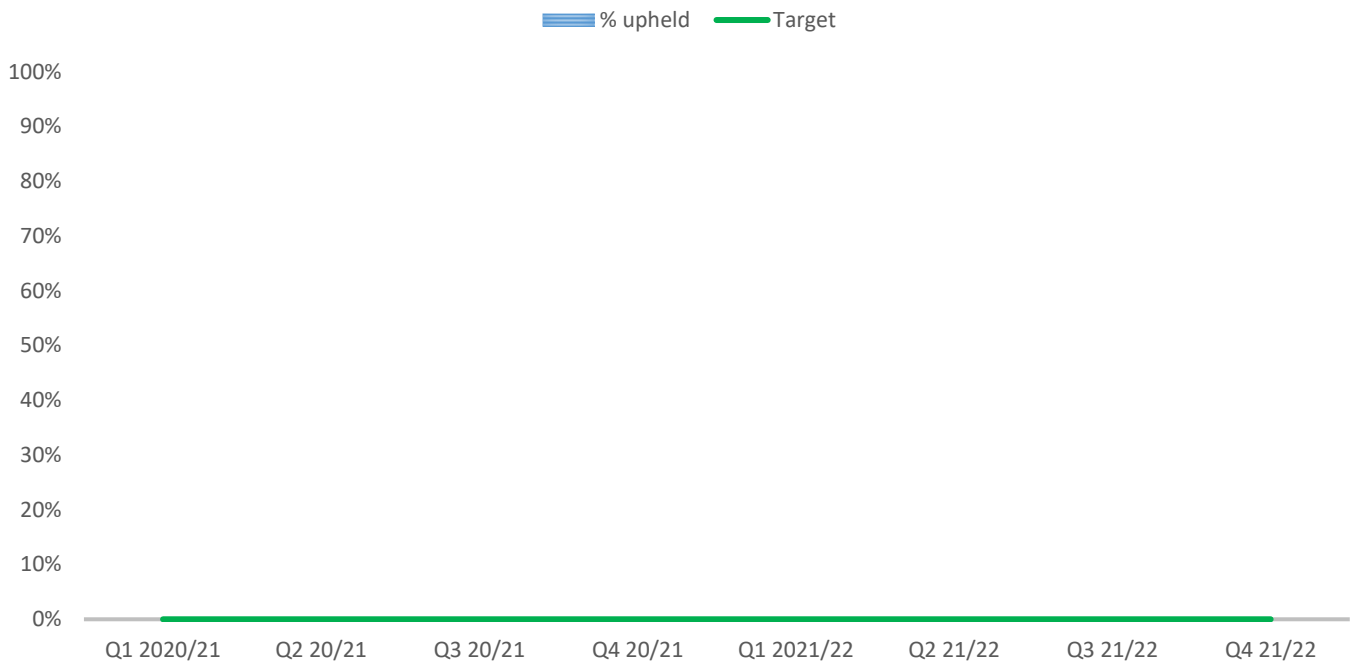
% OF SAR'S RESPONDED TO ON TIME



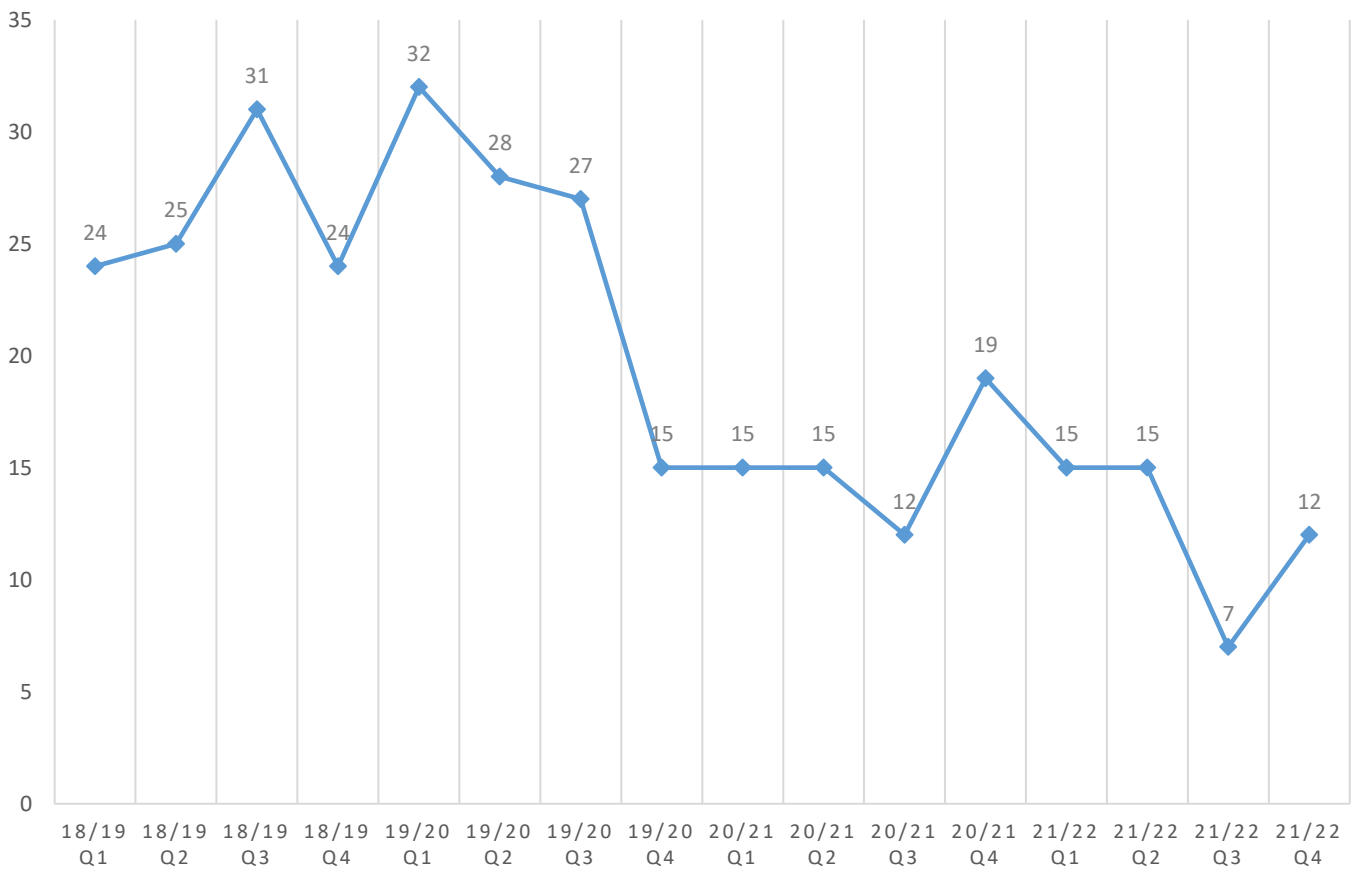
% OF FOI'S RESPONDED TO ON TIME



## % OF COMPLAINTS TO OMBUDSMAN UPHELD

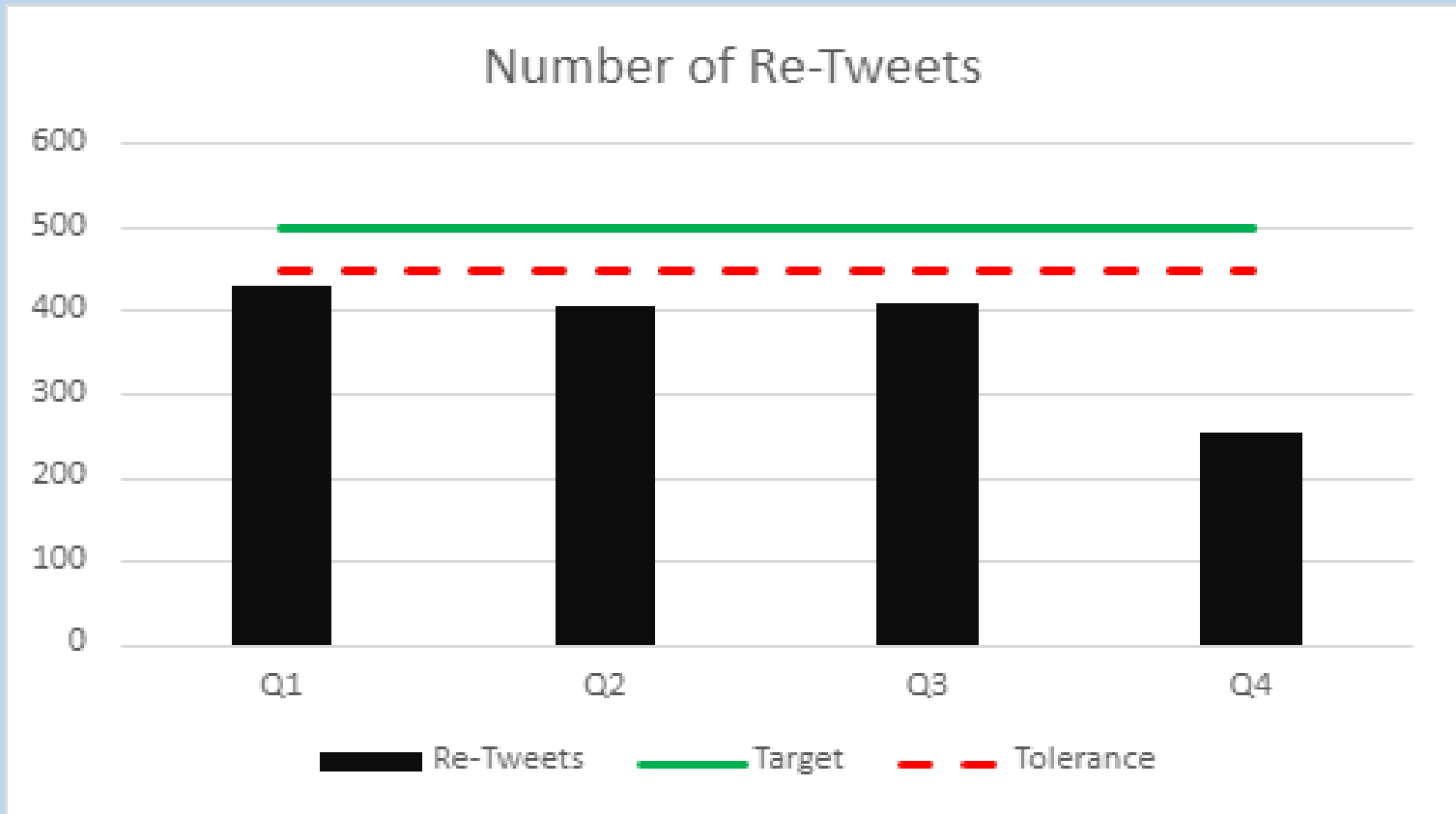
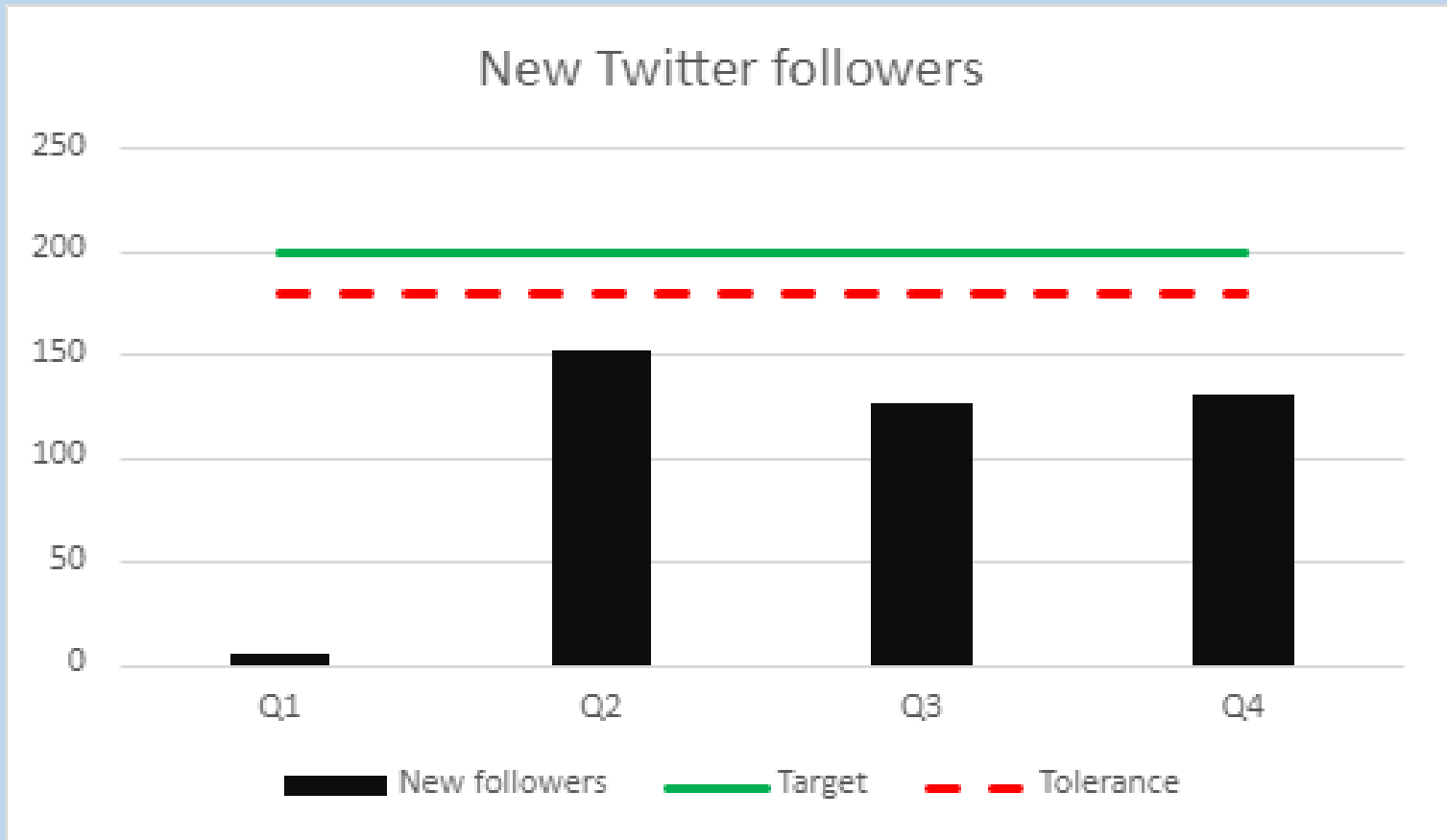


## STAGE 1 CORPORATE COMPLAINTS BY QUARTER

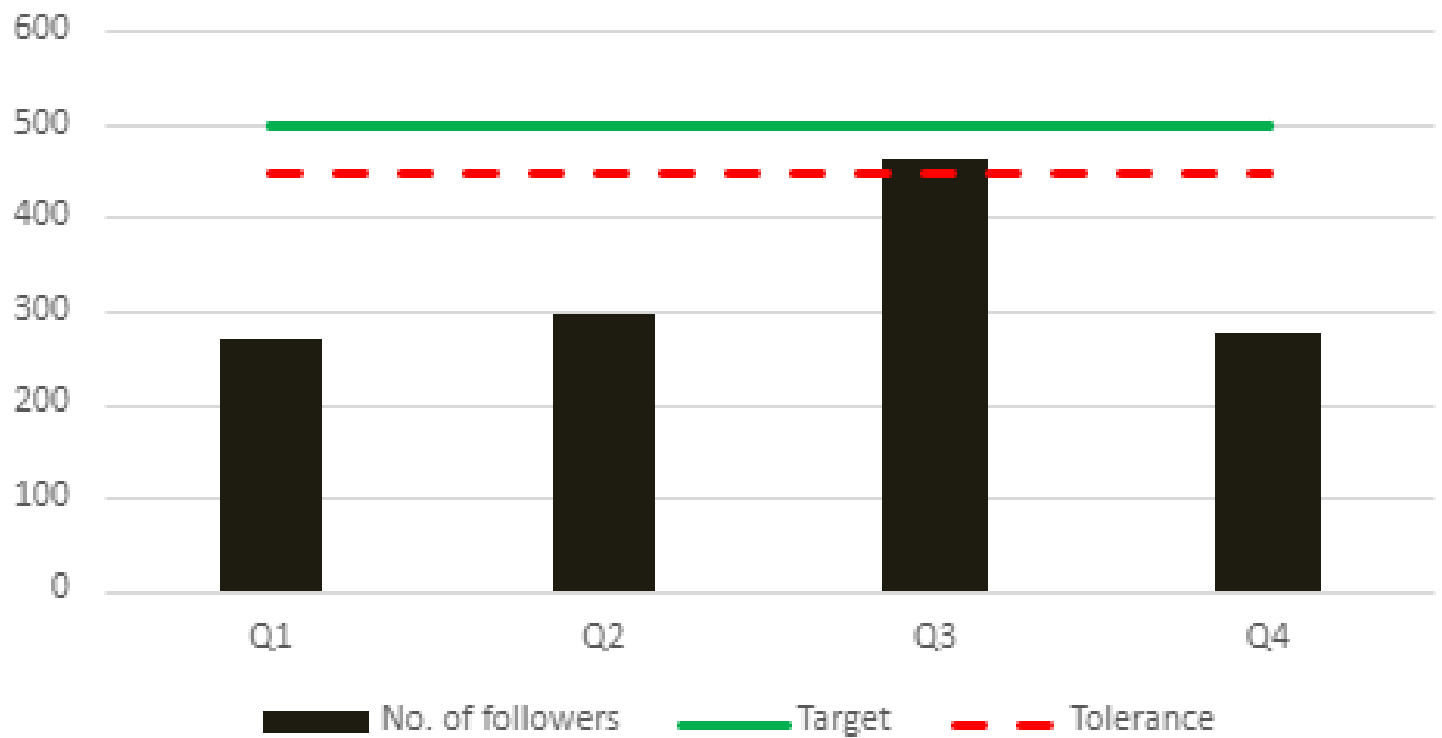


# People & Communications to end of Quarter 4 (2021/22)

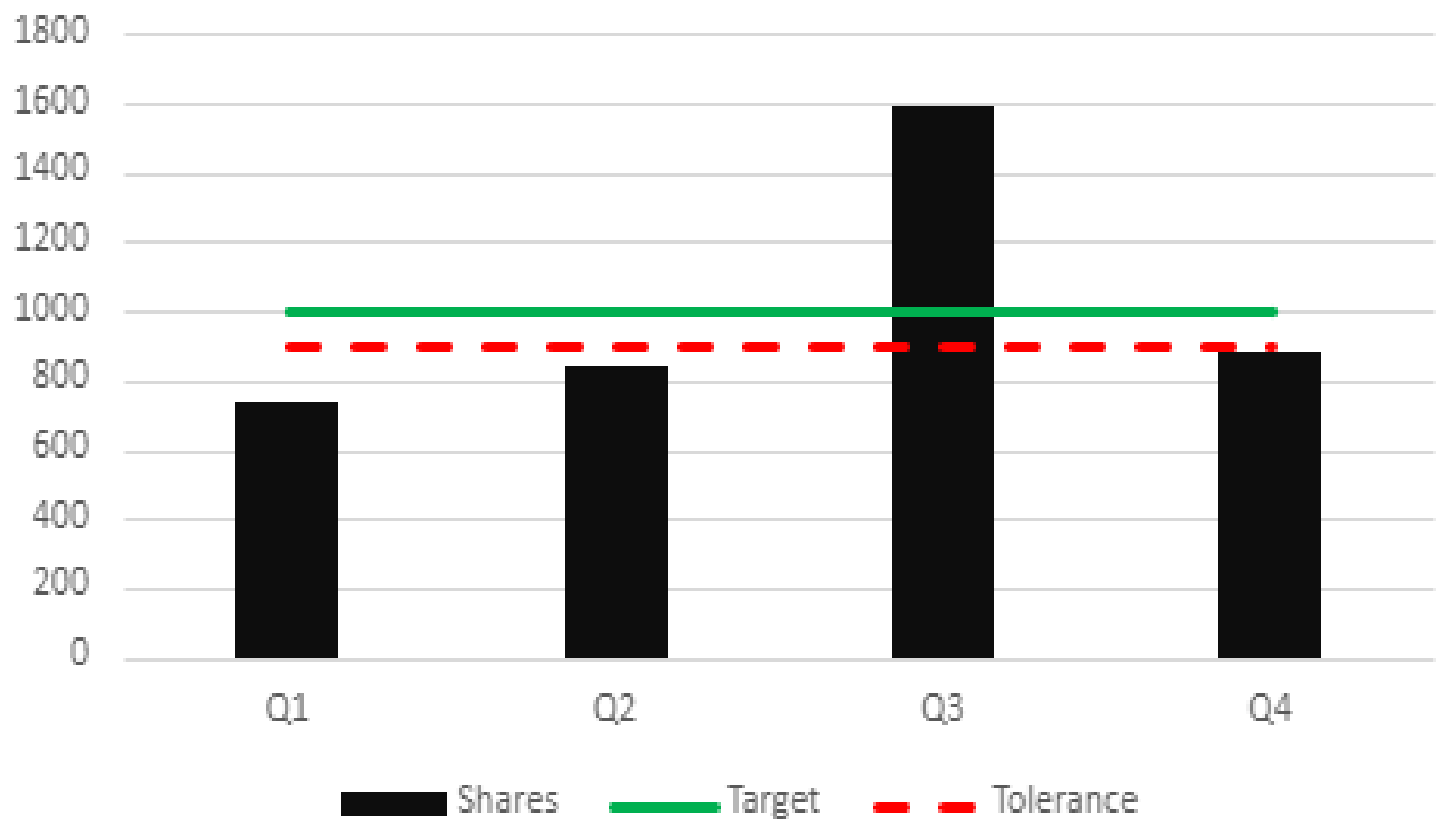
*N.B. No HR figures were returned for this quarter*



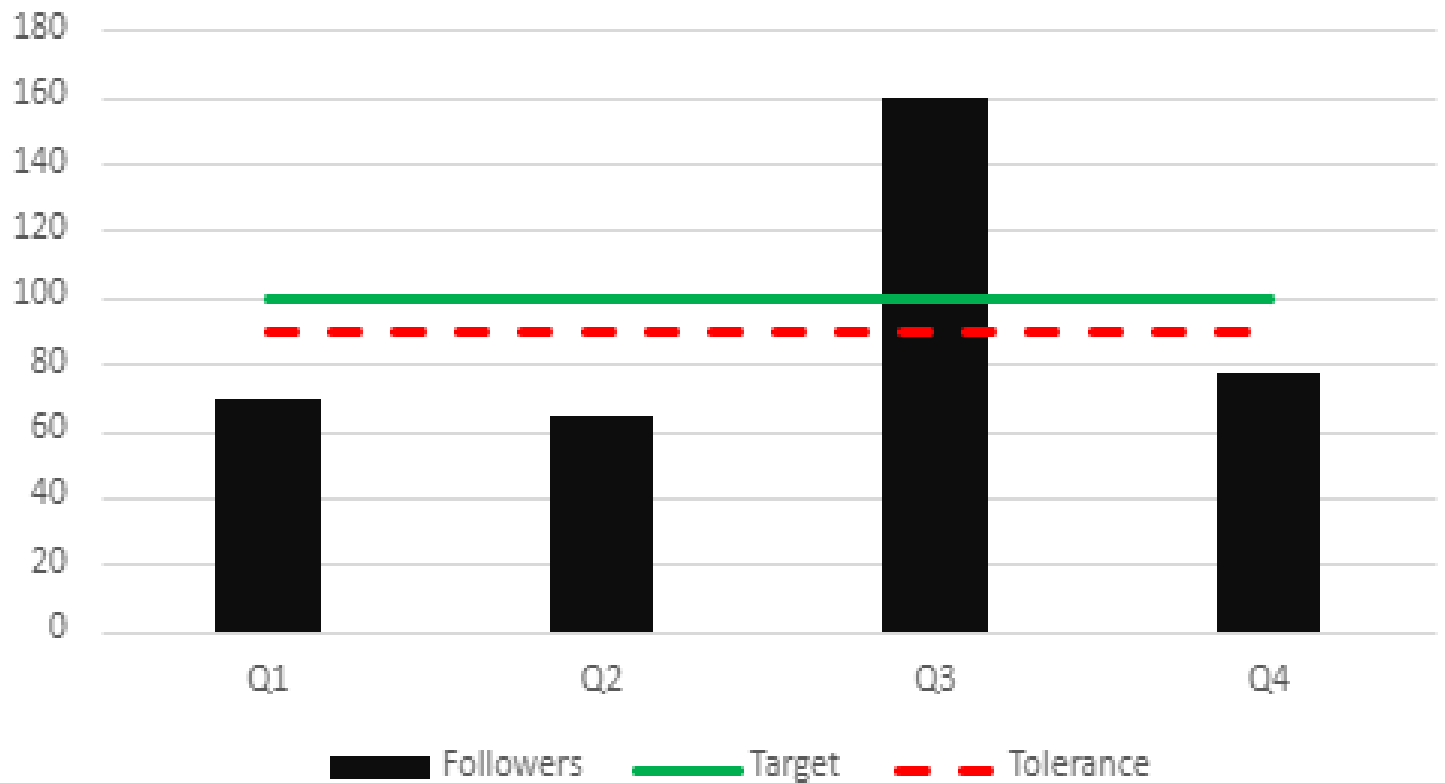
## Number of Facebook followers



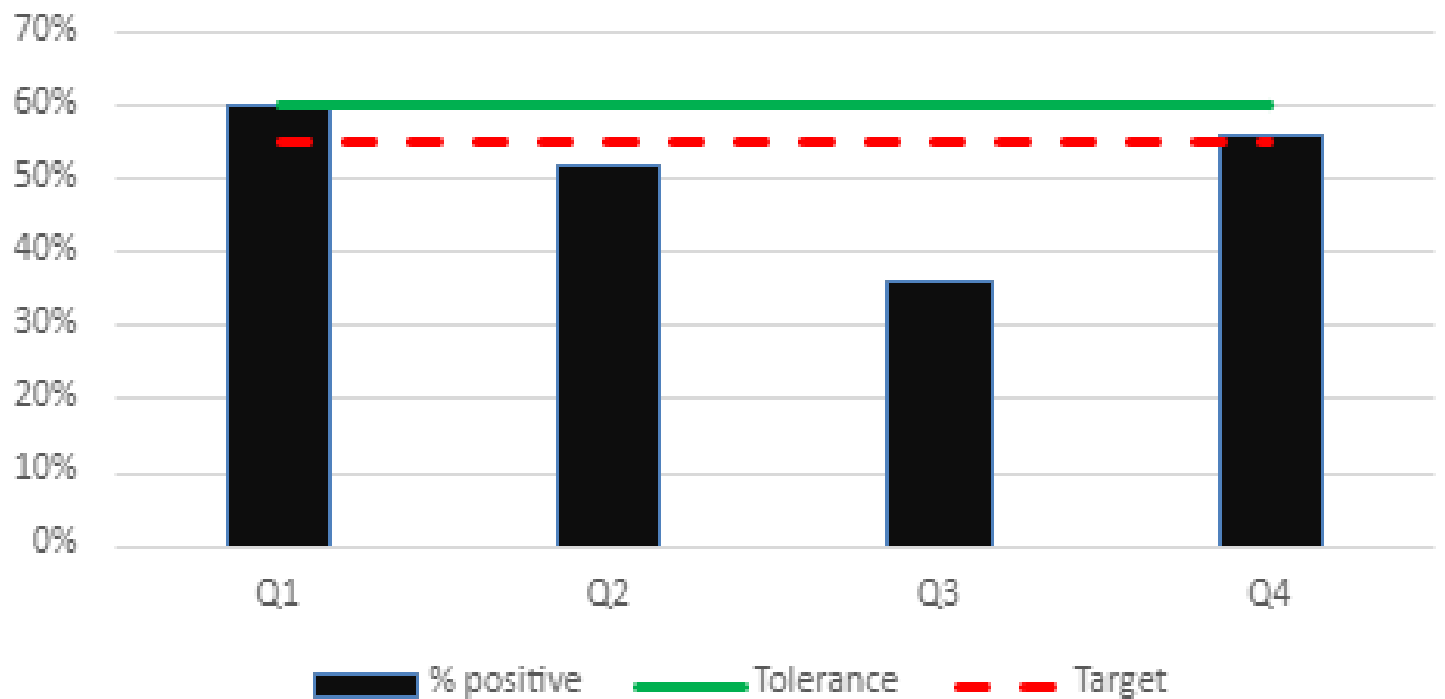
## Facebook shares



## Instagram Followers



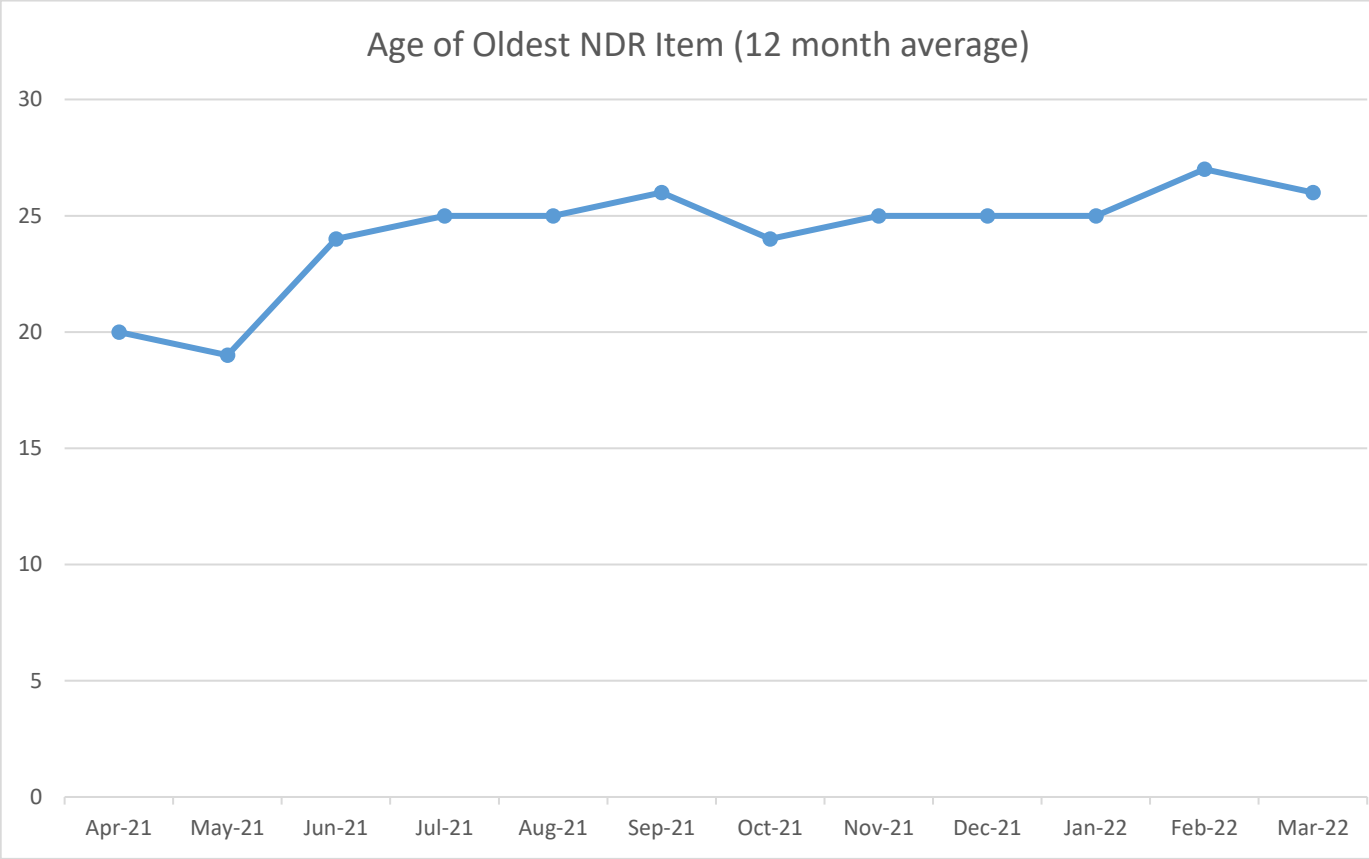
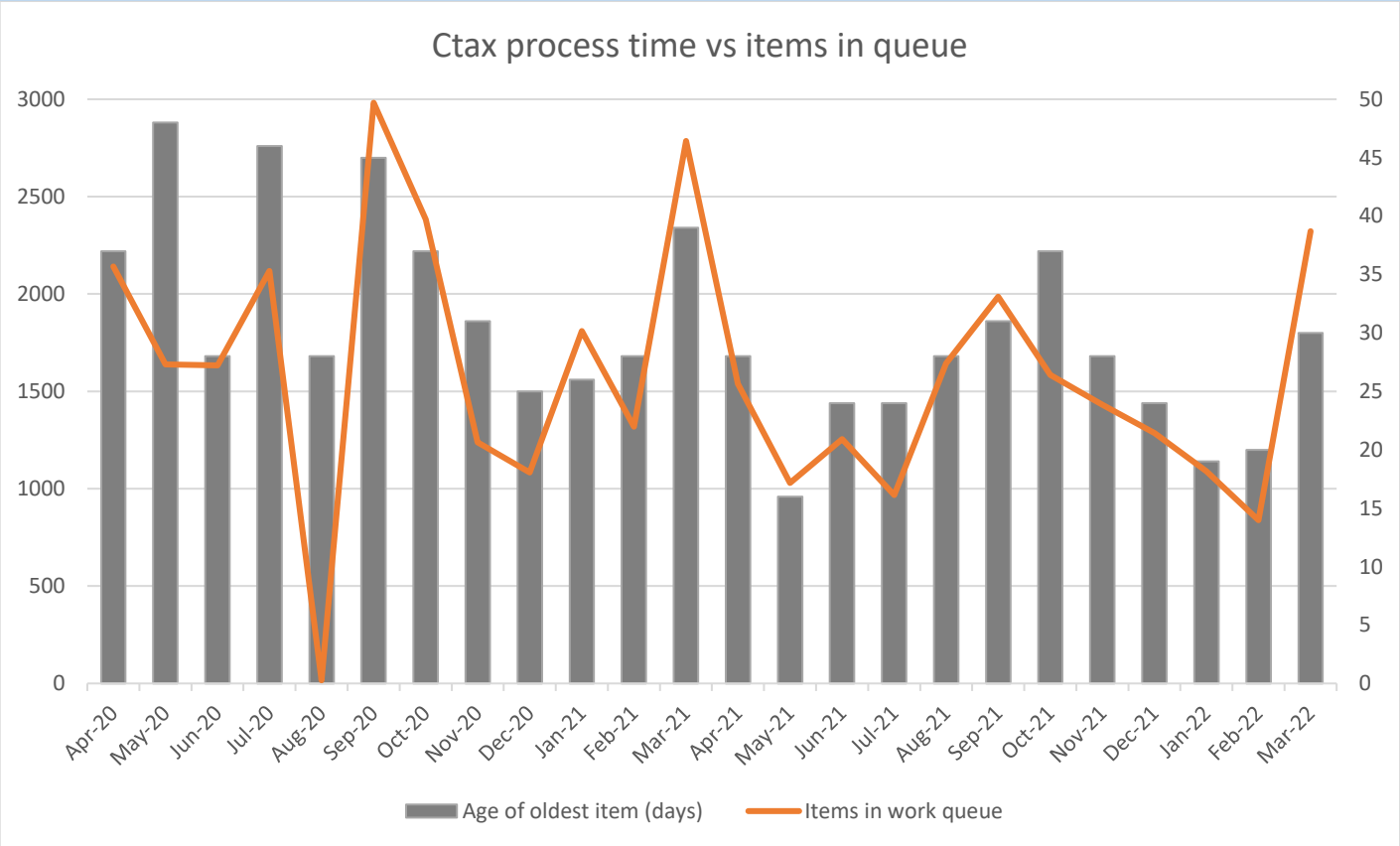
## Positive Press Coverage as a % of all coverage about the Council



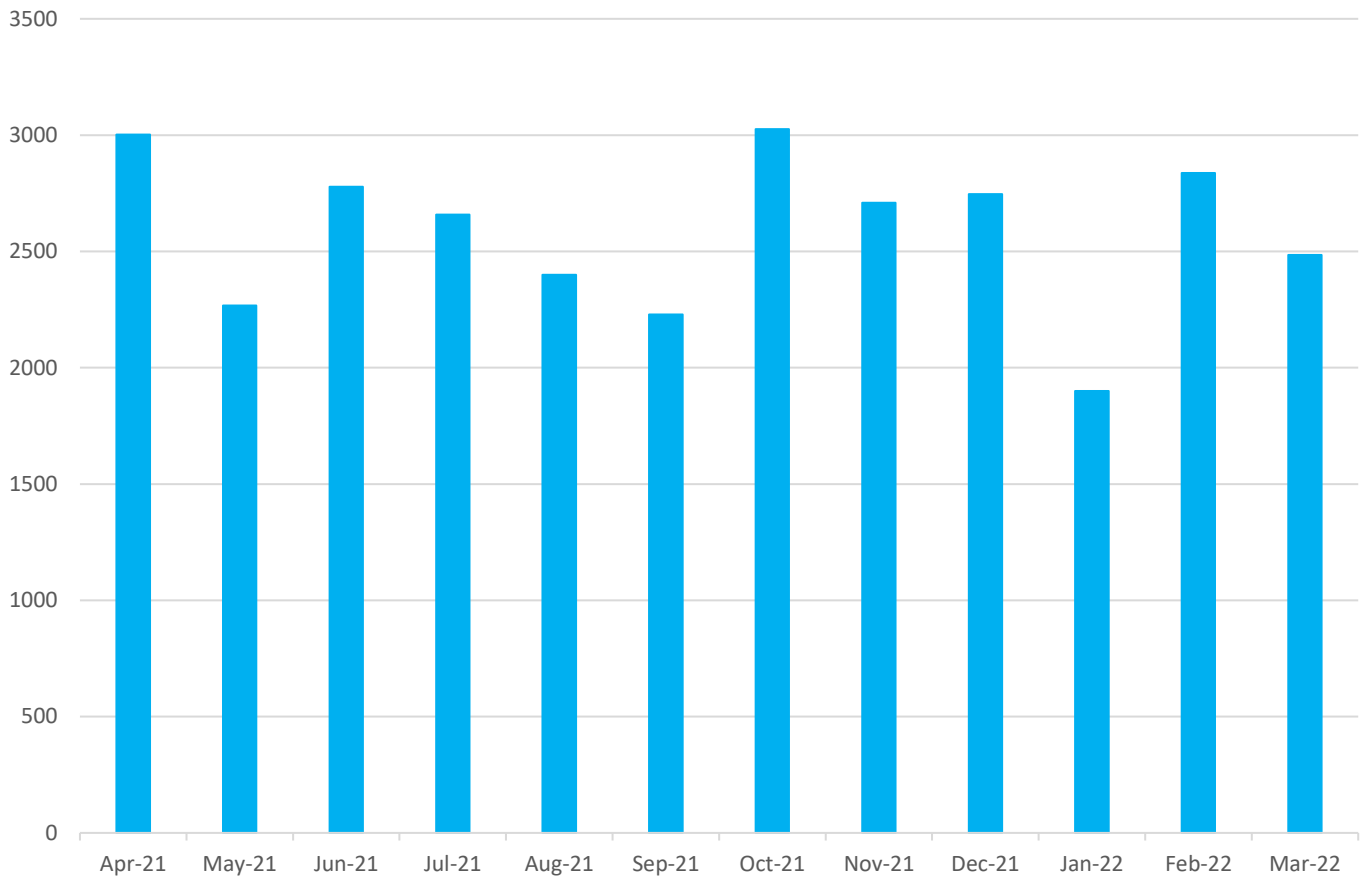


# Revenues and Customer Services to end of Quarter 4 (2021/22)

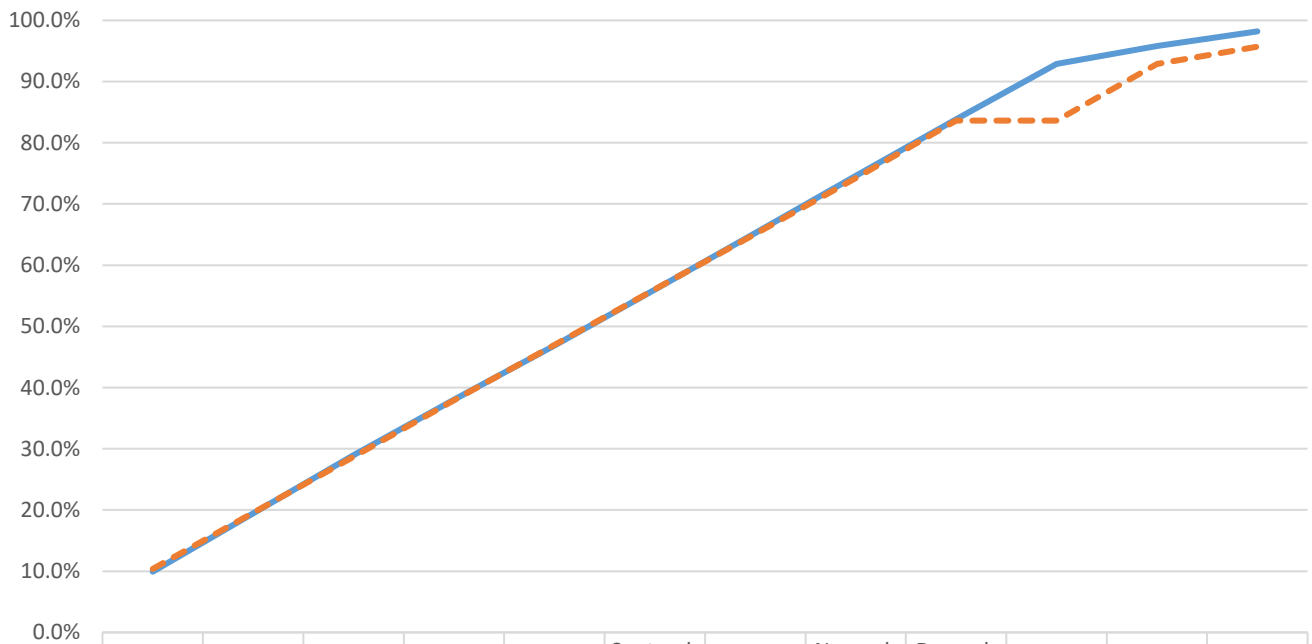
Please note no figures for benefits were returned for this quarter



### Number of Revenues and Benefits calls taken



### Council Tax collection rate



	April	May	June	July	August	September	October	November	December	January	February	March
2020/21	9.9%	19.5%	29.0%	38.0%	46.8%	56.0%	65.2%	74.6%	83.9%	92.90%	95.80%	98.20%
2021/22	10.4%	19.6%	28.7%	37.9%	47.0%	56.0%	65.1%	74.2%	83.6%	83.60%	92.90%	95.70%