



WARWICK
DISTRICT
COUNCIL



Performance Report for the Senior Management Team

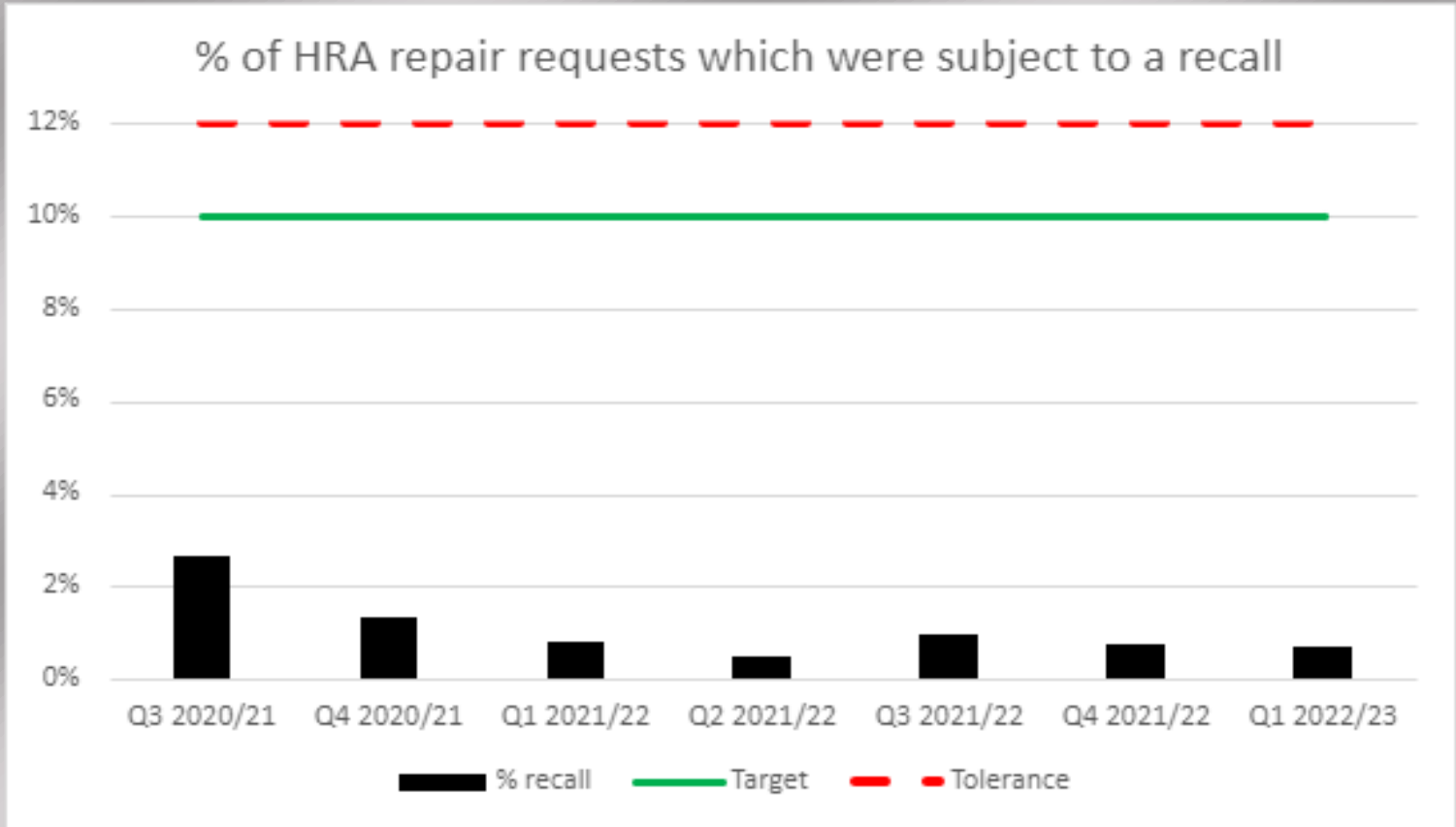
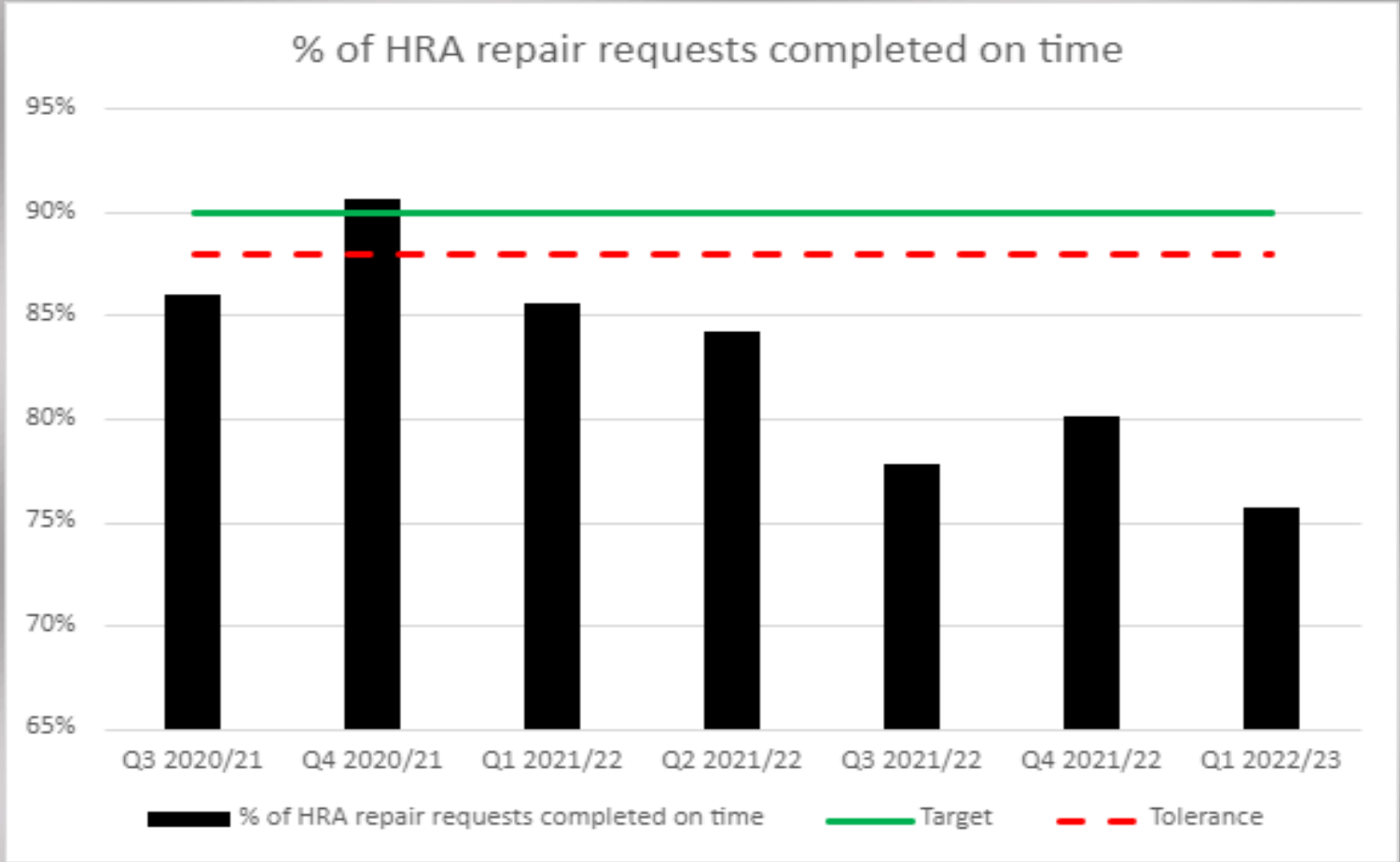
Quarter 1 - 2022/23

Prepared by Rich Lawson for SLT meeting 11th August 2022

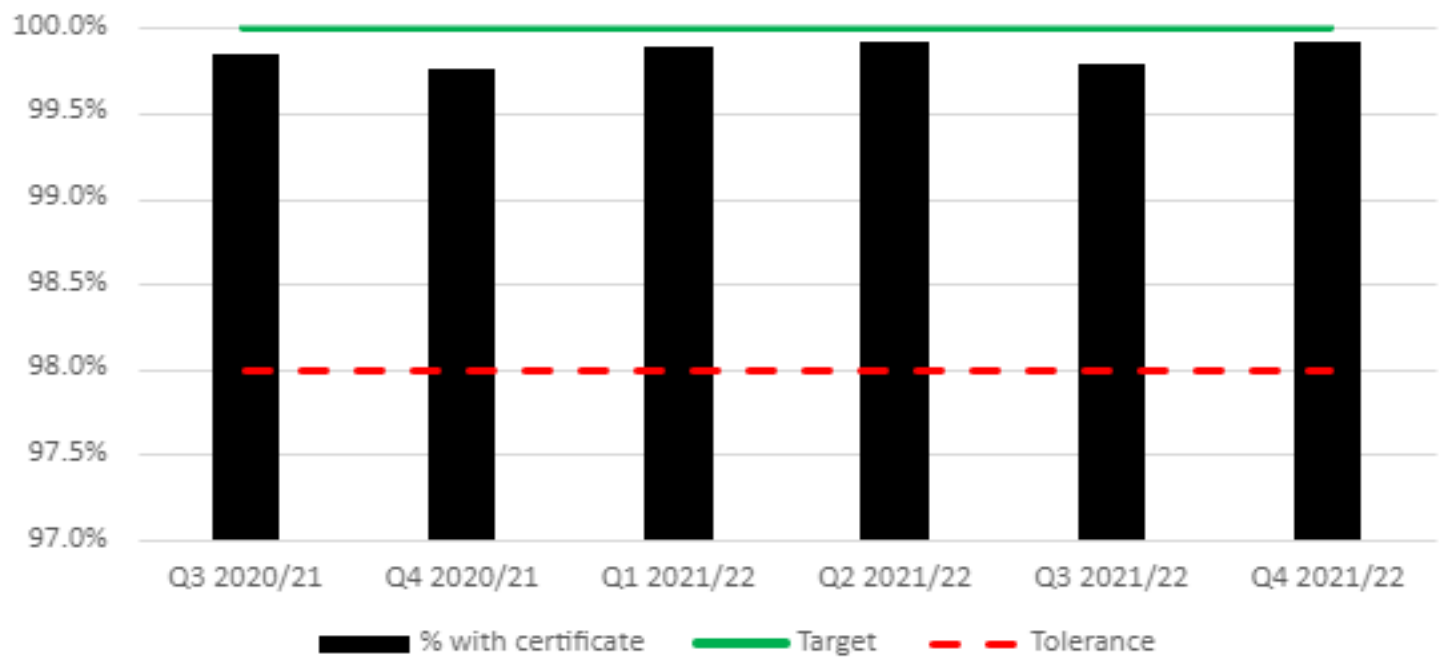
Contents

Assets to end of Quarter 1 (2022/23)	1
Community Protection to end of Quarter 1 (2022/23).....	3
Culture to end of Quarter 1 (2022/23).....	6
Development to end of Quarter 1 (2022/23).....	8
Environment and Operations to end of Quarter 1 (2022/23)	9
Financial Services to end of Quarter 1 (2022/23)	100
Housing to end of Quarter 1 (2022/23).....	111
I.T. to end of Quarter 1 (2022/23).....	144
Law & Governance to end of Quarter 1 (2022/23)	156
People & Communications to end of Quarter 1 (2022/23)	18
Revenues and Customer Services to end of Quarter 1 (2022/23)	20

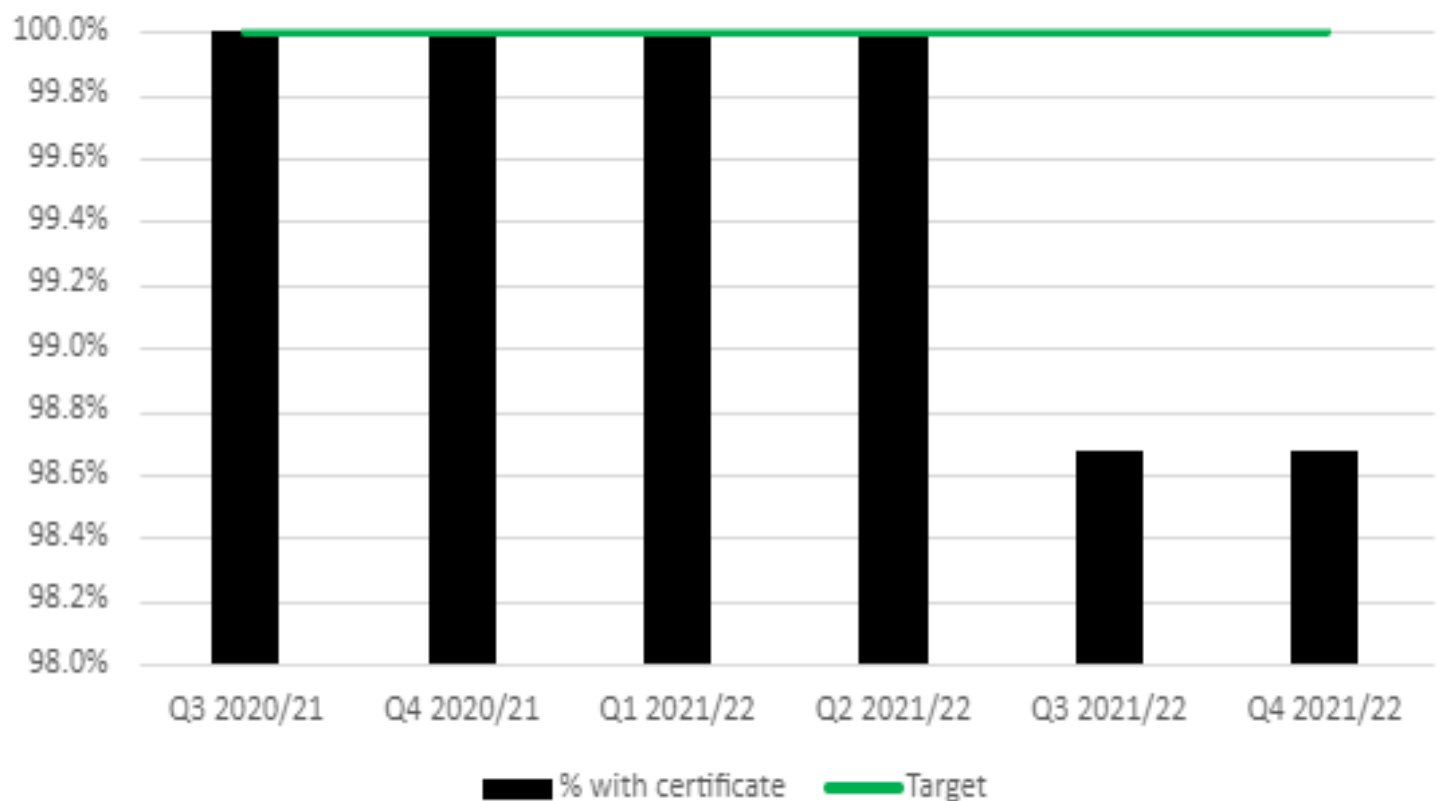
Assets to end of Quarter 1 (2022/23)



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

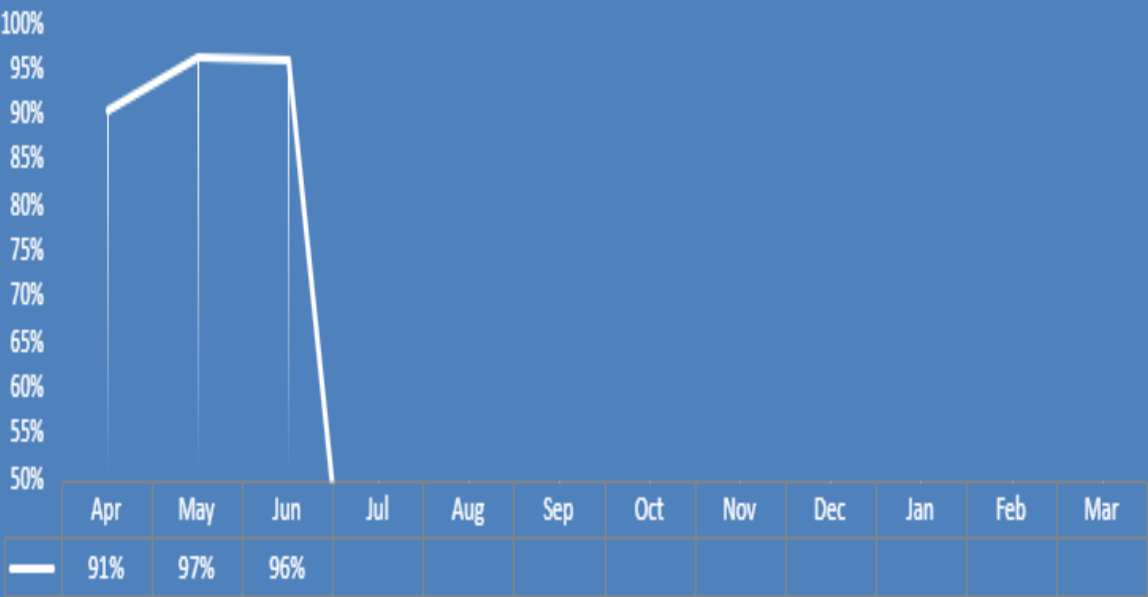


% of corporate properties with up to date gas safety certification

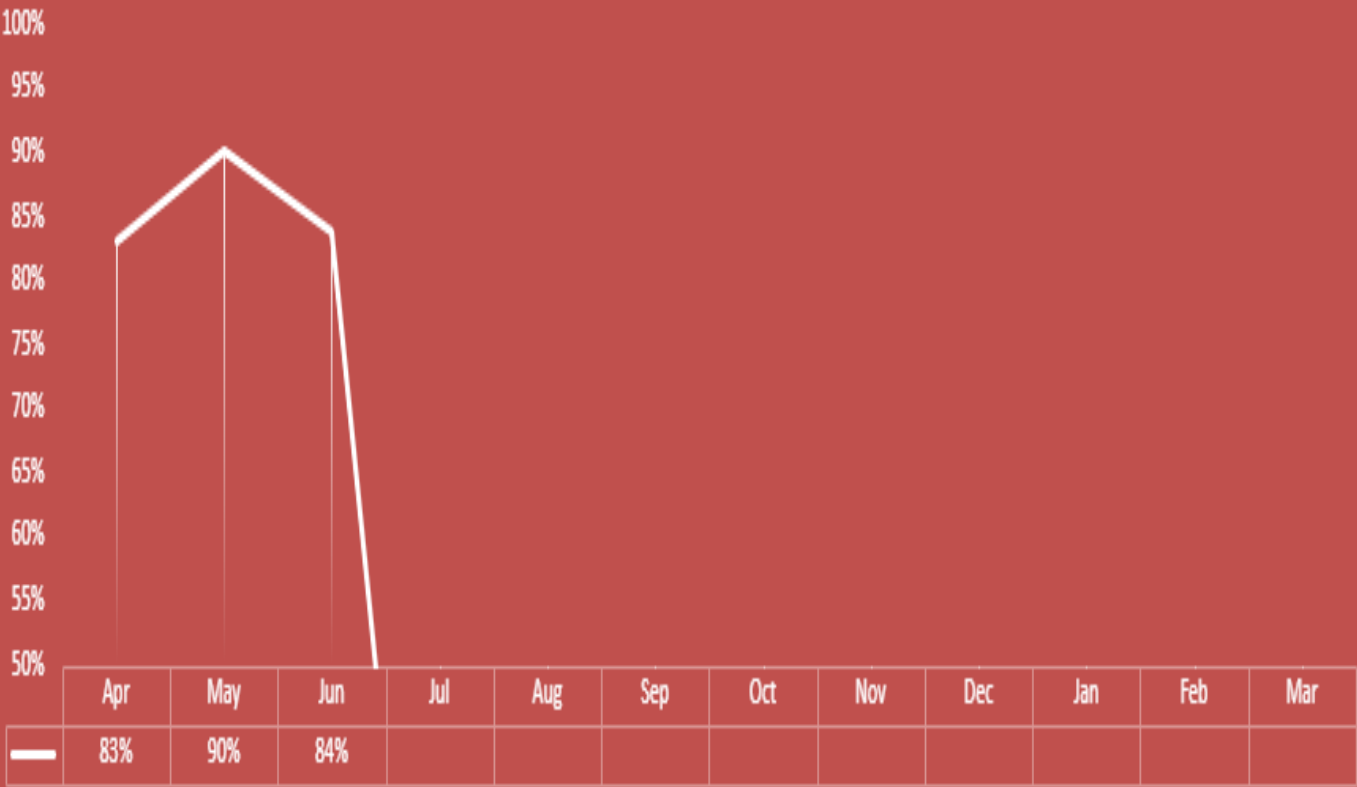


Community Protection to end of Quarter 1 (2022/23)

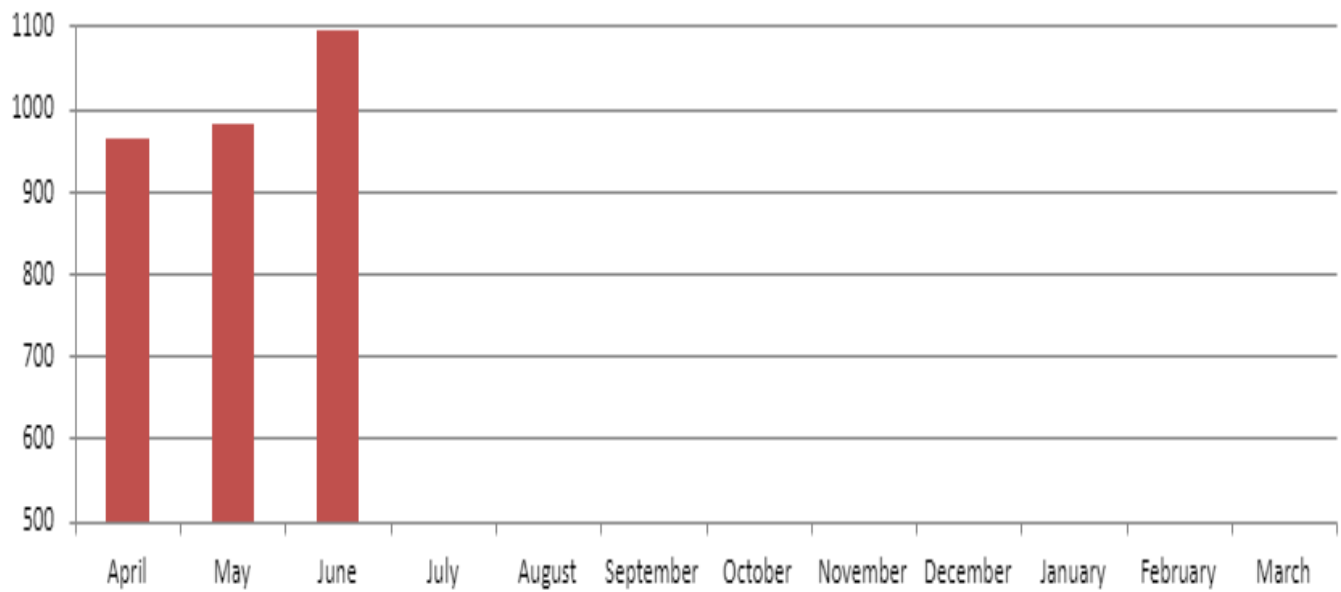
% OF SERVICE REQUESTS RECEIVED AND RESPONDED TO WITHIN TARGET TIME



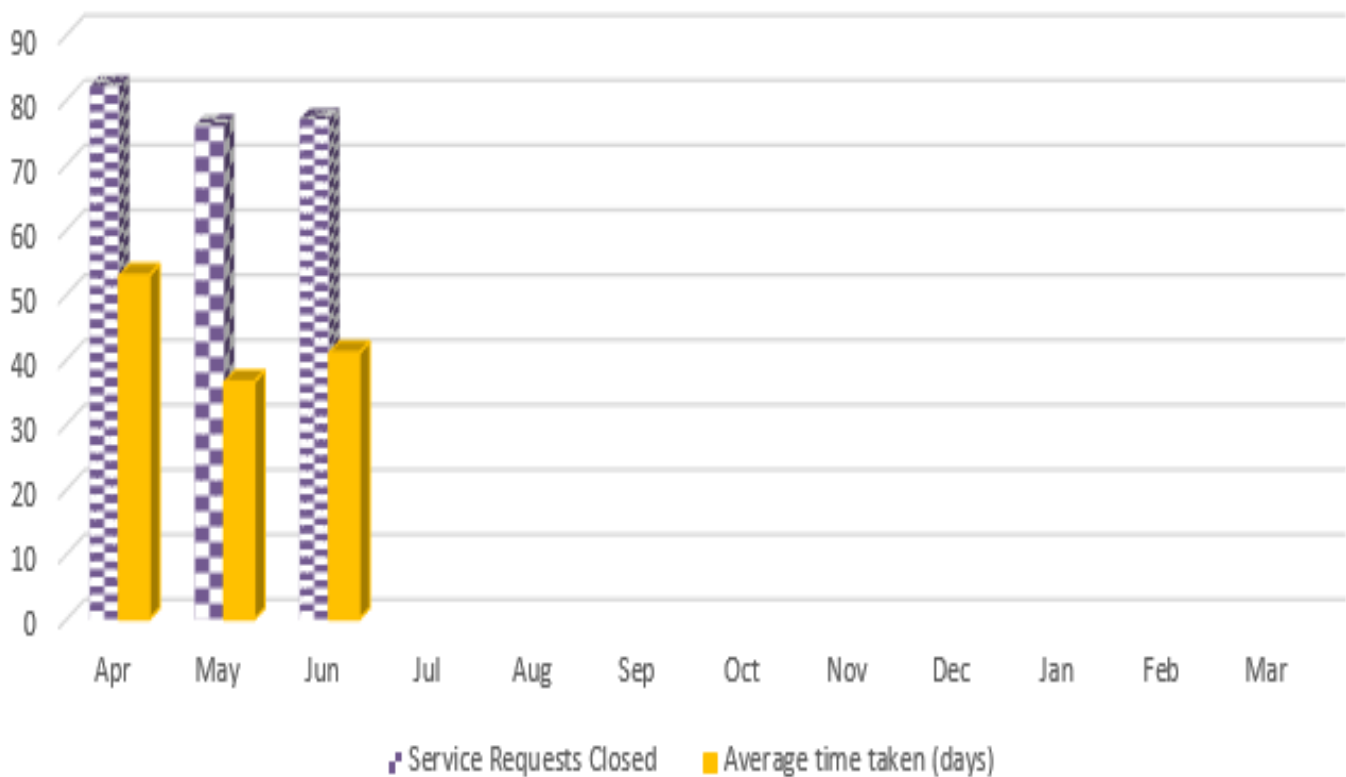
% OF SERVICE REQUESTS COMPLETED WITHIN TARGET TIME



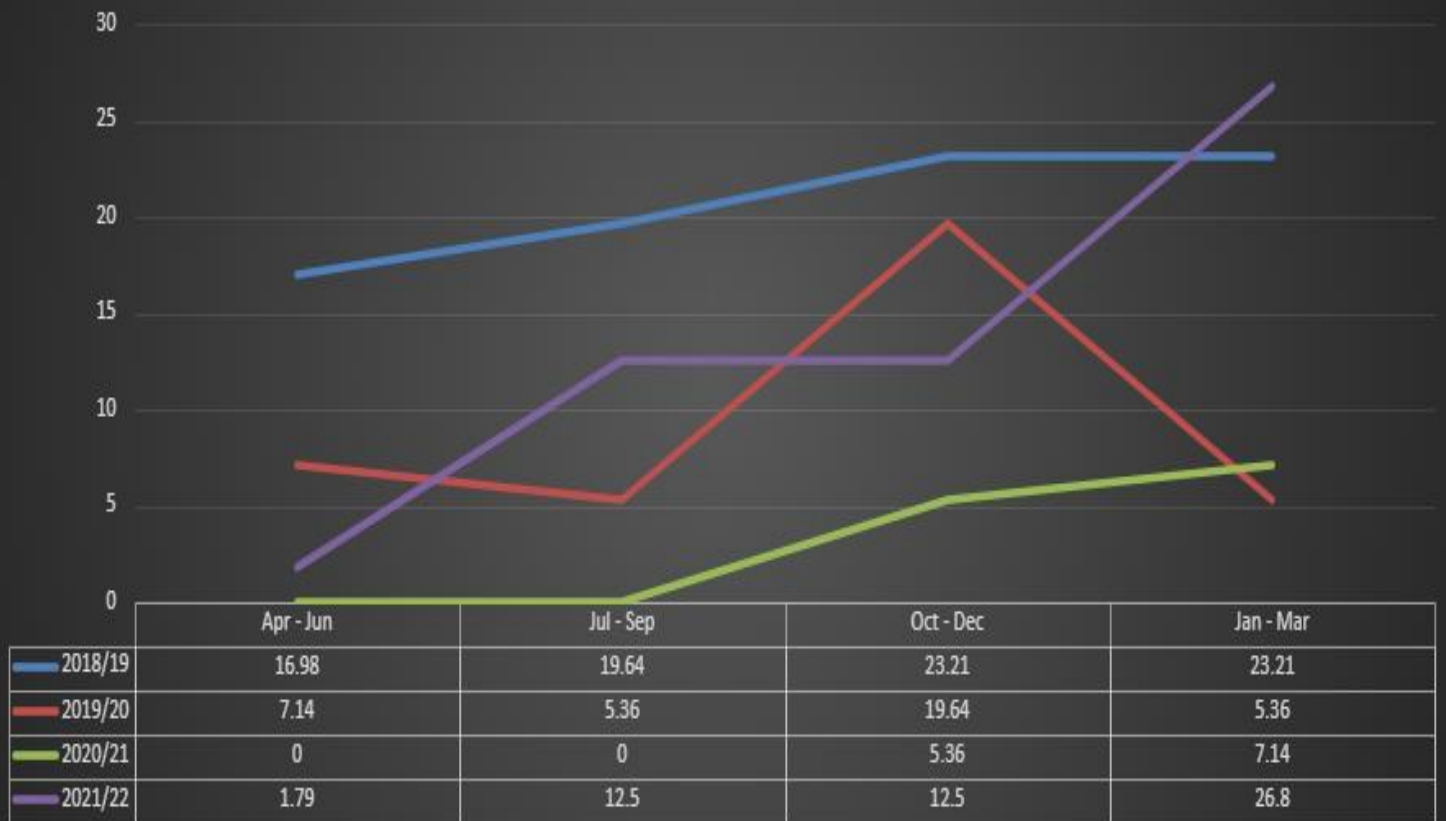
The number of crime incidents observed by the CCTV control room



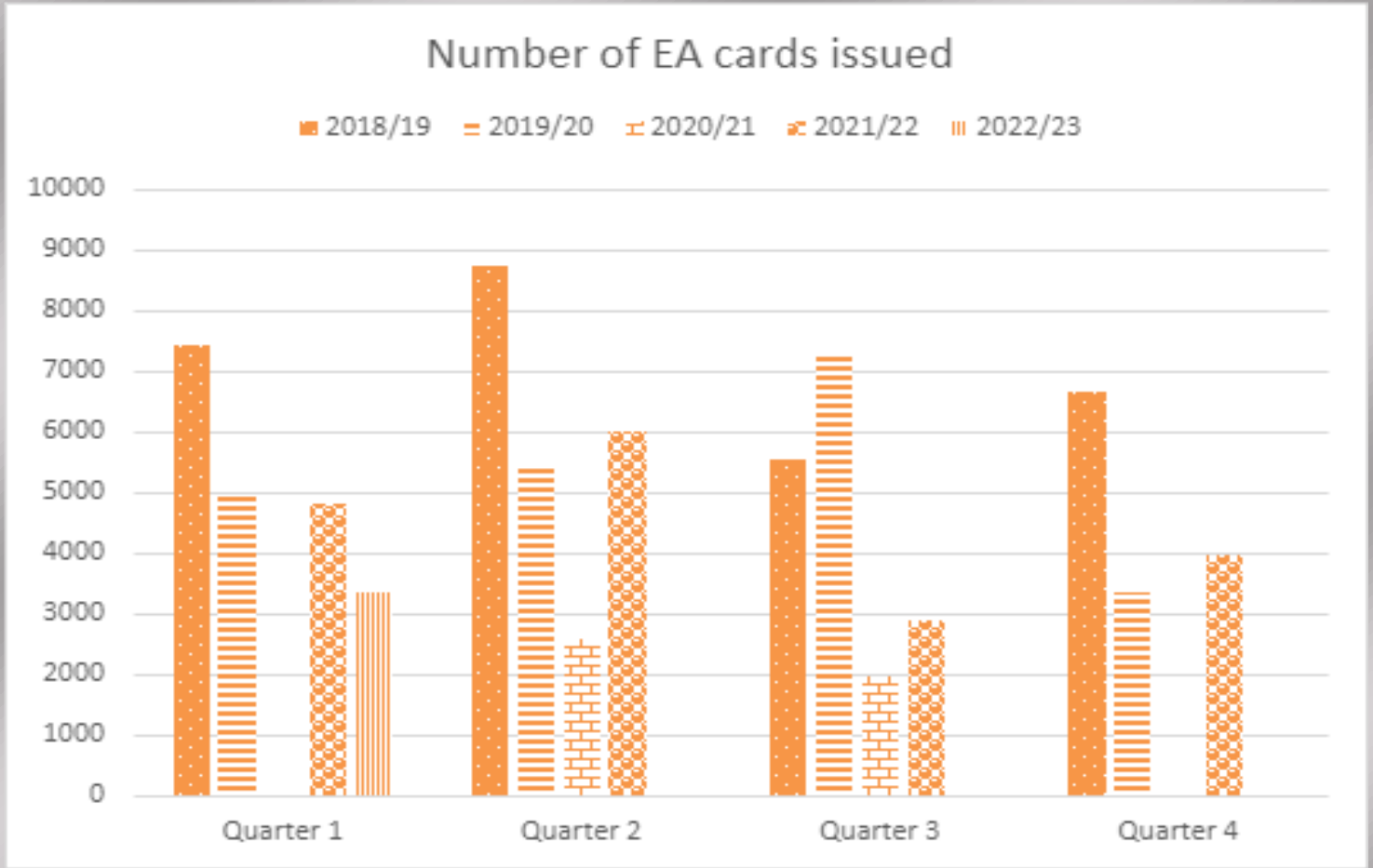
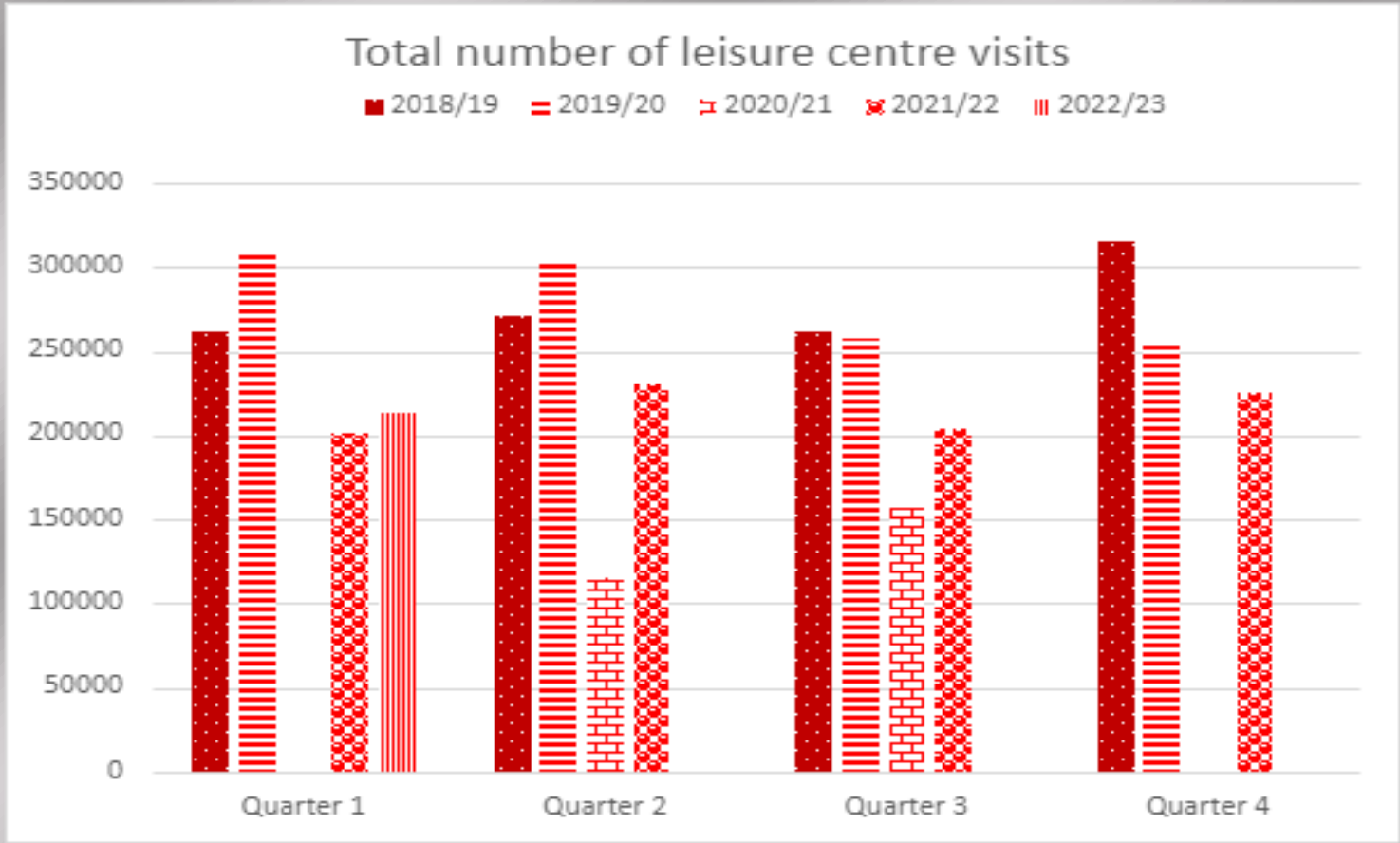
Average time taken to resolve noise nuisance service requests



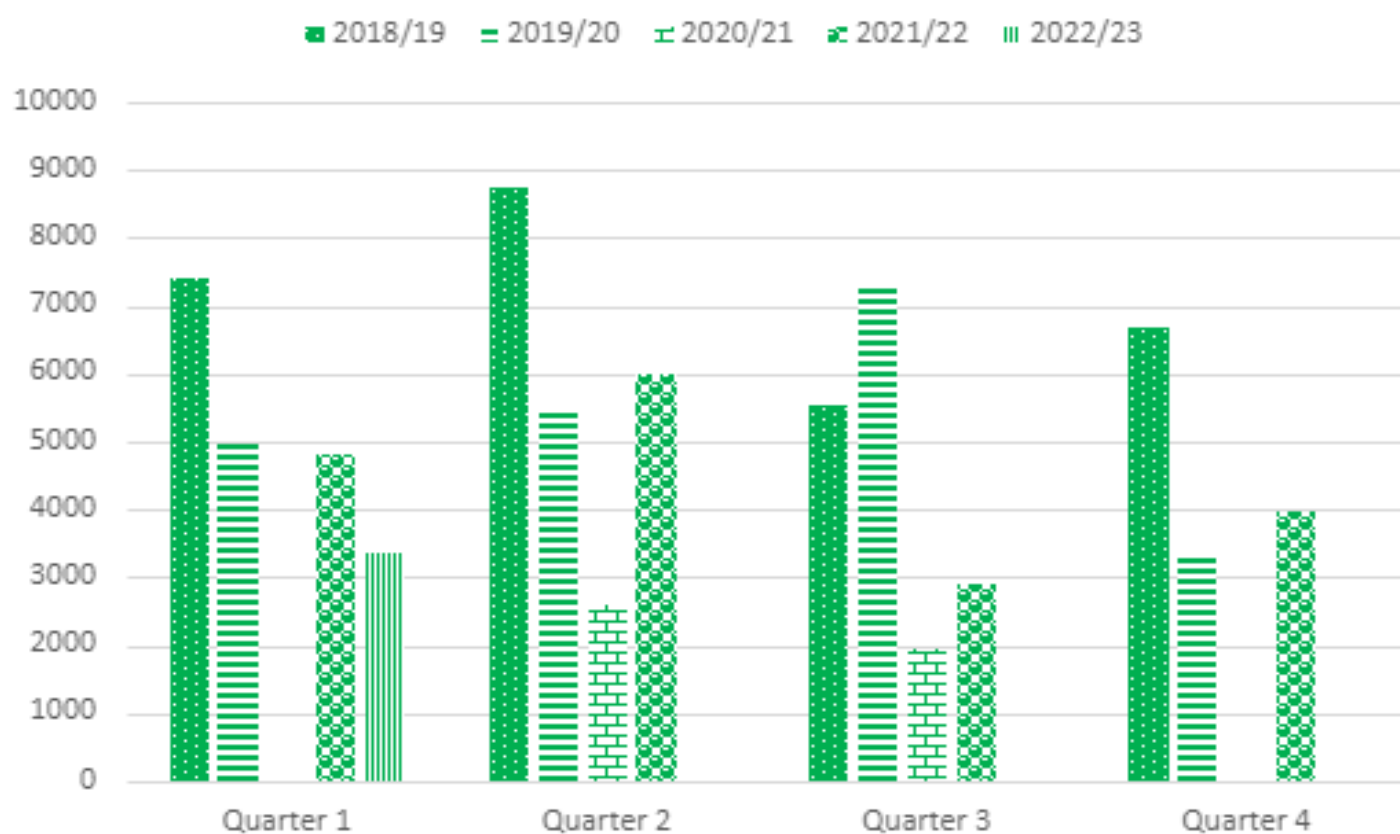
% of monitoring sites with pollution levels higher than national air quality standards



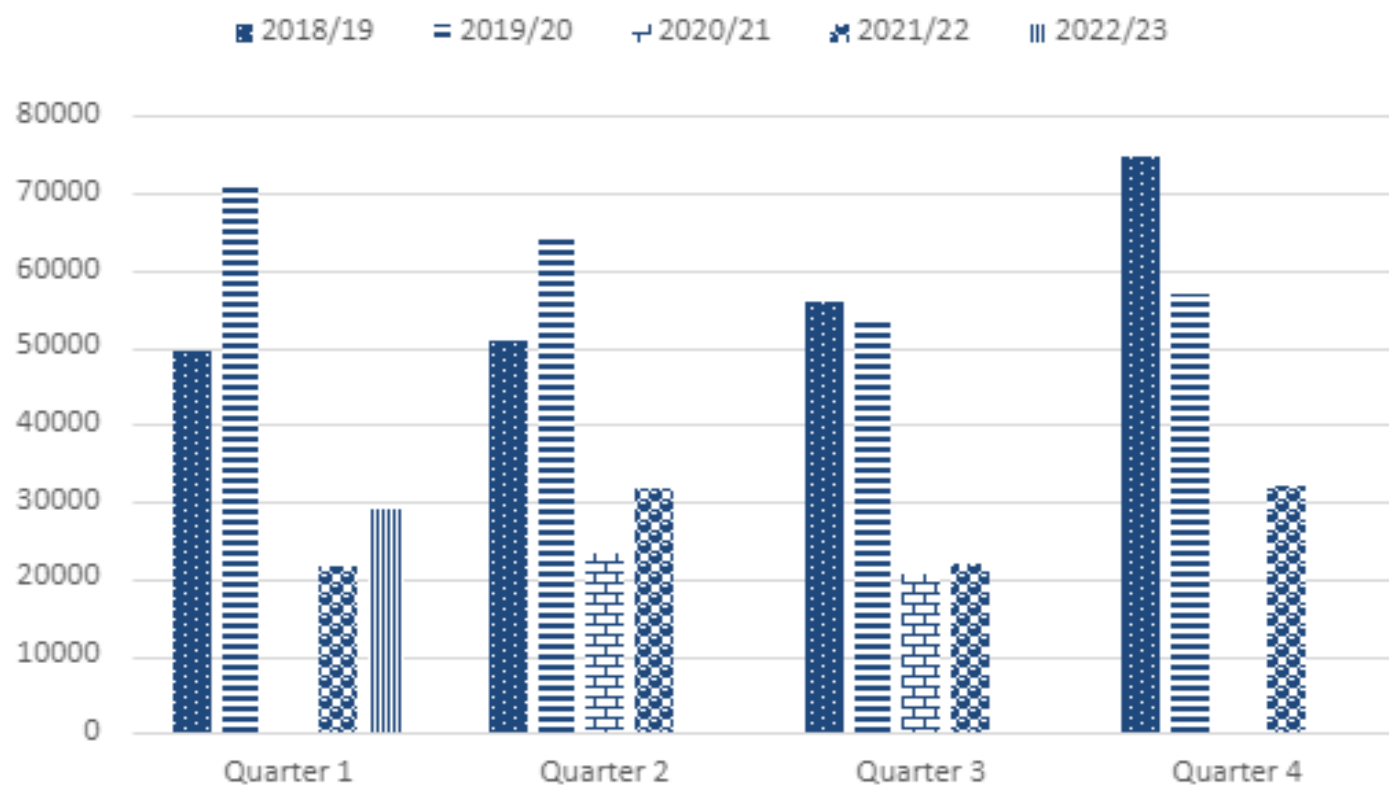
Culture to end of Quarter 1 (2022/23)



Number of women and girls



Number of concessionary users



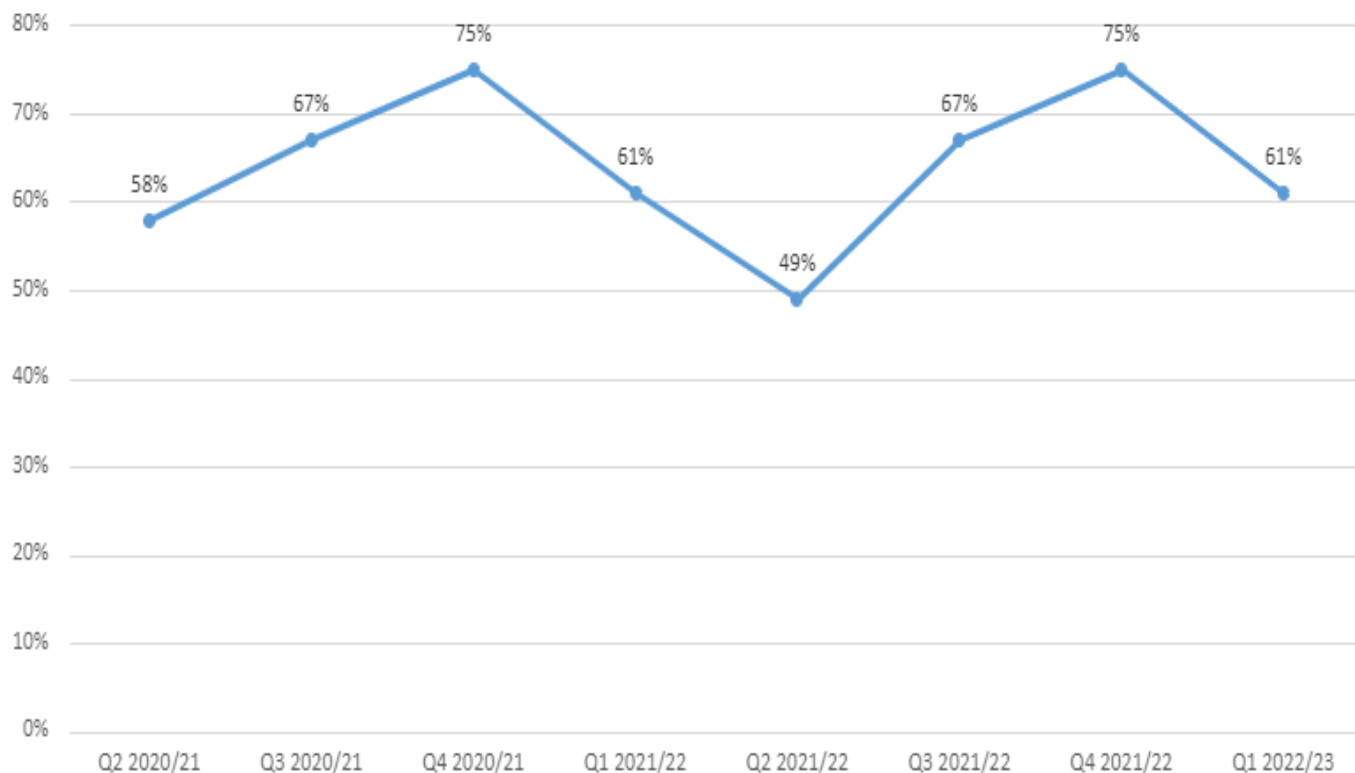
Development to end of Quarter 1 (2022/23)

No statistics were returned for the quarter for Development Services

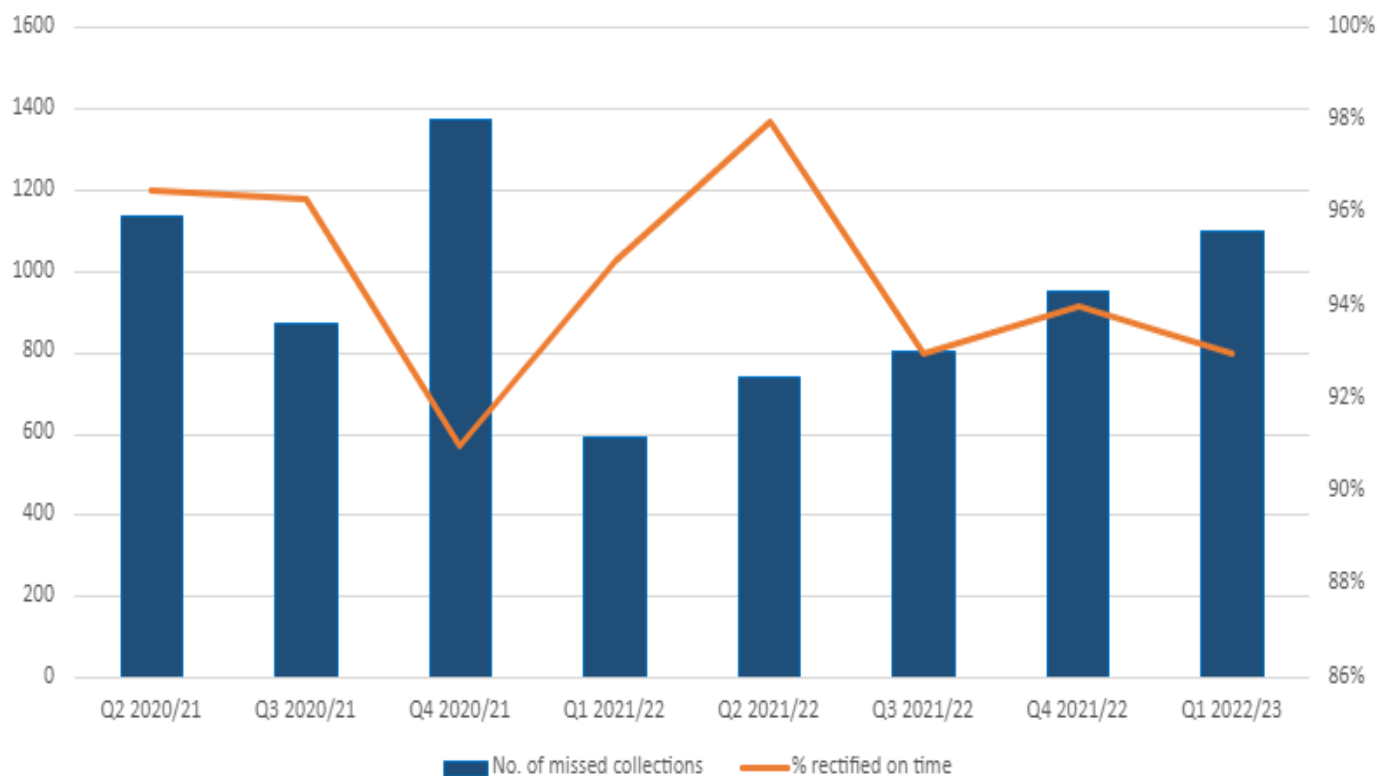
Environment and Operations to end of Quarter 1 (2022/23)

N.B. Due to Commonwealth Games preparations the parking statistics for this quarter are not yet available.
Telephone statistic were not made available.

% of customer requests resolved by contract officers with 5 working days



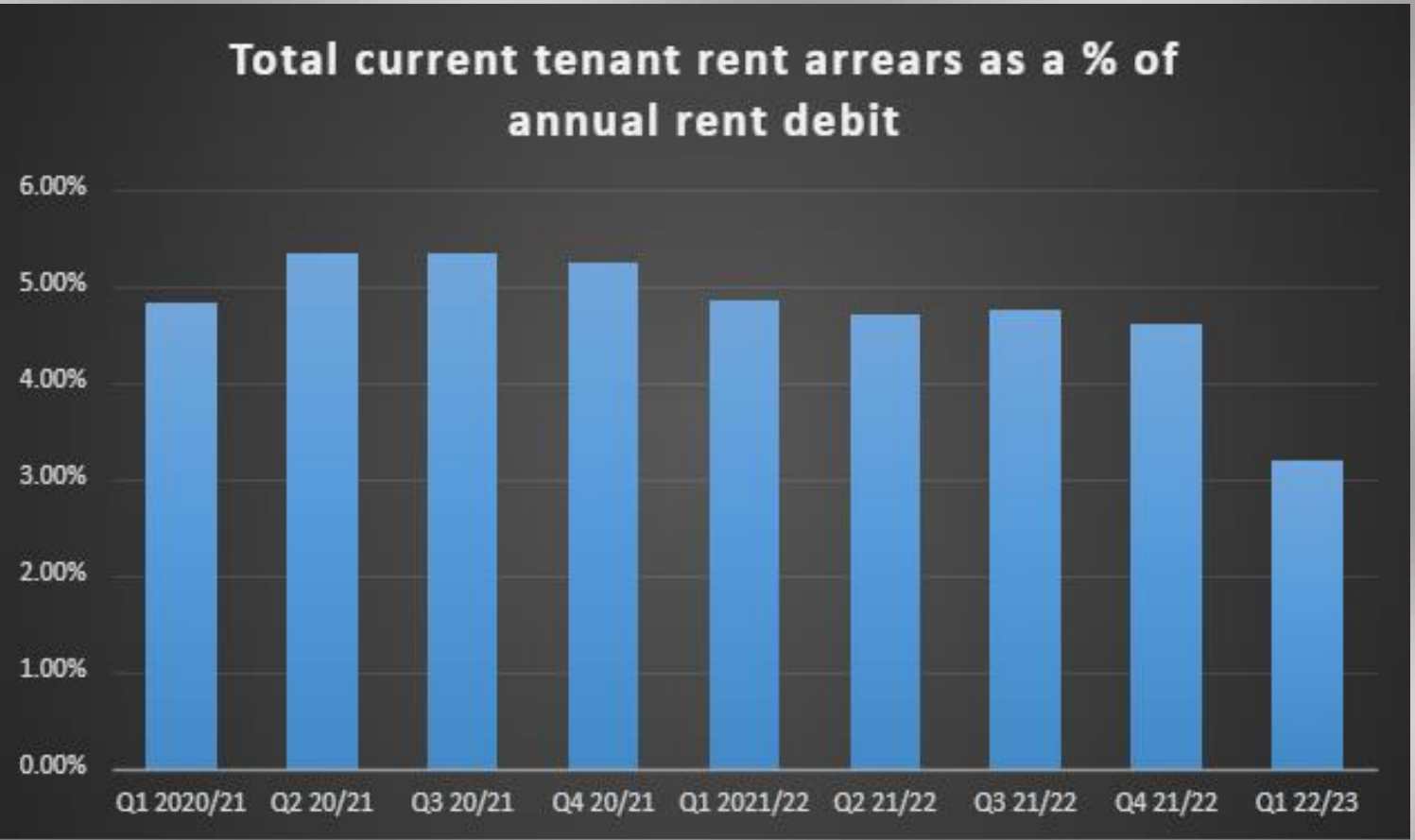
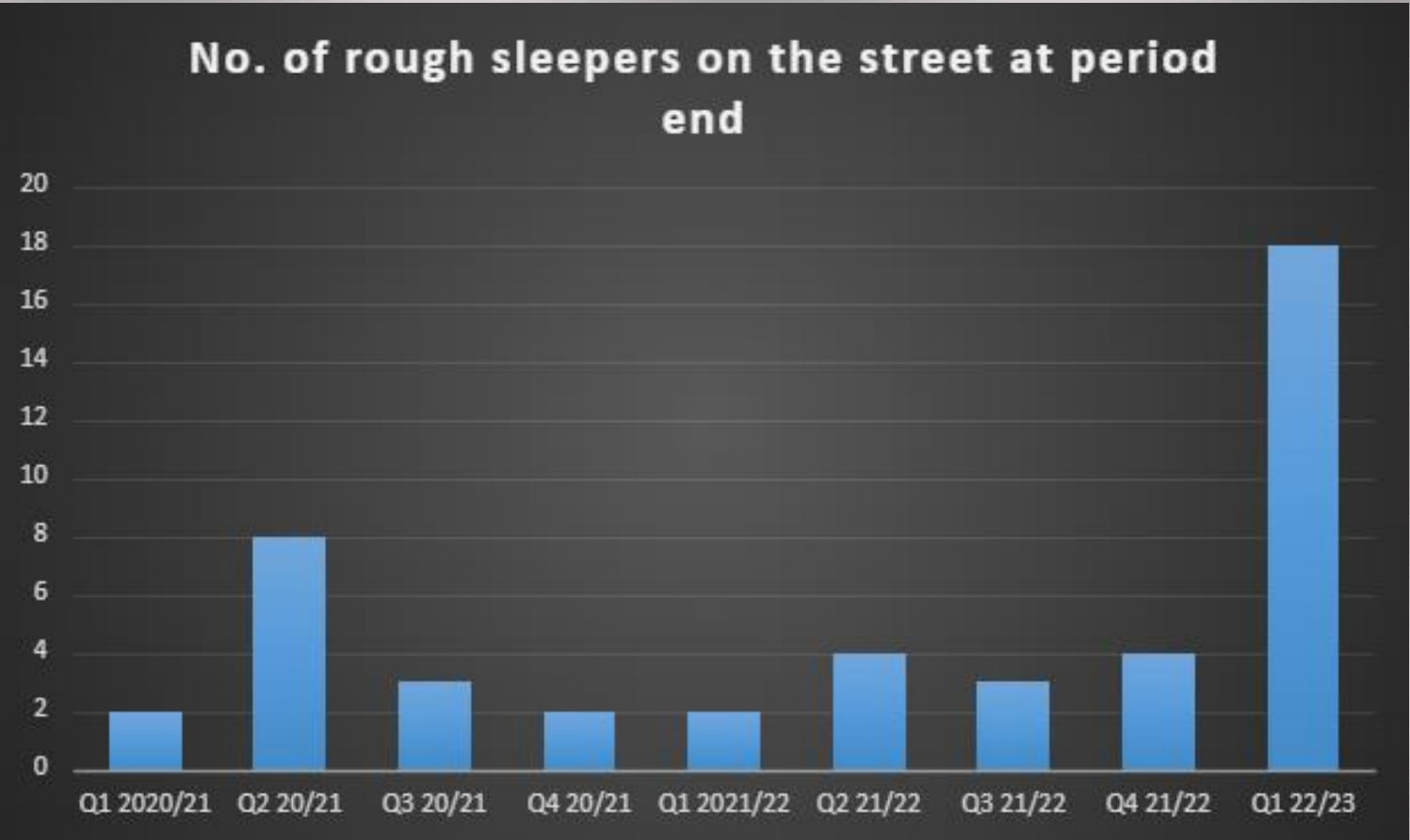
Refuse and Recycling collections



Financial Services to end of Quarter 1 (2022/23)

Finance have not uploaded any statistics since September 2021

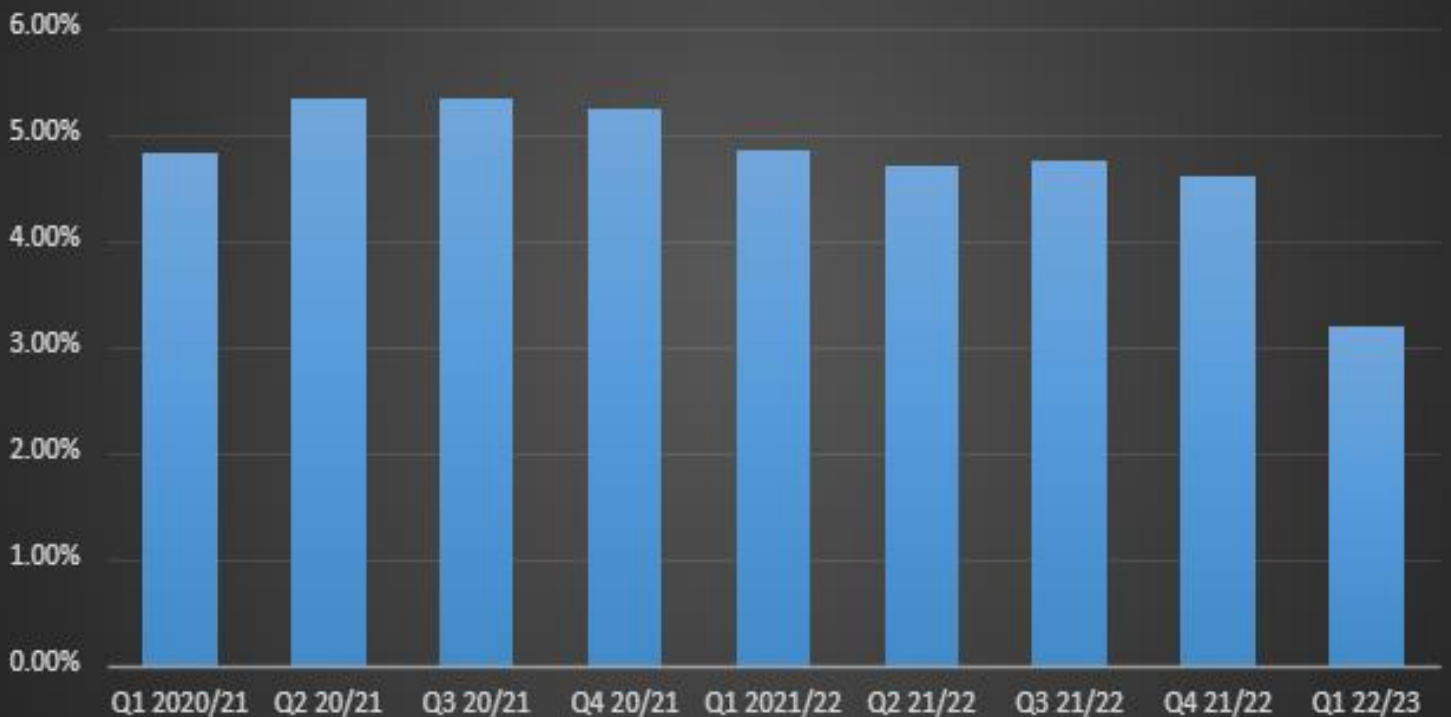
Housing to end of Quarter 1 (2022/23)



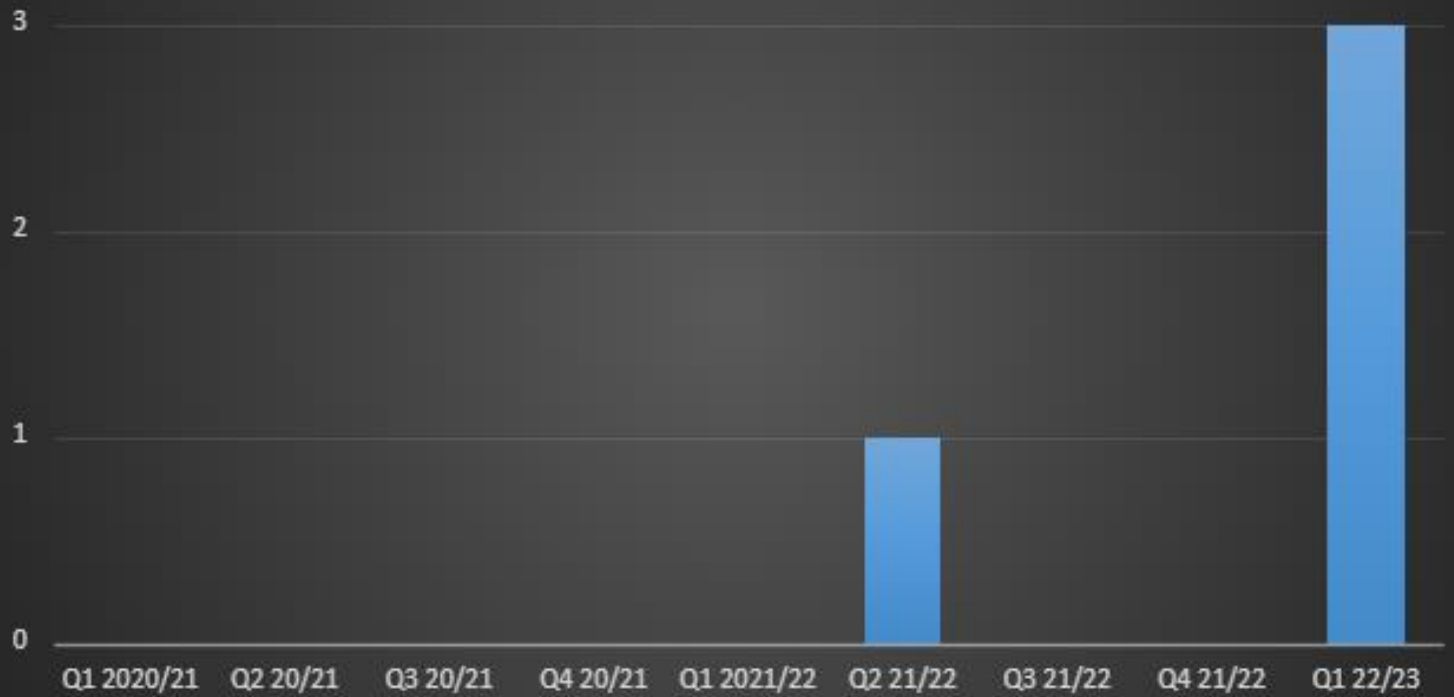
Average re-let time in days (exc. major works)



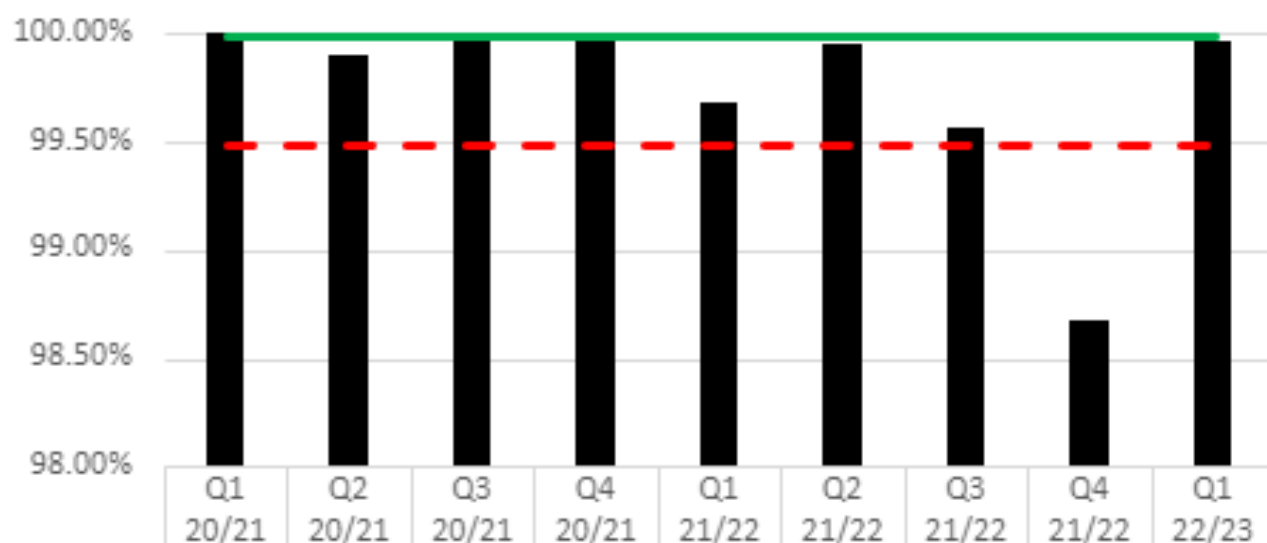
Total current tenant rent arrears as a % of annual rent debit



Number of evictions of council tenants

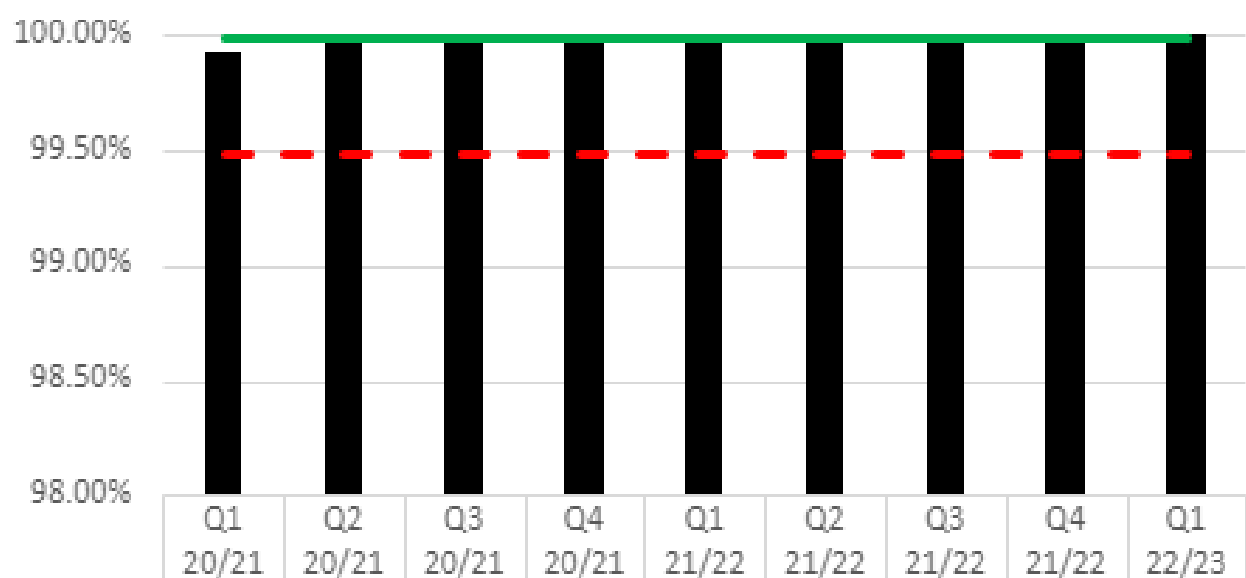


Service Availability - Systems



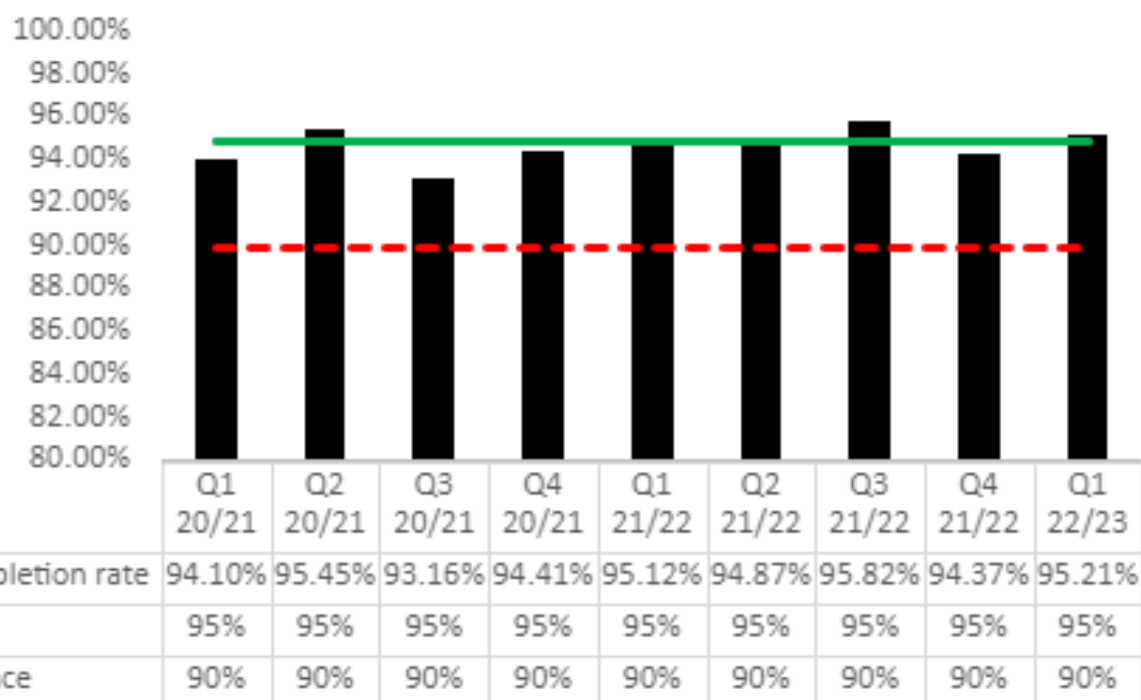
 Systems	100.00%	99.90%	99.98%	100.00%	99.68%	99.96%	99.57%	98.68%	99.97%
 Target	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
 Tolerance	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%

Service Availability - Corporate Telephones



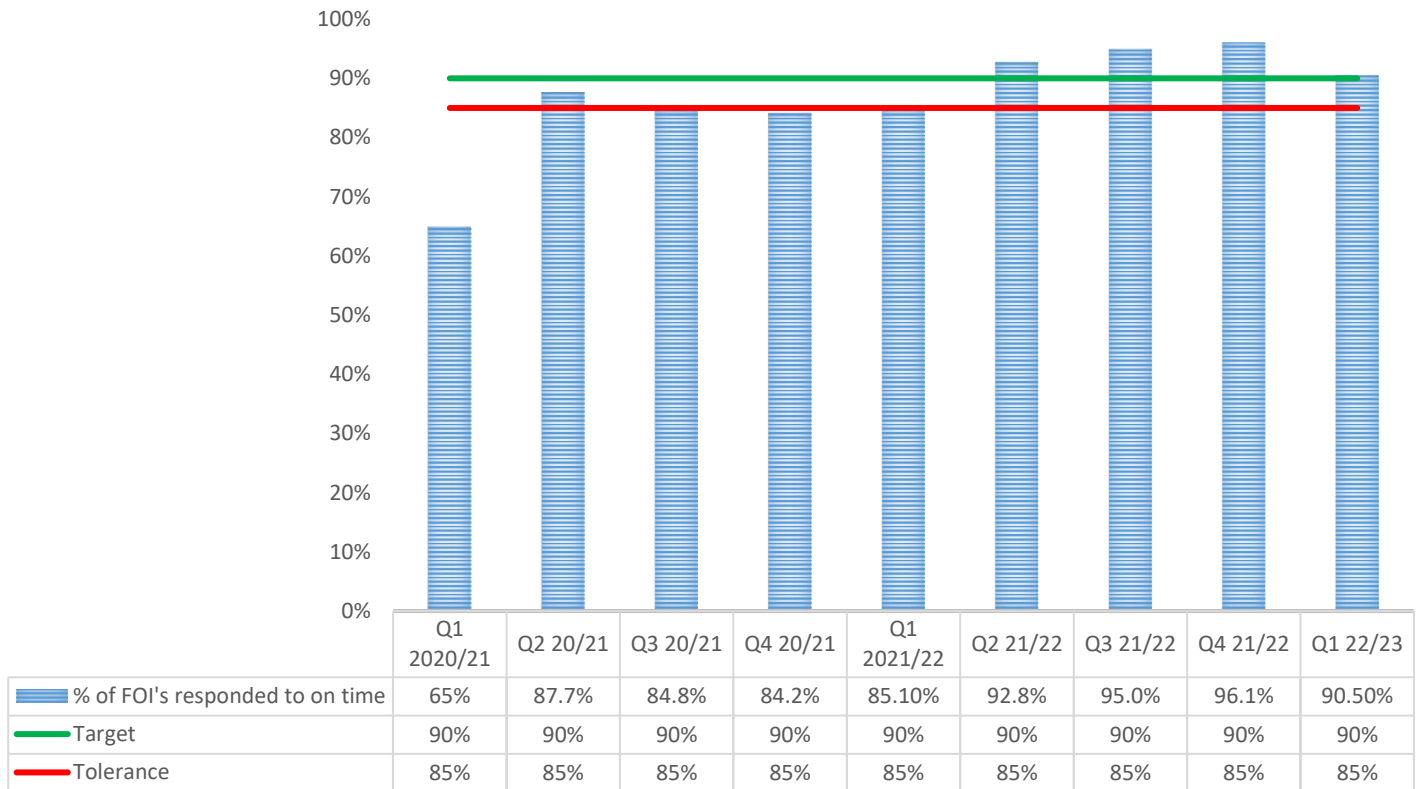
 Telephones	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%
 Target	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
 Tolerance	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%	99.49%

ICT SLA COMPLIANCE RATES

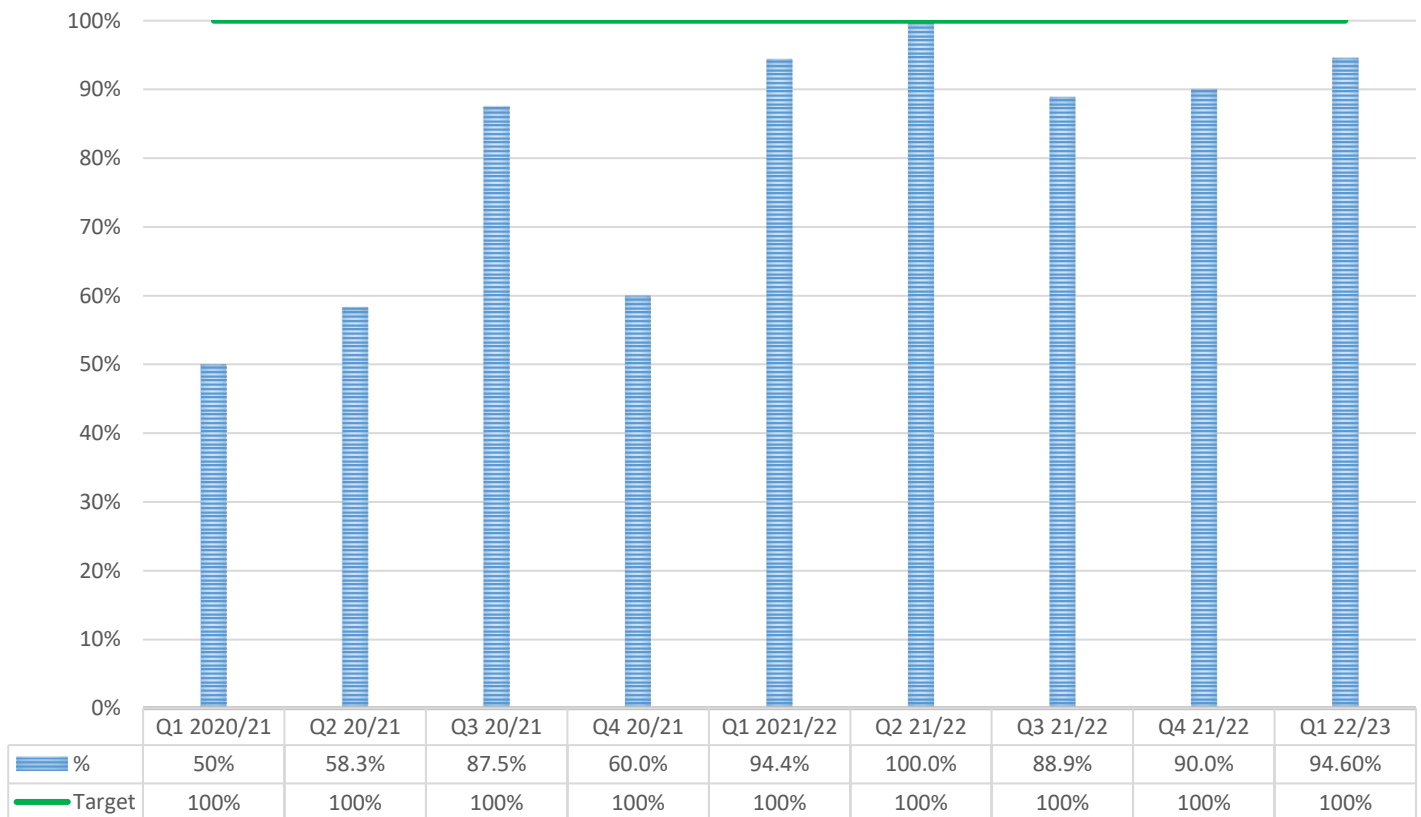


Law & Governance to end of Quarter 1 (2022/23)

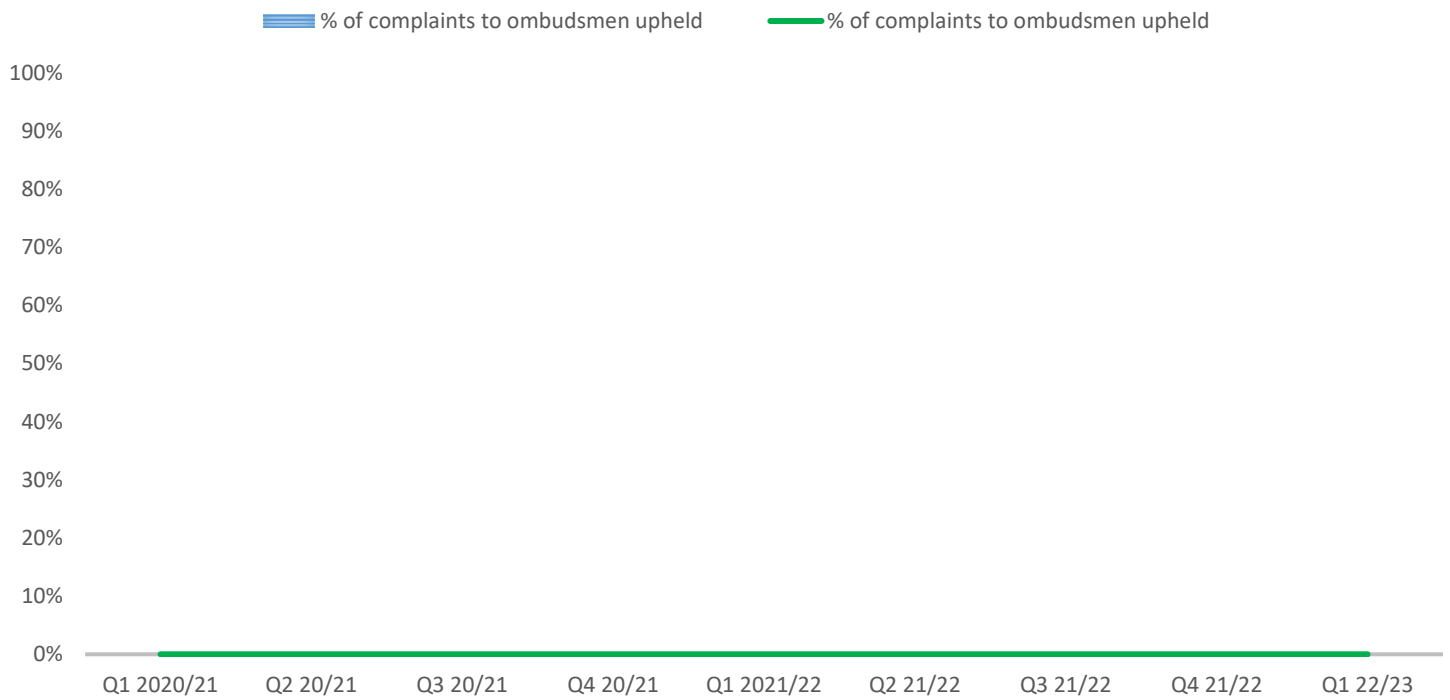
% OF FOI'S RESPONDED TO ON TIME



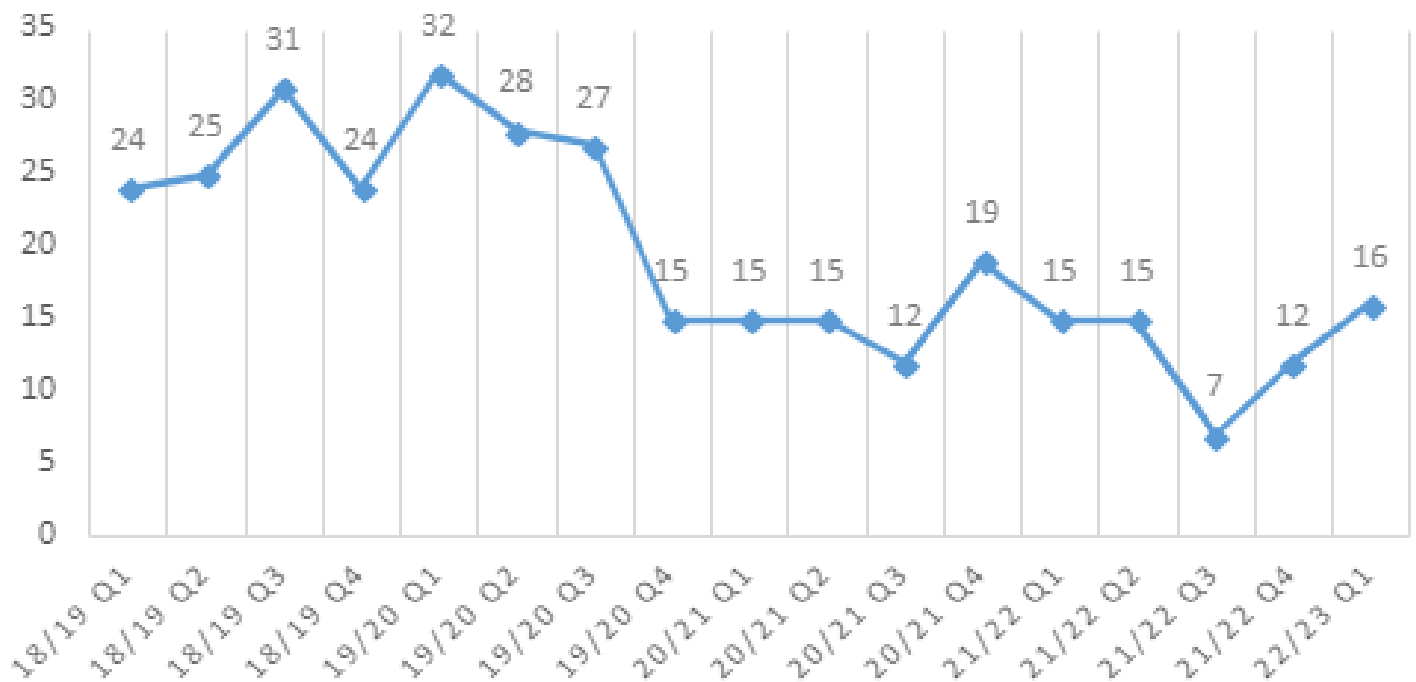
% OF SAR'S RESPONDED TO ON TIME



% OF COMPLAINTS TO OMBUDSMAN UPHELD

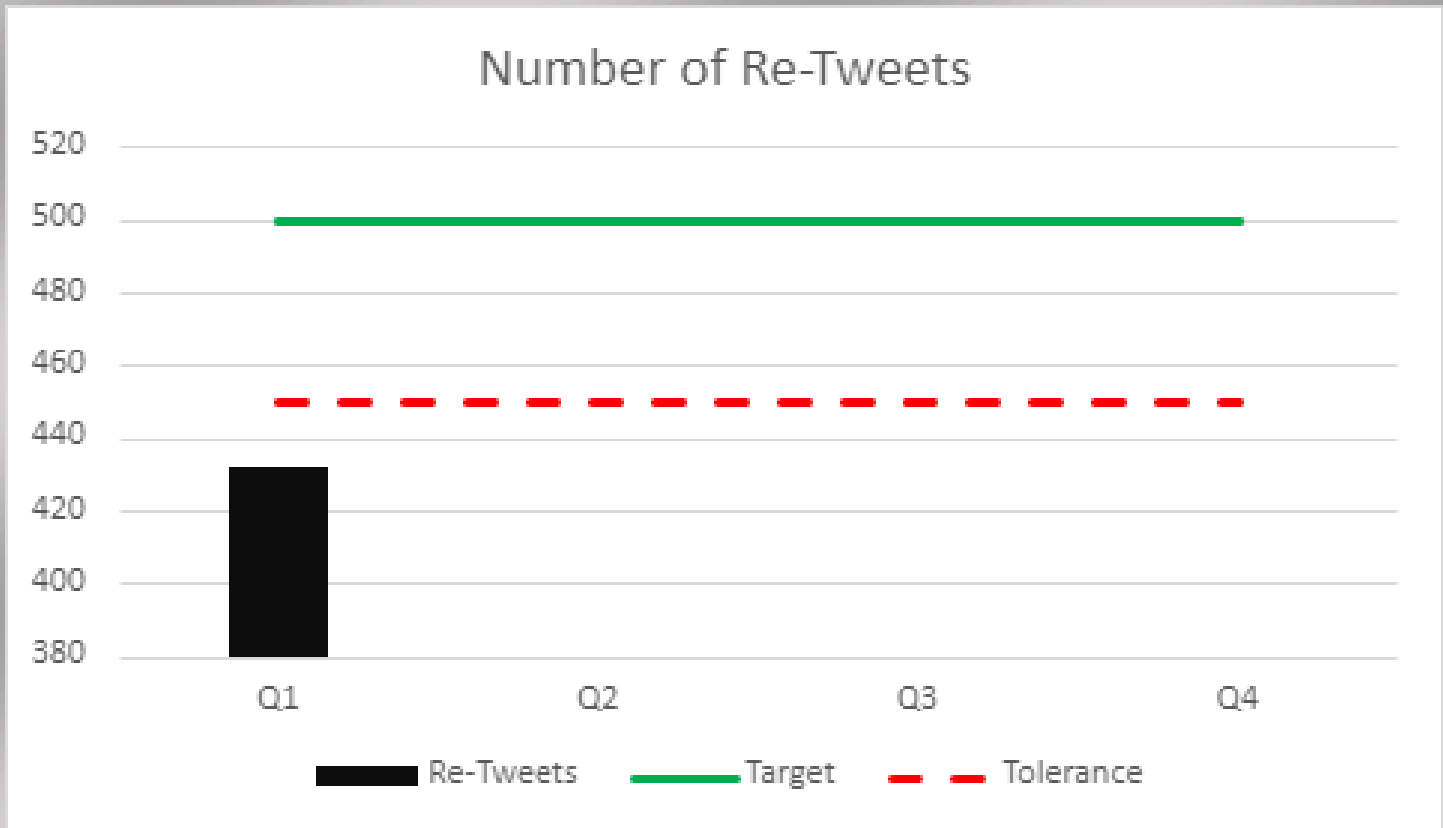
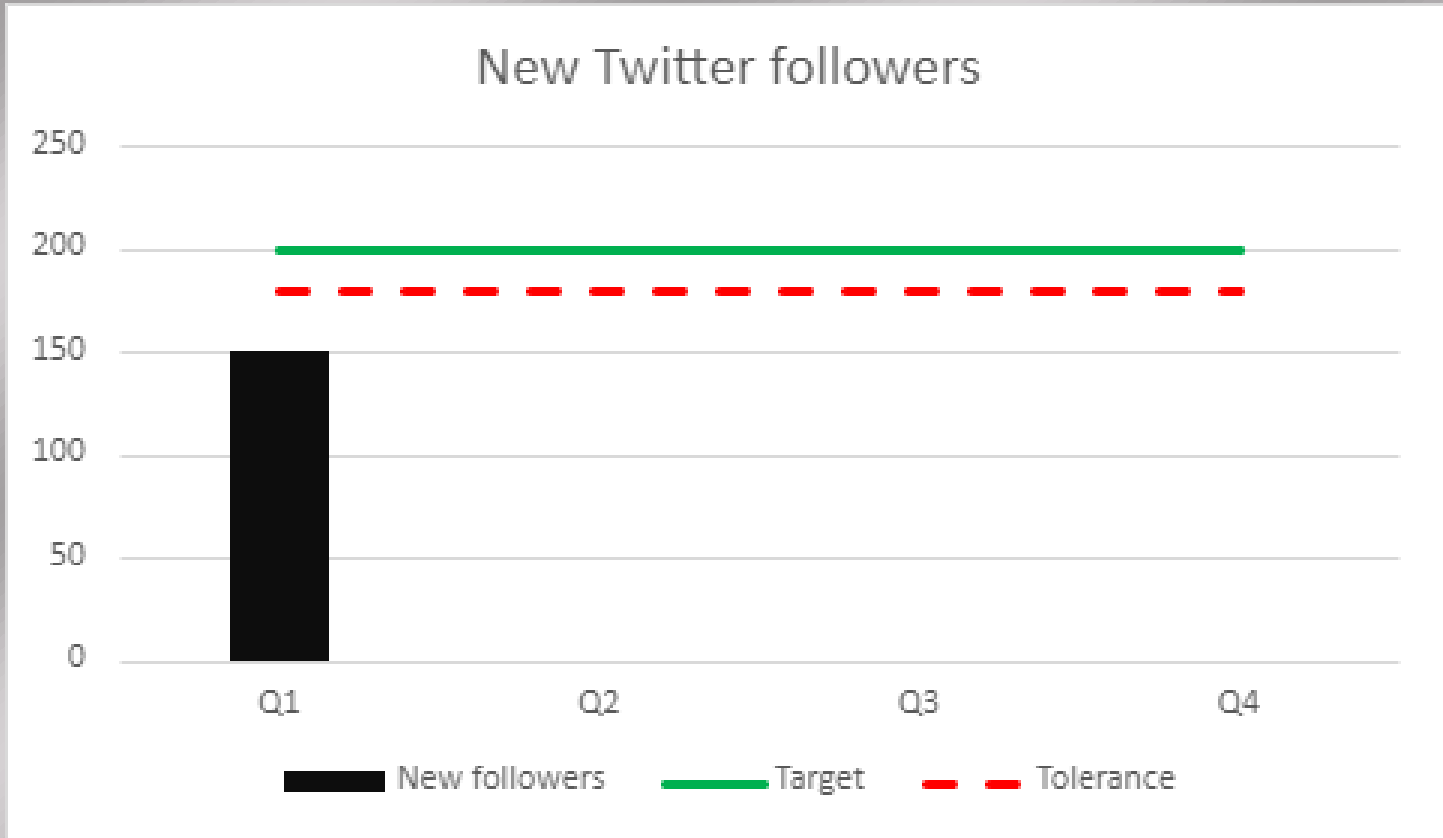


STAGE 1 CORPORATE COMPLAINTS BY QUARTER



People & Communications to end of Quarter 1 (2022/23)

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



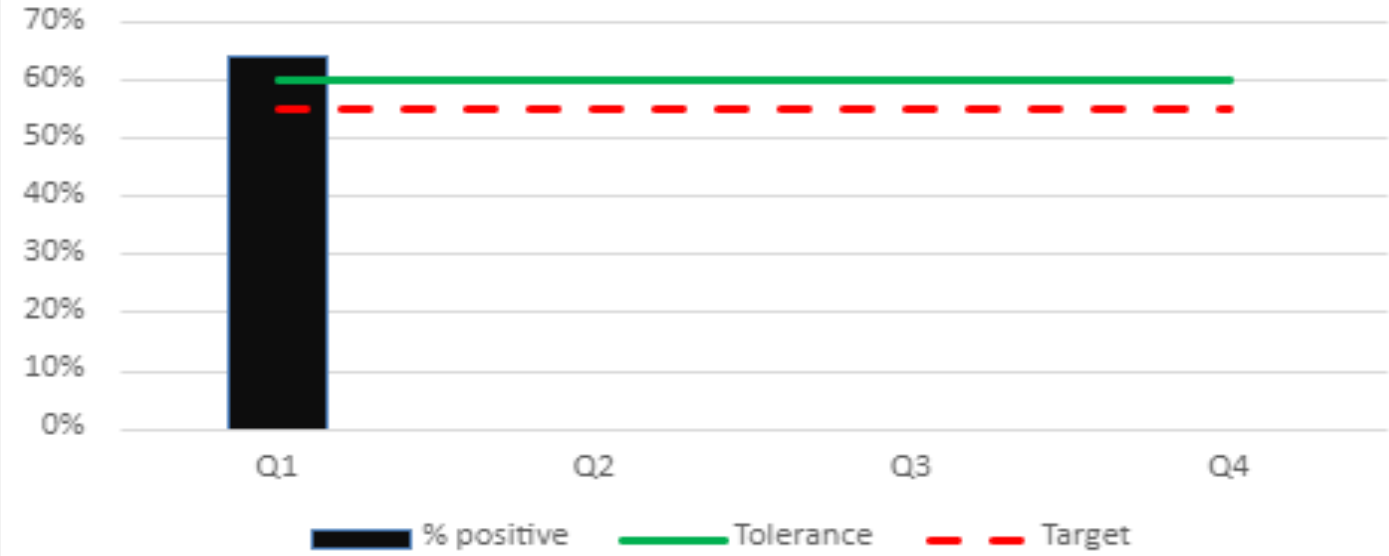
Number of Facebook followers



Facebook shares



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



Revenues and Customer Services to end of Quarter 1 (2022/23)

Please note no figures for benefits were returned for this quarter