

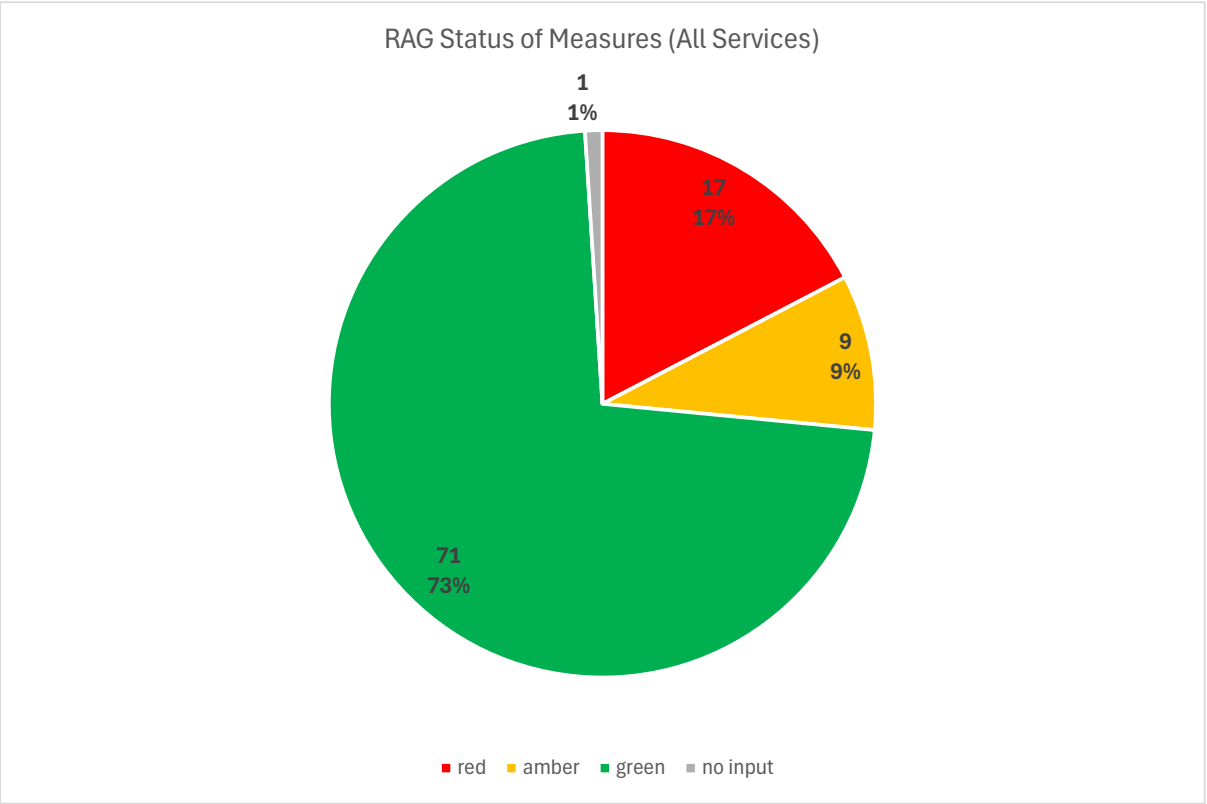
2024/25 Quarter 2 Performance Overview

RAG Status of Measures

Service Area	Measures on SAP	Red Status	Amber Status	Green Status	No data input	No target	% red~
CD&S	12	0	0	12	0	0	0%
Climate Change	13	0	0	0	0	2	N/A
Finance	17	3	0	12	0	1	24%
Governance	4	1	1	2	0	0	25%
Housing	29	2	2	4	0	0	25%
Neighbourhood and Assets	31	7	4	14	1	2	23%
P&C	6	2	0	4	0	0	33%
Place, Arts, Economy	14	1	1	7	0	5	7%
SCLE	21	1	1	18	0	0	5%
Total	147	17	9	72	1	9	18%

There are 21 Housing, 10 Climate Change, 3 Neighbourhood & Assets, 2 Finance and 1 SCLE measures that cannot be measured until year end. These are excluded from the table above and the pie chart below.

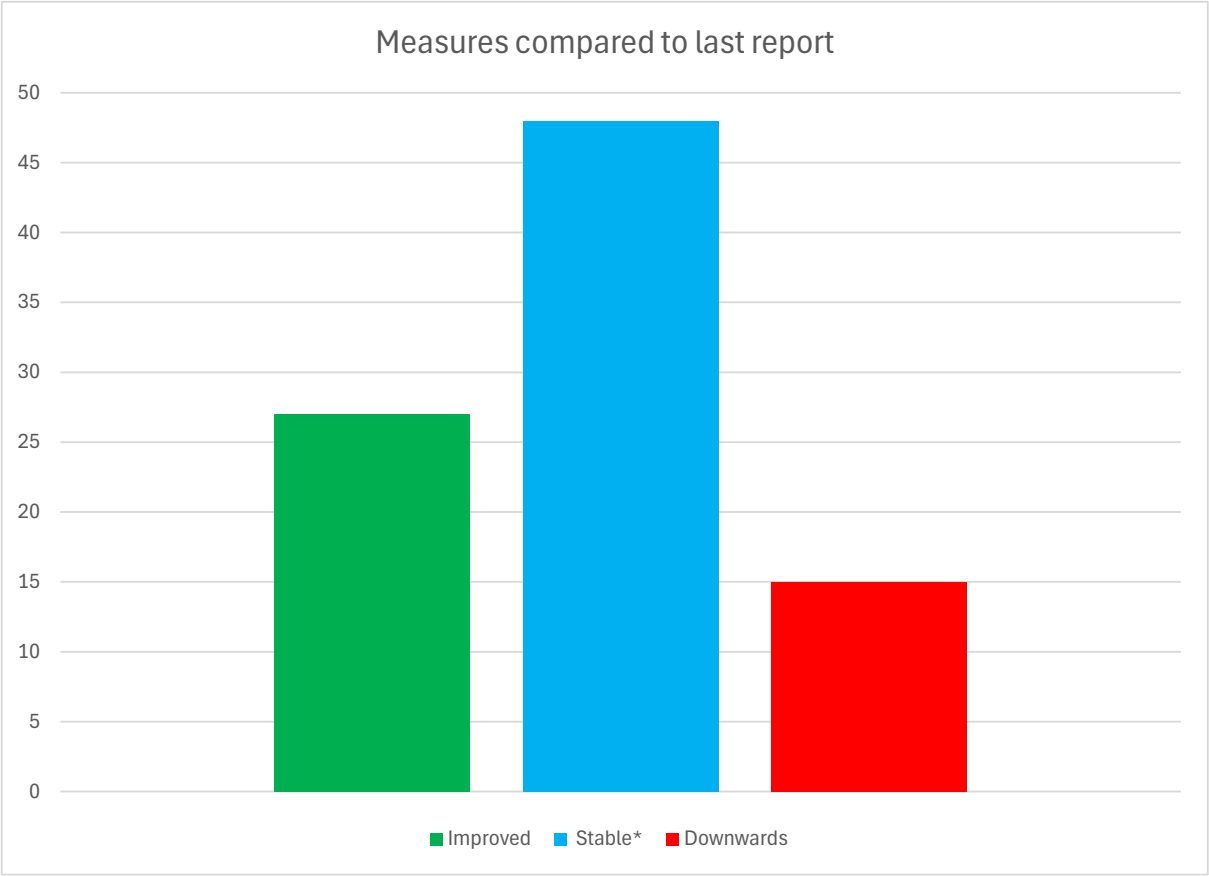
~Of those with targets and not annual



Measure comparison to previous report

Service Area	Improved	Stable*	Downwards
CD&S	1	8	3
Climate Change	1	N/A	N/A
Finance	1	6	2
Governance	0	3	1
Housing	1	4	2
Neighbourhood and Assets	9	14	1
P&C	1	3	2
Place, Arts, Economy	6	6	1
SCLE	8	6	4
Total	27	48	15

*Within 5% of last year



Red & Amber Measures

Red Measures								
Service Area	Refence Number	Measure/Target Description	Measure/Target	This Performance Period	Time Missing Target/Measure	Distance From Target/Measure	Previous Performance Period	Trend Direction
Governance	DCX2	% Subject Access Requests responded to on time	100%	46%	3 of 3 months	54%	93%	↓
Neighbourhood & Assets	N&A4	% of Corporate Properties with up to date gas certificate	100%	89.5%	1 of 3 months	10.5%	80.7%	↑
Neighbourhood & Assets	N&A5	% of HRA homes with a stock condition survey completed in last 5 years	100%	70%	3 of 3 months	30%	55%	↑
Neighbourhood & Assets	N&A6	% corporate properties with an in date electrical certificate	100%	81.2%	3 of 3 months	18.8%	84.8%	↔
Neighbourhood & Assets	N&A9	% corporate properties with in date DEC displayed	100%	92%	1 of 3 months	8%	75%	↑
Neighbourhood & Assets	N&A20	Total no. of fly tips	709	833	3 of 3 months	76	750	↓
Neighbourhood & Assets	N&A24	% street cleaning operations to acceptable standard	80%	63%	3 of 3 months	17%	64%	↔
SCLE	SCLE8	Average time to resolve noise nuisance	33 days	45 days	2 of 3 months	12 days	33	↓
Finance	F4	Age of oldest item in council tax queue	30	50	3 of 3 months	20	40	↓
Finance	F15	Completin of Internal Audit Plan	9	3	2 quarters	6	1 of 2	↓
Finance	F16	Number of outstanding NNDR appeals	20	149	2nd quarter	129	142	↓

Housing	H5	No. of households with children in B&B for more than 6 weeks	0	3	1st quarter in a row	3	0	↓
Housing	H6	No. of rough sleepers at end of period	0	6	2 quarters	6	2	↓
People & Communications	P&C4	Website satisfaction	60%	50%	3 of 3 months	10%	58%	↓
People & Communications	P&C6	Task success in searches, % people who could complete what they wanted to	60%	52%	3 of 3 months	8%	59%	↓

Amber Measures								
Governance	DCX1	% of FOI requests responded to on time	90%	86%	2 of 3 months	4%	86%	↔
Neighbourhood & Assets	N&A1	% of HRA repair requests completed on time	90%	88%	3 months amber	2%	89%	↔
Neighbourhood & Assets	N&A15	% HRA asbestos safety checks in date	100%	97.1%	Up from red to amber	2.9%	93.7%	↑
Neighbourhood & Assets	N&A18	% of HRA properties with in date EICR certificate	100%	98%	2 quarters	2%	98%	↔
Neighbourhood & Assets	N&A21	% of household waste recycled, reused or composted	62%	61.87%	2 of 3 months	0.13%	62.88%	↔
SCLE	SCLE9	% completion of IPPC inspections	50%	47%	1 of 3 months	3%	30% against 25% target	↓
Housing	H3	% Lifeline calls answered in 60 seconds	98%	97.29%	2nd quarter amber	0.71%	97.70%	↔
Housing	H4	% of ended preventions and relieved duties successful	75%	71.6%	2nd quarter	3.4%	64.28%	↑
Place, Arts & Economy	PA&E10	Proportion of Searches issued within 10 days	100%	98%	2 quarters	2%	98%	↔

Measure/Target trending down for at least two consecutive quarters

Service Area	Reference number	Measure/ target description	Measure/Target	Latest performance period	Previous Performance Period	Change in Performance	Distance from measure/target
SCLE	SCLE5	% of CCTV incidents self sourced	55%	62%	67%	-5%	+7%
Finance	F4	Age of oldest item in council tax queue	30	50	40	10 days	20 days
Finance	F16	No. of outstanding NNDR appeals	20	149	142	7	129
Governance	DCX2	% Subject Access Requests responded on time	100%	46%	93%	-47%	54%
Neighbourhood & Assets	N&A20	Total no. of fly tips	236	278	250	28	42

Measures not input

Service Area	Reference number	Measure/ target description
Neighbourhood & Assets	N&A14	% home that do not meet the Decent Homes Standard