

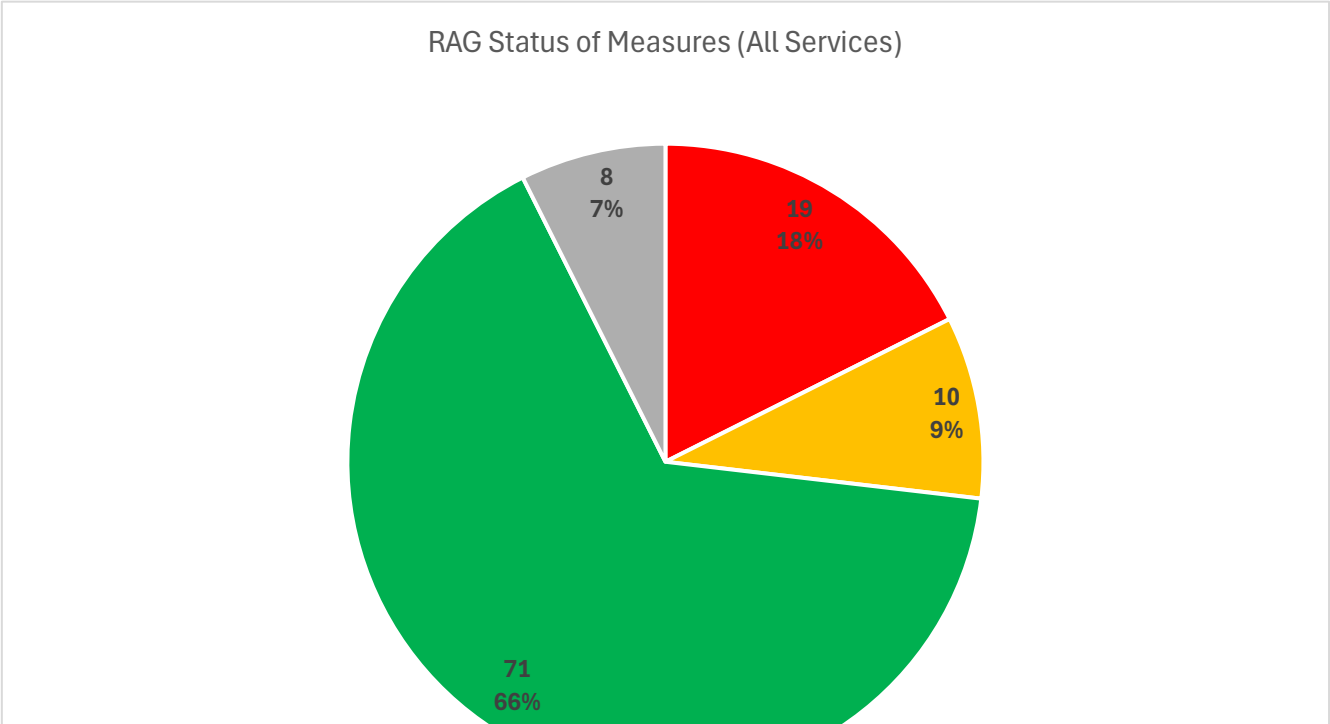
# 2024/25 Quarter 3 Performance Overview

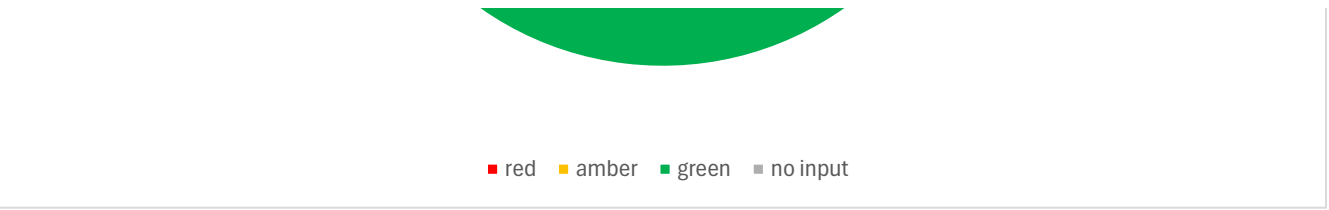
## RAG Status of Measures

Service Area	Measures on SAP	Red Status	Amber Status	Green Status	No data input	No target	% red~
CD&S	12	1	0	9	2	0	8%
Climate Change	13	0	0	0	2	2	0%
Finance	17	4	0	13	0	1	24%
Governance	4	1	0	3	0	0	25%
Housing	29	2	1	5	0	0	7%
Neighbourhood and Assets	31	5	6	14	1	2	16%
P&C	6	1	1	3	0	0	17%
Place, Arts, Economy	14	4	1	6	3	5	29%
SCLE	21	1	1	18	0	0	5%
Total	147	19	10	71	8	10	13%

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

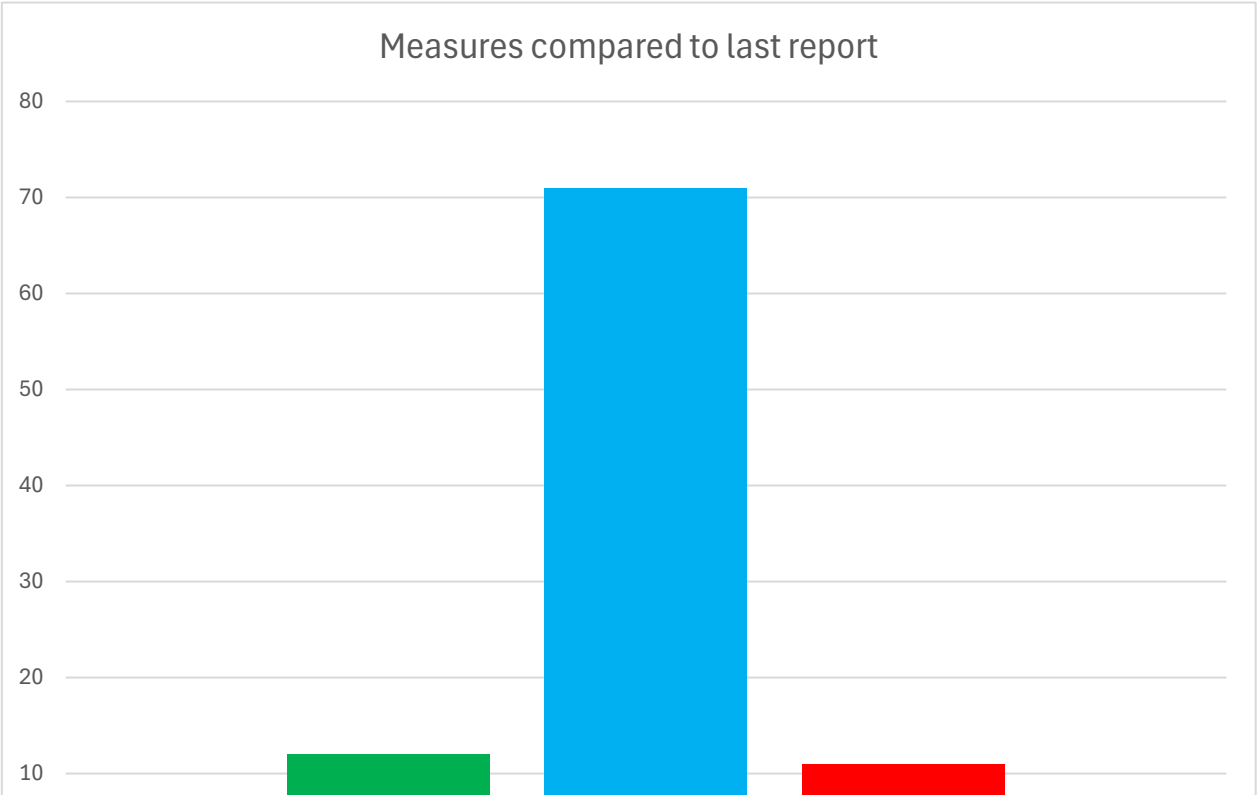


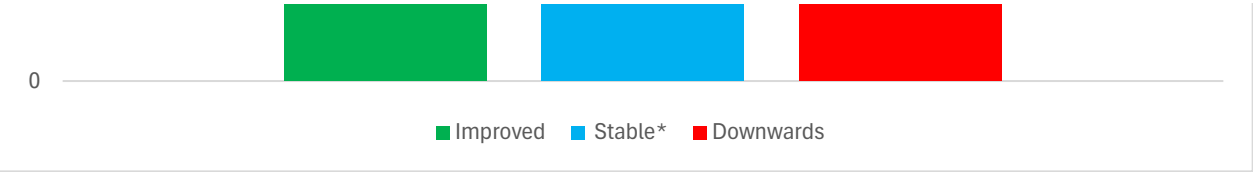


Measure comparison to previous report

Service Area	Improved	Stable*	Downwards
CD&S		9	1
Climate Change			
Finance	2	15	
Governance	1	3	
Housing		7	1
Neighbourhood and Assets	5	15	3
P&C	2	3	1
Place, Arts, Economy		6	2
SCLE	2	13	3
Total	12	71	11

\*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
Customer & Digital Services	CDS7	Contract Management - % ICT Software/Hardware/Support contracts current and compliant	100%	95%	3 of 3 months	5%	100%	↓
Finance	F4	Age of oldest item in council tax queue	30	46	3 of 3 months	9	50	↔
Finance	F15	Completion of Internal Audit Plan	15	9	Performance Year	6	67%	↑

Finance	F16	Number of outstanding NNDR appeals	15	133	Q2 onwards	118	149	↓
Finance	F18	Number of Missing Contracts that are not signed by both parties and saved on file	0	-32	Q2 onwards	32	-33	↑
Governance	DCX2	% of subject access requests responded to on time	100%	85%	Q2 onwards	15%	66%	↑
Housing	H4	Percentage of ended preventions and relieved duties that were successful.	75%	64.54%	Performance Year	10.46%	71.60%	↓
Housing	H6	No. of rough sleepers at end of period	0	6	Performance Year	6	6	↔
Neighbourhood & Assets	N&A5	% of HRA homes with a stock condition survey completed in last 5 years	100%	67%	Performance Year	33%	70%	↓
Neighbourhood & Assets	N&A6	% corporate properties with an in date electrical certificate	100%	82.35%	Performance Year	17.65%	81.20%	↑
Neighbourhood & Assets	N&A9	% corporate properties with in date DEC displayed	100%	77%	3 of 3 months	23%	92%	↓
Neighbourhood & Assets	N&A24	% street cleaning operations to acceptable standard	80%	62.30%	Performance Year	17.70%	63%	↓
People & Communications	P&C4	Website satisfaction	60%	50.50%	Q1 onwards	9.50%	50%	↑
People & Communications	P&C5	Webform completions	2500	2333	1 of 1 months	167	2777	↓

Place, Arts & Economy	PA&E1	Customer Questionnaires returned satisfied with overall Building Control Service	80%	76%	3 of 3 months	4%	81%	↓
Place, Arts & Economy	PA&E8	% appeal decisions contrary to WDC decision	25%	50%	3 of 3 months	25%	7%	↓
SCLE	SCLE8	Average time to resolve noise nuisance	33 days	37.6 days	Q2 onwards	4.6 days	45 days	↑
Amber Measures								
Housing	H3	% of calls to lifeline answered within 60 seconds	98%	97.45%	Performance Year	0.55%	97.29%	↑
Neighbourhood & Assets	N&A1	% of HRA repair requests completed on time	90%	88%	Q2 onwards	2%	88%	↔
Neighbourhood & Assets	N&A18	% of HRA properties with in date EICR certificate	100%	96%	Performance Year	4%	98%	↓
Neighbourhood & Assets	N&A20	Total no. of fly tips	616	593	Q2 onwards	23	833	↑

Neighbourhood & Assets	N&A21	% of household waste recycled, reused or composted	60%	59%	Performance Year	1%	61.87%	↑
People & Communications	P&C6	Task success in searches, % people who could complete what they wanted to	60%	56.60%	Q2 onwards	3.40%	52%	↑
Place, Arts & Economy	PA&E10	Proportion of Searches issued within 10 days	100%	98%	Performance Year	2%	98%	↔
SCLE	SCLE12	Percentage of completed food hygiene inspections from annual programme accumulative (563 due).	75%	74%	Performance Year	1%	49%	↔

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
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[illegible]