

**Date: 26 September 2023**

## **Audit & Scrutiny Committee**

### **Performance Indicators and Formal Complaints Working Group Report**

#### **Working Group Members**

Cllr Sankey  
Cllr Naylor  
Cllr Rigby  
Cllr Pound  
Cllr Murphy  
Cllr Cuthbert  
Cllr Fulcher

#### **Scope**

The scope of the Performance Indicators and Formal Complaints Working Group is set out below:

1. To monitor and consider the Council's service Performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
3. To consider how Performance Indicators and Formal Complaints are reported to the Audit & Scrutiny Committee
4. To make recommendations to the appropriate Audit & Scrutiny Committee.

#### **Notes of the meeting on the 31 August 2023**

Attached as Addendum 1 are the notes of the meeting on the 31 August 2023.

#### **Terms of Reference**

The Working Groups Terms of Reference are attached at Addendum 2

#### **1. Report Recommendations**

1.1. The report recommendations are set out in full below.

R.1 That the working group continue to monitor the outcomes of the Formal Complaints for the 2<sup>nd</sup> Quarter of 2023/24.

R.2 That the working group continue to monitor the outcomes of the Performance Indicators for the 2<sup>nd</sup> Quarter of 2023/24.

#### **2. Introduction**

- 2.1 The council operates a two stage complaints process for customers to take issue with any perceived failure to provide a service, failure to respond to requests or failure to adhere to standards on the part of the council and its officers.
- 2.2 The council uses a variety of performance indicators to monitor how well services are performing in meeting the needs of service users. The council has set of key indicators of performance, the "toplines". The topline include a variety of indicators that relate to the delivery of the council's priorities.
- 2.3 The topline measure performance across a range of council activity including: planning, housing, street scene and revenue and benefits.

#### **3. Explanation of Recommendations**

##### **Recommendation 1**

That the working group continue to monitor the outcomes of the Formal Complaints for the 2<sup>nd</sup> quarter of 2023/24.

**Explanation**

To continue to monitor formal complaints quarterly to identify common themes, trends or concerns.

**Recommendation 2**

That the working group continue to monitor the outcomes of the Performance Indicators for the 2<sup>nd</sup> quarter of 2023/24.

**Explanation**

To monitor associated annual or quarterly trends and identify areas of performance concern.

**Addendum 1****Performance Indicators and Formal Complaints Working Group  
Minutes of Meeting 31<sup>st</sup> August 2023 18:00  
Virtual via Microsoft Teams**

**Present:** Cllr Rigby  
Cllr Pound

**Also present:** Steve Summers (SS) – Strategic Director  
Greg Campbell (GC) – Director of Policy & Delivery  
Sarah Bennett (SB) – Director of Customer & Data Insight  
Marcus Hotten (MH) – Director of Environment  
Lauren Stretch (LS) – Director of Housing  
Tracey Lilley (TL) – Director of Communities  
Nichola Mann (NM) – Joint Acting Director of People & Governance  
Shelley King (SK) – Performance & Digital Transformation Manager

**Apologies:** Cllr Sankey  
Cllr Naylor  
Cllr Cuthbert  
Cllr Fulcher  
Jonathan Stephenson (JS) – Chief Executive Officer  
Emily Yule (EY) – Strategic Director  
Phoebe Barnes (PB) – Director of Assets & Investments  
Tim Wills (TW) – Interim Director of Resources  
Phil Drane (PD) – Director of Place & Economy  
Claire Mayhew (CM) – Joint Acting Director of People & Governance

**1. Welcome & Introduction**

As this was the first meeting of this Working Group for the new Council year, the group were informed of the reason and work of the group and how they ran.

**2. Terms of Reference**

These are attached to these minutes.

**3. Performance Indicators – Q4 2022-23****Summary**

- A summary report provided performance by department for Q4 2022-23. This showed an 8% increase in targets met or exceeded compared with the previous quarter.

### **Planning**

- 2022-23 results for P01 will be reported after Q1 2023-24
- Consistently high performance has enabled all Planning performance indicators to meet or exceeded target.

### **Street Scene and Environment**

- Whilst there had been an improvement from the previous quarter in many cases, performance for Street Scene and Environment in Q4 was below target across all indicators.
- The Council is working closely with Essex County Council to promote food waste recycling.
- The Council had seen a reduction in the amount of recycling generated - this was a national trend but was also partly due to the use of the blue and white recycling sacks. This is to be expected as the previous scheme that allowed co-mingled recycling is simpler and leads to more participation due to its ease, however this has its own issues.
- **ACTION:** Marcus Hotten to investigate ways in which to increase the profile of recycling and encourage people to recycle more.

### **Environmental Health**

- Indicators for Environmental Health showed that the percentage of broadly compliant food premises on target, as it was the previous quarter.
- Service requests investigated within target time improved on previous quarter due to reallocation of wards between officers to give a more even distribution of workloads. This performance was to be monitored over the coming quarter with training offered, where necessary.

### **Housing**

- Re-let times were high due to the need to decant properties from development sites, which took longer due to consultations, which increased the turnaround times dramatically. There were also issues with contractor performance. Improvement plans were put into place to assist with these delays.
- A workshop with AXIS was planned to reduce voids.
- The number of households in temporary accommodation saw a reduction this quarter due to timely processing of applications and prioritisation of move on accommodation.
- The gas servicing achieved target in Q4.
- The number of households on the waiting list has remained relatively stable. Processing times had increased due to reduced resource, but this was expected to improve as the vacant post had been appointed to.
- Rent arrears were seasonal but continually targeted, with a suite of measures employed to ensure payments are maintained and to address static debt. Old debt was not written off but payment plans were put in place. Identification was made between those who can't pay and those who won't pay.

### **Finance**

- Performance indicators for Finance were below target. Finance was working to improve these and where appropriate work with other officers to improve figures.

### **Human Resources**

- Performance for the number of days lost to sickness was shown to be decreasing. Several measures were being employed to reduce both long-term and short-term sickness, including supporting employees with wellbeing, regular 1:1, employee assistance programme, lunch and learn sessions, and encouraging physical activity.

### **Revenues and Benefits**

- All Revenues and Benefits indicators met or exceeded target due to the proactive measures established. Housing Benefit and Pensioner Council Tax Support change in circumstances far exceeded target.

#### **Contact Centre**

- Telephone calls to the Contact Centre had decreased and were a similar number to compared to the same time last year.
- Website sessions continued to demonstrate a decline from the same time last year, this was due to a change in website platform affecting the way sessions were recorded rather than a decrease in visitors.
- The time taken to answer calls was on target but showed a slight decrease in performance from the previous quarter.

### **4. Performance Indicators – Q1 2023-24**

#### **Summary**

- A summary report provided performance by department for Q1 2023-24. This showed 12% decrease in targets met or exceeded compared with the previous quarter.

#### **Planning**

- Monitoring for 2022-23 P01 will be reported after Q1 2023-24. This was expected to be available from September 2023 and would be reported alongside the Q2 results.
- There was 0% of appeals allowed against the authority's decision to refuse planning applications. The number of appeals had dropped off so far, year to date.
- Consistently high performance has enabled all Planning performance indicators to meet or exceeded target, providing a result of 100% of all planning application types being processed on time.

#### **Street Scene and Environment**

- Performance for Street Scene and Environment in Q4 was below target across all indicators. Recycling was hit hard by adverse weather, except for green waste, which was boosted by record high rainfall.

#### **Environmental Health**

- The percentage of broadly compliant food premises dipped just below target, due to increased numbers of new food businesses affecting the unrated figures in the short term.
- Service requests investigated within target time improved on previous quarter due to reallocation of wards between officers to give a more even distribution of workloads. This was still below target and an improvement plan was to be put into place in Q2, with anticipated improvements to be reported in Q3.

#### **Housing**

- Void turnaround times had improved in Q4 due to fewer major voids being held for extended periods due to decants. Contractors were also being worked with closely to improve repair times.
- The number of households in temporary accommodation was reduced this quarter due to an increased discharge of duty via the Council's Housing Register, as well as an increase in discharges into the private rental sector. It was noted that the number of approaches that are homeless, eligible and priority need, has increased, which may lead to an increase in those in temporary accommodation in the coming months.
- Having reached target of 100% last quarter, the gas servicing dipped just below target to 99.66%. Those properties where access was not gained were referred to court and warrants granted.
- The number of households on the waiting list had increased, as had the number of applicants rejected due to no local connection or failure to produce necessary documents.
- Rent arrears fluctuate throughout the year but saw an increase in the last quarter.

#### **Finance**

- Performance indicators for Finance were below target. Finance was working with other officers to improve figures; particularly where known resource issues have affected performance.

#### **Human Resources**

- Performance for the number of days lost to sickness was shown to be improving in Q1. The One You Conversations were launched in Q1, with an increased focus on wellbeing, amongst other things.

#### **Revenues and Benefits**

- All Revenues and Benefits indicators met or exceeded target due to the proactive measures established. In a change from the previous quarter, the Housing Benefit and Pensioner Council Tax Support change in circumstances was just below target due to a high volume of change of circumstances applications.

#### **Contact Centre**

- Telephone calls to the Contact Centre had decreased and were just down compared to the same time last year.
- Website sessions continued to demonstrate a decline from the same time last year, this was due to a change in website platform affecting the way sessions were recorded rather than a decrease in visitors.
- The time taken to answer calls was just below target due to an absence of one member of the team.

#### **Performance Indicators Review**

- Performance Indicators across Brentwood Borough Council and Rochford District Council were being reviewed, firstly to reintroduce performance reporting at RDC, where they had been absent for some time and secondly to bring existing BBC and previously reported RDC measures in line with each other.
- This would likely mean very little change for BBC reporting; no indicators had yet been identified to be removed but there may be some additional measures identified where there was currently no reporting.
- It was intended to start formal reporting from Q3.

### **WORKING GROUP ACTION**

For the working group to continue to review progress of the quarterly Performance Indicators.

#### **5. Formal Complaints**

- Formal complaints for the years 2016/17 to 2023/24 showed the number of complaints to be increasing year on year. Whilst this could be perceived negatively, it demonstrated the maturity of the formal complaints procedure in recognising and dealing with complaints.
- The Working Group was presented with a number of charts which set out the complaints received in Q4 2022/23 and Q1 2023/24, and the number of complaints responded to within the agreed timeframe.
- The Working Group was advised that there were two stages to formal complaints, stage 1 is dealt with by the service manager and stage 2 by a senior manager or director. Most formal complaints were resolved at stage 1.
- Action plans to improve performance were established where complaints were upheld.

#### **Housing**

- Q4 and Q1 carried a general theme of complaints associated with Housing repairs. Regular management meetings are held with our contractor to review these.

#### **Planning**

- Upheld complaints to the Planning service were notably associated with administration type errors. Resourcing is being reviewed within the team to plug resource gaps within the team.

#### **Environment**

- Repeated missed bins were the overriding cause of upheld complaints within the Environment service. Misses are commonplace, and the Council's performance in respect of volume in the area is acceptable. However, improvements are required in identifying properties that are repeatedly missed and proactive steps put in place before the need for a resident to complain. The service is reviewing how they can improve their access to data in this area.

#### **Ombudsman Determinations**

Determinations from the Housing Ombudsman (HO) and the Local Government Ombudsman (LGO) are reported to the working group for review. Annual reviews have recently been received from both bodies, and these will be circulated to the Working Group.

**WORKING GROUP ACTION:** For the working group to monitor these complaints against future quarters to identify concerns or themes.

**WORKING GROUP ACTION:** To review the Annual Reviews received from the HO and LGO and raise queries with the relevant Directors, if required

#### **6. Any Other Business**

None

#### **7. Date of next meeting**

6pm, 12 October 2023

## **Addendum 2**

### **Audit & Scrutiny Committee Performance Indicators & Formal Complaints Working Group**

Members of Working Group:

Cllrs. Sanky, Naylor, Rigby, Pound, Cuthbert, Fulcher

Terms of Reference:

1. To monitor and consider the Council's service Performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
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4. To make recommendations to the appropriate Audit & Scrutiny Committee.



# Members Working Group Formal Complaints Q1 2023/24

Apr – Jun 2023

# 2023/24 Formal Complaints received

Apr to Jun 2023

Q4			
Department	Total	Upheld	%
Community Services	1	0	0%
Customer Services	1	1	100%
Enforcement	1	1	100%
Environmental Health	1	1	100%
Housing	19	5	32%
Parking	1	1	100%
Planning	3	1	33%
Revenues & Benefits	8	2	25%
Streetscene	19	13	68%
<b>Total</b>	<b>54</b>	<b>25</b>	<b>46%</b>

YTD			
Department	Total	Upheld	%
Community Services	1	0	0%
Customer Services	1	1	100%
Enforcement	1	1	100%
Environmental Health	1	1	100%
Housing	19	6	31.5%
Parking	1	1	100%
Planning	3	1	33%
Revenues & Benefits	8	2	25%
Streetscene	19	13	68%
<b>Total</b>	<b>54</b>	<b>25</b>	<b>46%</b>



## Formal Complaints received annually

Department	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
ASB/Community Safety	0	0	1	1	7	1	3
Assets	1	1	2	3	0	1	1
Building Control	0	0	0	1	0	0	0
Community Services	2	1	0	2	0	1	0
Corporate	0	0	0	0	0	0	1
Customer Service	1	1	4	5	7	1	1
Democratic Services	1	0	0	2	1	0	0
Electoral Services	0	0	0	0	0	1	0
Env Health	0	1	3	4	10	6	1
Finance	0	0	2	0	0	0	0
Housing	30	38	47	75	66	58	62
Human Resources	0	0	0	0	0	1	0
Legal	1	0	0	0	0	0	0
Licensing	0	0	0	0	2	1	0

## Formal Complaints received annually

Department	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Parking	0	1	1	3	1	0	1
Planning	13	10	10	16	15	18	21
Revs & Bens	9	31	33	28	8	11	20
Streetscene	3	5	15	44	63	29	55
<b>Total</b>	<b>61</b>	<b>89</b>	<b>118</b>	<b>184</b>	<b>180</b>	<b>132</b>	<b>166</b>

## 2023/24 Formal Complaints responded to within agreed timeframe Apr to Jun 2023

Q1	
Department	%
Community Services	100%
Customer Services	100%
Enforcement	100%
Environmental Health	100%
Housing	84%
Parking	100%
Planning	100%
Revenues & Benefits	87%
Streetscene	79%
<b>Total</b>	<b>85%</b>

YTD	
Department	%
Community Services	100%
Customer Services	100%
Enforcement	100%
Environmental Health	100%
Housing	84%
Parking	100%
Planning	100%
Revenues & Benefits	87%
Streetscene	79%
<b>Total</b>	<b>85%</b>

# Channel received



	Q1	Q2	Q3	Q4
Online form	50%			
Email	29.5%			
Website enquiry	7.5%			
Via LGO/HO	5.5%			
Telephone	0%			
Letter	7.5%			

# Upheld Formal Complaints – Apr to Jun 2023

## Housing



No	Ref	Complaint	Stage
1	FC851	Housing Needs No support given regarding completing forms and no instruction of how to sort funds	Stage 1
2	FC870	Housing Repairs - Axis Wallpaper damage during a repair to the property.	Stage 2
3	FC891	Housing Repairs 1. After a visit from a Surveyor no follow up works were completed 2. No follow up calls were received despite leaving messages	Stage 1
4	FC907	Housing repairs Front door had not been replaced	Stage 1
5	FC908	Housing Estates Damage caused to fence from overgrown bushes on Council land	Stage 1

# Upheld Formal Complaints – Apr to Jun 2023

## Revenues and Benefits



No	Ref	Complaint	Stage
1	FC863	Received a court summons for payment but the money had previously been written off	Stage 1
2	FC868	A change of address form had not been processed resulting in a penalty charge	Stage 1

# Upheld Formal Complaints – Apr to Jun 2023 Planning



No	Ref	Complaint	Stage
1	FC844	<ol style="list-style-type: none"><li>1. Wrong plans were accepted by the Planning department resulting in a very protracted planning application</li><li>2. An offer for a site visit regarding a neighbours' application was withdrawn</li></ol>	Stage 1
	FC880	Ongoing complaint at Stage 2. All elements of the complaint were not upheld at Stage 1	

# Upheld Formal Complaints – Apr to Jun 2023

## Streetscene



No	Ref	Complaint	Stage
1	FC843	Incorrect information given to a resident	Stage 2
2	FC847	Repeated missed collections	Stage 1
3	FC852	Repeated missed collections	Stage 1
4	FC853	No response following numerous phone calls	Stage 2
5	FC867	Repeated missed collections	Stage 2
6	FC871	The Unipaly structure at River Road park was not installed in accordance with the installation drawings	Stage 2
7	FC872	Numerous reports regarding overhanging trees have had no response	Stage 1



# Upheld Formal Complaints – Apr to Jun 2023

## Streetscene



No	Ref	Complaint	Stage
8	FC881	Repeated missed collections	Stage 1
9	FC890	Repeated missed collections	Stage 1
10	FC894	Operatives pile up the black bag rubbish from the flats outside residents' house and on her drive	Stage 1
11	FC895	Refuse crew were intimidating and rude to resident	Stage 1
12	FC906	Repeated missed collections	Stage 1
13	FC915	Repeated missed collections	Stage 1

# Ombudsman decisions Apr – Jun 22



	Service	LGO/H O	Complaint	Council's decision	Ombudsman outcome
	No Ombudsman decisions received during Q1				



# Members Working Group Formal Complaints Q4 2022/23

Jan - Mar 2023

# 2022/23 Formal Complaints received

## Jan to Mar 2023

Q4			
Department	Total	Upheld	%
ASB/Community Safety	0		
Assets	0		
Corporate	1	1	100%
Customer Services	0		
Environmental Health	0		
Housing	12	5	42%
Parking	0		
Planning	6	4	67%
Revenues & Benefits	8	4	50%
Streetscene	12	7	58%
<b>Total</b>	<b>39</b>	<b>21</b>	<b>54%</b>

YTD			
Department	Total	Upheld	%
ASB/Community Safety	3	2	66%
Assets	1	0	0%
Corporate	1	1	100%
Customer Services	1	0	0%
Environmental Health	1	0	0%
Housing	62	25	40%
Parking	1	0	0%
Planning	21	7	33%
Revenues & Benefits	20	7	35%
Streetscene	55	42	76%
<b>Total</b>	<b>166</b>	<b>83</b>	<b>50%</b>

## Formal Complaints received annually

Department	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
ASB/Community Safety	0	0	1	1	7	1	3
Assets	1	1	2	3	0	1	1
Building Control	0	0	0	1	0	0	0
Community Services	2	1	0	2	0	1	0
Corporate	0	0	0	0	0	0	1
Customer Service	1	1	4	5	7	1	1
Democratic Services	1	0	0	2	1	0	0
Electoral Services	0	0	0	0	0	1	0
Env Health	0	1	3	4	10	6	1
Finance	0	0	2	0	0	0	0
Housing	30	38	47	75	66	58	62
Human Resources	0	0	0	0	0	1	0
Legal	1	0	0	0	0	0	0
Licensing	0	0	0	0	2	1	0

## Formal Complaints received annually

Department	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Parking	0	1	1	3	1	0	1
Planning	13	10	10	16	15	18	21
Revs & Bens	9	31	33	28	8	11	20
Streetscene	3	5	15	44	63	29	55
<b>Total</b>	<b>61</b>	<b>89</b>	<b>118</b>	<b>184</b>	<b>180</b>	<b>132</b>	<b>166</b>

## 2022/23 Formal Complaints responded to within agreed timeframe Jan to March 2023

Q4	
Department	%
ASB/Community Safety	N/A
Assets	N/A
Corporate	100%
Customer Services	N/A
Environmental Health	N/A
Housing	42%
Parking	N/A
Planning	16%
Revenues & Benefits	87%
Streetscene	75%
<b>Total</b>	<b>64%</b>

YTD	
Department	%
ASB/Community Safety	50%
Assets	100%
Corporate	100%
Customer Services	100%
Environmental Health	100%
Housing	68%
Parking	0%
Planning	43%
Revenues & Benefits	75%
Streetscene	73%
<b>Total</b>	<b>71%</b>

# Channel received



	Q1	Q2	Q3	Q4
Online form	41%	62%	63%	69.5%
Email	49%	19%	32%	23%
Website enquiry	5%	11%	4%	2.5%
Via LGO/HO	2%	0%	0%	2.5%
Telephone	0%	5%	0%	0%
Letter	2%	3%	0%	2.5%



# Upheld Formal Complaints – Jan to Mar 2023

## Housing



No	Ref	Complaint	Stage
1	FC781	Housing repairs No heating in property	Stage 1
2	FC783	Housing repairs Brambles and weeds had not been removed so that resident could reset boundaries	Stage 2
3	FC795	Housing repairs Mould embedded in the frame and on the wall of the bedroom	Stage 1
4	FC813	Housing repairs No hot water in property	Stage 1
5	FC819	Housing repairs – Axis Scaffolders arrived without an appointment and were unprofessional	Stage 1

# Upheld Formal Complaints – Jan to Mar 2023

## Revenues and Benefits



No	Ref	Complaint	Stage
1	FC784	<ol style="list-style-type: none"> <li>Contacted dept numerous times for an explanation of Council Tax charges but no one has given an explanation</li> <li>Contradicting bills have been sent with no cover letter to explain</li> </ol>	Stage 2
2	FC816	No response received from the Council regarding a claim for overpaid Council Tax	Stage 1
3	FC821	<ol style="list-style-type: none"> <li>Emailed benefits to request a mandatory reconsideration of housing benefits and had no response</li> <li>Called benefit department several times, but hold time was 45 minutes</li> </ol>	Stage 1
4	FC827	No response from email sent to Council Tax regarding a council tax band reduction	Stage 1

# Upheld Formal Complaints – Jan to Mar 2023

## Planning



No	Ref	Complaint	Stage
	FC772	Brentwood Borough Council are willing to approve planning applications without the full understanding or consideration of any adverse effects the alterations may have on an adjacent property	Stage 2 (from Q3)
1	FC788	Request for a redacted version of an Ecological Appraisal was declined	Stage 1
2	FC801	Planning application had not been decided within 12 week timeframe	Stage 2
3	FC802	No response to a pre application request despite several emails asking for information about the application	Stage 2
4	FC834	Planning objections failed to show on public access	Stage 2

# Upheld Formal Complaints – Jan to Mar 2023

## Streetscene

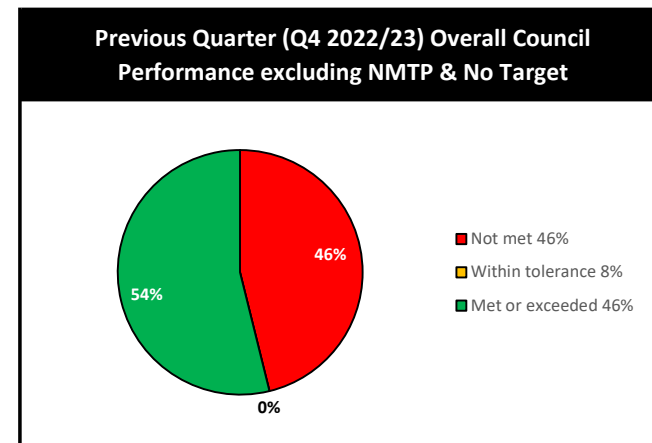
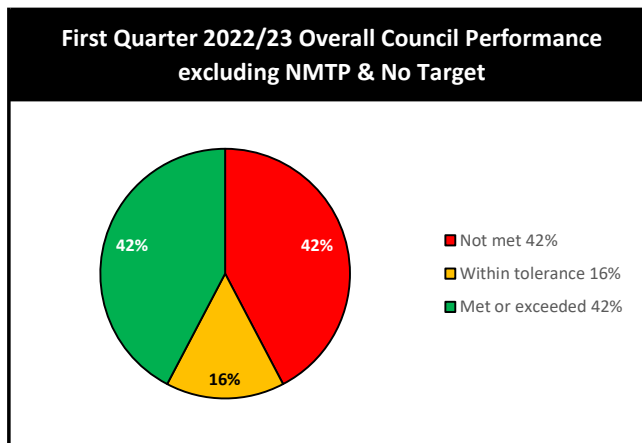
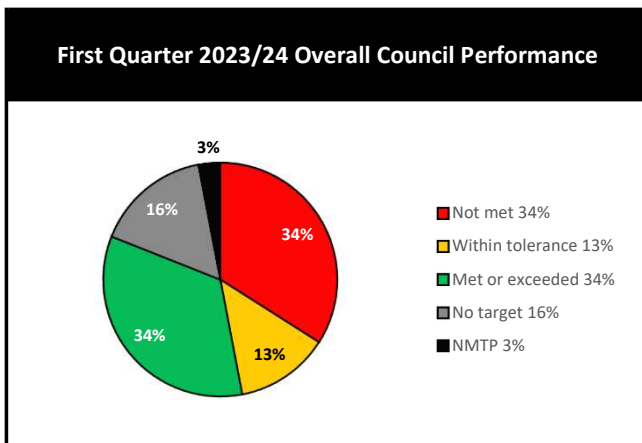


No	Ref	Complaint	Stage
1	FC790	Repeated missed collections	Stage 1
2	FC792	Repeated missed collections	Stage 2
3	FC794	Repeated missed collections	Stage 1
4	FC809	Repeated missed collections	Stage 1
5	FC832	Repeated missed collections	Stage 1
6	FC833	Repeated missed collections	Stage 1
7	FC836	Repeated missed collections	Stage 1

# Ombudsman decisions Jan – Mar 22



	Service	LGO/H O	Complaint	Council's decision	Ombudsman outcome
1	Community Safety	HO	<ol style="list-style-type: none"> <li>1. Handling of ASB reports</li> <li>2. Contacting resident's doctor without notification or consent</li> </ol>	Not upheld	<p>Decision – maladministration by the landlord in both the handling of ASB complaints and in contacting the residents GP</p> <p>To pay £500 to resident and send letter of apology</p>
2	Environmental Health	LGO	<ol style="list-style-type: none"> <li>1. Council failed to take sufficient action to investigate nuisance from flies from a water treatment plant.</li> <li>2. Council failed to keep accurate records</li> </ol>	Partially upheld	<p>Decision – Fault causing injustice</p> <p>Apology letter to be sent to complainant and neighbours.</p> <p>Review record keeping processes.</p>

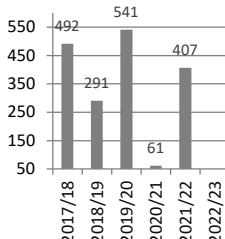
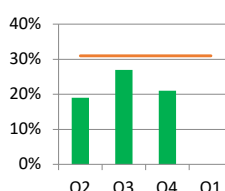
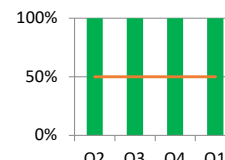
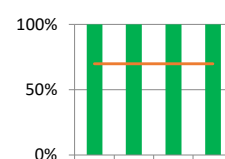



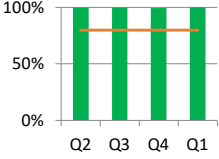


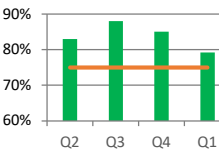

### First Quarter 2023/24 Performance by Department

		Red		Amber		Green		No Target		NMTP		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
<b>Economy</b>	Planning	0	0%	0	0%	5	83%	0	0%	1	17%	6
<b>Environment</b>	Street Scene	6	86%	0	0%	1	14%	0	0%	0	0%	7
	Environmental Health	1	50%	1	50%	0	0%	0	0%	0	0%	2
<b>Housing</b>	Housing	2	40%	1	20%	1	20%	1	20%	0	0%	5
<b>Effective</b>	Finance	2	67%	0	0%	0	0%	1	33%	0	0%	3
	Human Resources	0	0%	0	0%	0	0%	1	100%	0	0%	1
	Revenues and Benefits	0	0%	1	20%	4	80%	0	0%	0	0%	5
	Contact Centre	0	0%	1	33%	0	0%	2	67%	0	0%	3
<b>Total</b>		<b>11</b>	<b>34%</b>	<b>4</b>	<b>13%</b>	<b>11</b>	<b>34%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>
<b>Previous Quarter Total</b>		<b>12</b>	<b>38%</b>	<b>0</b>	<b>0%</b>	<b>14</b>	<b>44%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>


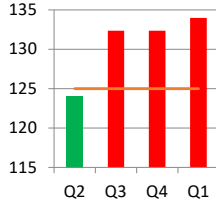


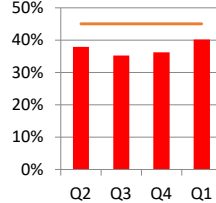


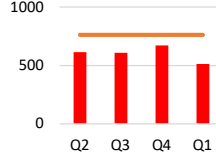


### Key



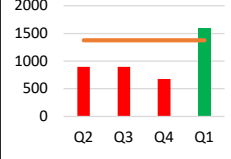
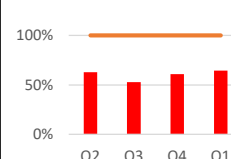
	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
	No target.
	NMTP Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.


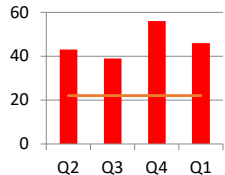


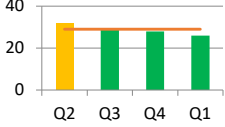


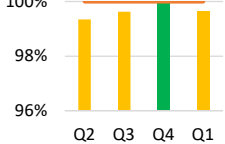


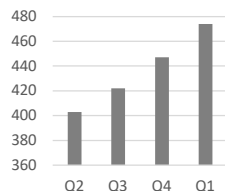

Growing our economy														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	NMTP	NMTP	NMTP	No target	NMTP		NMTP	No target	NMTP	The gross number of new homes approved to be built in the Borough. Approvals for new homes help towards the Borough's supply of homes, specifically the required five-year housing supply (published annually). Monitoring data has concluded that there are 407 NET new dwellings within the borough for the monitoring period 2021-22. This is an increase from last year likely due to the adoption of the Brentwood Local Plan. The adopted Local Plan states in policy MG01 that we will deliver 300 new homes during this period, so we have over delivered by 107 new dwellings which helps with closing the gap for our previous years' short falls. Monitoring data for 2022-23 will be reported after Q1 2023-24.	
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications (percentage)	Quarterly	18.50%	26.90%	21%	0%	31%	Green		0%	31%	Green	Monitoring is done to understand why appeals happen and what can be done to reduce them and reduce number of overturns. Also working with agents to understand what we can do to help. An 'Appeals Update' is presented to Planning Committee to provide more detail on appeals. The number of appeals has dropped off so far year to date.	
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	100%	100%	100%	100%	50%	Green		100%	50%	Green	Consistently high performance. Processes and performance are constantly being reviewed to ensure standards remain high. The number of all application types has dropped off.	
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	100%	100%	100%	100%	70%	Green		100%	70%	Green	Consistently high performance. Processes and performance are constantly being reviewed to ensure standards remain high. The number of all application types has dropped off.	

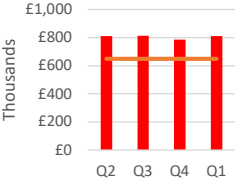
Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	99.70%	99.80%	99.60%	100%	80%	Green 	 <table border="1"> <caption>Performance Data for Planning P05</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> </tr> <tr> <td>Q4</td> <td>100%</td> </tr> <tr> <td>Q1</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q2	100%	Q3	100%	Q4	100%	Q1	100%	100%	80%	Green 	Consistently high performance. Processes and performance are constantly being reviewed to ensure standards remain high. The number of all application types has dropped off.
Quarter	Performance (%)																						
Q2	100%																						
Q3	100%																						
Q4	100%																						
Q1	100%																						
Planning P06	Percentage of planning applications approved	Quarterly	83%	88%	85%	79.20%	75%	Green 	 <table border="1"> <caption>Performance Data for Planning P06</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>83%</td> </tr> <tr> <td>Q3</td> <td>88%</td> </tr> <tr> <td>Q4</td> <td>85%</td> </tr> <tr> <td>Q1</td> <td>79.20%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q2	83%	Q3	88%	Q4	85%	Q1	79.20%	79.20%	75%	Green 	This reports approvals of all PS1 and PS2 applications (i.e. excluding pre-applications)
Quarter	Performance (%)																						
Q2	83%																						
Q3	88%																						
Q4	85%																						
Q1	79.20%																						


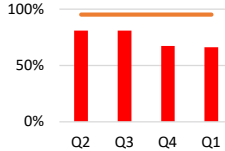


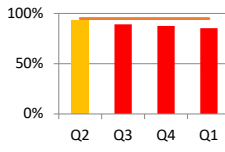


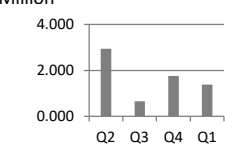


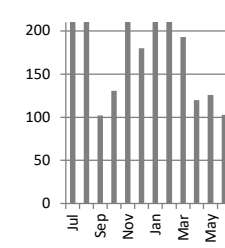




Protecting our environment														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Street Scene and Environment E01	Residual household waste per household (kg)	Quarterly	124.77	132.34	132.26	133.94	125	Red 		133.94	125	Red 	Residual waste figures remain high following on from last year, impacting on overall recycling percentage.	
Street Scene and Environment E02	Percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion	Quarterly	37.92%	35.28%	36.20%	40.18%	45%	Red 		40.18%	45%	Red 	Increased recycling rate due to increased high tonnage of garden waste positively impacting on figures.	
Street Scene and Environment E03	Paper and card recycled by tonne	Quarterly	614.5	608.3	672.14	513.02	763	Red 		513.02	763	Red 	Recycling was hit hard by the adverse wet weather throughout Q1 with Paper & Card seeing a fall of over 100 tonnes on the final quarter of last year.	
Street Scene and Environment E04	Cans and plastic recycled by tonne	Quarterly	195.2	191.9	193.42	191.3	225	Red 		191.3	225	Red 	Collections in last quarter have shown upturn, fairly consistent tonnage across the period.	

Street Scene and Environment E05	Mixed glass recycled by tonne	Quarterly	483.3	464.1	467.1	468.91	600	Red 		468.9	600	Red 	Glass tonnage is consistent with previous quarters of last year, possibly review of target is required.
Street Scene and Environment E06	Food waste recycled by tonne	Quarterly	271.7	288.8	295.54	258.18	350	Red 		258.2	350	Red 	Food tonnage remains relatively high in Q1 and previous quarters and will need further monitoring.
Street Scene and Environment E07	Garden waste recycled and diverted from landfill per tonne	Quarterly	895.2	895.6	673.12	1603.42	1375	Green 		1603.4	1375	Green 	Due to record high rainfall for the months in Q1, garden waste tonnage has increased dramatically above target predictions.
Environmental Health EH01	Food safety/ hygiene standards in food premises - % of broadly compliant food premises	Quarterly	97.63%	97%	97%	96.24%	97%	Amber 		96.24%	97%	Green 	This quarter has again seen continued numbers of new food businesses that are unrated in the short term which impacts the broadly compliant figure total. 25 new business contribute to the non-compliant list as we work through routine inspections with the same resource and pick up the additional businesses throughout the months.
Environmental Health EH02	Service requests investigated within target time (5 days)	Quarterly	62.08%	53.10%	61.25%	64.25%	100%	Red 		64.25%	100%	Red 	The Q1 KPI figure is a slight improvement on previous quarters, believed to result from the redistribution of workload between districts to even out demand and allow for improved officer performance. There is still a way to go though to improve the KPI figure. To work towards this we are developing a new procedure and process to deal with complaints from receipt to closure. We are expecting to get this done during Q2 and implemented so as to hopefully result in improvements by the reporting period for Q3.

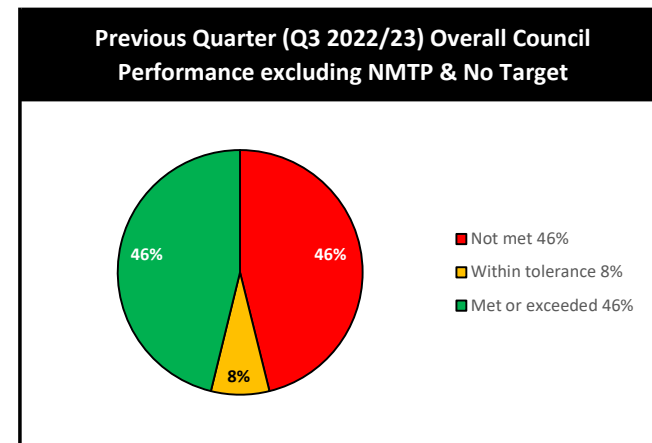
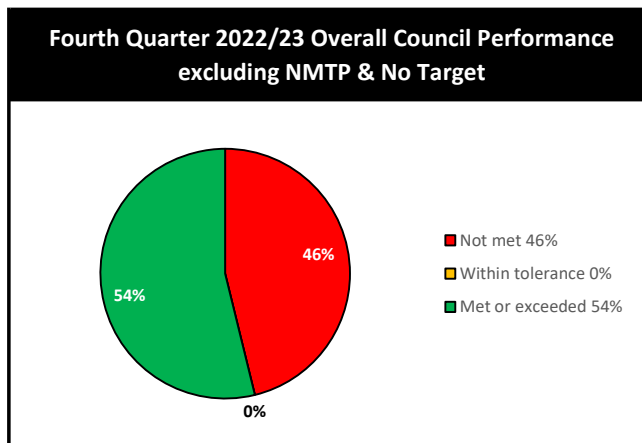
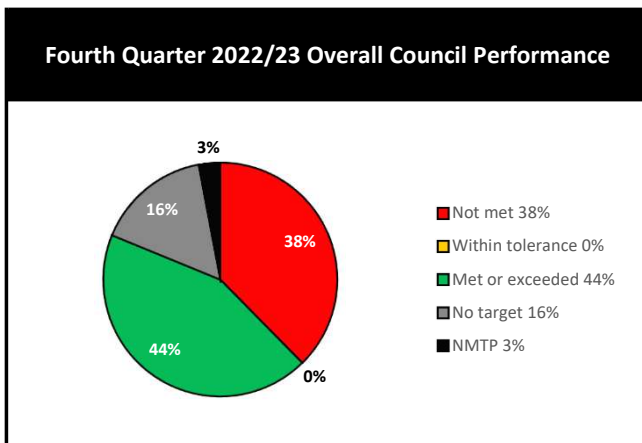
Improving our housing														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Housing H01	Average re-let times for Local Authority Housing	Quarterly	43 Days (43 GN, 48 SH, 49 TA)	39 Days (35 GN, 48 SH, 34 TA)	56 Days (42 GN, 55 SH, 81 TA)	45 Days (29 GN, 67 SH, 51 TA)	22 Days	Red 		46 Days	22 Days	Red 	Void turnaround has improved this quarter. We have seen fewer major voids and are holding fewer properties for prolonged periods of time due to decants for development. The voids team are working closely with our contractors to improve the repair time so that lettings can be done quicker also.	
Housing H04	Households living in temporary accommodation	Quarterly	32	29	28	26	29	Green 		26	29	Green 	Temporary accommodation has reduced due an increased discharge of duty via the Council's Housing Register and also an increase of discharges into private rented accommodation. We are currently experiencing an increase of approaches that are homeless, eligible and priority need, which may lead to an increase in the coming months.	
Housing H05	Gas servicing in Council homes	Quarterly	99.34%	99.62%	100%	99.66%	100%	Amber 		99.66%	100%	Amber 	Servicing schedule commenced in April. Seven overdue cases as of 30 June 2023. Access has been gained in two properties and service completed in July, five were referred to court and warrants granted at the end of June.	
Housing H07	No. of applicants on the waiting list for Local Authority housing	Quarterly	403	422	447	474	No Target	No Status 		474	No Target	No Status 	Housing Register: 243 Transfer Register: 231  The council's housing and transfer registers have both seen a slight increase this quarter. In recent months with have seen an increase in the number of housing register applicants rejected due to no local connection or failure to supply the necessary documents.	

Housing H08	Average Rent Arrears Total (Current Tenants, Garages)	Quarterly	£812,714	£812,721	£787,893	£812,065	£650,000	Red 	 <p>Thousands</p> <p>£1,000 £800 £600 £400 £200 £0</p> <p>Q2 Q3 Q4 Q1</p>	£812,065	£650,000	Red 	The arrears figure fluctuates throughout the year and we have unfortunately seen an increase in arrears. Officers continue to contact residents at the time their payment is late and are building relations with those in the highest arrears to then be able to assist more with income and expenditure.
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Delivering an effective and efficient council														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2023/24 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Year to Date Result			Year to Date Target	Year to Date Status & Trend		
Finance F01	% of invoices from local suppliers paid within 20 days	Quarterly	80.89%	80.89%	67.30%	65.98%	95%	Red 		65.98%	95%	Red 	Local invoices are currently below par. Lower performance in May and June caused this variance. Accounts Payable officers have been instructed to work with officers to help assist this figure to increase. The Depot, which gets a high proportion of these invoices, struggled during this quarter as they have had ongoing resource issues. We are hoping to see an improvement next quarter.	
Finance F02	% of invoices from all suppliers paid within 30 days	Quarterly	92.54%	89.35%	87.73%	85.40%	95%	Red 		85.40%	95%	Red 	KPIs again in May and June saw lower performance for Environmental Services. This however improved in March and more invoices are being paid within 30 days. Again Accounts Payable officers have been instructed to work with officers to help assist this figure to increase.	
Finance F03	Value of corporate debt (£m)	Quarterly	£2.947m	£0.654m	£1.764m	£1.374m	Reduction from previous quarter	No Status 		£1.374m	Reduction from previous quarter	No Status 	Debt level has gone down due to invoices being settled following year end. The Accounts Receivable Team aim to keep the debt level below £1m. However, due to resources within the Accounts Receivable team, we have reduced capacity to chase these debts.	
Human Resources HR03	Number of days sickness lost per month	Monthly	Jul 245 Aug 250.5 Sep 102	Oct 130.5 Nov 218 Dec 180	Jan 286.5 Feb 261 Mar 193	Apr 120 May 126 June 103	No Target	No Status 		349	No Target	No Status 	This PI reflects the number of working days lost to sickness each month. Absence figures for Q1 show a decrease in number of days lost. This is due to a number of factors including the return to work following long term absence. It is also not uncommon to see a healthier workforce during this quarter.  In terms of both short term and long term absence, all staff are supported either through the Absence Management process, or more informally via a return to work meeting with their manager. As an organisation we continue to offer support to all employees around their wellbeing by way of wellbeing check ins, employee assistance programme, regular 1:1s and Team meetings, Mental Health First Aiders, wellbeing Teams channel, lunch and learn sessions and encouraging a form of physical activity. During this quarter we have launched a new process call One You Conversations which has a wellbeing focus amongst other things.	

Revs & Bens CT01	Council Tax collection	Quarterly	56.10%	82.80%	97.60%	29.40%	28.80%	Green 		29.40%	28.80%	Green 	We are above target for Council Tax collection which is great news. We are ensuring our recovery action is efficient and appropriate. We continue to advise customers contacting us for assistance by signposting to appropriate support.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims (days)	Quarterly	16	18	17	17	18	Green 		17	18	Green 	Our days to process New Claims continues to improve, ending our first quarter with an average of 17 days which is under our target of 18 days. We will always strive to achieve this target by ensuring we do not delay asking customers for information that is required to process their claim. We will always try to telephone and text customers rather than write, as this builds unnecessary delays in processing. Our dedicated new claims team are always on hand to provide support and assistance to our customers so that all claims are paid as quickly as possible.
Revs & Bens CT05	Housing Benefit and Pensioner Council Tax Support - time taken to process Change of Circumstances (days)	Quarterly	5.8	5.2	3.2	9	8	Amber 		9	8	Amber 	Unfortunately we have not met our target for this quarter. We are still receiving a high volume of changes in customers circumstances, so it is taking a bit longer than we hoped for these changes to be dealt with. We have also have a higher number of customer enquires recently which has delayed us in processing our changes however we are hopeful that things will improve in the coming months. We continue to encourage residents to use emails, the website and telephone to let us know of their change in circumstances so that we can ensure they get the correct help they need and within a timely manner. This also helps keeping customer contact to a minimum and supports our residents at this difficult time with the cost of living rising.
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process new applications (days)	Quarterly	2.5	3	3	2	3	Green 		2	3	Green 	We are below target for new applications of Council Tax Reduction. This is great news for our customers receiving their entitlement promptly.
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances (days)	Quarterly	5	3	3	3	3	Green 		3	3	Green 	We remain on target for changes of circumstances where a customer is in receipt of Council Tax Reduction. This is great news for our customers receiving their entitlement promptly.

Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	10,929	10,351	11,504	10,313	No Target	No Status ↓		10,313	No Target	No Status ↓	This figure depicts the number of calls received via the main Council telephone no. 01277 312500 and that have selected the applicable service from the options provided. It does not include calls that have selected option '0'. The services undertaken by the Contact Centre are Environmental Health, Licensing, Planning, Building Control, Parking, Operational Services and Housing Services.
Contact Centre CC04	Website sessions	Quarterly	215,982	87,981	77,231	65,689	No Target	No Status ↓		65,689	No Target	No Status ↓	<p>Website sessions are defined as: A session is the period time a user is actively engaged with your website. By default, if a user is inactive for 30 minutes or more, any future activity is attributed to a new session. Users that leave your site and return within 30 minutes are counted as part of the original session.</p> <p>On 5 Oct 22, the Council changed its website platform, which has dramatically affected the number of sessions recorded. We do not believe that this is an indication of a drop in users, rather a reduction in the number of computer generated hits, leading to false records. This rebaselines the results.</p>
Contact Centre CC05	Time taken to answer calls (seconds)	Quarterly	158	48	57	66	60	Amber ↓		60	60	Amber ↓	<p>Benchmarking across Essex reports varying targets for time to answer. We have set our target relatively low in recognition of the importance of maintaining a good level of customer service.</p> <p>Current trend - Throughout Quarter 4 we have operated with one member of the team absent and this has resulted in our response time being increased.</p>




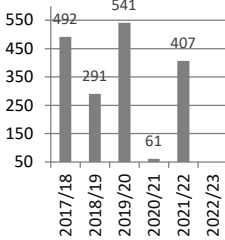


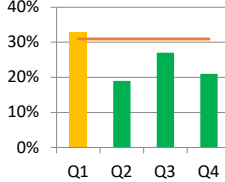


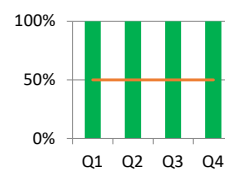


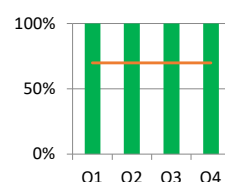

### Fourth Quarter 2022/23 Performance by Department


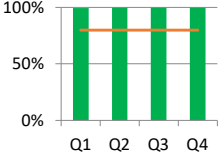


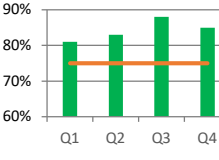

		Red		Amber		Green		No Target		NMTP		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
<b>Economy</b>	Planning	0	0%	0	0%	5	83%	0	0%	1	17%	<b>6</b>
<b>Environment</b>	Street Scene	7	100%	0	0%	0	0%	0	0%	0	0%	<b>7</b>
	Environmental Health	1	50%	0	0%	1	50%	0	0%	0	0%	<b>2</b>
<b>Housing</b>	Housing	2	40%	0	0%	2	40%	1	20%	0	0%	<b>5</b>
<b>Effective</b>	Finance	2	67%	0	0%	0	0%	1	33%	0	0%	<b>3</b>
	Human Resources	0	0%	0	0%	0	0%	1	100%	0	0%	<b>1</b>
	Revenues and Benefits	0	0%	0	0%	5	100%	0	0%	0	0%	<b>5</b>
	Contact Centre	0	0%	0	0%	1	33%	2	67%	0	0%	<b>3</b>
<b>Total</b>		<b>12</b>	<b>38%</b>	<b>0</b>	<b>0%</b>	<b>14</b>	<b>44%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>
<b>Previous Quarter Total</b>		<b>12</b>	<b>38%</b>	<b>2</b>	<b>6%</b>	<b>12</b>	<b>38%</b>	<b>5</b>	<b>16%</b>	<b>1</b>	<b>3%</b>	<b>32</b>

### Key

	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
	No target.
	Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.


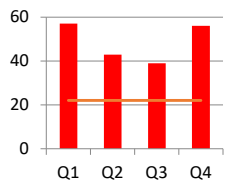


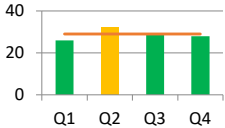


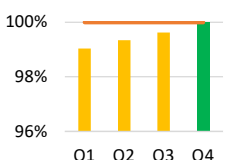


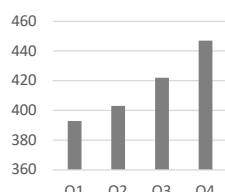




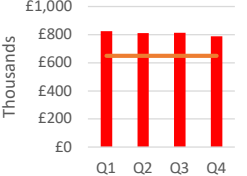

Growing our economy														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year End		Year End Status & Trend	Commentary
			Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q Target	Year End Result			Year End Target			
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	NMTP	NMTP	NMTP	No target	NMTP 		NMTP	No target	NMTP 	The gross number of new homes approved to be built in the Borough. Approvals for new homes help towards the Borough's supply of homes, specifically the required five-year housing supply (published annually). Monitoring data has concluded that there are 407 NET new dwellings within the borough for the monitoring period 2021-22. This is an increase from last year likely due to the adoption of the Brentwood Local Plan. The adopted Local Plan states in policy MG01 that we will deliver 300 new homes during this period, so we have over delivered by 107 new dwellings which helps with closing the gap for our previous years' short falls. Monitoring data for 2022-23 will be reported after Q1 2023-24.	
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications (percentage)	Quarterly	33.30%	18.50%	26.90%	21.00%	31%	Green 		24.93%	31%	Green 	Monitoring is done to understand why appeals happen and what can be done to reduce them and reduce number of overturns. Also working with agents to understand what we can do to help. An 'Appeals Update' is presented to Planning Committee to provide more detail on appeals.	
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	100%	100%	100%	100%	50%	Green 		100%	50%	Green 	Consistently high performance achieved throughout the year. Processes and performance are constantly being reviewed to ensure standards remain high. The number of Major application types received have not been affected by COVID. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.	
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	100%	100%	100%	100%	70%	Green 		100%	70%	Green 	Consistently high performance. Processes and performance are constantly being reviewed to ensure standards remain high. The number of Minor application types dropped off this year due to COVID, but not as much as expected. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.	


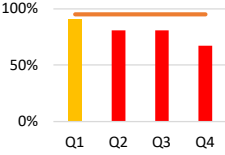


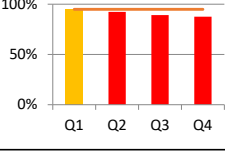


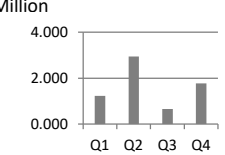


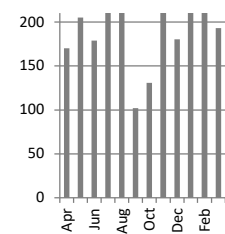

Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	99.40%	99.70%	99.80%	99.60%	80%	Green 		99.63%	80%	Green 	Consistently high performance achieved throughout the year. Processes and performance is constantly being reviewed to ensure standards remain high. The number of Other application are at 4 year all time high, which is causing pressure on the service. Processes have been tweaked to ensure business as usual and no detrimental effect to applicants.
Planning P06	Percentage of planning applications approved	Quarterly	81.40%	83.00%	87.80%	85.00%	75%	Green 		84.30%	75%	Green 	This reports approvals of all PS1 and PS2 applications (i.e. excluding pre-applications)

Protecting our environment														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year End			Commentary
			Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q Target	Year End Result			Year End Target	Year End Status & Trend		
Street Scene and Environment E01	Residual household waste per household (kg)	Quarterly	130.43	124.77	132.34	132.26	125	Red ↑		519.8	500	Red ↓	Residual Waste figures remain high for 2nd half of the municipal year - impacting on overall recycling percentage.	
Street Scene and Environment E02	Percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion	Quarterly	39.66%	37.92%	35.28%	36.20%	45%	Red ↑		37.27%	45%	Red ↓	Recycling was hit badly across all authorities in surrounding districts and boroughs due to adverse weather. Percentage drop due to high tonnage of residual collected in the last two quarters of the year.	
Street Scene and Environment E03	Paper and card recycled by tonne	Quarterly	614.5	614.5	608.3	672.14	763	Red ↑		2509.4	3052	Red ↑	As mentioned above, recycling was hit hard by the adverse weather. Tonnage collected recovered in last quarter.	
Street Scene and Environment E04	Cans and plastic recycled by tonne	Quarterly	196.6	195.2	191.9	193.42	225	Red ↑		777.1	900	Red ↑	Collections in last quarter have shown upturn, fairly consistent tonnage across all quarters.	

Street Scene and Environment E05	Mixed glass recycled by tonne	Quarterly	494.2	483.3	464.1	467.1	600	Red ↑		1908.7	2400	Red ↑	Overall collections tonnage consistent over the quarters.
Street Scene and Environment E06	Food waste recycled by tonne	Quarterly	250.8	271.7	288.8	295.54	350	Red ↑		1106.8	1400	Red ↑	Food tonnage continues to increase over the quarters and will need further monitoring.
Street Scene and Environment E07	Garden waste recycled and diverted from landfill per tonne	Quarterly	1310.3	895.2	895.6	673.12	1375	Red ↓		3774.2	5500	Red ↓	Due to exceptionally high temperatures and little rainfall gardens were not growing.
Environmental Health EH01	Food safety/ hygiene standards in food premises - % of broadly compliant food premises	Quarterly	97.75%	97.63%	97%	97%	97%	Green ↔		97%	97%	Green ↓	This quarter has again seen continued numbers of new food businesses that are unrated in the short term which impacts the broadly compliant figure total.
Environmental Health EH02	Service requests investigated within target time (5 days)	Quarterly	59%	62.08%	53.10%	61.25%	100%	Red ↑		58.86%	100%	Red ↓	Some improvement has been made between quarter 3 and quarter 4, in part due to the reallocation wards between officers to give a more even distribution of workload. That said some areas of underperformance remain and this will be monitored over the next quarter. Should further improvements not be forthcoming then additional training will be devised and provided to officers to ensure that all officers achieve and maintain a consistently higher response rate and that they appropriate record their responses.


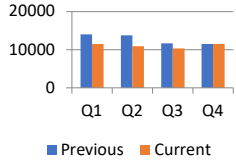


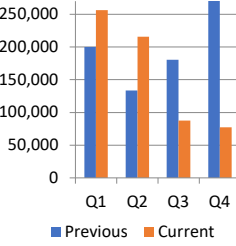


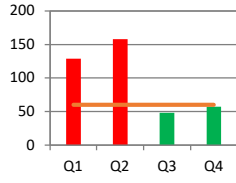

Improving our housing														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year End			Commentary
			Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q Target	Year End Result			Year End Target	Year End Status & Trend		
Housing H01	Average re-let times for Local Authority Housing	Quarterly	57 Days (46 GN, 101 SH, 38 TA)	43 Days (43 GN, 48 SH, 49 TA)	39 Days (35 GN, 48 SH, 34 TA)	56 Days (42 GN, 55 SH, 81 TA)	22 Days	Red 		48 Days (41 GN, 60 SH, 51 TA)	22 Days	Red 	We are currently working on decanting properties from our development site, as such, properties are being held ready for the decant people. These moves take longer than usual due to consultations and these holdings are increasing our turnaround figures dramatically. We are working with the development team to reduce this number and make the moving process more efficient. We are also experiencing issues with our contractor completing works on time and to the standard that is required, which is causing a number of recalls and therefore delayed voids. Again, we are implementing and improvement plan to assist with this.	
Housing H04	Households living in temporary accommodation	Quarterly	26	32	29	28	29	Green 		28.75	29	Green 	Temporary accommodation has remained relatively stable throughout the last quarter. The team have worked to ensure applicants in nightly let accommodation are processed in a timely manner and move on accommodation is identified as a priority. We foresee that levels will remain stable as we move into the new financial year.	
Housing H05	Gas servicing in Council homes	Quarterly	99.04%	99.34%	99.62%	100%	100%	Green 		99.50%	100%	Amber 	Target achieved in Quarter 4. Servicing schedule commences in April 2023. Objective will be to maintain current performance level.	
Housing H07	No. of applicants on the waiting list for Local Authority housing	Quarterly	393	403	422	447	No Target	No Status 		416	No Target	No Status 	Housing Register: 237 Transfer Register: 210  The council's housing and transfer register numbers have remained relatively stable with a slight increase in both housing register and transfer applicants. With a reduction in housing register staff processing times have increased. However, with the addition of a new staff member at the end of March, we are hoping to improve our response times.	

Housing H08	Average Rent Arrears Total (Current Tenants, Garages)	Quarterly	£826,591	£812,714	£812,721	£787,893	£650,000	Red 	 <table border="1"> <caption>Quarterly Arrears (Thousands)</caption> <thead> <tr> <th>Quarter</th> <th>Arrears (Thousands)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>800</td> </tr> <tr> <td>Q2</td> <td>800</td> </tr> <tr> <td>Q3</td> <td>800</td> </tr> <tr> <td>Q4</td> <td>800</td> </tr> </tbody> </table>	Quarter	Arrears (Thousands)	Q1	800	Q2	800	Q3	800	Q4	800	£809,980	£650,000	Red 	<p>Officers have worked extremely hard to reduce the rent arrears figure by such a large amount through the use of Rent Sense. This helps us focus on the accounts that have not paid and is proving to be effective. Officers will continue to develop this work over the coming year.</p>
Quarter	Arrears (Thousands)																						
Q1	800																						
Q2	800																						
Q3	800																						
Q4	800																						

Delivering an effective and efficient council														
Department and PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results			Q Status & Trend	Q Graphic	2022/23 Year End			Commentary
			Q1 Result	Q2 Result	Q3 Result	Q4 Result	Q Target	Year End Result			Year End Target	Year End Status & Trend		
Finance F01	% of invoices from local suppliers paid within 20 days	Quarterly	90.45%	80.89%	80.89%	67.30%	95%	Red 		79.88%	95%	Red 	Local invoices are currently below par. Lower performance in January and February caused this variance. Accounts Payable officers have been instructed to work with officers to help assist this figure to increase. The Depot, which gets a high proportion of these invoices, struggled during this quarter as they have had resource issues.	
Finance F02	% of invoices from all suppliers paid within 30 days	Quarterly	94.68%	92.54%	89.35%	87.73%	95%	Red 		91.08%	95%	Red 	January and February saw reduced performance with invoices for Environmental Services and Assets and Investments. This has however improved in March and more invoices are being paid within 30 days. Again, Accounts Payable officers have been instructed to work with officers to help assist this figure to increase	
Finance F03	Value of corporate debt (£m)	Quarterly	£1.227m	£2.947m	£0.654m	£1.764m	Reduction from previous quarter	No Status 		£1.764m	Reduction from previous quarter	No Status 	Debt level has gone up due to invoices being raised before year end. We have had a high level of invoices raised for Assets this quarter due to lease completions.	
Human Resources HR03	Number of days sickness lost per month	Monthly	Apr 170 May 205 June 179	Jul 245 Aug 250.5 Sep 102	Oct 130.5 Nov 218 Dec 180	Jan 286.5 Feb 261 Mar 193	No Target	No Status 		2420.5	No Target	No Status 	This PI reflects the number of working days lost to sickness each month.  Absence figures for Q4 compared to this time last year have increased in January and February, however we saw a decrease in March. This is due to a number of employees off due to long term absences (28 days or more). With the main reason for long term absence being a heart condition, back problems and anxiety/stress/depression. We continue to support managers and through managing absences under the policy have seen a positive return to work for some of these employees.  In terms of short term absences, the main reasons for short term absences for Q4 was colds/coughs/flu and gastrointestinal. We continue to offer support to all employees around their wellbeing by way of wellbeing check ins, employee assistance programme, regular 1:1s and Team meetings, Mental Health First Aiders, wellbeing Teams channel, Lunch and Learn sessions and encouraging a form of physical activity.	

Revs & Bens CT01	Council Tax collection	Quarterly	28.80%	56.10%	82.80%	97.60%	97.60%	Green ↑		97.60%	97.60%	Green ↑	A fantastic achievement in that we have met target despite the current financial situation. We continue to be proactive in sending text messages before a summons is issued which is proving very worthwhile, and we are also sending cases to the Enforcement Agents for them to collect payments on our behalf. The team are taking many phone calls and are having more conversations with customers regarding current and arrears debts.
Revs & Bens CT03	Housing Benefit and Pensioner Council Tax Support - time taken to process new claims (days)	Quarterly	17.5	16	18	17	18	Green ↑		17.125	18	Green ↑	Our days to process new claims for this quarter is under target which is a fantastic achievement for the team. Our dedicated new claims team will continue to proactively call, text or email customers to ask them to provide their supporting evidence so that their Benefit claims can be paid to them as soon as possible.
Revs & Bens CT05	Housing Benefit and Pensioner Council Tax Support - time taken to process Change of Circumstances (days)	Quarterly	7.8	5.8	5.2	3.2	8	Green ↑		5.5	8	Green ↑	We are processing changes in circumstances well below target. This is a fantastic achievement for the team. Our method of working is having the desired effect on reducing the days to process and we continue to advise staff of the importance of checking work queues for reminders, pending claims in addition to contacting customers on the phone, email or text in an effort to speed up the flow of information being provided that would be required to make a final decision on claims.
Revs & Bens CT07	Council Tax Reduction scheme for working age persons - time taken to process new applications (days)	Quarterly	3	2.5	3	3	3	Green ↔		2.8	3	Green ↑	We are at target for processing of new Council Tax Reduction applications which is admirable considering the increased workload at the end of the financial year. This is good news for our customers receiving their Council Tax Reduction award quickly.
Revs & Bens CT08	Council Tax Reduction scheme for working age persons - time taken to process change of circumstances (days)	Quarterly	7	5	3	3	3	Green ↔		4.5	3	Amber ↑	We remain on target for changes of circumstances where a customer is in receipt of Council Tax Reduction. We are seeing an increase in the volume of changes received due to people's circumstances changing more often during current cost of living situation.



Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	11,456	10,929	10,351	11,504	No Target	No Status 	 20000 10000 0 Q1 Q2 Q3 Q4 ■ Previous ■ Current	44,240	No Target	No Status 	This figure depicts the number of calls received via the main Council telephone no. 01277 312500 and that have selected the applicable service from the options provided. It does not include calls that have selected option '0'. The services undertaken by the Contact Centre are Environmental Health, Licensing, Planning, Building Control, Parking, Operational Services and Housing Services.
Contact Centre CC04	Website sessions	Quarterly	256,554	215,982	87,981	77,231	No Target	No Status 	 250,000 200,000 150,000 100,000 50,000 0 Q1 Q2 Q3 Q4 ■ Previous ■ Current	637,748	No Target	No Status 	Website sessions are defined as: A session is the period time a user is actively engaged with your website. By default, if a user is inactive for 30 minutes or more, any future activity is attributed to a new session. Users that leave your site and return within 30 minutes are counted as part of the original session.  On 5 Oct 22, the Council changed its website platform, which has dramatically affected the number of sessions recorded. We do not believe that this is an indication of a drop in users, rather a reduction in the number of computer generated hits, leading to false records. This rebaselines the results.
Contact Centre CC05	Time taken to answer calls (seconds)	Quarterly	129	158	48	57	60	Green 	 200 150 100 50 0 Q1 Q2 Q3 Q4 ■ Previous ■ Current	98	60	Red 	Benchmarking across Essex reports varying targets for time to answer. We have set our target relatively low in recognition of the importance of maintaining a good level of customer service.  Current trend - Throughout Quarter 4 we have operated with one member of the team absent and this has resulted in our response time being increased.