

Performance Q2 (2023/24)

| Title | Team | Q2 22/23 | Q1 23/24 | Q2 23/24 | Target | Polarity | Direction of travel |
|--|---------------------|-------------|-------------|-------------|--------|--------------|------------------------|
| Days taken to process Housing Benefit new claims & changes | ARP | 7.3 | 8.7 | 9.49 | 8 | Down is good | ↑ |
| Days taken to process Council Tax Reduction scheme new claims & changes | ARP | 7.1 | 7.6 | 8.87 | 9 | Down is good | ↑ |
| Housing Benefit Local Authority Error Rate | ARP | 0.03% | 0.16% | 0.19% | 0.35% | Down is good | ↑ |
| % of media enquiries responded to within agreed deadline | Communications | N/A | 100% | 92% | 90% | Up is good | ↓ |
| Customer service satisfaction | Customer | 80.2% | 93.8% | 92.3% | 80% | Up is good | ↓ |
| % of committee minutes published within timescales | Democratic Services | 100% | 100% | 100% | 100% | Up is good | → |
| % of agendas published within timescales | Democratic Services | 100% | 100% | 100% | 100% | Up is good | → |
| % of Standards and Member conduct complaints dealt with in timescale (90 days) | Democratic Services | N/A | 75% | 100% | 100% | Up is good | ↑ |
| Accessibility Score (score given externally, rating how accessible our website is) | Digital | 99 | 93 | 85 | 89 | Up is good | ↓ |
| Number of bins Serco went above tolerance for missed collections | Env services | N/A | 26 | 784 | TBC | Down is good | ↑ |
| No. of instances where SERCO have not met contractual obligations across waste collection, grounds maintenance and street cleansing. | Env services | N/A | 38 | 28 | TBC | Down is good | ↓ |

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| Title | Team | Q2 22/23 | Q1 23/24 | Q2 23/24 | Target | Polarity | Direction of travel |
|---|---------|--|----------|----------|--------|--------------|---------------------|
| % of Disabled Facility Grants (DFG's) completed within statutory timescales | Housing | Applications for Disabled Facilities Grants for residents with an urgent need (previously known as Priority 1 cases) are dealt with immediately and are well within the guideline target timescales. Applications that are of a lower priority are, unfortunately, not dealt within the guideline target timescales due to the funding not being available. | | | | | |
| % of properties with category one hazards identified where notice is served within one month of hazard being identified | Housing | When the team inspect a property and find a Category 1 hazard, the relevant notices are served quickly and the team manager is confident that this is within the target of one month. | | | | | |
| % of licensable House in Multiple Occupation (HMOs) (that we are aware of) with an up-to-date license | Housing | Inspections of Houses in Multiple Occupation that require a license occur quickly and the team manager is confident that this is within the 8 weeks target for all cases, other than where the landlord /owner obstructs access. Two new posts have been recruited to in October to increase team capacity, including targeting unlicensed Houses in Multiple Occupation. This will increase the standards of properties in Breckland and improves the health and wellbeing of residents. | | | | | |
| % of homeless prevention cases where homelessness is successfully prevented within 56 days | Housing | N/A | 54% | 54% | TBC | Up is good | → |
| % of homelessness relief cases where homelessness is relieved within 56 days | Housing | N/A | 60% | 60% | TBC | Up is good | → |
| No. of households in temporary accommodation – snapshot end of month | Housing | N/A | 104 | 117 | TBC | Down is good | ↑ |

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| Title | Team | Q2 22/23 | Q1 23/24 | Q2 23/24 | Target | Polarity | Direction of travel |
|---|---------------|----------|----------|----------|--------|------------|---------------------|
| Staff turnover | HR | 6.9% | 2.7% | 2.8% | 4.3% | N/A | ↑ |
| % of staff who have completed mandatory training | HR | N/A | 87% | 92% | 100% | Up is good | ↑ |
| Systems downtime | IT | 0% | 0% | 0% | 0% | Up is good | → |
| Customer satisfaction responding with excellent or good. | IT | N/A | 93.8% | 98.9% | 80% | Up is good | ↑ |
| % of Freedom of Information (FOI) requests responded to within the time limit | Legal | 93% | 88% | 93% | 100% | Up is good | ↑ |
| % of complaints responded to in time limit | Legal | 91% | 96% | 100% | 96% | Up is good | ↑ |
| % of Subject Access Requests (SAR's) responded to within timescale (1 month or extension) | Legal | 100% | 100% | 100% | 100% | Up is good | → |
| Participation (all leisure sites) | Leisure | 166,975 | 171,265 | 166,003 | Annual | Up is good | ↓ |
| % of Major planning applications determined within 13 weeks or agreed extension | Planning & BC | 83.33% | 86.67% | 100% | 70% | Up is good | ↑ |
| % of Minor planning applications determined within 8 weeks or agreed extension | Planning & BC | 84.67% | 92.86% | 89.88% | 80% | Up is good | ↓ |
| % of property portfolio which is compliant | Property | N/A | 100% | 100% | 100% | Up is good | → |

Performance Q2 (2023/24)

| Commercial Property net rental income | Property | N/A | £564,022 | £1,232,583 | Annual target | Up is good | ↑ |
|---|-------------------|----------|----------|------------|---------------|------------|---------------------|
| Title | Team | Q2 22/23 | Q1 23/24 | Q2 23/24 | Target | Polarity | Direction of travel |
| % of Food Safety Intervention Actions taken for 0-2 National Food Hygiene Rating Standards (NFHRS) rated businesses within 2 months | Public Protection | N/A | 88% | 80% | 95% | Up is good | ↓ |
| % of food businesses rated 3 (satisfactory) or above in NFHRS | Public Protection | 98.8% | 98.2% | 98.74% | 95% | Up is good | ↑ |

Half Yearly reported indicators

| Title | Team | 1 st half 23/24 | Target | Polarity | Direction of travel |
|--|-------------|----------------------------|--------|--------------|---------------------|
| Number of Communities cases closed but re-presenting in the last 12 months | Communities | 16% | N/A | Down is good | → |

Annually reported indicators

| Title | Team | 2023 | Target | Polarity | Direction of travel |
|--|--|------|--------|------------|---------------------|
| % of staff who feel well-informed | Organisational Development and Performance | 82% | 75% | Up is good | → |
| % of staff who feel valued for the job they do | Organisational Development and Performance | 76% | 75% | Up is good | → |

Performance Q2 (2023/24)

| | | | | | |
|---|--|-----|-----|------------|---|
| % of staff who would recommend Breckland as a great place to work | Organisational Development and Performance | 82% | 75% | Up is good | → |
| % of staff who feel Breckland prioritise well-being | Organisational Development and Performance | 98% | 75% | Up is good | → |

Indicators not included within report due to-

Reported on an **annual** basis-

- Investment Supported- Public
- Jobs supported- Public
- Investment Supported- Private
- Jobs supported- Private
- Vexatious Customer Registrations
- Housing Completions – Total
- Carbon Emissions (reported Q1 23/24)

Reported on a **biannual** basis-

- % of residents who feel well informed