

Performance Q3 (2023/24)

Title	Team	Q3 22/23	Q2 23/24	Q3 23/24	Target	Polarity	Direction of travel
Days taken to process Housing Benefit new claims & changes	ARP	7.3	9.49	9.33	8	Down is good	↓
Days taken to process Council Tax Reduction scheme new claims & changes	ARP	6.98	8.87	9.97	9	Down is good	↑
Housing Benefit Local Authority Error Rate	ARP	0.03%	0.19%	0.20%	0.35%	Down is good	↑
% of media enquiries responded to within agreed deadline	Communications	-	92%	85%	90%	Up is good	↓
Customer service satisfaction	Customer	84.06%	92.3%	93%	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	100%	100%	100%	100%	Up is good	→
Accessibility Score (score given externally, rating how accessible our website is)	Digital	99	85	83	89	Up is good	↓
Number of bins Serco went above tolerance for missed collections	Env services	-	784	21	TBC	Down is good	↓

Performance Q3 (2023/24)

Title	Team	Q3 22/23	Q2 23/24	Q3 23/24	Target	Polarity	Direction of travel
No. of instances where SERCO have not met contractual obligations across waste collection, grounds maintenance and street cleansing	Env services	-	28	15	TBC	Down is good	↓
% of Disabled Facility Grants (DFG's) completed within statutory timescales	Housing	All Urgent/Priority cases are completed within the guideline timescales, with other cases experiencing delays due to lack of funds. All completed DFGs were done within the statutory timescales.					
% 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. This will be reportable as a % from Q4 onwards					
% 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.					
% of homeless prevention cases where homelessness is successfully prevented within 56 days	Housing	N/A	54%	64%	TBC	Up is good	↑
% of homelessness relief cases where homelessness is relieved within 56 days	Housing	N/A	60%	59%	TBC	Up is good	↓
No. of households in temporary accommodation – snapshot end of month	Housing	N/A	117	125	TBC	Down is good	↑

Performance Q3 (2023/24)

Title	Team	Q3 22/23	Q2 23/24	Q3 23/24	Target	Polarity	Direction of travel
Staff turnover	HR	4.1%	2.8%	1.8%	4.3%	N/A	↓
% of staff who have completed mandatory training	HR	N/A	92%	93%	100%	Up is good	↑
Systems downtime	IT	0%	0%	0%	0%	Up is good	→
Customer satisfaction responding with excellent or good	IT	-	98.9%	97.5%	80%	Up is good	↓
% of Freedom of Information (FOI) requests responded to within the time limit	Legal	94%	93%	91%	95%	Up is good	↓
% of complaints responded to in time limit	Legal	73%	100%	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	157,491	166,003	164,058	Annual	Up is good	↓
% of Major planning applications determined within 13 weeks or agreed extension	Planning & BC	90%	100%	85%	70%	Up is good	↑
% of Minor planning applications determined within 8 weeks or agreed extension	Planning & BC	85.15%	89.88%	89.14%	80%	Up is good	↓
% of property portfolio which is compliant	Property	-	100%	100%	100%	Up is good	→
Commercial Property net rental income	Property	-	£1,232,583	£1,831,014	Annual target	Up is good	↑

Performance Q3 (2023/24)

Title	Team	Q3 22/23	Q2 23/24	Q3 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	-	80%	100%	95%	Up is good	↑
% of food businesses rated 3 (satisfactory) or above in NFHRS	Public Protection	98.81%	98.74%	98.90%	95%	Up is good	↑

Indicators not included within the 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)
- % of staff who feel well-informed (reported Q3 23/24)
- % of staff who feel valued for the job they do (reported Q3 23/24)
- % of staff who would recommend Breckland as a great place to work (reported Q3 23/24)
- % of staff who feel Breckland prioritise well-being (reported Q3 23/24)

Reported on a **half yearly** basis

- Number of Communities cases closed but re-presenting in the last 12 months (reported Q3 23/24)

Reported on a **biannual** basis-

- % of residents who feel well informed