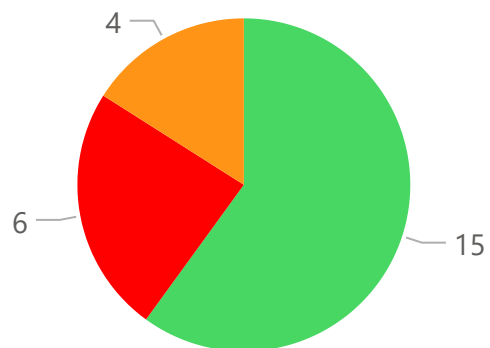


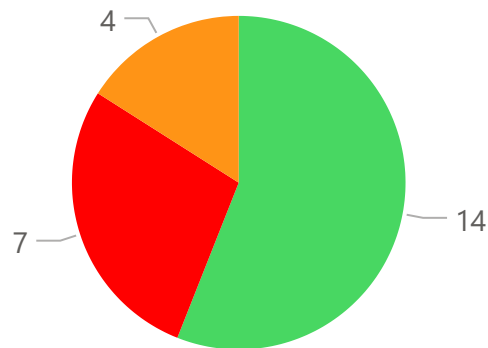
Q2 2023/24 Corporate Key Performance Indicators Dashboard

Previous Quarter KPIs by Status



Q1 ● GREEN ● RED ● AMBER

Current Quarter KPIs by Status



Q2 ● GREEN ● RED ● AMBER

KPIs Reported on this Period

25

Green

14

Amber

4

Red

7

Not Reported

2

RAG Status Changed this Period

4

RAG Status Amber in Q2

C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)

F1: Percentage of invoices paid in 30 days.

LG1: Percentage of FOI requests processed in statutory deadline.

P3: Percentage of 'Other' planning applications processed to deadline in each quarter.

Q2

AMBER

AMBER

AMBER

AMBER

Trend data for indicators with a RED status in Q2

CDCS2: Percentage of lost Customer Service calls per annum.

H1: Proportion of non-emergency repairs completed within target timescale.

H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).

H6: Proportion of homes that do not meet the Decent Homes Standard.

H7: Proportion of homes for which all required gas safety checks have been carried out.

H2: Average number of calendar days to re-let a void property (excludes major works voids).

H4: Number of households in B&B for more than 2 weeks per quarter.

Q1

Q2

13.40% ↓ 19.10%

79.00% ↓ 67.81%

89.20% ↓ 80.00%

34.50% ↑ 33.40%

99.96% — 99.96%

56.0 — 56.0

2.0 ↓ 8.0

Q2 2023/24 Corporate Key Performance Indicators Dashboard

RAG Status Changed in Q2

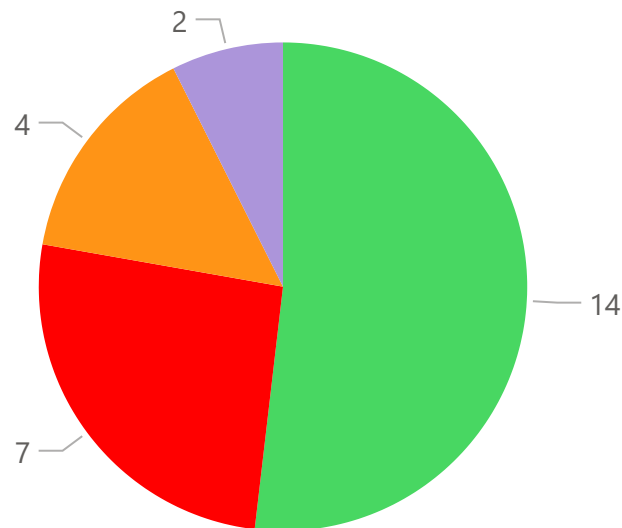
	Q1	Q2
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	AMBER	RED
H4: Number of households in B&B for more than 2 weeks per quarter.	GREEN	RED
P3: Percentage of 'Other' planning applications processed to deadline in each quarter.	GREEN	AMBER
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	RED	GREEN

RAG Status Green in Q2

	Q2
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	GREEN
ES3: Percentage of bins collected.	GREEN
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	GREEN
H10: Anti-social behaviour cases opened (including hate incidents) relative to the number of social housing dwellings (cumulative result).	GREEN
H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).	GREEN
H8: Proportion of stock with a valid safety certification Electrical Installation Condition Report.	GREEN
H9: Number of outstanding high risk Fire Risk Assessment actions.	GREEN
HR1: Average number of short term sickness days per FTE (Surrey benchmarking methodology – rolling year to date)	GREEN
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	GREEN
P1: Percentage of 'Major' planning applications processed to deadline in each quarter.	GREEN
P2: Percentage of 'Non-major' planning applications processed to deadline in each quarter.	GREEN
P4: Major planning appeals dismissed as a percentage of Major application decisions made (cumulative result).	GREEN
P5: Non-major planning appeals dismissed as a percentage of Non-major application decisions made - cumulative result.	GREEN
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	GREEN

Year To Date 2023/24 Corporate Key Performance Indicators Dashboard

Year to Date 2023/24 KPIs by Status



Year To Date ● GREEN ● RED ● AMBER ● TBC

KPIs Reported on this Period

25

Green

14

Amber

4

Red

7

Not Reported

2

RAG Status Red Year To Date

	Status
CDCS2: Percentage of lost Customer Service calls per annum.	RED
H1: Proportion of non-emergency repairs completed within target timescale.	RED
H2: Average number of calendar days to re-let a void property (excludes major works voids).	RED
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	RED
H4: Number of households in B&B for more than 2 weeks per quarter.	RED
H6: Proportion of homes that do not meet the Decent Homes Standard.	RED
H7: Proportion of homes for which all required gas safety checks have been carried out.	RED

Not Reported this Period

	Status
ES1: Dry mixed recycling rate (paper, cans, glass, plastic).	TBC
ES2: Garden waste and food waste recycling rate.	TBC

RAG Status Amber Year To Date

	Status
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	AMBER
F1: Percentage of invoices paid in 30 days.	AMBER
LG1: Percentage of FOI requests processed in statutory deadline.	AMBER
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	AMBER