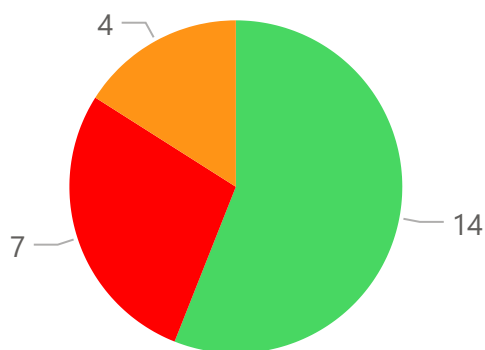


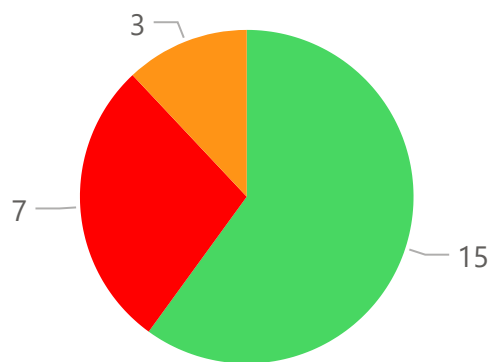
# Q3 2023/24 Corporate Key Performance Indicators Dashboard

## Previous Quarter KPIs by Status



Q2 ● GREEN ● RED ● AMBER

## Current Quarter KPIs by Status



Q3 ● GREEN ● RED ● AMBER

KPIs Reported on this Period

25

Green

15

Amber

3

Red

7

Not Reported

2

RAG Status Changed this Period

3

### RAG Status Amber in Q3

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.

Q3

AMBER

AMBER

AMBER

### Trend data for indicators with a RED status in Q3

▲ 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.

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.

H9: Number of outstanding high risk Fire Risk Assessment actions.

Q2

Q3

19.10% ↑ 15.70%

67.81% ↓ 66.30%

80.00% ↑ 83.00%

33.40% ↑ 31.20%

56.0 ↑ 43.00

8.0 ↓ 9.00

0.0 ↓ 5.00

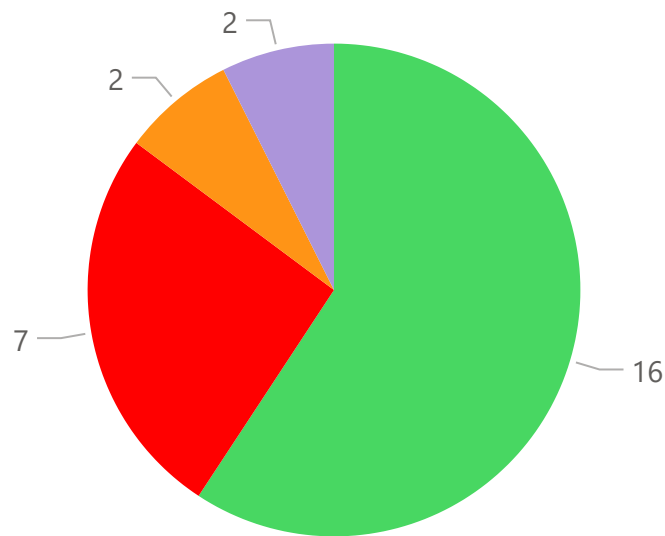
# Q3 2023/24 Corporate Key Performance Indicators Dashboard

RAG Status Changed in Q2 ▲	Q2	Q3
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	AMBER	GREEN
H7: Proportion of homes for which all required gas safety checks have been carried out.	RED	GREEN
H9: Number of outstanding high risk Fire Risk Assessment actions.	GREEN	RED

RAG Status Green in Q3	Q3
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	GREEN
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
H7: Proportion of homes for which all required gas safety checks have been carried out.	GREEN
H8: Proportion of stock with a valid safety certification Electrical Installation Condition Report.	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

16

## Amber

2

## Red

7

## Not Reported

2

## RAG Status Red Year To Date

▲ CDCS2: Percentage of lost Customer Service calls per annum.

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

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

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

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

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

H9: Number of outstanding high risk Fire Risk Assessment actions.

## Status

RED

RED

RED

RED

RED

RED

RED

## Not Reported this Period

▲ ES1: Dry mixed recycling rate (paper, cans, glass, plastic).

ES2: Garden waste and food waste recycling rate.

## Status

TBC

TBC

## RAG Status Amber Year To Date

▲ F1: Percentage of invoices paid in 30 days.

LG1: Percentage of FOI requests processed in statutory deadline.

## Status

AMBER

AMBER