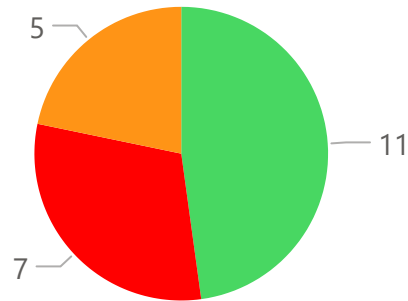


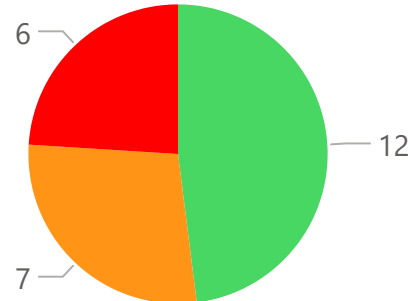
Q1 2024/25 Corporate Key Performance Indicators Dashboard

Previous Quarter KPIs by Status



Q4 ● GREEN ● RED ● AMBER

Current Quarter KPIs by Status



Q1 ● GREEN ● AMBER ● RED

KPIs Reported on this Period

25

Green

12

Amber

7

Red

6

Not Reported

2

RAG Status Changed this Period

7

RAG Status Amber in Q1

	Q1
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	AMBER
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	AMBER
ES3: Percentage of bins collected.	AMBER
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	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

Trend data for indicators with a RED status in Q1

	Q4	Q1
CDCS2: Percentage of lost Customer Service calls per annum.	18.00%	↓ 28.40%
H1: Proportion of non-emergency repairs completed within target timescale.	74.44%	↓ 69.26%
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	89.20%	↓ 83.77%
H6: Proportion of homes that do not meet the Decent Homes Standard.	29.70%	↓ 39.90%
H7: Proportion of homes for which all required gas safety checks have been carried out.	99.96%	→ 99.96%
H2: Average number of calendar days to re-let a void property (excludes major works voids).	60.00	↓ 69.00

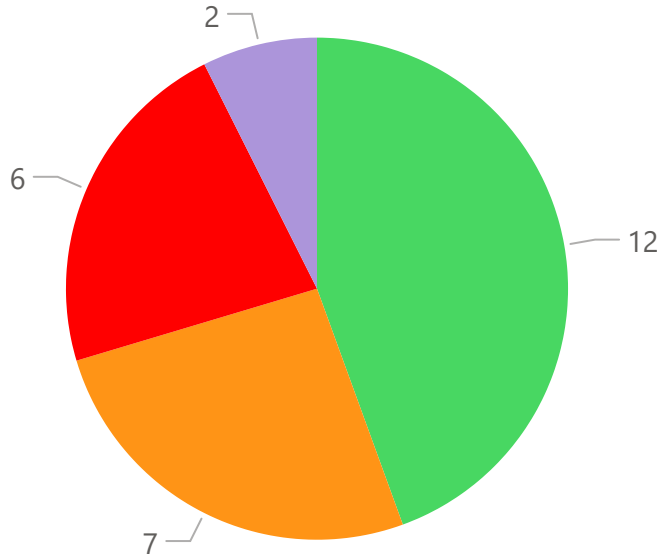
Q1 2024/25 Corporate Key Performance Indicators Dashboard

RAG Status Changed in Q1 ▲	Q4	Q1
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	GREEN	AMBER
ES3: Percentage of bins collected.	GREEN	AMBER
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	GREEN	AMBER
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	AMBER	RED
H9: Number of outstanding high risk Fire Risk Assessment actions.	RED	GREEN
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	AMBER	GREEN
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	RED	AMBER

	Q1
H4: Number of households with children or a pregnancy in B&B accommodation for more than 6 weeks.	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
LG3: Number of formal actions taken against the council by the Information Commissioner’s Office.	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
P3: Percentage of 'Other' 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

Year to Date 2024/25 Corporate Key Performance Indicators Dashboard

Year To Date 2024/25 KPIs by Status



Status YTD ● GREEN ● AMBER ● RED ● TBC

KPIs Reported on this Period

25

Green
12

Amber
7

Red
6

Not Reported
2

RAG Status Red Year To Date

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

RAG Status Amber Year To Date

	Status
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	AMBER
LG1: Percentage of FOI requests processed in statutory deadline.	AMBER
F1: Percentage of invoices paid in 30 days.	AMBER
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	AMBER
ES3: Percentage of bins collected.	AMBER
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	AMBER
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	AMBER

Not Reported this Period

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