



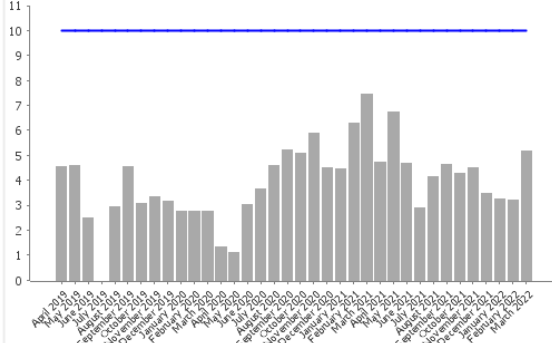



## Appendix B


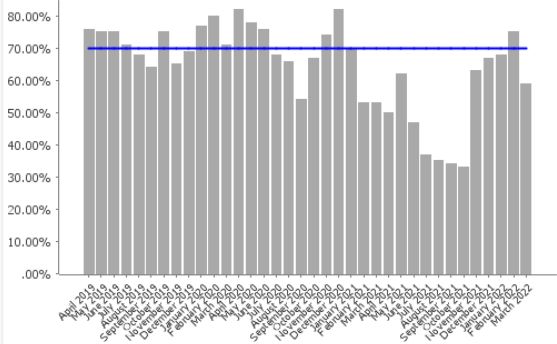


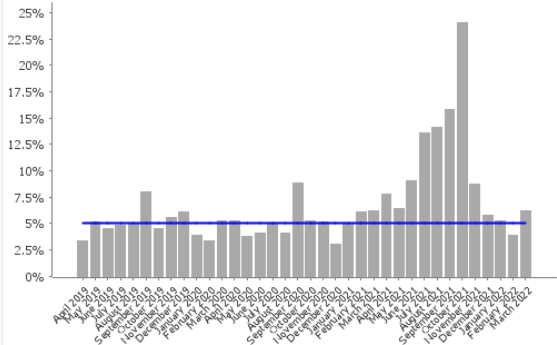

### Scrutiny Committee – Improvement & Innovation Portfolio performance report

Key:

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_BC LC 001	Average number of days to process a land charge search	5.19	10			4.31	10		No commentary required

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_CS V 02	Percentage of planning applications submitted and received electronically	94.00%	80%	✔		95.08%	80%	✔	No commentary required
LPI_HR 001	The average number of working days lost to sickness absence per FTE	7.55	9	✔		7.55	9	✔	No commentary required

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	59%	70%			52.5%	70%		<p>There has been a sustained increase in calls of approximately 20% of previous call volumes each month, and an additional increase in calls following the Governments announcement of the £150 Council tax rebate.</p> <p>Staff absences, including two officers with long-term illnesses have further impacted performance. Recruitment is taking place to backfill vacancies wherever possible.</p>
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.2%	5%			10.1%	5%		<p>In addition a new system is being developed to encourage online transactions (reduce telephony payments etc) and resources are continually reviewed to ensure the peaks in service demand can be addressed.</p>