

## Appendix A

Performance Name	Description	Portfolio	Annual Target (24/25)	High or Low is Better?	Performance Last Year (2023/24)
Number of Empty Council Homes	The number of empty Council Homes recorded at month end (indicator reference HMS8)	Housing	120	Low	113
Re-Letting Local Authority Housing	Average days taken to re-let local authority housing over the past month (indicator reference BV212.05)	Housing	24	Low	21
Households Living in Temporary Accommodation	The number of Households Living in Temporary Accommodation in the past month	Housing	383	Low	307
Housing Rent	The % of housing rent collected against the amount of rent owed for the past month	Housing	98%	High	98.50%
Leasehold Service Charge Collection	The % on track to achieve year-end figures (indicator reference LHI SO26)	Housing	100%	-	98.21%
Contact Harlow Calls Abandoned	The % of calls to Contact Harlow which are not answered by a Customer Advisor in the past month	Finance and Governance	15%	Low	10.71%
Customer Complaints	The % of Customer Complaints responded to within target time in the past month	Finance and Governance	85%	High	89.90%
Contact Harlow Call Waiting Times	The average time callers to Contact Harlow wait for their call to be answered in the past month	Finance and Governance	3 mins	Low	2m 08s
Staff Sickness Absence	The average number of Council working days lost due to sickness absence per FTE (full-time equivalent) in the past month	Finance and Governance	0.73	Low	0.75
Missed Bin Collections	The number of reported missed bin collections within the past month, per 100,000 bins collected	Environment and Sustainability	90	Low	108.05
Invoice Payments	The % invoices received by the Council which are paid within 30 days each month (indicator reference BV008)	Finance and Governance	98%	High	93.07%
New Benefits Claims	The average number of days to process new benefits claim applications in the past quarter	Finance and Governance	25	Low	21.73
Benefit Changes in Circumstances	The average number of days to process change events related benefits claimants - per quarter	Finance and Governance	13	Low	9.39
Council Tax	The % on track to achieve year-end figures (indicator reference BV009)	Finance and Governance	100%	-	94.55%
Business Rates	The % on track to achieve year-end figures (indicator reference BV010)	Finance and Governance	100%	-	96.87%
Planning Appeals	The % Planning Appeals allowed against Council decision within last quarter (indicator reference BV204)	Economic Development	66.60%	Low	25.00%
Major Planning Applications	The % of Major Planning Applications processed within 13 weeks or agreed timescale within last quarter (indicator reference NI157a)	Economic Development	75%	High	100%
Other Planning Applications	The % of Other Planning Applications processed within 8 weeks within last quarter (indicator reference NI157b&c)	Economic Development	75%	High	94.73%

Performance Name	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	October Comments
Number of Empty Council Homes	108	117	129	133	126	134	130	A slight reduction in number of empty council homes was seen during October.
Re-Letting Local Authority Housing	29	35	45	21	21	18	23	There is a slight increase due to a number of of homelessness cases which were subject to review extending amount of time voids were empty
Households Living in Temporary Accommodation	306	331	345	333	345	352	350	TA figure reduced slightly this month due to move on from temporary accommodation through the housing needs register/homeless end of duty requirements, we are still seeing increased presentations and due to the decant relating to Sycamore Field and Joseph Rank House this number is expected to increase.
Housing Rent	95.16%	95.36%	97.50%	97.91%	97.31%	97.94%	98.06%	Cumulative rent collection performance for October increased to 98.06%, marginally above target and the highest collection figure for the financial year to date. This remains in line with previous years trends
Leasehold Service Charge Collection	100%	100%	100%	100%	100%	100%	100%	Leasehold Service Charge collections for October are on track to achieve year-end figures.
Contact Harlow Calls Abandoned	5.46%	6.83%	10.17%	11.22%	12.63%	11.31%	8.65%	A reduction in call volumes in October has resulted in improved performance for the month which is the expected trend.
Customer Complaints	92.31%	79.28%	86.09%	87.79%	74.79%	90.60%	95.86%	The number of customer complaints responded to within the given time period in the council's complaints policy has been on target for the past two months.
Contact Harlow Call Waiting Times	1m 15s	1m 37s	2m 13s	2m 32s	2m 52s	2m 55s	2m 3s	A reduction in call volumes in October has resulted in improved performance for the month which is the expected trend.
Staff Sickness Absence	0.6	0.66	0.63	0.77	0.98	0.97	1.04	Reporting from October - sickness per month - including long-term and short-term sickness.
Missed Bin Collections	78.98	91.86	94.77	107.19	83.23	86.74	70.16	The number of missed bins.
Invoice Payments	90.23%	95.70%	87.09%	93.93%	94.73%	93.34%	98.84%	Internal process reviews have resulted in improved payment times.
New Benefits Claims	20.01	17.96	17.12	20.06	20.62	19.16	16.02	Processes within the benefits team continue to provide good turnaround times for new claimant applications to be processed.
Benefit Changes in Circumstances	8.53	6.58	6.37	5.17	5.02	9.16	7.39	Processes within the benefits team continue to provide good turnaround times for changes in circumstances.
Council Tax	100%	100%	100%	100%	100%	100%	100%	Council Tax collections for October are on track to achieve year-end figures.
Business Rates	100%	100%	100%	100%	100%	100%	100%	Business Rate collections for October are on track to achieve year-end figures.
Planning Appeals			0.00%			0.00%	0.00%	This indicator continues to perform well above targeted performance.
Major Planning Applications			50.00%			100.00%	N/A	None determined in October.
Other Planning Applications			78.86%			82.00%	88.00%	This indicator continues to perform well above targeted performance.