

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	Nov 24	Dec 24	Jan 25	January Comments
Number of Empty Council Homes	108	117	129	133	126	143	130	135	143	158	The number of void properties held has increased to 158 properties. A high number of properties continues to be received by the Council requiring works beyond what would normally be expected prior to reletting. The Council and HTS are working together to reduce this number with a focus on making offers of accommodation and aligning HTS' resources accordingly. It is expected that as stock condition surveys in progress any similar issues will be identified and remedied prior to a property becoming void, thereby reducing the amount of work that needs to be done during the turnaround period.
Re-Letting Local Authority Housing	29	35	45	21	21	18	23	23	23	27	Void turnaround time has increased to slightly above target at 27 days, which is related to the impact of higher numbers on resource capacity.
Households Living in Temporary Accommodation	306	331	345	333	345	352	350	350	363	371	The number of households living in Temporary Accommodation increased by 8 during January, homeless applicants in TA are now being moved on via the Housing Needs Register.
Housing Rent	95.16%	95.36%	97.50%	97.91%	97.31%	97.94%	98.06%	97.67%	97.57%	97.75%	Rent collection performance for January improved by 0.18% from December, and performance remains on track to meet target, based on previous trends.
Leasehold Service Charge Collection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Collection rates remain within expected levels for this point in the financial year.
Contact Harlow Calls Abandoned	5.46%	6.83%	10.17%	11.22%	12.63%	11.31%	8.65%	13.33%	8.70%	7.87%	Performance has improved compared to the previous month despite an increase in call volumes.
Customer Complaints	92.31%	79.28%	86.09%	87.79%	74.79%	90.60%	95.86%	81.31%	82.22%	86.52%	Complaints responded to within targeted timeframes are on target, with the number of complaints received remaining static when compared to the previous month (89 for January compared to 90 in December).
Contact Harlow Call Waiting Times	1m 15s	1m 37s	2m 13s	2m 32s	2m 52s	2m 55s	2m 03s	3m 09s	1m 47s	1m 51s	Despite an increase in the number of calls received in January waiting times remain relatively static.
Staff Sickness Absence	0.6	0.66	0.63	0.77	0.98	0.97	1.04	0.71	0.62	0.72	There has been a slight (0.10 or 25 employees) increase in number of days absence per FTE due to increase in cold/cough/flu/respiratory/virus instances.
Missed Bin Collections	78.98	91.86	94.77	107.19	83.23	86.74	70.16	75.13	71.88	86.12	There was a slight decrease in performance in January (although still within target) due to an increased use of agency staff during the catch up period from Christmas and New Year collections
Invoice Payments	90.23%	95.70%	87.09%	93.93%	94.73%	93.34%	98.84%	95.83%	98.51%	94.16%	Performance fell slightly during January, with 70 invoices paid outside the 30 day target.
New Benefits Claims	20.01	17.96	17.12	20.06	20.62	19.16	16.02	19.33	19.91	20.33	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	6.46	5.74	9.59	Processes within the benefits team continue to provide good turnaround times for changes in circumstances to be implemented.
Council Tax	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Collection rates remain within expected levels for this point in the financial year.
Business Rates	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Collection rates remain within expected levels for this point in the financial year.
Planning Appeals			0.00%			0.00%	0.00%	0.00%	N/A	33.00%	This indicator continues to perform above targeted performance.
Major Planning Applications			50.00%			100%	N/A	N/A	100%	N/A	None determined
Other Planning Applications			78.86%			82.00%	88.00%	87.00%	95.00%	89.00%	This indicator continues to perform well above targeted performance.