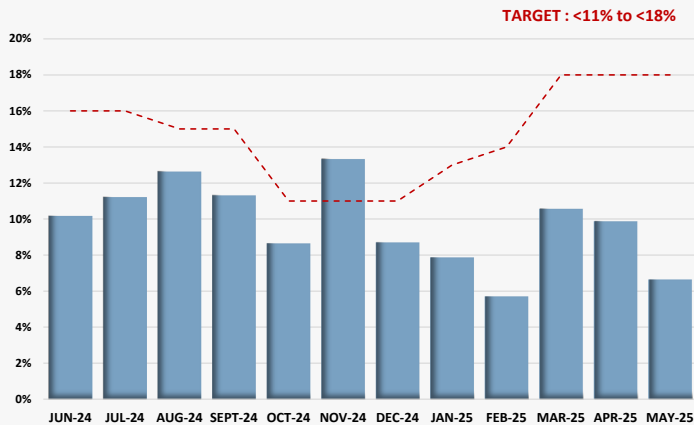


TRANSFORM OUR COUNCIL

MAY-25

CONTACT HARLOW ABANDONED CALL RATES

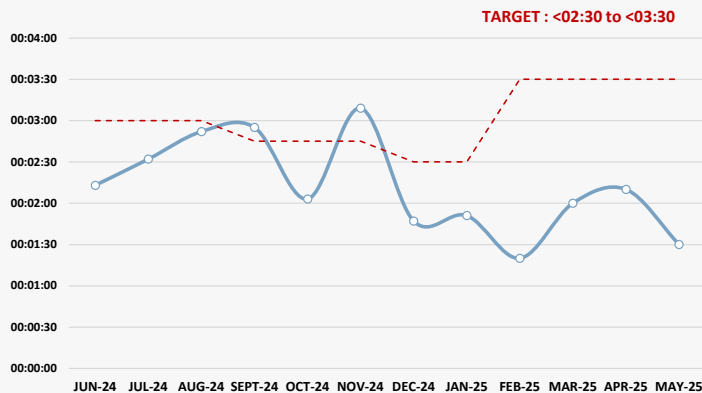
6.65%



Call levels are reflective of the same period last year but with better performance for this period.

CONTACT HARLOW CALL WAITING TIMES

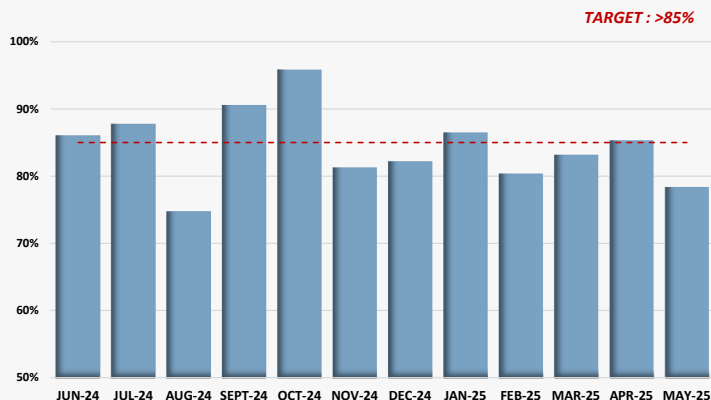
01:30



Call levels are reflective of the same period last year but with better performance for this period.

CUSTOMERS COMPLAINT RESPONSE TIMES

78.38%



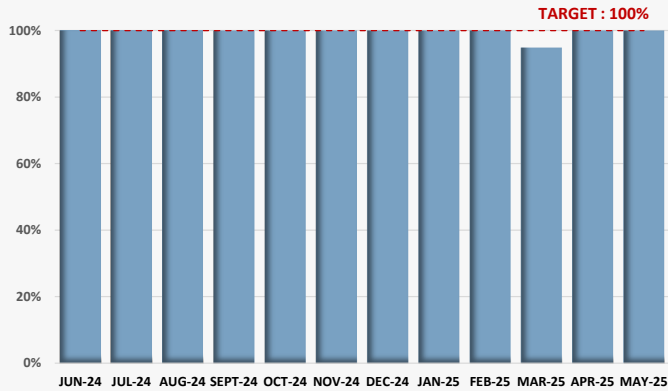
Complaint levels remain static although some more complex cases have meant that some deadlines were missed.

TRANSFORM OUR COUNCIL

MAY-25

COUNCIL TAX COLLECTED

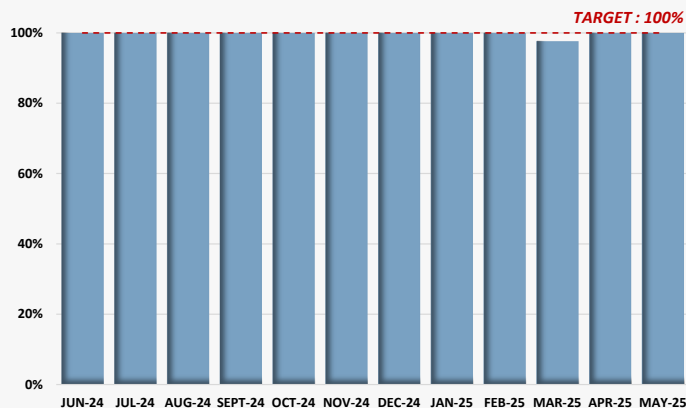
100%



Collection rates within expected levels for this point in the financial year.

BUSINESS RATES COLLECTED

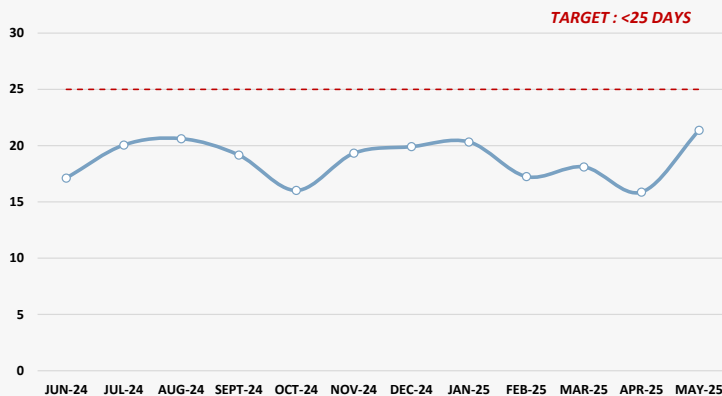
100%



Collection rates within expected levels for this point in the financial year.

NEW BENEFIT CLAIMS PROCESSING TIME

21.37



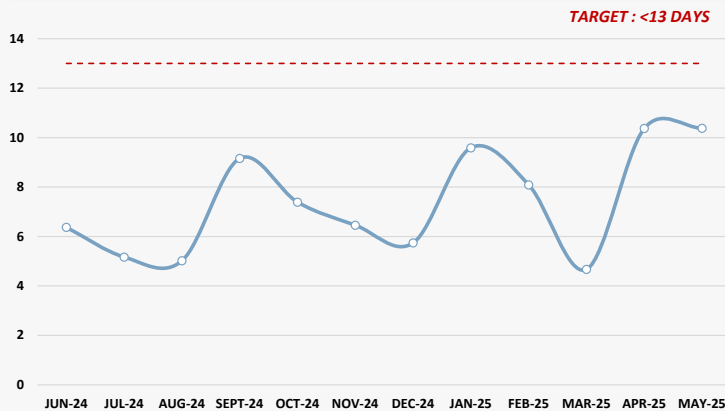
Processes within the benefits team continue to provide good turnaround times for new claimant applications to be processed.

TRANSFORM OUR COUNCIL

MAY-25

BENEFIT CHANGES IN CIRCUMSTANCES PROCESSING TIME

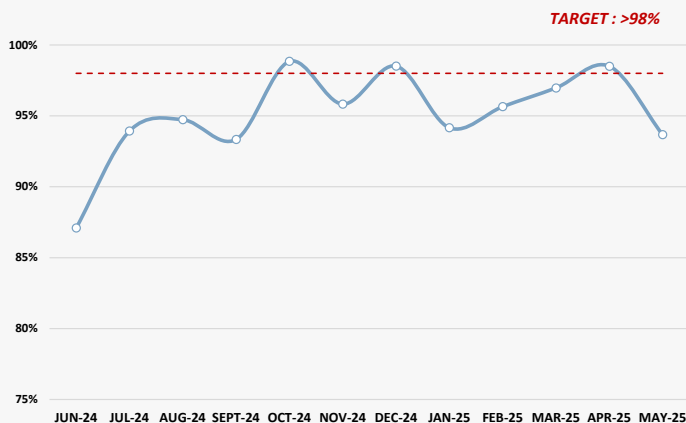
10.38



Processes within the benefits team continue to provide good turnaround times for changes in circumstances to be implemented.

INVOICE PAYMENTS MADE ON TIME

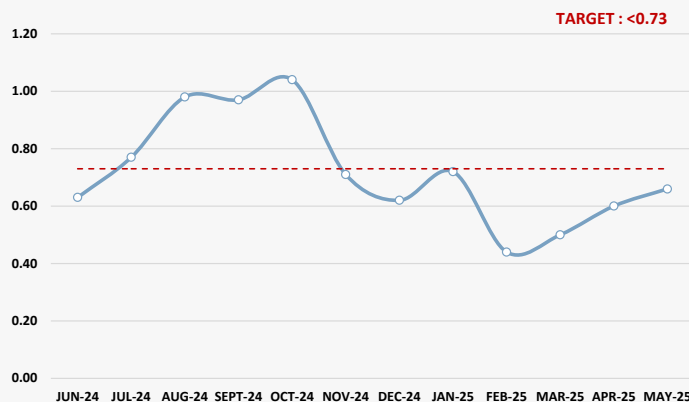
93.67%



A total of 68 invoices were paid just outside the target of 30 days

STAFF SICKNESS ABSENCE

0.66



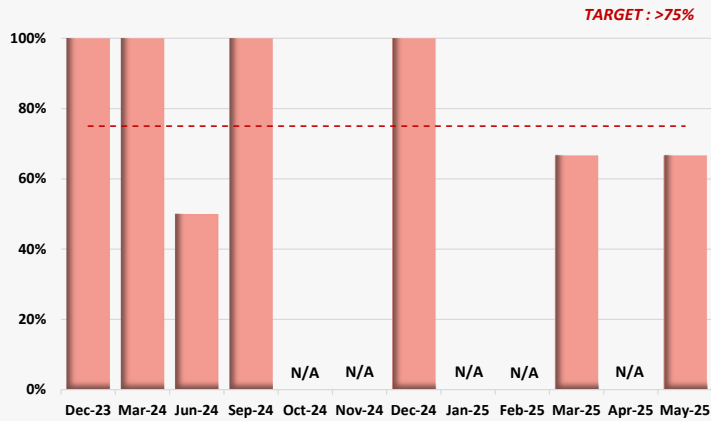
Sickness absence levels are in line with previous month and not above expected numbers

REBUILD OUR TOWN

MAY-25

MAJOR PLANNING APPLICATIONS PROCESSED

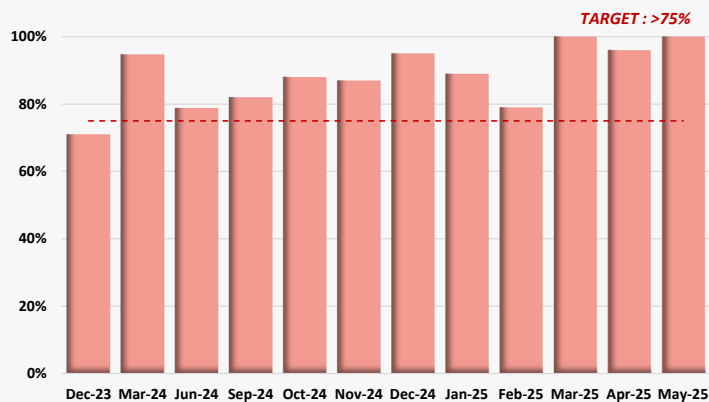
66.66%



Two thirds of applications were determined in time.

OTHER PLANNING APPLICATIONS PROCESSED

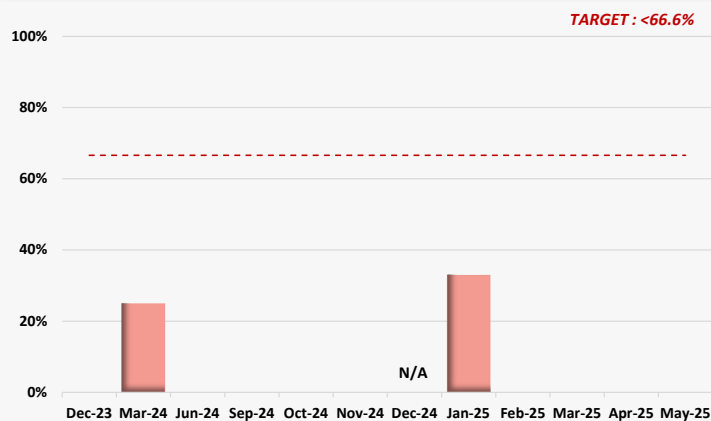
100%



This indicator continues to perform well above targeted performance.

PLANNING APPEALS ALLOWED

0.00%



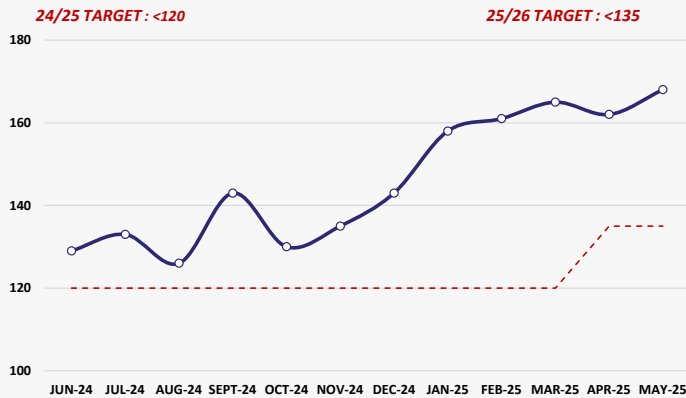
This indicator continues to perform above targeted performance.

INVEST IN OUR HOUSING

MAY-25

NUMBER OF EMPTY COUNCIL HOMES

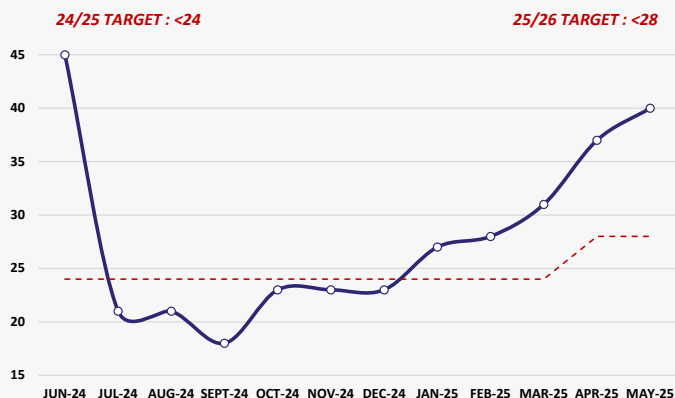
168



Both the number of voids and turnaround time increased further in May. A review of the void process by the Council and HTS will begin on 16 June 2025, aiming to identify and quickly implement improvements.

RE-LETTING TIME FOR LOCAL AUTHORITY HOUSING

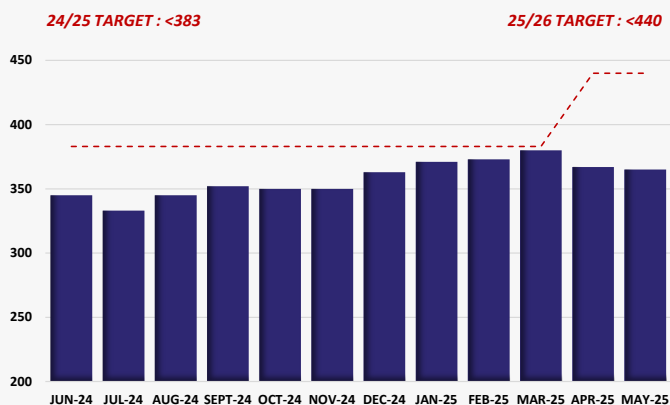
40



Both the number of voids and turnaround time increased further in May. A review of the void process by the Council and HTS will begin on 16 June 2025, aiming to identify and quickly implement improvements.

HOUSEHOLDS LIVING IN TEMPORARY ACCOMMODATION

365



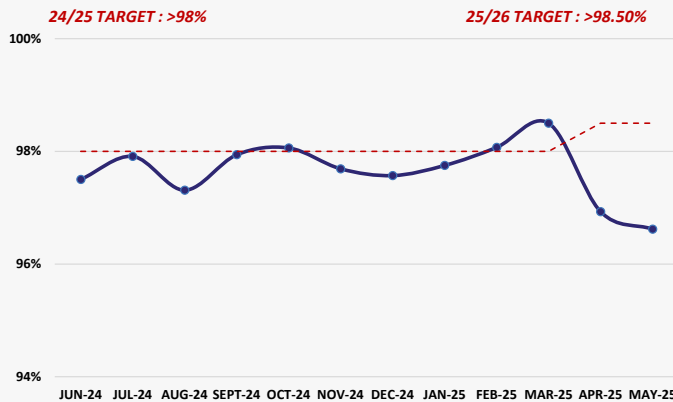
This has reduced even with the impact of Redstone House vacation, offers to homeless households have been forthcoming and decisions on cases expedited which has reduced the number in TA.

INVEST IN OUR HOUSING

MAY-25

HOUSING RENT COLLECTED

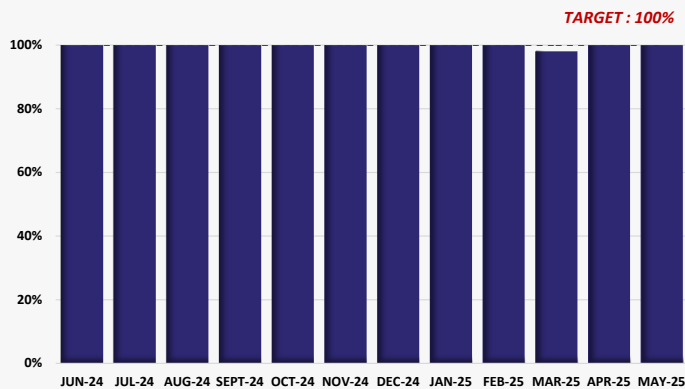
96.62%



While performance dropped slightly from April, this is 1.26% higher than for the same period last year and remains in line with general performance over previous years.

LEASED SERVICE CHARGE COLLECTION

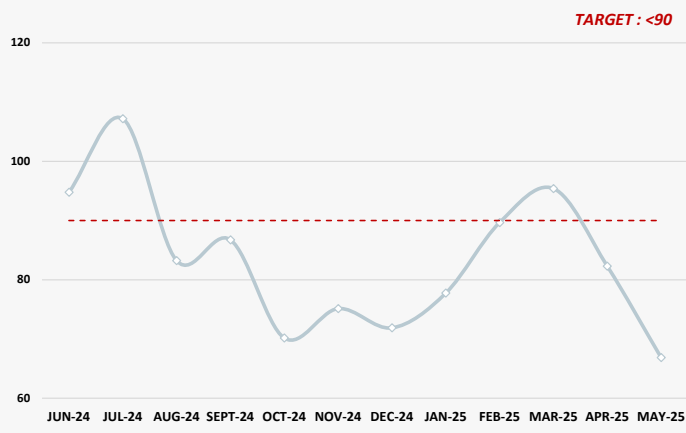
100%



Collection rates within expected levels for this point in the financial year.

MISSED BIN COLLECTIONS

66.86



The number of missed bins.

