

Mission / Performance Name	Description	Portfolio	Annual Target (25/26)	Performance Last Year (2024/25)
1 - Transform Our Council				
Contact Harlow Abandoned Call Rates	The % of calls to Contact Harlow which are not answered by a Customer Advisor in the past month	Corporate Services and Transformation	< 15%	9.37%
Contact Harlow Call Waiting Times	The average time callers to Contact Harlow wait for their call to be answered in the past month	Corporate Services and Transformation	< 3 mins	2 m 08s
Customer Complaint Response Times	The % of Customer Complaints responded to within target time in the past month	Corporate Services and Transformation	> 85%	85.03%
Council Tax Collected	The % on track to achieve year-end figures (indicator reference BV009)	Finance	100%	94.84%
Business Rates Collected	The % on track to achieve year-end figures (indicator reference BV010)	Finance	100%	97.65%
New Benefits Claims Processing Time	The average number of days to process new benefits claim applications in the past quarter	Finance	< 25	18.11
Benefit Changes in Circumstances Processing Time	The average number of days to process change events related benefits claimants - per quarter	Finance	< 13	4.67
Invoice Payments Made On Time	The % invoices received by the Council which are paid within 30 days each month (indicator reference BV008)	Finance	> 98%	94.58%
Staff Sickness Absence	The average number of Council working days lost due to sickness absence per FTE (full-time equivalent) in the past month	Corporate Services and Transformation	< 0.73	0.72
2 - Rebuild Our Town				
Major Planning Applications Processed	The % of Major Planning Applications processed within 13 weeks or agreed timescale within last quarter (indicator reference NI157a)	Garden Town and Planning	> 75%	66.67%
Other Planning Applications Processed	The % of Other Planning Applications processed within 8 weeks within last quarter (indicator reference NI157b&c)	Garden Town and Planning	> 75%	100%
Planning Appeals Allowed	The % Planning Appeals allowed against Council decision within last quarter (indicator reference BV204)	Garden Town and Planning	< 66.6%	0.00%
3 - Invest In Our Housing				
Number of Empty Council Homes	The number of empty Council Homes recorded at month end (indicator reference HMS8)	Housing	< 135	165
Re-Letting Time For Local Authority Housing	Average days taken to re-let local authority housing over the past month (indicator reference BV212.05)	Housing	< 28	31
Households Living in Temporary Accommodation	The number of Households Living in Temporary Accommodation in the past month	Housing	< 440	380
Housing Rent Collected	The % of housing rent collected against the amount of rent owed for the past month	Housing	> 98.5%	98.50%
Leasehold Service Charge Collection	The % on track to achieve year-end figures (indicator reference LHI SO26)	Housing	100%	98.05%
4 - Renew Our Neighbourhoods				
Missed Bin Collections	The number of reported missed bin collections within the past month, per 100,000 bins collected	Environment and Sustainability	< 90	85.23
5 - Secure Our Future				
	NO PERFORMANCE INDICATORS ARE CURRENTLY REPORTED FOR THIS MISSION.			
6 - Protect Our Communities				
	NO PERFORMANCE INDICATORS ARE CURRENTLY REPORTED FOR THIS MISSION.			

Mission / Performance Name	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25
1 - Transform Our Council												
Contact Harlow Abandoned Call Rates	G 10.17%	G 11.22%	G 12.63%	G 11.31%	G 8.65%	R 13.33%	G 8.70%	G 7.87%	G 5.71%	G 10.57%	G 9.87%	G 6.65%
Contact Harlow Call Waiting Times	G 2m 13s	G 2m 32s	G 2m 52s	A 2m 55s	G 2m 03s	R 3m 09s	G 1m 47s	G 1m 51s	G 1m 20s	G 2m 00s	G 2m 10s	G 1m 30s
Customer Complaint Response Times	G 86.09%	G 87.79%	R 74.79%	G 90.60%	G 95.86%	R 81.31%	A 82.22%	G 86.52%	R 80.40%	A 83.20%	G 85.34%	R 78.38%
Council Tax Collected	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 94.84%	G 100%	G 100%
Business Rates Collected	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 97.65%	G 100%	G 100%
New Benefits Claims Processing Time	G 17.12	G 20.06	G 20.62	G 19.16	G 16.02	G 19.33	G 19.91	G 20.33	G 17.25	G 18.11	G 15.88	G 21.37
Benefit Changes in Circumstances Processing Time	G 6.37	G 5.17	G 5.02	G 9.16	G 7.39	G 6.46	G 5.74	G 9.59	G 8.09	G 4.67	G 10.37	G 10.38
Invoice Payments Made On Time	R 87.09%	A 93.93%	A 94.73%	A 93.34%	G 98.84%	A 95.83%	G 98.51%	A 94.16%	A 95.65%	A 96.97%	G 98.50%	G 93.67%
Staff Sickness Absence	G 0.63	A 0.77	A 0.98	A 0.97	A 1.04	G 0.71	G 0.62	G 0.72	G 0.44	G 0.50	G 0.60	G 0.66
2 - Rebuild Our Town												
Major Planning Applications Processed	A 50.00%			G 100%	N/A	N/A	G 100%	N/A	NA	A 66.67%	NA	A 66.67%
Other Planning Applications Processed	G 78.86%			G 82.00%	G 88.00%	G 87.00%	G 95.00%	G 89.00%	G 79.00%	G 100%	G 96.00%	G 100%
Planning Appeals Allowed	G 0.00%			G 0.00%	G 0.00%	G 0.00%	N/A	G 33.00%	G 0.00%	G 0.00%	G 0.00%	G 0.00%
3 - Invest In Our Housing												
Number of Empty Council Homes	G 129	G 133	G 126	R 143	G 130	G 135	R 143	R 158	R 161	R 165	R 162	R 168
Re-Letting Time For Local Authority Housing	R 45	G 21	G 21	G 18	G 23	G 23	G 23	G 27	A 28	R 31	R 37	R 40
Households Living in Temporary Accommodation	G 345	G 333	G 345	G 352	G 350	G 350	G 363	G 371	G 373	G 380	G 367	G 365
Housing Rent Collected	G 97.50%	G 97.91%	G 97.31%	G 97.94%	G 98.06%	G 97.67%	G 97.57%	G 97.75%	G 98.07%	G 98.50%	A 96.93%	A 96.62%
Leasehold Service Charge Collection	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 100%	G 98.05%	G 100%	G 100%
4 - Renew Our Neighbourhoods												
Missed Bin Collections	A 94.77	R 107.19	G 83.23	G 86.74	G 70.16	G 75.13	G 71.88	G 77.74	G 89.66	A 95.40	G 82.29	G 66.86
5 - Secure Our Future												
	NO PERFORMANCE INDICATORS ARE CURRENTLY REPORTED FOR THIS MISSION.											
6 - Protect Our Communities												
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