

## Efficient and effective support services

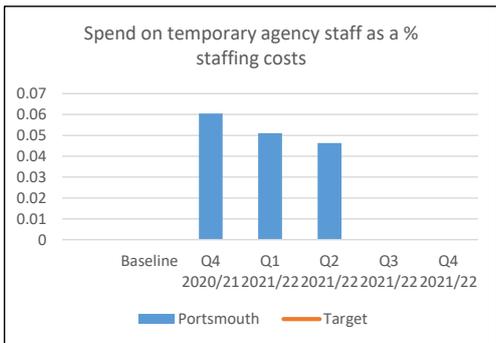


RAG against target

RAG against trend

**Green**

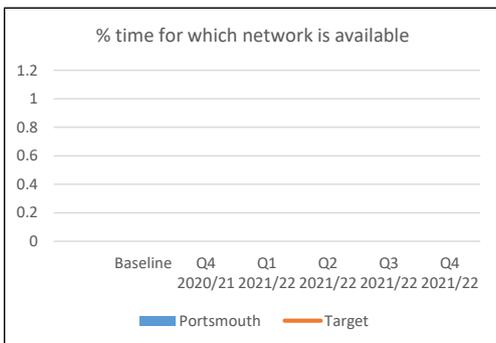
COMMENTARY



RAG against target

RAG against trend

COMMENTARY  
 As a % of general fund and HRA

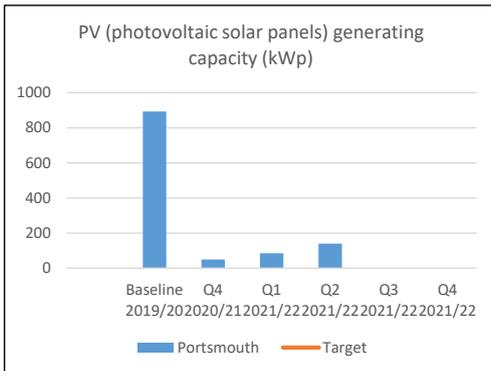


RAG against target

RAG against trend

COMMENTARY

## A greener organisation



RAG against target

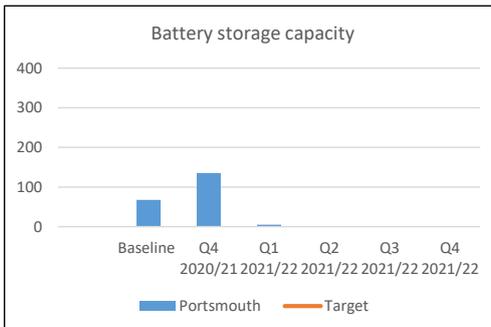
Green

RAG against trend

Green

COMMENTARY

Total of Solar Photovoltaic generating capacity on PCC buildings



RAG against target

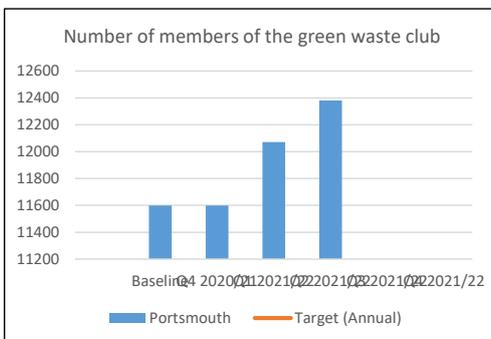
Green

RAG against trend

Green

COMMENTARY

Total size of Battery Storage capacity on PCC buildings, co-located with PV systems (store access energy from the PV system to be used at night). Global shortage of semiconductor/microprocessors has led to delay in materials for jobs. Will be caught up before end of financial year (materials now in stock for ongoing projects)



RAG against target

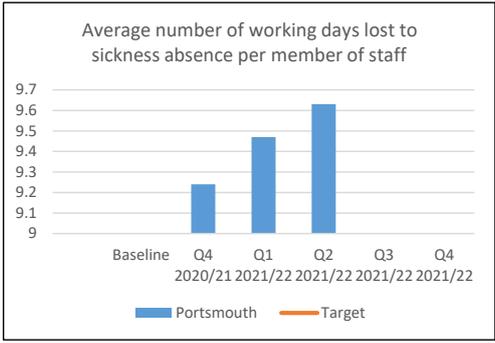
Green

RAG against trend

Green

COMMENTARY

# An inclusive and effective workforce



RAG against target

Grey box

RAG against trend

Yellow box

**Amber**

COMMENTARY

Compared to the start of the pandemic overall absence figures are down but have increased in some areas in the last two quarters.



RAG against target

White box

RAG against trend

White box

COMMENTARY

Quarterly 3.03%      12 month 8.67%



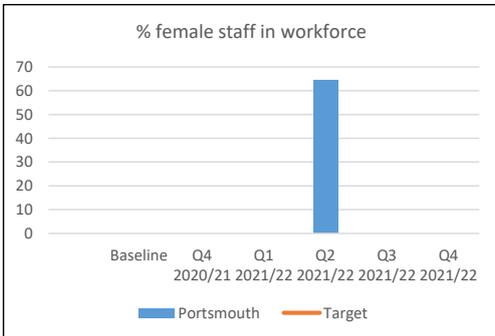
RAG against target

White box

RAG against trend

White box

COMMENTARY



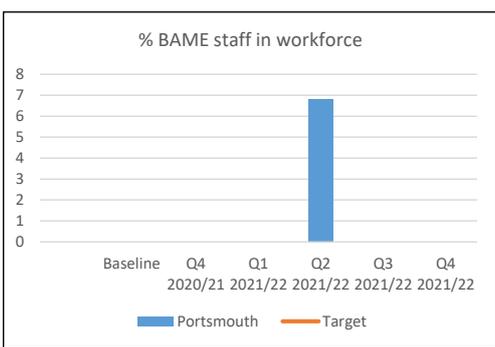
RAG against target

White box

RAG against trend

White box

COMMENTARY



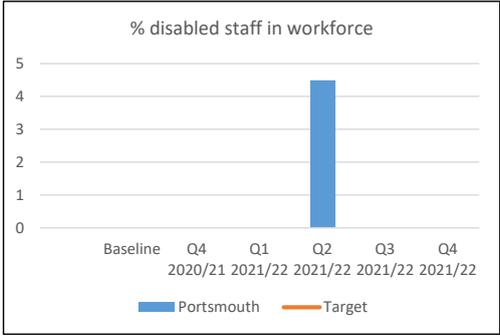
RAG against target

White box

RAG against trend

White box

COMMENTARY

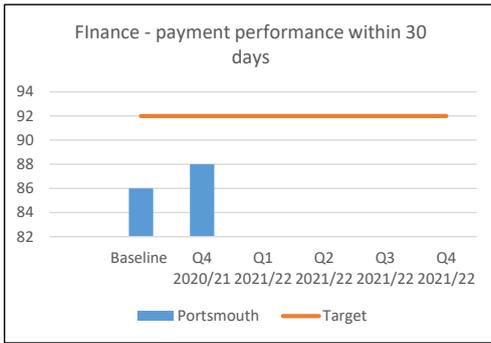


RAG against target

RAG against trend

COMMENTARY

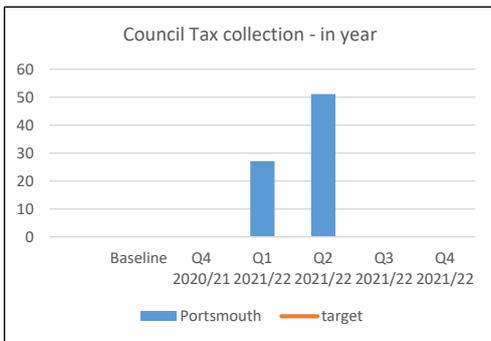
# A responsive organisation



RAG against target

RAG against trend

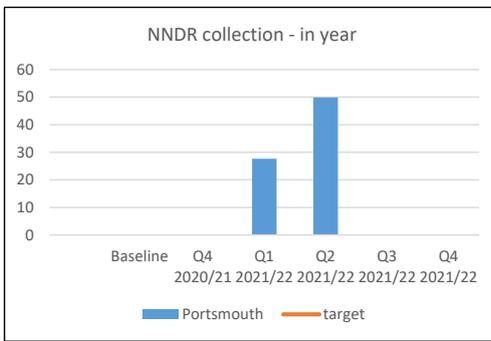
**COMMENTARY**  
Reporting from Fusion under development



RAG against target  
**Green**

RAG against trend  
**Green**

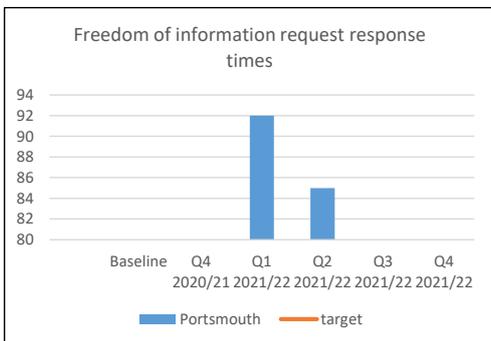
**COMMENTARY**  
Commentary: The collection impact caused in 2020/21 by the Covid-19 pandemic makes comparisons to last year problematic. At the close of Q2 2020 in-year collection was 50.61%, which has increased to 51.08% in 2021/22. Whilst collection remains impacted by the pandemic, for example the council's inability to escalate recovery via the court, collection appears to be on an upward trend in comparison to last year. Comparing performance to 2019/20 may therefore be more useful. Q2 2019/20 achieved collection of 53.63%, suggesting 2021/22 collection performance is so far down 2.55% against pre-Covid 19 in year collection rates, however with more residents choosing to pay instalments over 12 months rather than the statutory 10-month instalment plan, direct comparison has some flaws. We have just received agreement from the Court to start to convene liability order hearings in respect of local taxes, with a first court date set for late November. This is anticipated to have a positive impact on the recovery of local taxes, however collection improvements should be viewed cautiously, as we continue to manoeuvre collection and recovery through an uncertain period.



RAG against target  
**Green**

RAG against trend  
**Green**

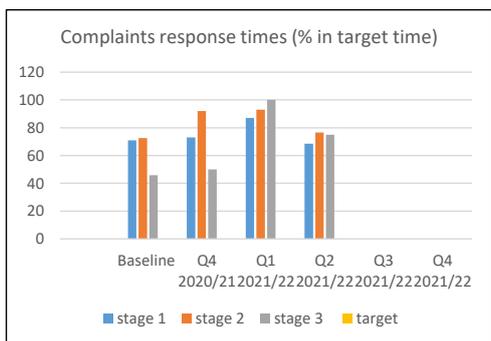
**COMMENTARY**  
The collection impact caused in 2020/21 by the Covid-19 pandemic makes comparisons to last year problematic. At the close of Q2 2020 in-year collection was 48.38%, which has increased to 49.88 in 2021/22. Whilst collection remains impacted by the pandemic, for example the council's inability to escalate recovery via the court and restrictions that have impacted business during Q1, collection appears to be on an upward trend in comparison to last year. Comparing performance to 2019/20 may therefore be more useful. Q2 2019/20 achieved collection of 55.18%, suggesting 2021/22 collection performance is so far down 5.3% against pre-Covid 19 in year collection rates, suggesting some return to pre-covid-19 performance levels. We have just received agreement from the Court to start to convene liability order hearings in respect of local taxes, with a first court date set for late November. This is anticipated to have a positive impact on the recovery of local taxes, however collection improvements should be viewed cautiously, as we continue to manoeuvre collection and recovery through an uncertain period.



RAG against target

RAG against trend

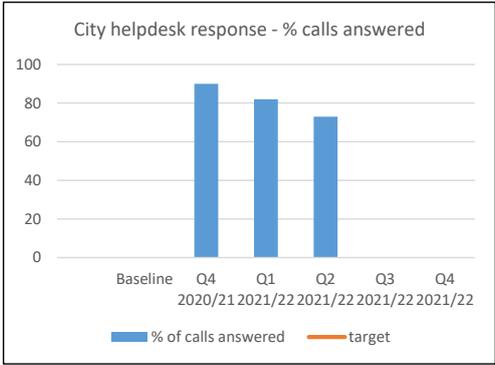
**COMMENTARY**  
67 FOI/EIR requests received and 85 DPA in Q2



RAG against target

RAG against trend

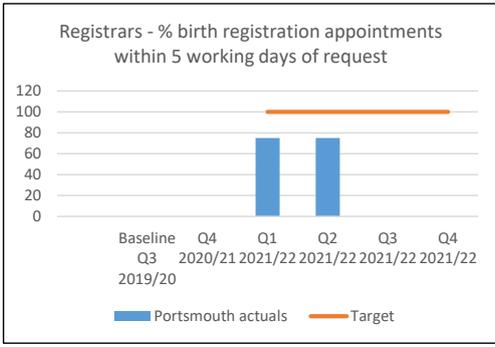
**COMMENTARY**  
There are very few stage three complaints, therefore one stage 3 complaint that misses the timescale makes a significant difference to the percentage of stage three. One corporate complaint officer, off long-term sick from beginning of Q2 - impact on response times



RAG against target

RAG against trend

**COMMENTARY**  
 note city helpdesk does not answer all the council's customer service calls, customer services for areas including LA housing, housing options, revs and bens, parking, rubbish and recycling/clean city, and ASC are handled within service areas. speed of answer in Q1 and Q2 affected by staff turnover/vacancies and time taken to upskill new starters (to train a fully skilled CHD advisor takes 12 months). 13723 calls in quarter; average wait time 5mins 45secs.

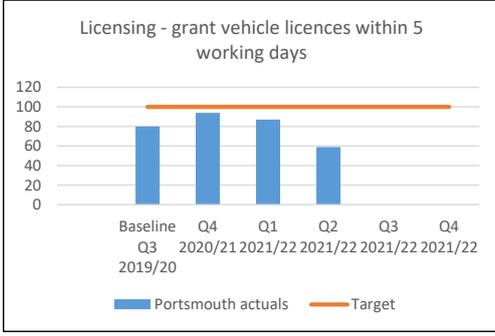


RAG against target

Amber

RAG against trend

**COMMENTARY**  
 100% births were registered within the 42 day statutory requirement. Pressures: Backlog of births to register and escalation of marriages. The service received a high number of customer calls on queries on behalf of other local authorities. The team is comprised of young workforce who may be identified by track and trace. Also higher number of deaths to be recorded as a priority over births registration.



RAG against target

RAG against trend

**COMMENTARY**  
 We have seen a greater demand for vehicle licences in this quarter which has led to delays with vehicles being tested at the Council's nominated garage. This is in conjunction with annual vehicle testing. Discussions are ongoing with the manager of the nominated garage to meet the demands currently being experienced.



RAG against target

RAG against trend

**COMMENTARY**  
 There is no uniformity to retail visits - it depends on appetite / need. Due to other pressures and priorities, retail & advice visits are unlikely to take place until Q3 or Q4.