

			Chorley				South Ribble			
Indicator	Polarity	Target	Q1 2021/22	Q1 2022/23	Symbol	Trend	Q1 2021/22	Q1 2022/23	Symbol	Trend
Audit and Risk										
Internal Audit - % of Audit Plan Completed	Bigger is better	23%	8%	28.6%	★	Better than Q1 2021/22	Not reported	28.6%	★	Comparison not available
Internal Audit - % Satisfaction level (assignment level)	Bigger is better	90%	100%	97%	★	Worse than Q1 2021/22	100%	97%	★	Worse than Q1 2021/22
Number of accidents reported to Health and Safety from work related activity	Smaller is better	8	Not reported	5	★	Comparison not available	15	8	★	Better than Q1 2021/22
Communications and Visitor Economy										
% of email open rates within the Attain System	Bigger is better	50%	55.47%	58.2%	★	Better than Q1 2021/22	63.27%	57.14%	★	Worse than Q1 2021/22
Social media engagements	Bigger is better	CBC-85624/SRBC-0	CBC-85,624/SRBC 0	86,973	★	Better than Q1 2021/22	0	47,964		Baseline for 2022/23
Number of visitors to Astley Hall (Ticket Sales)	Bigger is better	Baseline	New for 2021/22	1917	★	Comparison not available				
Governance Services										
% valid postal/proxy vote applications processed within 3 working days	Bigger is better	95%	100%	100%	★	Same as Q1 2021/22	New for 2021/22	100%	★	Comparison not available

% FOI (including EIR and DPA) requests responded to on time	Bigger is better	90%	91.97%	56.32%	▲	Worse than Q1 2021/22				
% legal files opened within 5 days	Bigger is better	90%	93.91%	95.3%	★	Better than Q1 2021/22	<i>New for 2021/22</i>	85%	▲	<i>Comparison not available</i>
% prosecution / civil litigation files reviewed within one month of receipt	Bigger is better	90%	100%	100%	★	Same as Q1 2021/22	<i>New for 2021/22</i>	100%	★	<i>Comparison not available</i>
Finance										
Compliance with The Prudential Code	Bigger is better	100%	100%	100%	★	Same as Q1 2021/22	100%	100%	★	Same as Q1 2021/22
Statutory Grant Claims and Returns to be submitted on time	Bigger is better	100%	100%	100%	★	Same as Q1 2021/22				
% variation between the forecast outturn at month 6 and the actual outturn at month 12	Smaller is better	5%	0%	0.86%	★	Worse than Q1 2021/22	Not reported	1.5%	★	<i>Comparison not available</i>
Transformation and Partnerships										
% Performance information provided by quarterly deadline	Bigger is better	85%	73%	81%	●	Better than Q1 2021/22	Not available	74%	▲	<i>Comparison not available</i>
% Corporate Strategy projects on track / delivered – council-wide	Bigger is better	90%	92%	86%	●	Worse than Q1 2021/22	79%	93%	★	Better than Q1 2021/22
Total visits to the Chorley Council Website	Bigger is better	100,000	451,060	410,148	★	Worse than Q1 2021/22				
% of service website pages overdue	Smaller is better	15%	14.2%	8.7%	★	Better than Q1 2021/22				

% Satisfaction with OD activities	Bigger is better	95%	95%	95%	★	Same as Q1 2021/22	95%	99%	★	Better than Q1 2021/22
% minutes of the Chorley and South Ribble Partnership published in 10 working days	Bigger is better	95%	New for 2022/23	100%	★	Comparison not available	New for 2022/23	100%	★	Comparison not available
% of shared services development actions on track	Bigger is better	70%	75%	93.75%	★	Better than Q1 2021/22	75%	93.75%	★	Better than Q1 2021/22

Customer Services

Indicator	Polarity	Target	August 2021/22	August 2022/23	Symbol	Trend	September 2021/22	September 2022/23	Symbol	Trend
Chorley										
Percentage of Council Tax collected	Bigger is better	2021/22 outturn	46.13%	46.11%	●	Worse than Q1 2021/22	55.10%	55.34%	★	Better than 2021/22
Percentage of Business Rates (NNDR) collected	Bigger is better	2021/22 outturn	41.11%	42.88%	★	Better than Q1 2021/22	50.66%	51.97%	★	Better than 2021/22
South Ribble										
Percentage of Council Tax collected	Bigger is better	2021/22 outturn	47.18%	47.67%	★	Better than Q1 2021/22	56.05%	57.10%	★	Better than 2021/22
Percentage of Business Rates (NNDR) collected	Bigger is better	2021/22 outturn	42.97%	35.94%	★	Better than Q1 2021/22	51.97%	57.05%	★	Better than 2021/22

	Chorley				South Ribble			
Indicator	June 2022/23	July 2022/23	August 2022/23	September 2022/23	June 2022/23	July 2022/23	August 2022/23	September 2022/23
% calls abandoned	46.80%	39.81%	33.30%	21.89%	37.13%	39.81%	27.38%	24.34%
% calls answered within 90 seconds	7.4%	11.36%	23.49%	30.28%	11.43%	7.78%	27.08%	25.29%
Average wait time before calls answered	00:10:41	00:08:58	00:06:45	00:04:58	00:12:29	00:09:30	00:07:15	00:06:52

Performance overall for Customer Services and Revenues and Benefits at both councils is showing a positive improving trend over the last few months and it is expected that further improvements will be seen following the full recruitment and training of staff within the service. There are currently some differences in performance between the councils in some areas which are likely in response to local demand such as the Council Tax Rebate and this continues to be managed proactively such as through third party agency support where required and the continued training of new staff.

OFF-TRACK INDICATORS						
Indicator	Polarity	Target	Q1 2021/22	Q1 2022/23	Symbol	Trend
Chorley						
% FOI (including EIR and DPA) requests responded to on time	Bigger is better	90%	91.97%	56.32%	▲	Worse than Q1 2021/22
Reason below target	The FOI co-ordinator has been on long-term leave, with FOIs being covered by the rest of the team.					
Action Required	Additional resources from within the council have been identified to manage the FOI coordination which has helped to manage some of the backlog of work and new requests. Performance is expected to improve over the next quarters.					
South Ribble						
% legal files opened within 5 days	Bigger is better	90%	<i>New for 2021/22</i>	85%	▲	<i>Comparison not available</i>
Reason below target	The reduction in performance aligns with the ending of a temporary appointment to cover maternity cover, and the return to work from maternity leave of a full time member of staff. Leave commitments of the returning staff member led to a short term lack of capacity.					
Action Required	No actions are necessary, 85% performance remains good, but the performance against this indicator will continue to be monitored.					
% Performance information provided by quarterly deadline	Bigger is better	85%	Not available	74%	▲	<i>Comparison not available</i>
Reason below target	The performance management framework has achieved significant improvements in overall performance culture. Significant improvements have been achieved and overall 74% is a good level of compliance.					
Action Required	Further prompts and reminders are being provided to officers to further reinforce the process within the performance management framework, supporting and embedding a strong performance culture.					

