

















			Chorley				South Ribble			
Indicator	Polarity	Target	Q3 2021/22	Q3 2022/23	Symbol	Trend	Q3 2021/22	Q3 2022/23	Symbol	Trend
Communications and Visitor Economy										
% of email open rates within the Attain System	Bigger is better	50%	57.17%	58.8%	★	Better than Q3 2021/22	54.56%	69.37%	★	Better than Q3 2021/22
Social media engagements	Bigger is better	52807- Chorley Baseline SRBC	52807	86361	★	Better than Q3 2021/22	74290	14503		Worse than Q3 2021/22
Number of visitors to Astley Hall (Ticket Sales)	Bigger is better	Baseline	<i>New for 2022/23</i>	6304	★	<i>Comparison not available</i>				
Governance Services										
% valid postal/proxy vote applications processed within 3 working days	Bigger is better	95%	100%	100%	★	Same as Q3 2021/22	<i>New for 2021/22</i>	100%	★	<i>Comparison not available</i>
% legal files opened within 5 days	Bigger is better	90%	90.80%	89%	●	Worse than Q3 2021/22	100%	100%	★	Same as Q3 2021/22
% prosecution / civil litigation files reviewed within one month of receipt	Bigger is better	90%	0%	100%	★	Better than Q3 2021/22	100%	100%	★	Same as Q3 2021/22
Transformation and Partnerships										
% Performance information provided by quarterly deadline	Bigger is better	85%	78%	84.9%	●	Better than Q3 2021/22	36%	83%	●	Better than Q3 2021/22

% Corporate Strategy projects on track / delivered – council-wide	Bigger is better	90%	-	86%		Comparison not available	-	93%		Comparison not available
Total visits to the Chorley Council Website	Bigger is better	300,000	1,219,745	930,940		Worse than Q3 2021/22				
% of service website pages overdue	Smaller is better	15%	11.70%	10.90%		Better than Q3 2021/22				
% Satisfaction with OD activities	Bigger is better	95%	98%	96%		Worse than Q3 2021/22	94%	98.50%		Better than Q1 2021/22
% minutes of the Chorley and South Ribble Partnership published in 10 working days	Bigger is better	95%	100%	100%		Same as Q3 2021/22	100%	100%		Same as Q3 2021/22
% of shared services development actions on track	Bigger is better	70%	75%	81.30%		Better than Q3 2021/22	75%	81.30%		Better than Q3 2021/22

Customer Services

Indicator	Polarity	Target	November 2021/22	November 2022/23	Symbol	Trend	December 2021/22	December 2022/23	Symbol	Trend
Chorley										
Percentage of Council Tax collected	Bigger is better	2021/22 Outturn	73.14%	73.33%		Better than Q3 2021/22	81.94%	82.11%		Better than Q3 2021/22
Percentage of Business Rates (NNDR) collected	Bigger is better	2021/22 Outturn	68.27%	69.51%		Better than Q3 2021/22	77.95%	79.90%		Better than Q3 2021/22
South Ribble										
Percentage of Council Tax collected	Bigger is better	2021/22 Outturn	75.15%	75.93%		Better than Q3 2021/22	84.40%	85.09%		Better than Q3 2021/22

Indicator	Polarity	Target	November 2021/22	November 2022/23	Symbol	Trend	December 2021/22	December 2022/23	Symbol	Trend
Percentage of Business Rates (NNDR) collected	Bigger is better	2021/22 Outturn	68.04%	73.71%	★	Better than Q3 2021/22	76.79%	81.20%	★	Better than Q3 2021/22

Indicator	Chorley					South Ribble				
	September 2022/23	October 2022/23	November 2022/23	December 2022/23	January 2022/23	September 2022/23	October 2022/23	November 2022/23	December 2022/23	January 2022/23
% calls abandoned	21.89%	21.65%	21.55%	25.23%	28.02%	24.34%	24.79%	19.67%	15.86%	22.95%
% calls answered within 90 seconds	30.28%	38.71%	39.26%	30.97%	43.45%	25.29%	25.08%	37.24%	48.58%	49%
Average wait time before calls answered	00:04:58	00:05:04	00:04:55	00:04:38	03:49	00:06:52	00:07:21	00:05:12	00:03:44	04:34

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 and this continues to be managed proactively such as through third party agency support where required and the continued training of new staff. The abandoned call rate has increased slightly over the last month for both councils, but the % calls answered within 90 seconds has continued to improve.

Based on feedback from the last Shared Services Joint Committee monitoring report, future local indicators for customer services have been reviewed as part of the Customer Access Charter which was approved by both Cabinets in January 2023. The renewed indicators will focus on customer satisfaction and average wait times in place of abandoned call rates (which do not differentiate for the different reasons that a call may be abandoned.) The targets will be staggered to reflect continuous improvement for the service as outlined below:

	Indicator	New Target 23/24	24/25	25/26
Chorley	% of customers satisfied with the service they received	60%	70%	80%
	Average wait time < 5 minutes	40%	55%	70%
South Ribble	% of customers satisfied with the service they received	60%	70%	80%
	Average wait time <5 minutes	40%	55%	70%

