

				Chorley				South Ribble			
Service	Indicator	Polarity	Target	Q4 2021/22	Q4 2022/23	Symbol	Trend	Q4 2021/22	Q4 2022/23	Symbol	Trend
Communications and Visitor Economy	Social media engagements	Bigger is better	49,624	64,425	62,034	★	Worse than Q4 2021/22	17,899	42,917	★	Better than Q4 2021/22
Governance	% of planned time used (Internal Audit)	Bigger is better	90%	84%	127%	★	Better than Q4 2021/22	94%	105%	★	Better than Q4 2021/22
Governance	Number of accidents reported to Health and Safety from work related activity	Smaller is better	8	n/a	2	★	<i>New-Comparison not available</i>	7	4	★	Better than Q4 2021/22
Governance	% first draft legal documents drafted within 4 weeks of receipt (s106 agreements)	Bigger is better	90%	88%	88%	●	Same as Q4 2021/22	100%	100%	★	Same as Q4 2021/22
Governance	% prosecution/ civil litigation files reviewed within one month of receipt	Bigger is better	90%	100%	100%	★	Same as Q4 2021/22	100%	100%	★	Same as Q4 2021/22
Transformation and Partnerships	% Corporate Strategy projects on track /	Bigger is better	90%	New for 2022/23	95%	★	Better than Q4 2021/22	New for 2022/23	86%	★	Better than Q4 2021/22

	delivered – council-wide										
Transformation and Partnerships	% minutes of the Chorley and South Ribble Partnership published in 10 working days	Bigger is better	95%	100%	100%	★	Same as Q4 2021/22				
Transformation and Partnerships	% of shared services development actions on track	Bigger is better	70%	75%	71.43%	★	Worse than Q4 2021/22	75%	71.43%	★	Worse than Q4 2021/22

Customer Services

Indicator	Polarity	Target	February 2021/22	February 2022/23	Symbol	Trend	March 2021/22	March 2022/23	Symbol	Trend
Chorley										
Percentage of Council Tax collected	Bigger is better	2021/22 Outturn	94.15%	94.17%	★	Better than Feb 2021/22	97.16%	97.19%	★	Better than March 2021/22
Percentage of Business Rates (NNDR) collected	Bigger is better	2021/22 Outturn	92.37%	93.04%	★	Better than Feb 2021/22	96.75%	96.26%	●	Worse than Feb 2021/22
South Ribble										
Percentage of Council Tax collected	Bigger is better	2021/22 Outturn	95.35%	95.56%	★	Better than Feb 2021/22	96.46%	96.78%	★	Better than March 2021/22

Indicator	Polarity	Target	February 2021/22	February 2022/23	Symbol	Trend	March 2021/22	March 2022/23	Symbol	Trend
Percentage of Business Rates (NNDR) collected	Bigger is better	2021/22 Outturn	92.17%	92.10%	●	Worse than March 2021/22	96.14%	94.46%	●	Worse than March 2021/22

Month	Total Calls	Answered	Missed	Abandoned %		Answered <20secs %		Answered <90secs %		Answered <5mins %	Average wait
January	15761	11679	4082	25.90%	3135	26.84%	5003	42.84%	8558	73.28%	04:15
February	17547	12998	4549	25.92%	4396	33.82%	6811	52.40%	10230	78.70%	02:54
March	25601	18214	7387	28.85%	5200	28.55%	8425	46.26%	13815	75.85%	03:17
April	19349	14446	4883	25.24%	4899	33.91%	7594	52.57%	11613	80.39%	02:46
May	18960	13699	5261	27.75%	3696	26.98%	6127	44.73%	10134	73.98%	03:23

Overall performance for Customer Services is showing a positive improvement trend over the last few months with average wait times reducing from over 11 minutes 30 seconds in June 2022 to an average of 3 minutes 5 seconds over February to May 2023.

There were some dips in performance in March, and then again in May. As shown by the total call numbers, there was a significantly higher volume of calls received in March (25,601) than other months, primarily as a result of Council Tax Billing and Garden Waste Renewals. External resources helped to support the team during this period, but due to staff sick leave this did have an impact on performance for the month. In May, the council elections and power outage at South Ribble had an impact on call wait times. This was worsened by the number of

bank holidays within May, which concentrated the number of calls received within less working days. Despite the small dips in performance, the overall improvement across the service demonstrates how Customer Services is now more resilient to managing challenges and increases in customer contact and demand.

To further improve the service, an ongoing programme of work is taking place to deliver automation to the revenues and benefits services through the Capita system, such as the automation of change in address which will have a particular impact due to the high volume of customer requests. Improvements made to the garden waste programme including a direct debit drive have also helped to improve performance since last years' renewal period. Work is continuing on a training and development programme for the service, including for new apprentice staff, with the new operating model meaning that staff can work effectively across both councils.