


Phase 1 Performance Indicators Q2 2023/24

Council	Name	Polarity	Target Q2	Performance 23/24 (Q2)	Performance 22/23 (Q2)	On/ off target	Trend
CBC	% Corporate Strategy projects on track / delivered – council-wide	Bigger is Better	90%	89%	79%	●	Better than 2022/23
CBC	% minutes of the Chorley and South Ribble Partnership published in 10 working days	Bigger is Better	95%	100%	100%	★	Same as 2022/23
SRBC	% Corporate Strategy projects on track / delivered – council-wide	Bigger is Better	90%	86%	80%	●	Better than 2022/23
CBC	Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	5.37	3.83	5.37	★	Better than 2022/23
SRBC	Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	4.87	4.13	4.87	★	Better than 2022/23
Shared	% of service development actions on track	Bigger is Better	70.00%	100%	81.30%	★	Better than 2022/23
Shared	% of shared services staff satisfied	Bigger is Better	85.00%	67.76%	71.70	▲	Worse than 2022/23
CBC	Number of Entrants to Astley Hall	Bigger is better	4,043	5,641	n/a (not measured prior)	★	N/A
CBC	% Health and Safety Office Inspections	Bigger is better	90%	81.25%	36%	▲	Better than 2022/23
SRBC	% Health and Safety Office Inspections	Bigger is better	90%	75%	31%	▲	Better than 2022/23
CBC	% draft minutes circulated within 10 days	Bigger is better	95%	100%	100%	★	Same as 2022/23
CBC	% valid postal/proxy vote applications processed within 3 working days	Bigger is better	95%	100%	100%	★	Same as 2022/23
SRBC	% draft minutes circulated within 10 days	Bigger is better	95%	100%	100%	★	Same as 2022/23

SRBC	% valid postal/proxy vote applications processed within 3 working days	Bigger is better	95%	100%	100%		Same as 2022/23
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There are three indicators which are currently performing below target and outside of the 5% threshold of tolerance. These are set out below alongside the explanation and action plan to bring performance to target:

Council	Indicator	Target	Performance	Explanation
Shared	% of shared services staff satisfied	85.00%	67.76%	<p>Staff satisfaction can fluctuate depending on when it is measured and who is responding to the survey that is measuring general satisfaction.</p> <p>When satisfaction was last measured, there were improvements to satisfaction in some services such as Customer Services but small reductions in other service areas. This can reflect particular circumstances in different services and specific feedback is shared with each Head of Service following each survey to identify areas for improvement.</p> <p>Across the councils, the whole organisational People Strategy has delivered and is in the process of embedding a full range of organisational development and wellbeing initiatives with these receiving positive feedback from staff within surveys and through other feedback channels.</p>
CBC	% Health and Safety Office Inspections	90%	81.25%	<p>Whilst the process for office inspections changed in April 2023, quarter 2 is the first time this format has been reported on. The value for quarter 2 represents 13 out of 16 inspections completed and is expected that the performance for this will increase as the new process is embedded. The target for this indicator will be uplifted from Q3 from 90% to 100% to reflect this.</p>
SRBC	% Health and Safety Office Inspections	90%	75%	<p>There are 12 inspections expected to be carried out in South Ribble. 9 of the 12 were carried out giving a 75% completion rate. As above, the process for office inspections has recently been changed. It is expected</p>

				that performance will increase and the target will be uplifted from Q3 to 100% to reflect this.
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