




Performance Update

Ref No	Description of Performance Indicator	Benchmark (Mean English Unitaries 2019/20)	April 2021/22	April Volume	Direction of Travel (April to May)	May 2021/22	May Volume	Direction of Travel (May to June)	June 2021/22	June Volume	Year to Date (Quarter 1)	Year to Date volume (Quarter 1)	2021/22 Target	Comment
<b>Legal and Democratic - Information Governance</b>														
T11	% of Freedom of Information Requests completed in 20 working days	93%	80.46%	70 out of 87	↑	89.38%	101 out of 113	↓	83.47%	96 out of 115	84.76%	267 out of 315	80%	Note: 11 June requests excluded as still active. Data based on requests received in the month. Benchmark: Central Gov 2019
T12	% Environmental Information Regulation Requests completed in 20 working days	93%	97.14%	102 out of 105	↑	99.10%	109 out of 110	↑	100.00%	112 out of 112	98.78%	323 out of 327	80%	Note: 12 June requests excluded as still active. Data based on requests received in the month. Benchmark: Central Gov 2019
T13	% Individual Rights Requests completed in 1 calendar month	81%	100.0%	9 out of 9	↓	50.00%	7 out of 14	↑	69.23%	9 out of 13	69.44%	25 out of 36	85%	Note: 1 June request excluded as still active. Data based on requests received in the month. Benchmark: Kent CC 2019/20
<b>Financial Services</b>														
T14	% of invoices paid within 30 days	n/a	N/A	1,069 out of 1,069	↓	87.63%	2,040 out of 2,328	↑	92.05%	3,588 out of 3,898	91.80%	6,697 out of 7,295	95%	The April figure for invoices received at 100% is caused by an anomaly by the fact that the system was new on the 1st April and therefore started measuring invoices paid in the month using April as the base date.
T15	% of Council Tax collected	96.41%	10.63%	£23,029,873	n/a	19.72%	£42,783,163.60	n/a	29.05%	£63,069,552	29.05%	£63,069,552	98%	In future years a comparison with previous year can be provided
T16	% National Non Domestic Rates collected	97.93%	11.43%	£12,549,130	n/a	19.31%	£21,465,410.96	n/a	27.97%	£31,646,562	27.97%	£31,646,562	98%	In future years a comparison with previous year can be provided
T17	Average time taken to process benefits & Council Tax Support Claims (days):	18 days	22.12 days	885	↑	24.54 days	895	↓	21.72 days	1,047	22.74 days	2,827 claims	21 Days	Note that the benchmark is for Housing Benefit claims only. Legacy council targets were higher than benchmark. Target at ENC was under 23 days, BCW was under 24 days.
T18	Average time to process benefits & Council Tax Support Changes of circumstances (days):	5 days	6.6 days	3979	↓	6.29 days	6170	↑	7.05 days	4,599	6.61 days	14,748 change in circumstances	9 Days	Note that the benchmark is Housing Benefit change of circumstances only
<b>Human Resources</b>														
T19	Number of working days lost to sickness per employee (short-term)	n/a	0.19	n/a	↓	0.16	n/a	↑	0.23	n/a	0.57	n/a	tbd	It is anticipated that the sickness level recorded will increase as managers get used to reporting sickness on the Enterprise Resources Planning system. The system was new to many managers in Q1 of 2021.
T20	Number of working days lost to sickness per employee (long-term)	n/a	0.36	n/a	→	0.36	n/a	↑	0.43	n/a	1.21	n/a	tbd	It is anticipated that the sickness level recorded will increase as managers get used to reporting sickness on the Enterprise Resources Planning system. The system was new to many managers in Q1 of 2021.

Direction of Travel Key - Acceptable range = within 5% of last period performance	
↑	Performance has improved from last period – Higher is better
↑	Performance has increased from last period – Lower is better
↑	Performance has increased but still within acceptable range of 5% of last period – Lower is better (or has increased but measure is neither higher or lower is better)
→	Performance has stayed the same since last period
↓	Performance has declined but still within acceptable range of 5% of last period – Higher is better (or has declined but measure is neither higher or lower is better)
↓	Performance has improved from last period – Lower is better
↓	Performance has declined from last period – Higher is better

	Performance on or above target
	Performance close to target
	Performance lower than target