## Porfolio Holder for Reducing Inequality

MB: Changes are highlighted in blue. It should be noted that the impact of Covid-19 has meant that in some cases it has been difficult to forecast what a realistic target might be. Depending on the service area, some services have therefore changed to volumetric measures, some have changed targets to reflect expected performance, and in some cases because expected performance is not known and not within our control targets have been retained as in previous years.

cuses because expect	ted performance is not known and not within or			i retained as in	previous year	2020-2021			1						2021-2022					
									02/19/2	Q3/19/2	04/19/2	01/20/	02/20/2	,						
			Cumulative or	High / Low is		Low Target	On	High Target		0	0	21	1		Low Target	On	High Target			
ervice Area	Measure	Unit	Quarterly	Good	Volumetric	(Worst)	target	(Best)	Outturn	Outturn	Outturn	Outturn	Outturn	Outturn	(Worst)	target	(Best)	Portfolio Holder	Owner	Comments (if required)
uarterly Measures		1						1				1	-							
																			Martin	
						Q1 - 28.00		Q1 - 26.00							Q1 - 21.00		Q1 - 19.00	Cllr Rosanne Kirk	- Walmsley -	
						Q2 - 27.00		Q2 - 25.00							Q2 - 20.00		Q2 - 18.50	Portfolio Holder	Head of Shared	
ousing Benefit	BE 1 - Average (YTD) days to process new					Q3 - 26.00		Q3 - 24.00							Q3 - 19.50		Q3 - 17.50	for Reducing	Revenues and	
Iministration	housing benefit claims from date received	Days	Cumulative	Low is good	No	Q4 - 25.00	<->	Q4 - 23.50	23.42	21.73	20.60	15.89	16.69	9	Q4 - 19.00	<->	Q4 - 17.00	Inequality	Benefits	Targets updated
																			Martin	
						Q1 - 10.00		Q1 - 7.50							Q1 - 10.00		Q1 - 7.50	Cllr Rosanne Kirk		
	BE 2 - Average (YTD) days to process housing					Q2 - 9.00		Q2 - 7.00							Q2 - 9.00		Q2 - 7.00	Portfolio Holder	Head of Shared	
ousing Benefit	benefit claim changes of circumstances from					Q3 - 8.00		Q3 - 6.50							Q3 - 8.00		Q3 - 6.50	for Reducing	Revenues and	
Iministration	date received	Days	Cumulative	Low is good	No	Q4 - 6.00	<->	Q4 - 4.50	4.88	5.84	3.17	4.22	4.63	3	Q4 - 6.00	<->	Q4 - 4.50	Inequality	Benefits	Targets retained as 20/21
																				•
																			Martin	
						Q1 1250		Q1 1100							Q1 2000		Q1 1700	Cllr Rosanne Kirk	Walmsley -	
						Q2 1200		Q2 1050							Q2 1750		Q2 1500	Portfolio Holder	Head of Shared	
ousing Benefit Iministration	BE 3 - Number of Housing Benefits / Council				No	Q3 1150 Q4 1100	<->	Q3 1000 Q4 950	939	1,025	1,510	1,365	1.33		Q3 1500 Q4 1250		Q3 1300 Q4 1100	for Reducing Inequality	Revenues and Benefits	
ministration	Tax support customers awaiting assessment	Number	Quarterly	Low is good	NO	Q4 1100	<->	Q4 950	939	1,025	1,510	1,365	1,330	8	Q4 1250	<->	Q4 1100	inequality	Benefits	Targets updated
								1					1						Martin	
						Q1 - 85.00%		Q1 - 88.00%					1		Q1 - 86.00%		Q1 - 89.00%	Cllr Rosanne Kirk	Walmsley -	
						Q2 - 86.00%		Q2 - 89.00%							Q2 - 87.00%		Q2 - 90.00%	Portfolio Holder	Head of Shared	
ousing Benefit	BE 4 - Percentage of risk-based quality checks					Q3 - 87.00%		Q3 - 90.00%							Q3 - 88.00%		Q3 - 91.00%	for Reducing	Revenues and	
ministration	made where Benefit entitlement is correct	%	Quarterly	High is good	No	Q4 - 88.00%	<->	Q4 - 91.00%	95.57%	95.72%	95.00%	31.33%	91.52%	6	Q4 - 89.00%	<->	Q4 - 92.00%	Inequality	Benefits	Targets updated
																			Martin	
																		Cllr Rosanne Kirk		
	BE 5 - The number of new benefit claims year																	Portfolio Holder	Head of Shared	
ousing Benefit	to date (Housing Benefits/Council Tax																	for Reducing	Revenues and	
Iministration	Support)	Number	Quarterly	Volumetric	Yes	N/A	<->	N/A										Inequality	Benefits	N/A
			1			,														,
																			Francesca Bell -	
																			Public	
																		Cllr Rosanne Kirk	- Protection, ASB	
ublic Protection &	ASB 1 - no. of cases received in the quarter																	Portfolio Holder for Reducing	and Licensing Service	
nti-Social Behaviour		Number	Quarterly	Volumentric	Vor	N/A		N/A										Inequalities	Manager	No change required
ILI-SOCIAI BEITAVIOUI	(A36)	Number	Quarterly	volumentric	165	IN/A	- · · ·	N/A										inequalities	Ivialiagei	No change required
																			Francesca Bell -	
																			Public	
																		Cllr Rosanne Kirk	Protection, ASB	
																		Portfolio Holder	and Licensing	
blic Protection &																		for Reducing	Service	
ti-Social Behaviour	ASB 2 - No. of cases closed in the quarter	Number	Quarterly	Volumetric	Yes	N/A	<->	N/A				1	1	1		-		Inequalities	Manager	No change required
													1						Francesca Bell -	
								1					1						Public	
													1					Cllr Rosanne Kirk	Protection, ASB	
																		Portfolio Holder	and Licensing	
ublic Protection &	ASB 3 - Number of live cases open at the end																	for Reducing	Service	
ti-Social Behaviour	of the quarter	Number	Quarterly	Low is good	No	260	<->	220	778	610	645	5 226	20:	1	260	0 <->	220	0 Inequalities	Manager	No change required
																			Francesca Bell -	
								1											Public	
								1				Collecti	Collectio					Cllr Rosanne Kirk	- Protection, ASB	
								1				on not	n not					Portfolio Holder	and Licensing	
blic Protection &	ASB 4 - Satisfaction of complainants relating											possible		-				for Reducing	Service	
	to how the complaint was handled	%	Quarterly	High is good	No	75.00%	<->	85.00%	83.30%	98.00%	91.00%				75.009	6 <->	85.009	6 Inequalities	Manager	No change required
			1																	
																			- Caroline Bird -	
																		Portfolio Holder	Community	
	CCTV 1 - Total number of incidents handled																	for Reducing	Services	
TV	by CCTV operators	Number	Quarterly	Volumentric	Yes	N/A	<->	N/A										Inequality	Manager	Retain as 2020/21