

**QUARTERLY
MEASURES**

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G At or above target
 A Acceptable performance - results are within target boundaries
 R Below target
 V Volumetric/contextual measures that support targeted measures

▲ Performance has improved since last quarter
 ▬ Performance has stayed the same since last quarter
 ▼ Performance has deteriorated since last quarter

Strategic Measures

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
CX	Communications	COM 1	Percentage of media enquiries responded to within four working hours	High is good	70.00	85.00	Q4 - 20/21	87.00	Q1 - 21/22	76.00	%	A ▼ A slight drop on the previous quarter, nothing of concern and still above the low target. This is mainly due to receiving a small number of more complex enquiries about the services we provide that required more detailed, and therefore more time consuming, responses compiling.
	Communications	COM 2	Number of proactive communications issued that help maintain or enhance our reputation	High is good	25	40	Q4 - 20/21	47	Q1 - 21/22	31	Number	A ▼ Pandemic-related statements and enquiries have reduced significantly, with the main focus returning to our services.
	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	High is good	92.00	95.00	Q4 - 20/21	100.00	Q1 - 21/22	100.00	%	G ▬ In Q1 2021/22- 3 out of 3 apprentices completed their apprenticeships on time
	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	N/A	Volumetric	Volumetric	Q4 - 20/21	11	Q1 - 21/22	4	Number	V We had 4 new starters in Q1 of 2021/22 - this is a cumulative figure and as such in Q1 it is a stand alone figure until further quarters are added to it.
	Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	N/A	Volumetric	Volumetric	Q4 - 20/21	75.00	Q1 - 21/22	100.00	%	V In Q1 2021/22 100% (3/3) of apprentices on programme moved into Employment Education or Training
	Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Volumetric	Volumetric	Q4 - 20/21	15	Q1 - 21/22	53	Number	V We are still only offering limited face to face appointments. Other services are also seeing customers face to face and together have seen in total 152 in Q1.
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q4 - 20/21	27,453	Q1 - 21/22	29,980	Number	V More calls than previous quarters. We have answered 5609 Refuse/environmental calls, 4603 Housing solutions/homeless calls, 12680 Housing (tenants) calls and 7094 Council Tax/Benefit calls, plus 1550 others; 31530 in total. This compares with 3667 Refuse/environmental calls, 8682 Housing calls and 5737 Council Tax/Benefit calls in the same quarter last year and 1227 other calls, we took no calls for Housing solution in that period.
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q4 - 20/21	156	Q1 - 21/22	291	Seconds	A ▼ This is an increase on previous quarters. The number of the team has been reduced and we are also currently recruiting for vacancies. We also received a higher number of calls in Q1 compared to the last 4 quarters
	Accountancy	ACC 1	Average return on investment portfolio	High is good	0.12	0.18	Q4 - 20/21	0.20	Q1 - 21/22	0.10	%	R ▼ 0.10% as which, at 3.15%per the investment reports from Link. BoE base rate 0.10%.
	Accountancy	ACC 2	Average interest rate on external borrowing	Low is good	4.75	3.75	Q4 - 20/21	3.25	Q1 - 21/22	3.15	%	G ▲ 3.15% on average borrowing level in the quarter - PWLB instrument repaid beginning of April reduces the rate paid. Shorter term borrowing at lower rates used to replace this
	Revenues Administration	REV 1	Council Tax - in year collection rate for Lincoln	High is good	25.00	27.00	Q4 - 20/21	94.78	Q1 - 21/22	25.10	%	A ▼ This is down by 0.80% on the previous year of 2020/21. this equates to approximately £400k. Recovery action has been limited for unpaid bills with recovery starting in earnest now that the pandemic restrictions are starting to lift and people are returning to work. Customers are now contacting on receipt of reminders with 414 calls on 9th July 2021.
	Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	High is good	33.50	34.49	Q4 - 20/21	98.97	Q1 - 21/22	29.10	%	R ▼ The collection rate for Non-domestic rates would appear to be down by 12.21% when compared to the previous year. In 2020 the liability for the year was distributed evenly across the whole year, whereas in 2021, retail/leisure/hospitality have nothing to pay in the first three months of the year. The actual total liability due in the month April, May and June equates to 22.65% of the annual liability. Therefore, as we have already collected 29.10% this shows that we are doing really quite well at this time. It is likely that for a few months this is still going to appear down on the previous year.
	Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues team	Low is good	800	700	Q4 - 20/21	1,650	Q1 - 21/22	2,665	Number	R ▼ The outstanding documents have been increasing as demands on the service area continue to be high. The recovery team are helping with the backlog of work created by changes in service demand as we go in and out of lockdowns. There continues to be some long-term sickness within the Council Tax team but recently the vacant positions have been filled after being vacant for some time. Unfortunately training often impacts on the workload as officers undertake training with the new recruits. One of the new part time officers is an ex-employee and should need a refresh rather than training from the very start.
	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	21.00	19.00	Q4 - 20/21	16.91	Q1 - 21/22	16.81	Days	G ▲ Continued weekly monitoring ensures prompt decision making.
	Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Low is good	10.00	7.50	Q4 - 20/21	3.00	Q1 - 21/22	4.88	Days	G ▼ Continued increase in work load has led to slight decrease in performance.
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	2,000	1,700	Q4 - 20/21	2,123	Q1 - 21/22	2,098	Number	R ▲ 2098 Customers of which 1810 are awaiting a first contact - changes in people's circumstances still high due to effects of Covid.	
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	86.00	89.00	Q4 - 20/21	92.87	Q1 - 21/22	95.94	%	G ▲ We have checked a lot more claims and there are less errors.	
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q4 - 20/21	5,335	Q1 - 21/22	973	Number	V 216 Housing Benefit and 757 Council tax Reduction.	
DCE	Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	High is good	96.00	98.00	Q4 - 20/21	0.00	Q1 - 21/22	n/a	%	A ▬ This measure is not reliable to report on at this time. The data that we hold is out of date due to number of inspections that are due and have not been completed. As we move more into the

													recovery of the inspection programme a decision can be taken as to when it would be appropriate to report on this measure.
Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Low is good	13.00	8.00	Q4 - 20/21	0.00	Q1 - 21/22	15.80	Days	R	▼	During this first quarter period the Food Safety Team completed 106 food inspections with a further 30 businesses under investigation and assistance to reach the level of compliance required in order for the inspection to be considered completed. We are still working under restricted circumstances and have been given a recovery path by the food standards agency which extends until March 2023.
Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	High is good	85.00	97.00	Q4 - 20/21	0.00	Q1 - 21/22	11.00	%	R	▲	As at the 30 June 21 there are 341 outstanding inspections from the previous year and the total inspection programme for this year is 905. We have been issued with a recovery plan from the Food Standards Agency which we are currently working to. However full recovery of the inspection programme is expected by the FSA by March 2023. This measure will need to be very carefully monitored over the next 18 months to understand if recovery is on track. In the first quarter the team achieved 106 inspections and many of these are new food business registrations and focusing on those businesses that present the greatest risk to public health, typically evening economy takeaways and restaurants.
Development Management (Planning)	DM 1	Number of applications in the quarter	N/A	Volumetric	Volumetric	Q4 - 20/21	271	Q1 - 21/22	224	Number	V		No. of applications in quarter remains relatively high which mirrors the increased progressive confidence more generally in the market
Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Low is good	85.00	65.00	Q4 - 20/21	66.85	Q1 - 21/22	56.26	Days	G	▲	End to end times remain consistent and well within our target tolerance
Development Management (Planning)	DM 3	Number of live planning applications open	Low is good	180	120	Q4 - 20/21	148	Q1 - 21/22	128	Number	A	▲	No. of live applications also remains constant and manageable with current resource levels
Development Management (Planning)	DM 4	Percentage of applications approved	High is good	85.00	97.00	Q4 - 20/21	95.00	Q1 - 21/22	97.00	%	G	▲	This figure continues to remain consistently high reflecting the positive approach of the service
Development Management (Planning)	DM 5	Percentage of decisions on planning applications that are subsequently overturned on appeal	Low is good	10.00	5.00	Q4 - 20/21	0.00	Q1 - 21/22	0.00	%	G	▶	Good performance at appeal with none overturned by PINS
Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis	High is good	70.00	90.00	Q4 - 20/21	82.71	Q1 - 21/22	90.00	%	G	▲	Performance here has improved with the team having settled following the management of change procedure.
Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis	High is good	60.00	90.00	Q4 - 20/21	100.00	Q1 - 21/22	75.00	%	A	▼	Given that we don't receive large numbers of major applications fluctuations of this scale can be misleading. There have been technical complications with a small number of these applications which has increased the timescale, but we still remain comfortably within the nationally set threshold and is not of concern in relation to capacity.
Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Low is good	26.00	19.00	Q4 - 20/21	23.00	Q1 - 21/22	21.40	Weeks	A	▲	24 applications for assistance were completed in this period.
Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	N/A	Volumetric	Volumetric	Q4 - 20/21	0.00	Q1 - 21/22	0.00	Weeks	V		The notes of the previous quarter are still valid to the way the team is working and engaging with tenants, landlords and agents. We are expecting a return to more regular onsite visits towards the end of August. From April to June the 28 complaints regarding housing standards have been investigated and completed and 51 cases are subject to ongoing investigation and negotiation.
Private Housing	PH 3	Number of empty homes brought back into use	High is good	0	13	Q4 - 20/21	30	Q1 - 21/22	3	Number	A	▼	So far this year 3 properties have been returned to use with the project's assistance. Sincil Bank LTE numbers have remained stable, however the property list has changed with different long term empty properties replacing those that have been returned to use during this year. There is now a new premium charge for any property over 10 years empty starting from the 1st April there were 23 properties which will be affected by this new charge. As of 1st July 2021 there are 25.
Public Protection and Anti-Social Behaviour Team	ASB 1	Number of cases received in the quarter (ASB)	N/A	Volumetric	Volumetric	Q4 - 20/21	80	Q1 - 21/22	115	Number	V		This is higher than normal, we are seeing an increase in ASB cases across the county currently and we believe this the result of lockdown however we will monitor this over the coming quarters
Public Protection and Anti-Social Behaviour Team	ASB 2	Number of cases closed in the quarter	N/A	Volumetric	Volumetric	Q4 - 20/21	676	Q1 - 21/22	861	Number	V		This is high compared with previous quarters however the number of complaints received is also higher at 1007 and so this is likely still proportionate
Public Protection and Anti-Social Behaviour Team	ASB 3	Number of live cases open at the end of the quarter	Low is good	260	220	Q4 - 20/21	157	Q1 - 21/22	234	Number	A	▼	This is up slightly on the previous quarter and is up significantly on Q1 2020/21 this is most likely due to the increase in requests for services within the team
Public Protection and Anti-Social Behaviour Team	ASB 4	Satisfaction of complainants relating to how the complaint was handled	High is good	75.00	85.00	Q4 - 20/21	75.00	Q1 - 21/22	0.00	%	R	▼	This is provided by customer services and has been halted as a result of Covid-19 we are currently looking at how this can be delivered in the future

Sport & Leisure	SP 1	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	High is good	213,355	213,991	Q4 - 20/21	10,631	Q1 - 21/22	60,109	Number	R	▲	Quarter 1 April - June 2021. Leisure Centres reopened on the 29th of March with outdoor areas being able to host, children's group use and individual adults, adult group use was in line with the governing body guidance and only where it was professionally organised. Online fitness classes were available for all ages. 12th April additional to the outdoors, restricted socially distance numbers were allowed for indoor use of facilities which remains in place until the 19th of July. Numbers have improved but the capacity in the centres is not at normal level due to social distancing.	
Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	High is good	520.00	650.00	Q4 - 20/21	83.00	Q1 - 21/22	895.00	Hours	G	▲	Quarter 1 April - June 21 Leisure Centres reopened on the 29th of March with outdoor areas being able to host, children's group use and individual adults, adult group use was in line with the governing body guidance and only where it was professionally organised which excluded any groups which were not covered by the GB guidance. Usage should pick up as more groups are able to function normally.	
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q4 - 20/21	2,216	Q1 - 21/22	2,549	Number	V		A slight increase in incidents as the city centre starts to open up but still over 1k less than the same period 20/21.	
Waste & Recycling	WM 1	Percentage of waste recycled or composted	High is good	26.00	30.00	Q4 - 20/21	33.45	Q1 - 21/22	29.34	%	A	▼	This figure relates to Q4 (January - March 2021). 19.43% of waste was recycled, 9.91% of waste was composted, equating to 29.34% of waste being composted or recycled. This is the seasonal quarter when there is minimal green waste collected.	
Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract - Waste Management	Low is good	150	50	Q4 - 20/21	245	Q1 - 21/22	135	Number	A	▲	Points were recorded as 135 collectively. These were broken down into 45 points in April, 35 points in May, and 55 points in June	
Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract - Street Cleansing	Low is good	150	50	Q4 - 20/21	110	Q1 - 21/22	90	Number	A	▲	Points were recorded as 90 collectively. This has been broken down into 45 points in April, 10 points in May, and 35 points in June.	
Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract - Grounds Maintenance	Low is good	150	50	Q4 - 20/21	20	Q1 - 21/22	20	Number	G	▲	Points were recorded as 20 collectively within the quarter. This has been broken down into 5 points each in April and June, and then 10 in May.	
Allotments	AM 1	Percentage occupancy of allotment plots	High is good	84.00	92.00	Q4 - 20/21	98.00	Q1 - 21/22	97.00	%	G	▼	As at the end of June 2021, 1051 plots of a total 1144 were let. Of the 1144 total plots, 1086 plots are currently lettable. 1051 occupied lettable plots equates to 97% occupancy rate. There continues to be a significant demand for allotment tenancies. All allotment sites currently have waiting lists for plots now and when plots become available, we try to re-let the plots to those on the waiting lists as quickly as possible. In May 2021, a number of tenancies were terminated for non-payment of the annual allotment charges that were requested in February 2021. Also, a number of additional plots may become available in the near future as checks are being carried out to ascertain the condition of the tenanted plots and enforcement action will be taken if any plots continue to be unused.	
Parking Services	PS 1	Overall percentage utilisation of all car parks	High is good	50.00	60.00	Q4 - 20/21	9.67	Q1 - 21/22	36.00	%	R	▲	Shops re-opened in mid April 2021 so figure is tempered slightly	
Parking Services	PS 2	Number of off street charged parking spaces	N/A	Volumetric	Volumetric	Q4 - 20/21	3,750	Q1 - 21/22	3,750	Number	V		No change	
Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	N/A	Volumetric	Volumetric	Q4 - 20/21	6	Q1 - 21/22		Number	V		No business to take to committees during this period.	
Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions and prosecutions)	N/A	Volumetric	Volumetric	Q4 - 20/21	3	Q1 - 21/22	1	Number	V		1 PH Driver had badge revoked with immediate effect following charges around drug offences.	
DHI	Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	Low is good	1.00	0.00	Q4 - 20/21	0.84	Q1 - 21/22	2.10	%	R	▼	As per last month, failures rise as we continue to inspect. With new door contractor now conducting surveys it is a matter of time before installs take place. Most likely August we will begin to see these failures come down. Access issues for electrical testing persist, despite attempts working across the council to gain entry. Doors and electricians continue to be the vast majority of failures.
Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	N/A	Volumetric	Volumetric	Q4 - 20/21	199	Q1 - 21/22	189	Number	V		Tenants have the option to refuse improvement works. Various refusal reasons are offered by tenants, examples include health issues and willingness to cooperate.	
Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	High is good	99.80	99.96	Q4 - 20/21	96.28	Q1 - 21/22	99.46	%	R	▲	We continue to follow our gas servicing procedures. However, we are currently experiencing a small number of failed access cases. The impact of the pandemic, positive Covid cases and self-isolation are some of the reasons for failed access prior to deadline date for servicing.	
Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	High is good	97.50	98.75	Q4 - 20/21	97.37	Q1 - 21/22	98.04	%	A	▲	As you can see the previous value was below our Telecare Services Association target of 97.5% of calls answered within 60 seconds which was picked up as an improvement requirement at our last TSA inspection, we have improved this KPI to now be above the target in every month of Q1 so the TSA are now happy we believe this dip in performance was caused by new ways of working due to Covid and staff have been actively trying to improve individual performance which has proved successful.	
Rent Collection	RC 1	Rent collected as a proportion of rent owed	High is good	96.00	97.00	Q4 - 20/21	99.46	Q1 - 21/22	99.31	%	G	▼	As of the end of June arrears stood at £1,206,624 compared to £918,016 the previous year, an increase of £288,608. A direct comparison is difficult as the rent free weeks were moved last financial year, arrears therefore will appear higher until we have had the benefit of the two free weeks. Enforcement action has been severely impinged during the Covid period, which has made it difficult to take actions against tenants failing to pay or engage. In year collection remains on target at 99.31.	
Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Low is good	4.50	3.50	Q4 - 20/21	3.74	Q1 - 21/22	4.20	%	A	▼	As of the end of June arrears stood at £1,206,624 compared to £918,016 the previous year, an increase of £288,608. A direct comparison is difficult as the rent free weeks were moved last financial year, arrears therefore will appear higher until we have had the benefit of the two free weeks. Enforcement action has been severely impinged during the Covid period, which has made it difficult to take actions against tenants failing to pay or engage. In year collection remains on target at 99.31.	

Housing Solutions	HS 1	The number of people currently on the housing list	N/A	Volumetric	Volumetric	Q4 - 20/21	1,380	Q1 - 21/22	1,183	Number	V	Throughout the Covid pandemic we have continue to receive a relatively high number of housing applications. We expect this number to increase as restrictions are lifted and furlough and the eviction ban are lifted.
Housing Solutions	HS 2	The number of people approaching the council as homeless	N/A	Volumetric	Volumetric	Q4 - 20/21	704	Q1 - 21/22	251	Number	V	We have seen the number of applications from families reduce during the pandemic however the number of applications from single people has risen significantly because many informal arrangements were ended during lockdown. We expect applications to rise significantly as furlough and the eviction ban come to an end.
Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches (updated measure)	High is good	50.00	55.00	Q4 - 20/21	52.50	Q1 - 21/22	52.40	%	A	We have made 121 successful preventions across Homelessness Team and Rough Sleeper Team and this includes preventions such as Management Lets, Direct Lets, Sanctuary Scheme among others. We have successfully relieved a further 79 across the teams. At the end of June, we had 11 cases that are under prevention and 37 at under relief stage. Prevention work has been extremely challenging during the pandemic as officers have not had the usual access to the private rented sector and other normal prevention measures.
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Low is good	0.80	0.90	Q4 - 20/21	1.12	Q1 - 21/22	1.28	%	R	We have noted an increase in the percentage of rent lost due to void properties. This is due to the number of void properties in the system and the increase in the number of days taken to repair properties. The difficulties securing raw materials and recruiting tradespeople impacted on both the performance of properties completed by our in-house team and contractors. As improvements are made over the next 6 months of our systems and ways of working, the time taken to repair and relet a void should reduce which will lead to a reduction in the rent loss figure.
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Low is good	32.00	29.00	Q4 - 20/21	44.44	Q1 - 21/22	40.39	Days	R	The first quarter was challenging for the repairs service due to restrictions due to the on-going pandemic. By June we had begun to see some progress and the Q1 performance showed a slight improvement on year end. Increased focus on efficiencies and a working group to look at processes and how performance can be improved has been established. Unfortunately, at the start of Q2 the voids contractor has gone into administration. It is anticipated that by 9th August we will be in a position to work with up to 4 local/regional contractors to help HRS with void work. The Voids contract will have to be re-procured. This will impact on voids performance figures for the rest of this year (days are calculated when a void is let) therefore we will be concentrating on clearing the backlog of voids and then establishing improved working arrangements going forward with our new contractor and focus on our internal procedures across all elements of the void process, to deliver further efficiencies.
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Low is good	38.00	35.00	Q4 - 20/21	50.21	Q1 - 21/22	48.17	Days	R	The time taken for all voids does not meet target boundaries. Figures for all voids includes properties undergoing major works such as kitchen and bathroom replacements, full rewires, extensive plastering, heating system replacement and structural work. These works are labour intensive and a lack of contractor support has meant that carrying out major repairs is taking longer as we are focusing available labour on meeting customer needs. In addition, this figure includes sheltered accommodation. During lockdown, demand for accommodation from older people declined due to lockdowns and shielding. As people are now looking to move again, we have started to relet sheltered accommodation and due to the way the figures are calculated, the allocation of a sheltered property may increase the average time taken if the property has been void for some time.
Housing Maintenance	HM 1	Percentage of reactive repairs completed within target time (priority and urgent repairs) - HRS only	High is good	97.00	99.00	Q4 - 20/21	98.32	Q1 - 21/22	91.90	%	R	Performance for this measure is currently below target. We have identified a service issue with the resource planners booking the appointments outside of the 3 working day window, causing a number of repairs to be completed outside the target time. There are a number of reasons as to why this has happened, factors including labour and material shortages, isolation protocols for HRS operatives and a training issue with the RPs. Having identified these issues and processes now put in place, we are expecting an upturn in performance and the data will be reviewed on a monthly basis.
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	High is good	90.00	93.00	Q4 - 20/21	92.00	Q1 - 21/22	92.48	%	A	First time fix performance for urgent and priority repairs remains on target. As these are repairs that are required to be completed in either 24 hours or 3 working days, most of these repairs are completed on the first visit with van stock, and without the requirement to raise a follow on repair to attend at a later date. HRS has been affected by a shortage in some materials, however these have mainly related to more extensive repairs, and fortunately have had a minimal impact with the priority and urgent responsive repairs.
Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	High is good	94.00	97.00	Q4 - 20/21	99.89	Q1 - 21/22	99.07	%	G	Performance for appointments made and kept remains consistent with previous quarters. To ensure we operate efficiently we offer a variety of appointment slots via the scheduled repairs pilot, in order to give us and the customer flexibility. We also have the ability to pull appointments forward in agreement with the customer should an earlier appointment be made available, thus ensuring we provide the best service possible.
Business Development	BD 1	Number of users logged into the on-line self service system this quarter	High is good	8,409	8,700	Q4 - 20/21	15,276	Q1 - 21/22	11,625	Number	G	Increase of 5% or 561 on same quarter of previous year.
IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q4 - 20/21	614	Q1 - 21/22	990	Number	V	Increase in number of calls, partially caused by rollout of new devices and technology and support required for staff
IT	ICT 2	Percentage of first time fixes	N/A	Volumetric	Volumetric	Q4 - 20/21	56.50	Q1 - 21/22	53.50	%	V	Overall volumes of calls has increased. as a result of rollout of new devices and technology, calls are becoming more complex to resolve.

Operational Measures

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
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