

QUARTERLY
MEASURES

G

At or above target

A

Acceptable performance - results are within target boundaries

R

Below target

V

Volumetric/contextual measures that support targeted measures

To add data, click [here](#)



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	Q1 - 21/22	76.00	Q2 - 21/22	78.00	%	A	As is usual over the summer months, the number of media enquiries dropped and, subsequently, the number of overlapping enquiries was also lower. This allowed a quicker response time for most enquiries. A range of enquiries were submitted and responded to, ranging from us reaching agreement with the county council on the future of the Usher Gallery to the ongoing (at the time) protest around the proposed closure of some public toilets and the repeated vandalism of the statues on the Imp Trail.
	Communications	COM 2	Number of proactive communications issued that help maintain or enhance our reputation	High is good	25	40	Q1 - 21/22	31	Q2 - 21/22	26	Number	A	As the number of enquiries dropped (see COM 1) then so did the need to issue proactive communications to help maintain or enhance our reputation. The majority issued this quarter related to stories around the perceived cleanliness of the high street, the number of weeds growing around the city and fly-tipping on private land.
	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	High is good	92.00	95.00	Q1 - 21/22	100.00	Q2 - 21/22	0.00	%	R	In Q2 2021/22 there were no completers. The reason being due to not having any apprentices who were expected to complete their apprenticeships within this period
	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	N/A	Volumetric	Volumetric	Q1 - 21/22	4	Q2 - 21/22	2	Number	V	We had 2 new starts within Q2. The cumulative figure up to Q2 is 6
	Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	N/A	Volumetric	Volumetric	Q1 - 21/22	100.00	Q2 - 21/22	0.00	%	V	In Q2 2021/22 there were no completers so no data available for WBL 3. *Please see notes for WBL1
	Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Volumetric	Volumetric	Q1 - 21/22	53	Q2 - 21/22	72	Number	V	We are operating an appointment only system which is working well. Other sections are also using pre-booked appointments, 187 customers seen in total
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q1 - 21/22	29,980	Q2 - 21/22	31,960	Number	V	We had more calls compared to the previous quarter and the same quarter last year. 5204 Refuse/environmental calls, 5201 Housing solutions/homeless calls, 12352 Housing calls and 9203 Council tax/benefits calls and 394 other calls, 32356 in totals. Compared to quarter 2 last year when we took 5092 for Refuse/environment, 3914 for Housing solutions/homeless, 12983 Housing, 7615 Council tax/benefits and 330 others.
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q1 - 21/22	291	Q2 - 21/22	413	Seconds	R	We have filled our vacancies all bar one and training of new staff has started, we again received slightly more calls than Q2 last year. Nearly 5000 calls were from customers with repeat calls
	Accountancy	ACC 1	Average return on investment portfolio	High is good	0.12	0.18	Q155.7 - 21/22	0.10	Q2 - 21/22	0.13	%	A	BoE base rate remains at 0.10 - interest rates forecast to rise during 2022.
	Accountancy	ACC 2	Average interest rate on external borrowing	Low is good	4.75	3.75	Q1 - 21/22	3.15	Q2 - 21/22	3.15	%	G	3.15% on average borrowing level in the quarter - further shorter-term borrowing expected during Q3
	Revenues Administration	REV 1	Council Tax - in year collection rate for Lincoln	High is good	50.00	53.00	Q1 - 21/22	25.10	Q2 - 21/22	49.58	%	R	The Council Tax Collection figure is 0.95% below the figure at the end of Quarter 2 in 2020-21. Recovery has been delayed a little this year due to the Covid Pandemic. However, there was a court hearing on 24th September 2021 which is the first one for the 2021 debt. In normal circumstances the first large court hearing for the year would take place in July of the relevant year, therefore recovery for 2021 is delayed by approximately 2 months due to the pandemic.
	Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	High is good	58.50	58.58	Q1 - 21/22	29.10	Q2 - 21/22	55.70	%	R	The NDR collection figure is approximately 9.45% below the figure at the end of Quarter 2 in 2020-21. However, the Expanded Retail Relief is creating an issue with the mathematics of how we calculate the collection figure. In 2020-21, the liability for the year was generally evenly distributed over the 12 months of the year. However, for 2021-22, 945 customers have nothing to pay for the first 3 months of the year which moves the sums that they are due to pay, into the last 9 months of the year. Of these 945, 606 also claimed the 66% reduction for July to March meaning that these customers will only pay approximately 25% of their annual liability, in instalments from July to March. Customers without the Expanded Retail Relief still have to pay their liability from April to January/March. When calculating the collection figures, we are calculating as if the liability is spread over the 12 months when for a number of customers this is not the case. This is making comparison to last year's collection figures difficult as we are not comparing like for like and our reports cannot provide information on individual cases just on the debt and payments as a whole. Recovery/court for NDR has not been delayed this year, other than, - court hearings for unpaid bills for NDR started in June for the customers who had instalments starting from April, and - court hearings for unpaid bills for NDR started in September for the customers who had instalments starting in July
	Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues team	Low is good	750	650	Q1 - 21/22	2,665	Q2 - 21/22	3,737	Number	R	There has been an expected increase in the number of outstanding documents. New staff have been appointed to the vacancies in the Council Tax Administration Team and this has resulted in experienced officers undertaking training with these new team members. In addition to this, the court hearing dates have restarted after a long period of little/no court hearings and this has increased phone calls reducing the time that officers can respond to emails and correspondence. Total correspondence received by the revenues teams during quarter 2 is 13,829 phone calls into the section continue to impact onto the workload - quarter 2 answered 11,900 phone calls. Due to unforeseen circumstances. there have been periods of longer-term absence and vacancies

													on the Revenues Team, - however these matters are being addressed.
	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	20.00	18.50	Q1 - 21/22	16.81	Q2 - 21/22	17.50	Days	G	Weekly monitoring of HB claims continues to enable 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	9.00	7.00	Q1 - 21/22	4.88	Q2 - 21/22	5.49	Days	G	monthly changes in UC and changes in people's circumstances continue to be high as furlough ends and people start/end work.
	Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	1,750	1,500	Q1 - 21/22	2,098	Q2 - 21/22	1,411	Number	G	1,411 Customer of which 1,098 are awaiting a first contact.
	Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	87.00	90.00	Q1 - 21/22	95.94	Q2 - 21/22	95.26	%	G	Smaller amount of quality assurance completed due to officer leave over the summer period.
	Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q1 - 21/22	973	Q2 - 21/22	1,995	Number	V	436 Housing Benefit and 1,559 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	Q1 - 21/22	0.00	Q2 - 21/22	0.00	%	A	We cannot give accurate data for this period because the normal pre pandemic inspection programme was not being followed during this quarter, as advised by the Food Standards Agency. Further instruction was given by the FSA to prepare a Recovery Plan by the end of September 2021 to prioritise official controls of new businesses and to plan to undertake official controls of high risk and non-compliant business over the period 1/10/21-31/3/22. The Recovery Plan has been completed and was implemented from 1/10/21 and so we will be able to provide feedback at the end of the next quarter.
	Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Low is good	13.00	8.00	Q1 - 21/22	15.80	Q2 - 21/22	33.21	Days	R	During this quarter we have had a member of the team off long term sick. With holiday leave and a vacancy, that has left 1.5 FTE officers available throughout most of the quarter, to carry out official controls as well as dealing with covid related matters and other service requests. We have recently recruited a newly qualified officer, although he cannot undertake official controls at present he is being trained and should be assessed as being competent within 6 months.
	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	Q1 - 21/22	11.00	Q2 - 21/22	0.00	%	A	The FSA Recovery Plan has essentially reset those inspections that are overdue and so we will be seeking to change the measures with senior management agreement so that we can report back at the next quarter.
	Development Management (Planning)	DM 1	Number of applications in the quarter	N/A	Volumetric	Volumetric	Q1 - 21/22	224	Q2 - 21/22	235	Number	V	This figure remains relatively stable and continues to indicate a slow building in confidence within the development sector
	Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Low is good	85.00	65.00	Q1 - 21/22	56.26	Q2 - 21/22	61.91	Days	G	A small increase in end to end times due to more major developments being submitted and a small increase in workload altogether
	Development Management (Planning)	DM 3	Number of live planning applications open	Low is good	180	120	Q1 - 21/22	128	Q2 - 21/22	135	Number	A	This reflects the increase in submissions but remains consistent and within current resource levels
	Development Management (Planning)	DM 4	Percentage of applications approved	High is good	85.00	97.00	Q1 - 21/22	97.00	Q2 - 21/22	97.00	%	G	This remains 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	Q1 - 21/22	0.00	Q2 - 21/22	0.00	%	G	Continuance of no decisions overturned reflecting the quality and robustness of the decisions made.
	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	Q1 - 21/22	90.00	Q2 - 21/22	94.00	%	G	Figure remains strong and above the national threshold.
	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	Q1 - 21/22	75.00	Q2 - 21/22	88.00	%	A	This figure remains high and above the nationally set threshold.
	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	Q1 - 21/22	21.40	Q2 - 21/22	30.80	Weeks	R	There was an increase in the average time from an OT notification to the works being completed, this has been around the challenge of having a valid application submitted and approving the application. Delays for some cases have been where we have been awaiting the property owner's permission to carry out the adaptation to the property. The average time once the application has been approved to completion of works for Q1 and Q2 was only 14 weeks.
	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	Q1 - 21/22	0.00	Q2 - 21/22	13.60	Weeks	V	This is average time from receiving a complaint about disrepair in a private rented property to the property being declared free of any serious hazards. During this quarter 38 housing disrepair/condition cases were resolved. 66% of the cases were in Park and Abbey wards in the City. Some of the cases have taken longer to resolve as we have been working remotely with less onsite inspections taking place. As from the beginning of September 2021 we are now undertaking more onsite visits whilst still applying Covid19 safe practices.
	Private Housing	PH 3	Number of empty homes brought back into use	High is good	7	13	Q1 - 21/22	3	Q2 - 21/22	12	Number	A	12 properties for the year to date have been bought back into use with our interventions. There are 356 privately owned properties which have been empty and unoccupied for more than 6 months of those 122 are more than 2 years empty which are affected by the council tax additional premium.
	Public Protection and Anti-Social Behaviour Team	ASB 1	Number of cases received in the quarter (ASB)	N/A	Volumetric	Volumetric	Q1 - 21/22	115	Q2 - 21/22	88	Number	V	This appears to be in line with what we would normally expect however given the previous 2 quarters were high this may be an indication that demand is returning to normal.
	Public Protection and Anti-Social Behaviour Team	ASB 2	Number of cases closed in the quarter	N/A	Volumetric	Volumetric	Q1 - 21/22	861	Q2 - 21/22	849	Number	V	the demand on the team remains high across July, August, and September there is a consistent high demand compared with those months in 2020/21. During Q2 2021/22 the demand on the team was 1065 service requests and so the number of cases closed is 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	Q1 - 21/22	234	Q2 - 21/22	189	Number	G	▲	this is a normal amount of cases to be open. demand on the team in this quarter has been 1065 service requests which is high and so it is positive that the team are managing open case numbers
	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	Q1 - 21/22	0.00	Q2 - 21/22	0.00	%	A	▬	still not being undertaken currently, update on this requested from CS
	Sport & Leisure	SP 1	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	High is good	213,355	213,991	Q1 - 21/22	60,109	Q2 - 21/22	122,034	Number	R	▲	Quarter 2 is up 61,925 visits on Quarter 1 2021. This is due to pandemic restrictions being eased over Quarter 1 and the beginning of Quarter 2. Yarborough has gone up 47,606 visits on last quarter and Birchwood has gone up 14,319 visits on the last quarter. Visits are up on Q2 last year 2020 due to the pandemic restrictions, however they are still down on pre pandemic levels 2019, Yarborough down 102,566 visits, Birchwood down 22,589. Resistance to re-join fitness gyms is industry wide (nationally), which is impacting on some smaller gyms businesses, currently the reasoning is not known, but thoughts could be that people have diverted away to other forms of exercise during the pandemic, others could still be resistant to going back into public places.
	Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	High is good	520.00	650.00	Q1 - 21/22	895.00	Q2 - 21/22	790.00	Hours	G	▼	Quarter 2 takes into account the summer and the first month of the football season, it will be lower than months exclusively in the football season.
	CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q1 - 21/22	2,549	Q2 - 21/22	2,665	Number	V		Incidents have steadily risen as the city opens up to business. Public order, shoplifting and mental health issues provide the highest number of incidents for operators to deal with.
	Waste & Recycling	WM 1	Percentage of waste recycled or composted	High is good	36.00	39.00	Q1 - 21/22	29.34	Q2 - 21/22	35.39	%	R	▲	This figure relates to Quarter 1 (April - June 2021). 17.11% has been recorded as waste being recycled, whereas 18.28% was recorded of waste being composted, equating to 35.39% being composted or recycled.
	Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract - Waste Management	Low is good	150	50	Q1 - 21/22	135	Q2 - 21/22	125	Number	A	▲	125 points were recorded collectively. This has been broken to 55 points in July, 40 in August and 30 points in September.
	Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract - Street Cleansing	Low is good	150	50	Q1 - 21/22	90	Q2 - 21/22	75	Number	A	▲	75 points were recorded in Quarter 2. This has been broken down to 15 points in July, 25 points in August and 35 points in September.
	Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract - Grounds Maintenance	Low is good	150	50	Q1 - 21/22	20	Q2 - 21/22	75	Number	A	▼	Points were recorded as 75 collectively. These were broken down into 15 points from June, 55 in August and 5 in September.
	Allotments	AM 1	Percentage occupancy of allotment plots	High is good	84.00	92.00	Q1 - 21/22	97.00	Q2 - 21/22	97.00	%	G	▬	As at the end of September 2021, 1057 plots of a total 1147 were let. Of the 1147 total plots, 1091 plots are currently lettable. 1057 occupied lettable plots equates to 97% occupancy rate. There continues to be a steady 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.
	Parking Services	PS 1	Overall percentage utilisation of all car parks	High is good	50.00	60.00	Q1 - 21/22	36.00	Q2 - 21/22	40.00	%	R	▲	Footfall has increased over the Summer months which is reflected in the figure - more shoppers and increase in workers returning to the office.
	Parking Services	PS 2	Number of off street charged parking spaces	N/A	Volumetric	Volumetric	Q1 - 21/22	3,750	Q2 - 21/22	3,796	Number	V		Following a recent recount of spaces, the figure is now 3796
	Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	N/A	Volumetric	Volumetric	Q1 - 21/22	0	Q2 - 21/22	6	Number	V		1 sex establishment variation, 1 Licensing Act 2003 contested application, 4 Private Hire drivers due to points/convictions.
	Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions, and prosecutions)	N/A	Volumetric	Volumetric	Q1 - 21/22	1	Q2 - 21/22		Number	V		No enforcement actions of this nature were taken during this quarter.
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	Q1 - 21/22	2.10	Q2 - 21/22	1.50	%	R	▲	The replacement door programme has now come on stream and is beginning to reduce the number of non-decent properties. However, as previously reported, we are also inspecting a number of doors and identifying further properties needing replacements. Electrical testing has reduced failures due to Electrics Of the 116 properties failing: x92 doors, x21 Electrics, 2x roofs, 1x windows
	Housing Investment	HI 2	Number of properties 'not decent' as a result of tenant's refusal to allow work (excluding referrals)	N/A	Volumetric	Volumetric	Q1 - 21/22	189	Q2 - 21/22	188	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. At the end of quarter two there were 188 refusals of decent home works on non-decent properties, down by one (189) from quarter one.
	Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	High is good	99.80	99.96	Q1 - 21/22	99.46	Q2 - 21/22	99.26	%	R	▼	We continue to have a small number of properties that we have failed to access, before deadline date each month. The team and our contractor have followed the gas servicing processes and these outstanding cases are now at the legal referral stage. We do have some failed access from households isolating due to Covid. We continue to work closely with these tenants to rearrange appointments in these circumstances.
	Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	High is good	97.50	98.75	Q2 - 21/22	98.25	Q2 - 21/22	98.25	%	A	▬	A continued improvement can be seen over this Quarter, so the target is continuing to be met.
	Rent Collection	RC 1	Rent collected as a proportion of rent owed	High is good	96.00	97.00	Q1 - 21/22	99.31	Q2 - 21/22	97.61	%	G	▼	Collection for quarter two stands at 97.61% which is ahead of target. Although income management has been challenging throughout the last 18 months Tenancy Services continues to prioritise rent collection. The rent-free weeks in December 2021 will also have a positive impact on the % of income collected.
	Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Low is good	4.50	3.50	Q1 - 21/22	4.20	Q2 - 21/22	4.88	%	R	▼	Current tenant arrears as a % of the debit stands at 4.88% (c£1.4m), which is behind the target of 4.65%. As members are aware, the pandemic and the Governments response to ensure that no evictions took place have resulted in arrears rising nationally. Some of the restrictions that have been in place have been removed and the notice period is now 28 days and the Courts have started to hear cases. If there are no changes to eviction protocols going forward, we would anticipate that performance

												against this indicator would improve.
Housing Solutions	HS 1	The number of people currently on the housing list	N/A	Volumetric	Volumetric	Q1 - 21/22	1,183	Q2 - 21/22	1,338	Number	V	A slight rise in numbers on the Register although in reality numbers of applications remain reasonably consistent
Housing Solutions	HS 2	The number of people approaching the council as homeless	N/A	Volumetric	Volumetric	Q1 - 21/22	251	Q2 - 21/22	461	Number	V	A rise in the number of homelessness applications as anticipated following the easing of pandemic restrictions
Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	High is good	50.00	55.00	Q1 - 21/22	52.40	Q2 - 21/22	45.93	%	R	▼ Prevention work remains difficult, especially into the private rented sector, due to low numbers of available properties and high rental prices
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Low is good	0.80	0.90	Q1 - 21/22	1.28	Q2 - 21/22	1.37	%	R	▼ During the pandemic, the voids contractor used to repair the majority of our vacant properties, went into administration. This put additional pressure onto an already stretched labour force. HRS have worked to procure additional contracts to repair the void properties, but this has resulted in an increase in the % of rent lost through properties being vacant. There is a national shortage of labour that is also making it difficult for contractors to source labour. The Voids Team are working to improve all aspects of the process to ensure the performance improves for year end.
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Low is good	32.00	29.00	Q1 - 21/22	40.39	Q2 - 21/22	44.83	Days	R	▼ As explained in the commentary in HV1, the Voids Team have faced significant challenges when repairing properties, resulting in the number of days taken on average increasing to 44.83 against the target of 32. Issues with contracting work, recruiting labour and delays when letting properties due to Covid restrictions and difficulty moving has resulted in this increase. The Voids Team are working to improve all aspects of the process to ensure the performance improves for year end.
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Low is good	38.00	35.00	Q1 - 21/22	48.17	Q2 - 21/22	53.09	Days	R	▼ The average number of days to repair properties including major works has increased to 53.09 on average against the target of 38. There have been a number of challenges facing the Voids Team when repairing properties. There has also been a national shortage of materials. This has resulted in additional delays when sourcing materials for properties requiring major works. The Voids Team are currently reviewing their processes and prioritising empty dwellings with the aim of reducing the average number of days before year end.
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	Q1 - 21/22	91.90	Q2 - 21/22	91.74	%	R	▼ Performance for the percentage of reactive repairs completed within target time measure remains below target at 91.74%,. Whilst there are some mitigating factors e.g. construction sector wide shortage of materials, difficult recruitment conditions etc, our priority focus is on quickly bringing this important measure back to previous high levels. We have introduced some actions to improve performance including flexible recruitment campaigns, communications on future supply warnings and/or issues to our customers and reviewing the vehicle stocks within our fleet. Once the labour is in place this will be reflected positively in year-end figures.
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	High is good	90.00	93.00	Q1 - 21/22	92.48	Q2 - 21/22	91.95	%	A	▼ This measure has been adversely affected by external factors such as materials shortages but can also be a reflection of the skills available internally, something we will look to continuously improve.
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	Q1 - 21/22	99.07	Q2 - 21/22	99.40	%	G	▲ A result we would expect to achieve. Demonstrating we are getting the basics right.
Business Development	BD 1	Number of users logged into the on-line self-service system this quarter	High is good	8,409	8,700	Q1 - 21/22	11,625	Q2 - 21/22	10,515	Number	G	▼ Drop from year end period - The system is being reviewed to increase uptake
IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q1 - 21/22	990	Q2 - 21/22	927	Number	V	General variation - partially caused by lower staff numbers due to holiday period
IT	ICT 2	Percentage of first time fixes	N/A	Volumetric	Volumetric	Q1 - 21/22	53.50	Q2 - 21/22	56.30	%	V	Slight increase due to issues with logging in being resolved at first point

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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