

Guildford Borough Council – Performance Monitoring Report

Quarter 4, 2023/24

1. Chief Executive’s Summary

Having joined the Council in February as Joint Chief Executive of Guildford and Waverley Councils, this is my first performance report for Guildford which I’m happy to introduce.

There have been some good news stories and challenges during the year which I would like to highlight. The determination of all planning applications is now on target; this quarter, the collection of sundry debts has exceeded its target, which is the first time since 2020/21 and also following the introduction of a new system, the casework team has significantly exceeded its target when accessing new housing register applications.

There have also been some challenges during the year, including an increase in homeless families being placed in B&Bs and households living in temporary accommodation. We are looking at options to reduce these numbers and will report back to committee in due course.

Our next steps are to review the KPIs for next year with Assistant Directors and Portfolio Holders to ensure they are more visual, meaningful and aligned to our key themes and objectives as set out in the emerging Corporate Plan.

2. Introduction

The Council’s performance monitoring framework incorporates a range of performance indicators (KPI) aligned under four broad themes: Environment, Homes and Jobs, Community and Council. The KPI data shows how the Council is performing in various service areas along with indicators giving a broad picture of the ‘health’ of Guildford borough. Following a review in 2022/23, our framework now comprises a total of 40 KPIs: 35 recorded quarterly and 5 annually.

This report incorporates an ‘at a glance’ [scorecard summary](#) of the rating of each KPI, with more detailed information and a chart for each indicator shown in [section 6](#). An explanation of the rating for each KPI is included in section 2, as is an overview of our [current position](#) in section 3 and an [exception summary](#) in section 4 showing where KPI data has not been submitted for reporting on this occasion.

Section 2.4 provides details on changes which have been made to the report/ KPI since the previous iteration.

This report will be submitted to Corporate Management Board and our Overview and Scrutiny Committee – Resources on a quarterly basis for their comment and review.

2.1 External factors

The rising cost of living is having a significant impact on our residents, including the most vulnerable. Our services are seeing an increase in demand and will need to continue to respond to the impact. This is also having an impact on business as usual activities as resources are being redirected to deliver timebound government initiatives, for example, within Exchequer Services, this is the Energy Bill Support scheme and the Household Support Fund in Community Services.






More people continue to access community services provision due to the cost of living crisis – this is particularly seen in the use of the community fridge and pantry as well as the preloved donation bank. We also continue to see many in our communities facing social isolation and mental health struggles which cannot immediately be supported by the NHS. This is resulting in a greater use of the safe space at the Hive and greater pressure on social prescribing and signposting to support services in the voluntary, charity and faith sectors. Our VCF partners are therefore also seeing unprecedented demand whilst trying to balance their own staffing, financial and wider resource difficulties.

In addition, construction costs increases, and inflation are having a profound impact on the Council’s capital programme, meaning that budgets for capital schemes are needing regular revision to account for fluctuations in market conditions.

2.2 Performance indicator rating

To show the status of individual indicators we have assessed each one against a red, amber, or green (RAG) rating. Where the indicator has a target, it will be RAG rated against this, otherwise it will be rated against the preferred direction of travel (i.e. increasing or decreasing).

The RAG ratings applied to this report are detailed below:

-  Green: on, or over, target or heading in the preferred direction of travel (including for annual targets)
-  Amber: up to 5% off target, or the same as the previous quarter/year
-  Red: more than 5% off target or heading in the wrong direction of travel
-  Data only, or no data to compare with
-  No data submitted for this quarter

2.3 Performance monitoring themes

To help categorise our KPIs we have grouped them under the headings shown below. These themes are broadly aligned to our current Corporate Plan.

Environment (section 6.1)	ENV
Homes and Jobs (section 6.2)	H&J
Community (section 6.3)	COM
Council (section 6.4)	COU

2.4 Changes and updates from our previous report

Together with Corporate Management Board, Executive Heads of Service were invited to discuss their KPIs with Lead Members, to agree indicators for corporate performance monitoring. It was agreed that from Q2 2022/23 we would report on 35 quarterly KPIs and 5 annual KPIs.

In our last report we advised that the annual KPIs ENV3 and ENV4 would be reported in Q4 2023/24. However, the data has not yet been provided and it is hoped will now be reported in Q1 2024/25.

Since the last report, the following KPIs are presenting notable changes against target or direction of travel:

- **H&J7 – Time taken to assess new applications on the housing register target** as previously mentioned, the team has implemented a new system which has significantly reduced the processing time to assess new applications; this ranged from 12 days in Q1 to 4 days in Q4. The aim is for turnaround times to reduce still further, and we will be introducing a revised target from Q1 2024/25 to reflect this.
- **COU4 - Council sundry debt invoices collected within 30 days** – this KPI has significantly exceeded the target of 90% which is the first time since 2020/21 when the data for this KPI data was first recorded.
- **COU9 and COU10 - Speed of determining applications for minor and other developments** – these KPIs have continued to exceed their targets this quarter and it is hoped this trend will continue.

3 Scorecard summary

Table 1 below provides an overview of the RAG rating for each quarterly KPI for Quarter 4 of 2022/23 and Quarters 1-4 of 2023/24. Table 2 relates to the annual KPIs and provides a comparison from 2020/21 to 2023/24 and indicates when it was or will be reported to committee.

For quarter 4, there may be no means of assessing the RAG rating against a preferred direction of travel if we do not have data for the preceding quarter. Where this is the case, the quarter has been rated as ‘data only’ (i) and is shown in the chart table accompanying each KPI in section 6.



















Not applicable (n/a) is shown for quarters where data is not available due to new KPIs being introduced.

TABLE 1 - QUARTERLY KPIs:			KPI Measure	2022/ 23	2023/24			
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q4	Q1	Q2	Q3	Q4
ENV1	Environment	Kilograms of domestic residual waste collected, per household, from the kerbside	P	(i)	(i)	(i)	(i)	■
ENV2		Household waste recycled and composted	P	(i)	(i)	(i)	(i)	■
H&J1	Homes & Jobs	Average time to let void housing properties	P	✓	✗	✗	■	■
H&J3		Number of net new additional homes	D/O	✓	✓	✓	✓	■
H&J4	Homes & Jobs	Affordable new homes completed each year	D/O	(i)	(i)	■	■	■

TABLE 1 - QUARTERLY KPIS:			KPI Measure	2022/ 23	2023/24			
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q4	Q1	Q2	Q3	Q4
H&J5		Number of homeless families placed in B&B	D/O					
H&J7		Time taken to assess new applications on the housing register	D/O	n/a				
H&J8		Non-domestic (business) rates collected	P					
H&J10		Percentage of vacant town centre retail units	H/B					
H&J11		Percentage of affordable housing units granted planning permission on eligible sites	P					
H&J12		Percentage of homes that do not meet the Decent Home Standard (DHS)	D/O	n/a				
H&J13		Repairs completed within target timescale (emergency & non-emergency repairs)	D/O	n/a				
COM1	Community	Number of households living in temporary accommodation	D/O					
COM2		Snapshot of rough sleepers	D/O					
COM3		Number of successful homelessness outcomes	P					
COM4		Percentage of Council tax collected	P					

TABLE 1 - QUARTERLY KPIS:			KPI Measure	2022/ 23	2023/24			
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q4	Q1	Q2	Q3	Q4
COU1	Council	Staff sickness absence	P	✓	✓	✓	✓	✓
COU2		Staff turnover	P	✓	✓	✓	✓	✓
COU3		Council suppliers paid within 30 days	P	□	□	□	□	✗
COU4		Council sundry debt invoices collected within 30 days	P	□	✗	✗	□	✓
COU5		Time taken to assess new Housing Benefit claims	P	✗	✗	✗	✗	✗
COU6		Rent collection rate – rent collected in year	P	✓	✓	✓	✓	✓
COU7		Rent collection rate – rent collected in year plus arrears brought forward	P	✓	✓	✓	✓	✓
COU8		Speed of determining applications for major development	P	✓	✓	✓	✓	✓
COU9		Speed of determining applications for minor development	P	✗	✓	✓	✓	✓
COU10		Speed of determining applications for other development	P	✗	□	✓	✓	✓
COU11		Appeals dismissed against the Council's refusal of planning permission	P	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
COU12		Number of planning applications	D/O	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ

TABLE 1 - QUARTERLY KPIS:			KPI Measure	2022/ 23	2023/24			
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q4	Q1	Q2	Q3	Q4
COU13	Council	% of contact via the phone into the Customer Services Centre	P					
COU14		Total number of followers on our corporate communications digital channels, including Facebook, Twitter, Instagram, LinkedIn, Nextdoor and our digital newsletter.	P					
COU15		Number of Local Government & Social Care Ombudsman and Housing Ombudsman complaints upheld	P					
COU16		Average phone wait times	P					
COU17		% of contact that is digital: 1. Direct contact that is digital 2. Overall contact that is digital	P					
COU18		Average response times for online contact through forms	P					
COU19		Percentage of Freedom of Information and Environmental Information Regulation requests responded to within statutory timeframes	P					

TABLE 2 - ANNUAL KPIs:			KPI Measure				
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand/Output; H/B=Health of Borough	2020/21	2021/22	2022/23	2023/24
ENV3	Environment	CO2 emissions from Council operations	P				
ENV4		Energy use by the Council; gas, electricity and fleet	P			The annual data for 2024/25 is expected in Q1 2024/25	The annual data for 2024/25 is expected in Q1 2024/25
H&J2	Homes & Jobs	Number of empty homes	D/O				
H&J6		Average waiting time for Council housing (Band C)	D/O			 (reported in Q4 2022/23)	 Data expected in Q1 2024/25
H&J9		Net change in completed commercial and business floorspace	H/B			 (reported in Q1 2023/24)	 Data due in Q1 2024/25

4 Current position

Each quarter we will present the current position of our performance indicators which will show, broadly speaking, our overall progress against each RAG rating. This will also be considered in relation to previous quarters where relevant.

4.1 Quarter 4

At the end of quarter 4, we have given a RAG rating to all of our KPIs (35 quarterly and 5 annual). The combined ratings are shown in the table below:

	Total No. of KPIs	RAG Rating					
		Green	Amber	Red	Data only	No data	N/A
Q4 & annual 2020/21	64	18	3	16	5	22	
		28.1%	4.7%	25%	7.8%	34.4%	
Q4 & annual 2021/22	72	25	5	26	7	9	
		34.7%	6.9%	36.1%	9.7%	12.5%	
Q4 & annual 2022/23	40	13	4	10	4	6	3
		32.5%	10%	25%	10%	15%	7.5%
Q4 & annual 2023/24	40	14	2	11	3	10	
		35%	5%	27.5%	7.5%	25%	

	Green	Amber	Red	Data only	No data
Annual only			1		4
			20%		80%

At the end of quarter 4, we have been able to give a RAG rating to all of our KPIs. These are shown in the table below.

	RAG Rating				
	Green	Amber	Red	Data only	No data
Quarter 4	14	2	10	3	6
	40%	5.7%	28.6%	8.6%	17.1%

The number of quarterly KPIs that are showing a positive green or amber rating relates to 14 KPIs which is the same as Q3, although the number of KPIs showing a red rating has increased by almost 6% on Q3. The reasons for this include resource

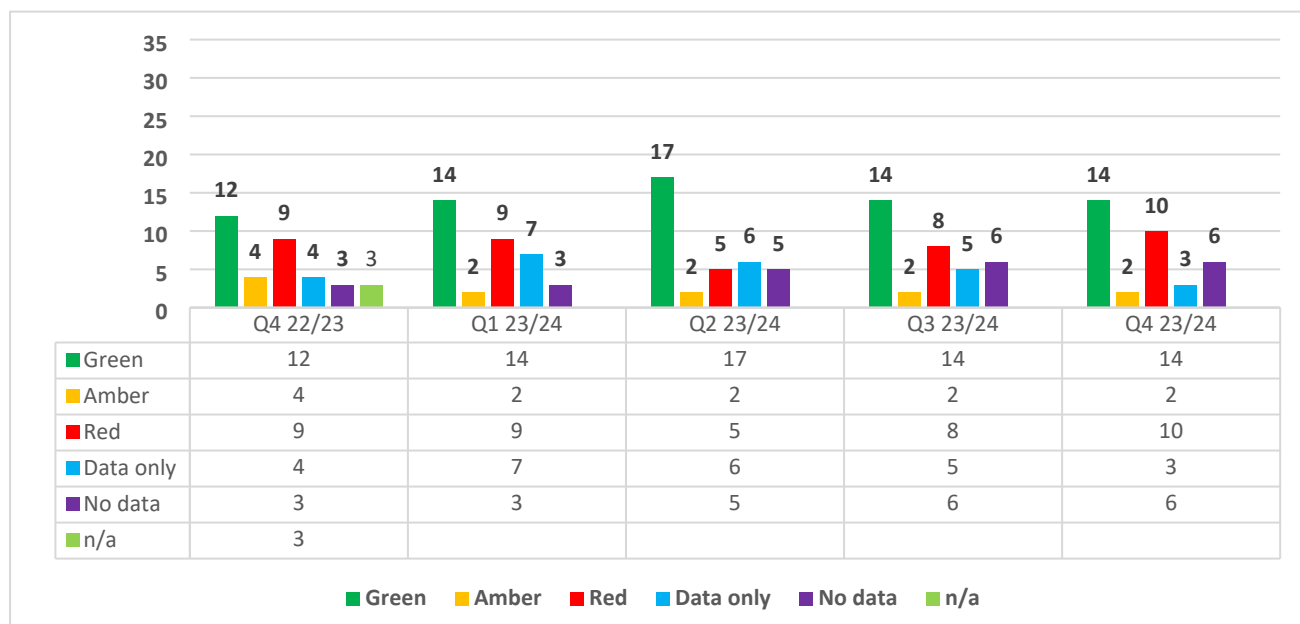
issues, increases in households living in temporary accommodation and end of year invoices received from suppliers during the quarter. There are 17.1% of the quarterly KPIs reporting as no data available which relates to the KPIs identified in the exception summary below. This will reduce once data is provided from Q1 2024/25 onwards. The primary reason for the lack of data submission was due to time lags in receiving data and data not being available.

4.2 Previous quarters

There are 35 KPIs for quarter 4 of 2023/24. The table below focusses on the quarterly recorded KPIs to provide a comparison across the year. Data omitted from/updated since our previous report has been included in the table where possible.

Year	Quarter	RAG Rating					
		Green	Amber	Red	Data only	No data	N/A
2022/23	Q1 64 KPI	29	1	18	15	1	
		45.3%	1.6%	28.1%	23.4%	1.6%	
	Q2 64 KPI	23	6	14	15	6	
		35.9%	9.4%	21.9%	23.4%	9.4%	
	Q3 35 KPI	13	2	9	7	4	
		37.1%	5.7%	25.7%	20%	11.4%	
	Q4 35 KPI	12	4	9	4	3	3
		34.3%	11.4%	25.7%	11.4%	8.6%	8.6%
2023/24	Q1 35 KPI	14	2	9	7	3	
		40%	5.7%	25.7%	20%	8.6%	
	Q2 35 KPI	17	2	5	6	5	
		48.6%	5.7%	14.3%	17.1%	14.3%	
	Q3 35 KPI	14	2	8	5	6	
		40%	5.7%	22.9%	14.3%	17.1%	
	Q4 35 KPI	14	2	10	3	6	
		40%	5.7%	28.6%	8.6%	17.1%	

The quarterly data above is demonstrated in the chart below:



5 Exception summary

This section highlights any quarterly KPIs indicators where data has not been submitted for the period of this report (2023/24 quarter 4).

The categories of ‘exceptions’ used in this summary are:

Reason	Explanation
Time lag in data provision	There is a period of lag in data for this KPI being available/ recorded
Data not currently available/ possible to record	Data is not available or the capacity/ ability to record data for this KPI is not possible currently

The ‘time lag in data provision’ category in the exception summary shows where data will be provided but has a time lag (usually between 1 and 3 months). This data will appear in reports from quarter 1, 2024/25 onwards.

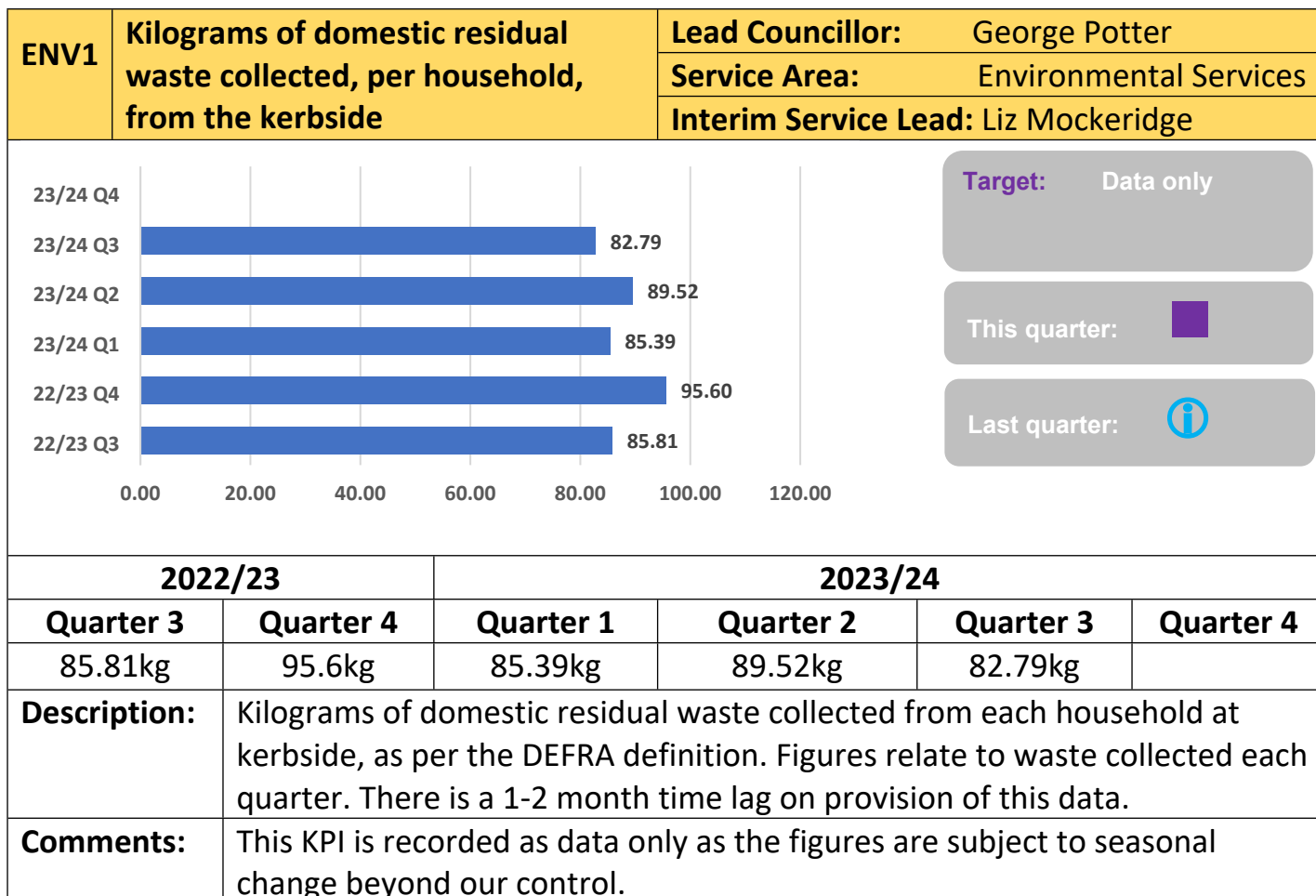
We have a total of 35 quarterly and 5 annual KPIs for quarter 4. Assistant Directors are responsible for communicating any reasons for the non-submission of data.

Reason	Quarterly		Annual	
	No.	%	No.	%
Time lag in data provision	3	50	1	25
Data not currently available/possible to record	3	50	2	75
Total	6	100%	3	100%

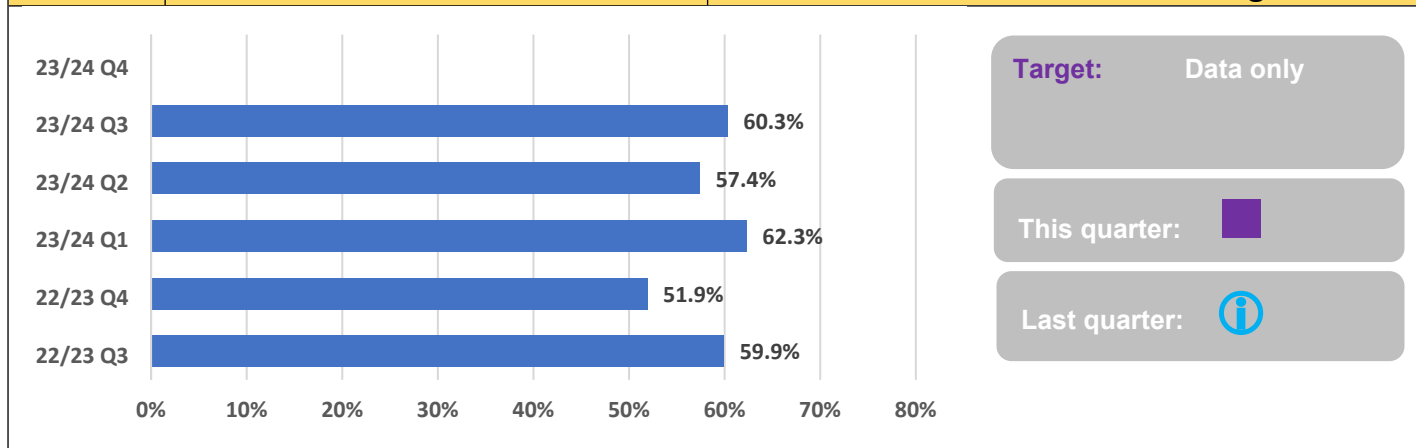
6 Performance monitoring data

6.1 Environment

This section includes all performance indicators with a broad environmental theme.



ENV2	Household waste recycled and composted	Lead Councillor: George Potter
		Service Area: Environmental Services
		Interim Service Lead: Liz Mockridge






2022/23		2023/24			
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
59.9%	51.9%	62.3%	57.4%	60.3%	

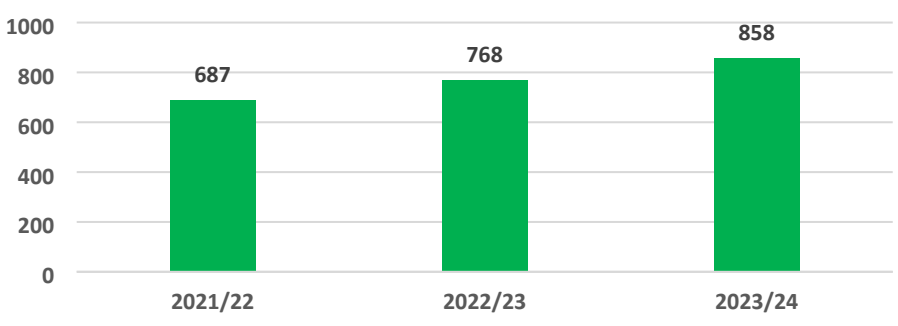


Description: Percentage of household waste recycled and composted. Figures relate to household waste collected each quarter. There is a 1-2 month time lag on provision of this data.

Comments: This KPI is recorded as data only as the figures are subject to seasonal change beyond our control.

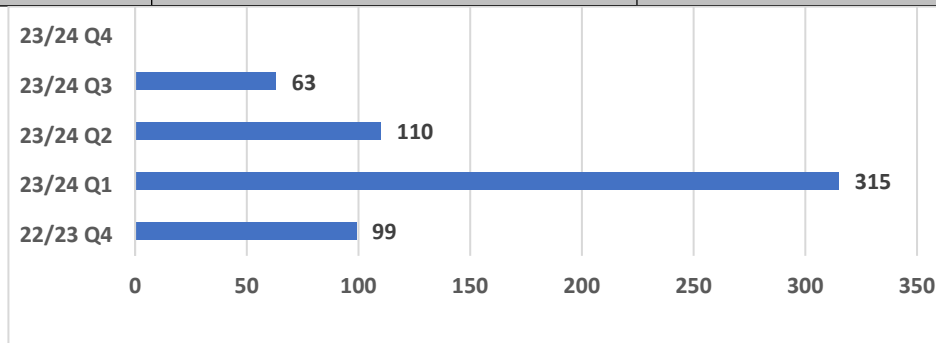
6.2 Homes and Jobs

This section includes all performance indicators with a broad homes and jobs theme.

H&J1	Average time to let void housing properties	Lead Councillor: Julia McShane			
		Service Area: Housing Services			
		Service Lead: Annalisa Howson			
<i>Data not available</i>		<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Preferred direction of travel: </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">This quarter: </div> <div style="border: 1px solid #ccc; padding: 5px;">Last quarter: </div>			
2022/23		2023/24			
Quarter 4		Quarter 1	Quarter 2	Quarter 3	Quarter 4
No data		No data	No data	No data	No data
Description:	This figure excludes major voids, new builds, sheltered and supported properties. This KPI crosses over service areas, so one area does not have full control of the data shown.				
Comments:	<p>2023/24 – Quarter 4:</p> <p>It has not been possible to validate the data for 2023/24. The review of contractors following the alleged fraud has resulted in a delay in progressing voids works and the team’s focus was directed to the health and safety of current tenants. However minor void works were reassigned to the Responsive Repairs Team.</p>				
Action Taken to Improve Performance:	All empty properties have been reinspected and a prioritised programme for completion and return agreed. The team are working with the procurement service to appoint new contractors to carry out these works. 57 council homes have been relet from September 2023 to March 2024.				

H&J2	Number of empty homes	Lead Councillor: Merel Rehorst-Smith									
		Service Area: Regulatory Services									
		Service Lead: Richard Homewood									
 <table border="1"> <caption>Number of empty homes</caption> <thead> <tr> <th>Year</th> <th>Number of empty homes</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>687</td> </tr> <tr> <td>2022/23</td> <td>768</td> </tr> <tr> <td>2023/24</td> <td>858</td> </tr> </tbody> </table>		Year	Number of empty homes	2021/22	687	2022/23	768	2023/24	858	<p>Target: 768 or below (Q2 2023)</p> <p>2023/24: </p> <p>2022/23: </p>	
Year	Number of empty homes										
2021/22	687										
2022/23	768										
2023/24	858										
2020/21	2021/22	2022/23	2023/24								
	687 (at Q2)	768 (at Q2)	858 (at Q4)								
Description:	Whole housing stock across the borough, including public and private sector. Data provided by Environment and Regulatory Services.										
Comments:	<p>This is the figure at the end of Q4 2023. The actual final figure is officially in October (Q2) each year. Any figure below Q2 2023 (768) is the number to be achieved (the lower the better).</p> <p>The number in Q2 2023 was 768 which showed an increase from Q2 2022. This means that the number of empty homes has risen by 81 in the measured time period that Council Tax monitor the number of empty homes for data returns (October Q2/2022 to October Q2/2023) with a further increase in Q4 2024.</p>										
Action Taken to Improve Performance:	This area of work was historically deprioritised due to resourcing issues, although during 2023 CMB approved a growth bid for a permanent Empty Property Officer to deliver a proactive approach to reducing the number of empty homes in the borough. Private Sector Housing are currently recruiting this resource on a 0.5fte basis.										

H&J3	Number of net new additional homes	Lead Councillor: Fiona White
		Service Area: Regeneration & Planning Policy
		Service Lead: Abi Lewis



Target: 1,686 over the preceding 3-year period (100% of Delivery Test)

This quarter: ■

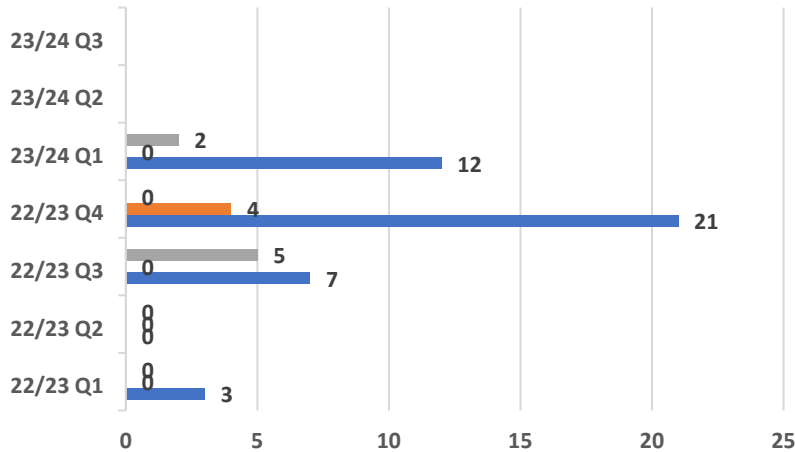
Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
99	287	309	315	109
		110	63	

Description: This is the calculation of all new residential properties built, or created through change of use to residential use, minus all residential properties demolished in the year. This equals the net new additional homes.

Comments: **2023/24 – Quarter 4:**
 Whilst the majority of completions per quarter are captured within the 3 month period following that quarter there are some that come through after this period. In order to reflect the most up to date and accurate information, previous quarter totals will be updated where this occurs, or other anomalies are identified. There were 63 C3 completions in Q3.

H&J4	Affordable new homes completed each year	Lead Councillor:	Fiona White
		Service Area:	Planning Development
		Service Lead:	Claire Upton-Brown



Target: *no target*

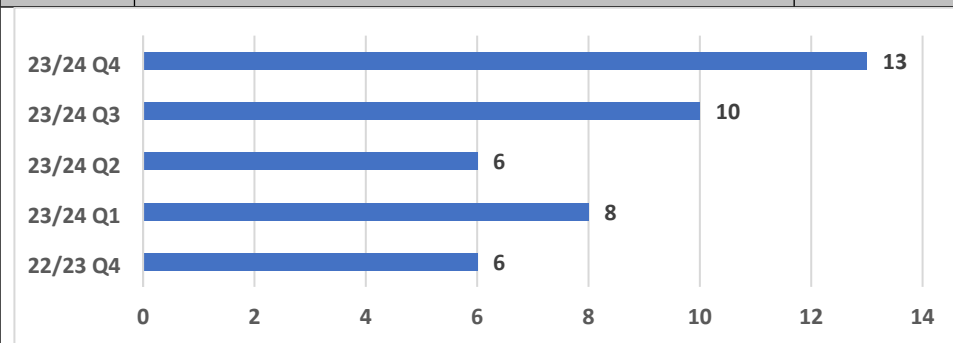
This quarter:


Last quarter:


	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1	23/24 Q2	23/24 Q3
Affordable Rent	3	0	7	21	12		
Social Rent	0	0	0	4	0		
Shared Ownership	0	0	5	0	2		


2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total affordable units 25	Total affordable units 14			
Description:	Data only. Affordable new homes completed each year.			
Comments:	Data not available.			

H&J5	Number of homeless families placed in B&B	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



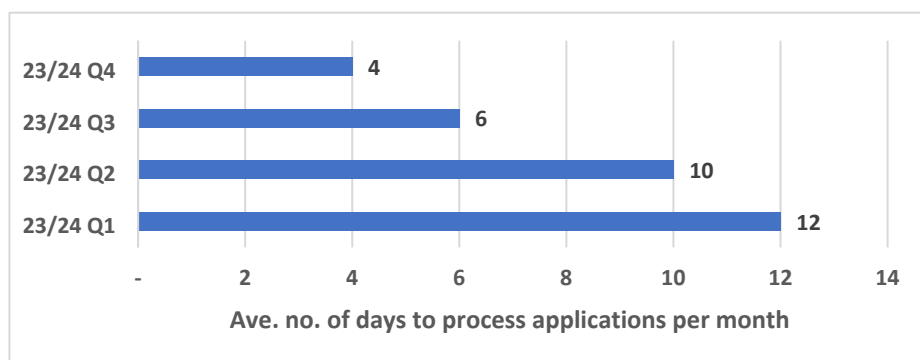
Preferred direction of travel: 

This quarter: 

Last quarter: 

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
6	9	8	6	10
Description:	Number of homeless families placed in B&B.			
Comments:	2023/24 – Quarter 4: The number of families placed in B&B continue to be managed through the active prevention work of the team. Monthly variations are expected, but the trend continues to be stable overall.			
Action Taken to Improve Performance:	No further specific action is planned.			

H&J7	Time taken to assess new applications on the housing register	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



Target: 21 days from the date of verification

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
n/a	12 days	10 days	6 days	4 days
Description:	<p>Following provision of all documentation by the customer and their application has been verified by a Case Officer, this is the length of time taken for an application to be processed.</p> <p>Verification includes checks for connection to the borough, debts and potential fraud.</p>			
Comments:	<p>2023/24 – Quarter 4:</p> <p>The team has implemented a new system which has significantly reduced the processing time to assess new applications; this ranged from 12 days in Q1 to 4 days in Q4. It is hoped this will reduce still further in Q1 2024/25 and as turnaround times have significantly reduced, we aim to introduce a new target from Q1.</p>			

H&J8	Non-domestic (business) rates collected (%)	Lead Councillor: Richard Lucas														
		Service Area: Finance (Revenue & Benefits)														
		Service Lead: Richard Bates														
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Rate Collected (%)</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>97.80%</td> </tr> <tr> <td>23/24 Q3</td> <td>82.91%</td> </tr> <tr> <td>23/24 Q2</td> <td>58.70%</td> </tr> <tr> <td>23/24 Q1</td> <td>35.13%</td> </tr> <tr> <td>22/23 Q4</td> <td>97.36%</td> </tr> </tbody> </table>		Quarter	Rate Collected (%)	23/24 Q4	97.80%	23/24 Q3	82.91%	23/24 Q2	58.70%	23/24 Q1	35.13%	22/23 Q4	97.36%	<p>Target: 99% for the year</p> <p>This quarter: </p> <p>Last quarter: </p>		
Quarter	Rate Collected (%)															
23/24 Q4	97.80%															
23/24 Q3	82.91%															
23/24 Q2	58.70%															
23/24 Q1	35.13%															
22/23 Q4	97.36%															
2022/23		2023/24														
Quarter 4		Quarter 1	Quarter 2	Quarter 3												
97.36%		35.13%	58.7%	82.91%												
Description:	Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year.															
Comments:	<p>2023/24 – Quarter 4: End of year collection exceeded 2022/23 by 0.44%. It is therefore heading in the right direction post pandemic. As reported during the year the economic climate is still affecting businesses and we are still recovering from diverting resources onto government support schemes from 2020 to 2023.</p>															
Action Taken to improve Performance:	We continue to reduce the outstanding work and to take regular recovery action. Separate plans are being worked on to tackle previous year arrears.															

H&J10	Percentage of vacant town centre retail units	Lead Councillor: Tom Hunt
		Service Area: Regeneration & Planning Policy
		Service Lead: Abi Lewis

Data not available

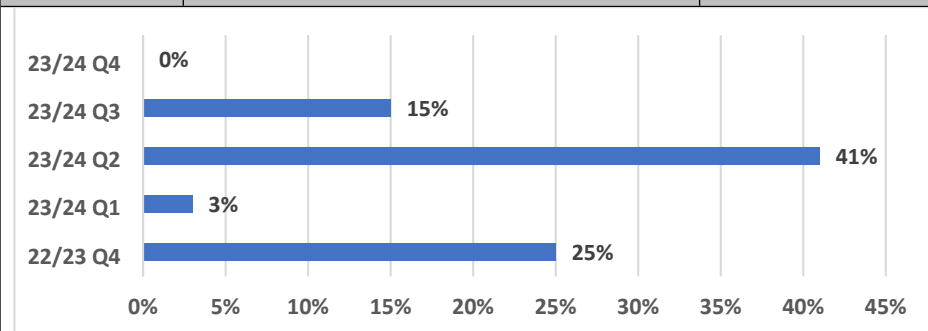
Target: No target

This quarter: 

Last quarter: 

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
8.9%	8.6%	9.6%		
Description:	Data is for vacant ground level retail and leisure premises situated within Guildford's Business Improvement District (BID). Data provided by Experience Guildford. The preferred direction of travel is based on the south-east figure.			
Comments:	Data not available as Springboard have ceased collating for the time being. We will provide an update should this change.			

H&J11	Percentage of affordable housing units granted planning permission on eligible sites	Lead Councillor: Fiona White
		Service Area: Regeneration & Planning Policy
		Service Lead: Abi Lewis



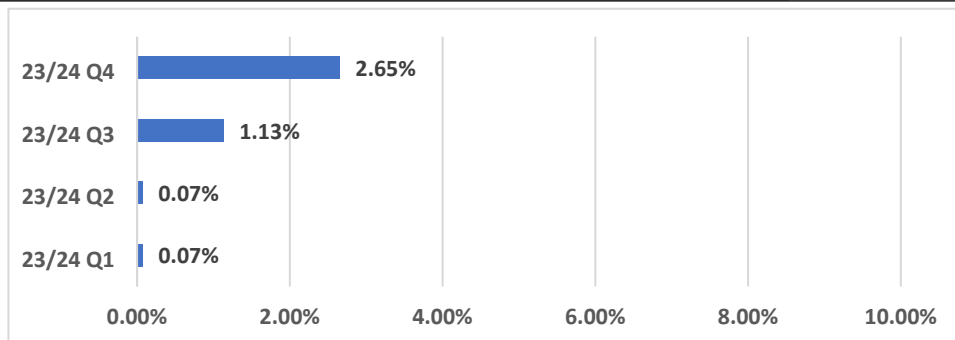
Target: 40%

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
25%	3%	41%	15%	0%
Description:	Percentage of affordable housing units granted planning permission on eligible sites.			
Comments:	2023/24 - Quarter 4: There were no qualifying sites in Q4. There were six qualifying sites in total in 2023/24; three achieved 40% affordable housing and one achieved 100% affordable housing (rural exception site). The remaining two sites did not deliver full policy compliance due to viability issues. These were Debenhams and North Street.			

H&J12	Percentage of homes that do not meet the Decent Home Standard (DHS)	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



Target: Data Only

This quarter: 

Last quarter: 

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
n/a	0.07%	0.07%	1.13%	2.65%

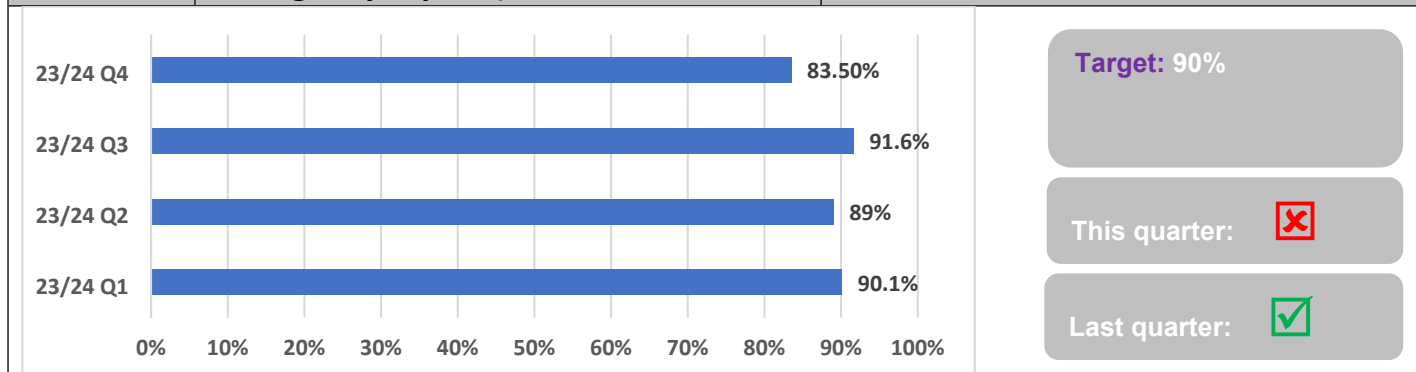
Description: This indicator reflects the most recent guidance from the Regulator of Social Housing and is a new indicator in this report from Q1 23/24. The measure shows the percentage of a social landlord's homes that do not meet the Government Decent Homes Standard.

Comments:

2023/24 - Quarter 4:
The Council continues to invest in improving its housing stock and this level will vary depending on issues reported, time to resolve or the age of some building elements but will continue to be maintained at high levels.

There is currently a review of the work that is being done in housing, we are committed to ensuring the quality of the housing that we provide and will be reviewing the value for money and the requirements of the regulator. Safety will remain a focus.

H&J13	Repairs completed within target timescale (emergency & non-emergency repairs)	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



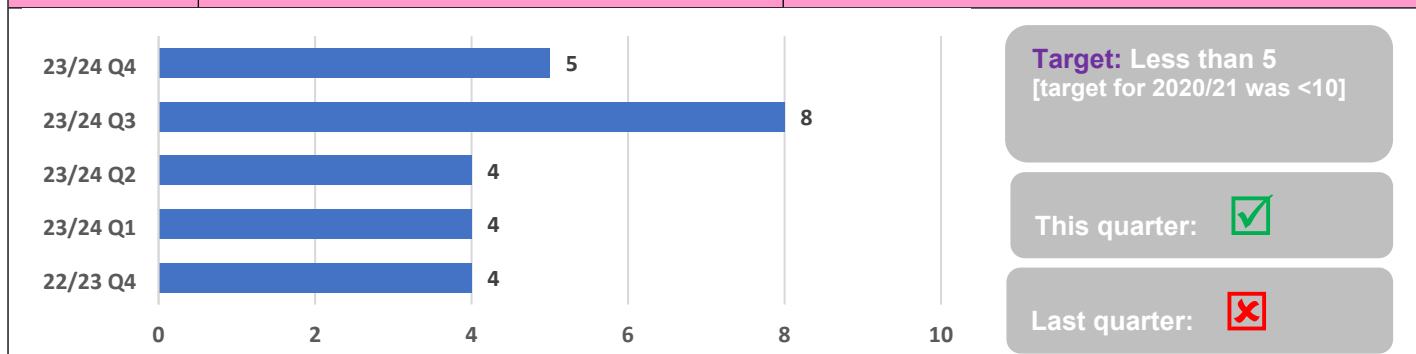
2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
n/a	90.1%	89%	91.6%	83.5%
Description:	The percentage of emergency & non-emergency repairs completed within target in the reporting period. This was a new indicator for Q1 23/24.			
Comments:	2023/24 - Quarter 4: Repairs are categorised depending upon the issue raised and this measure shows the percentage of emergency and non-emergency repairs completed within the agreed targets for the homes the Council manages. Health and Safety issues remain the highest priority to ensure the health and wellbeing of tenants.			

6.3 Community

This section includes all performance indicators with a broad community theme.

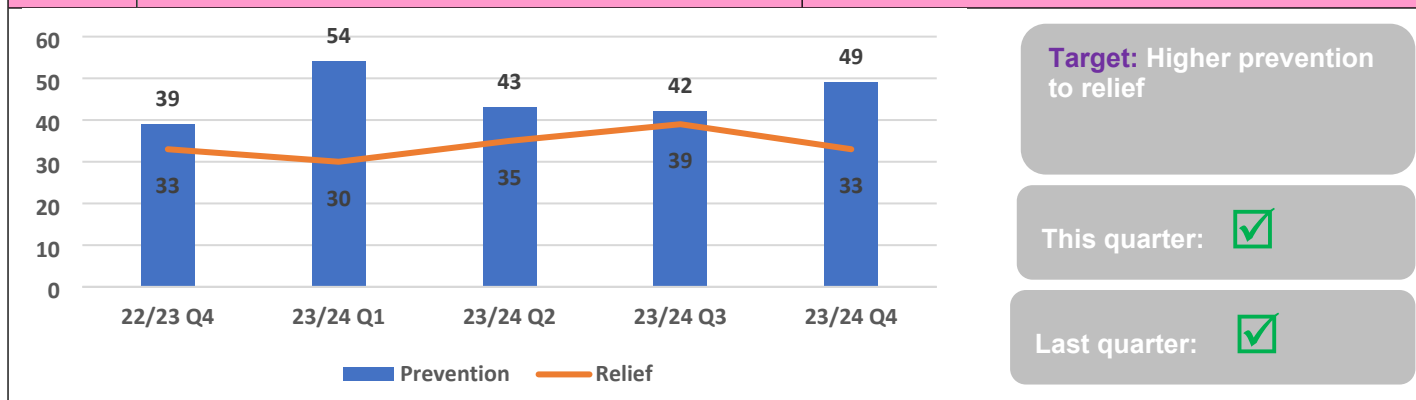
COM1	Number of households living in temporary accommodation				Lead Councillor:	Julia McShane											
					Service Area:	Housing Services											
					Service Lead:	Annalisa Howson											
<table border="1"> <caption>Number of households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of households</th> </tr> </thead> <tbody> <tr> <td>2022/23 Q4</td> <td>29</td> </tr> <tr> <td>2023/24 Q1</td> <td>32</td> </tr> <tr> <td>2023/24 Q2</td> <td>31</td> </tr> <tr> <td>2023/24 Q3</td> <td>36</td> </tr> <tr> <td>2023/24 Q4</td> <td>42</td> </tr> </tbody> </table>						Quarter	Number of households	2022/23 Q4	29	2023/24 Q1	32	2023/24 Q2	31	2023/24 Q3	36	2023/24 Q4	42
Quarter	Number of households																
2022/23 Q4	29																
2023/24 Q1	32																
2023/24 Q2	31																
2023/24 Q3	36																
2023/24 Q4	42																
2022/23	2023/24																
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4													
29	32	31	36	42													
Description:	<p>Number of households in temporary accommodation at the end of the quarter. These are only the households who are accommodated following an acceptance of a homelessness duty. Other households may be placed in temporary accommodation without us accepting a duty, but by using our prevention powers.</p>																
Comments:	<p>2023/24 – Quarter 4: Temporary accommodation is increasing for all councils, especially in Surrey.</p> <p>The stock we traditionally used for temporary accommodation is used for prevention and relief of homelessness. This has been a very successful approach as well as using private rented enabling families to choose when and where they live long term. This means families are entitled to remain until they source alternative accommodation usually via the housing register. As we operate a Choice Based lettings system, families can wait a number of years for houses in certain areas, which can cause a block in available accommodation.</p>																
Action Taken to Improvement Performance:	<p>We are reviewing those in temporary accommodation and arranging move on. It will result in less choice, but we must start doing this to increase access to short term accommodation.</p> <p>The Council needs to procure more temporary accommodation within the Guildford area, but we are in competition with other agencies.</p>																

COM2	Snapshot of rough sleepers	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



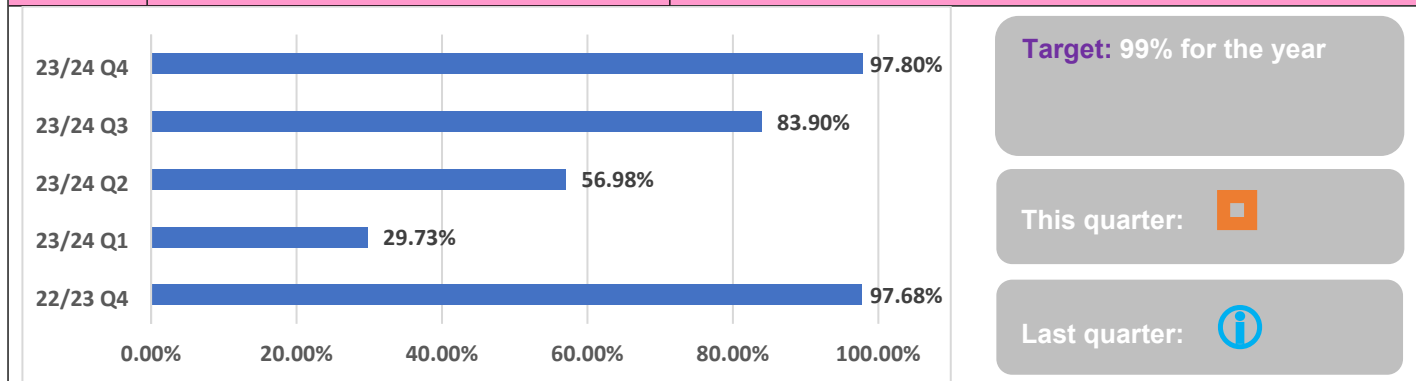
2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
4	4	4	8	5
Description:	These figures are intelligence-based estimates relating to a specified date each quarter. HOST collate information based on their caseload, rough sleeper outreach and multi-agency feedback received.			
Comments:	None.			

COM3	Number of successful homelessness outcomes	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
39/33 (subject to DLUHC confirmation)	54/30 (subject to DLUHC confirmation)	43/35 (subject to DLUHC confirmation)	42/39 (subject to DLUHC confirmation)	49/33 (subject to DLUHC confirmation)
Description:	Successful prevention/ relief case outcomes.			
Comments:	None.			

COM4	Council tax collected (%)	Lead Councillor: Richard Lucas
		Service Area: Finance (Revenue & Benefits)
		Service Lead: Richard Bates



2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
97.68%	29.73%	56.98%	83.9%	97.8%

Description: Percentage calculated, as a cumulative year-to-date figure, from the total of council tax payments received compared to the total amounts payable in that year.

Comments: **2023/24 – Quarter 4:**
End of year collection exceeded 2022/23 by 0.12%. It is therefore heading in the right direction post pandemic. As reported during the year outstanding work in the case team affected current year collection. This is because delays in billing result in a lower number of higher value instalments for residents. The cost of living crisis is also affecting many residents' ability to pay the correct amount by the correct time.

Action Taken to Improve Performance: Additional, temporary resources were moved to the Council Tax Case Team leading to a reduction in the work outstanding. Following the approval of a growth bid the team is recruiting an additional permanent member of staff.

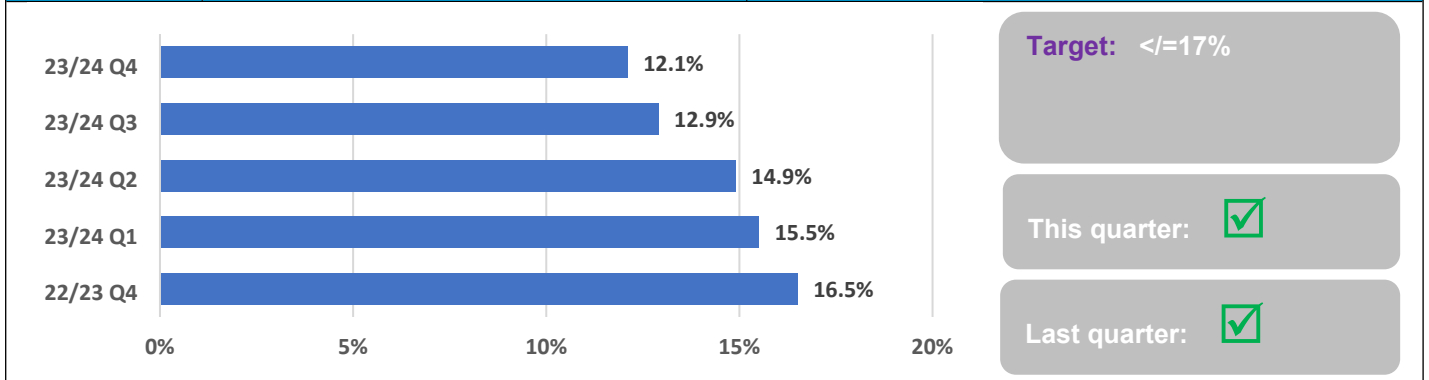
We continue to take regular recovery action. Separate plans are being worked on to tackle previous year arrears.

6.4 Council

This section includes all performance indicators with a broad Council theme.

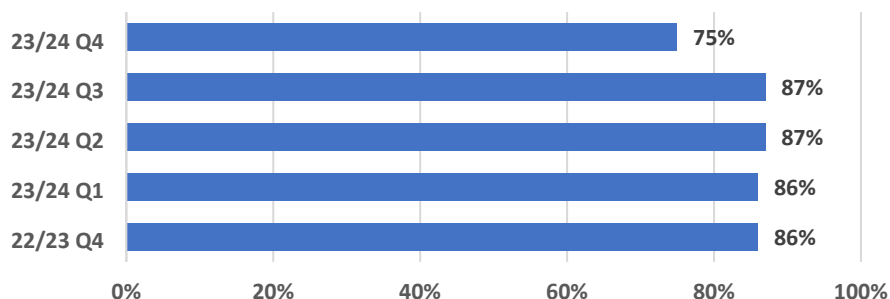
COU1	Staff sickness absence - all sickness	Lead Councillor: Carla Morson														
		Service Area: Organisational Development														
		Service Lead: Robin Taylor														
<table border="1"> <caption>Staff Sickness Absence - All Sickness (Days)</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>8.7</td> </tr> <tr> <td>23/24 Q3</td> <td>8.1</td> </tr> <tr> <td>23/24 Q2</td> <td>8.2</td> </tr> <tr> <td>23/24 Q1</td> <td>8.3</td> </tr> <tr> <td>22/23 Q4</td> <td>8.4</td> </tr> </tbody> </table>		Quarter	Days	23/24 Q4	8.7	23/24 Q3	8.1	23/24 Q2	8.2	23/24 Q1	8.3	22/23 Q4	8.4	<p>Target: Less than / equal to 9 days</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Days															
23/24 Q4	8.7															
23/24 Q3	8.1															
23/24 Q2	8.2															
23/24 Q1	8.3															
22/23 Q4	8.4															
2022/23	2023/24															
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4												
8.4 days	8.6 days 8.3 days*	8.2 days	8.1 days	8.7 days												
Description:	Rolling year to date number of working days/ shifts lost due to sickness absence. This is calculated by the number of long- and short-term sickness absence days divided by the number of full-time equivalent staff.															
Comments:	<p>2023/24 – Quarter 4: Q4 performance of 8.7 days is within the target range (less than or equal to 9 days).</p> <p>10 of the 11 District Authorities in Surrey shared their sickness figures for quarter 4. Of that comparison group, Guildford’s figure of 8.7 days compared to a mean average of 8.2 days.</p> <p>The Council takes a robust approach to managing staff sickness absence and will continue to keep its sickness stats and approach to sickness absence management under review, including as part of the work currently under way to develop a new people strategy.</p> <p>*Note: figure amended for Q1 as updated figure provided, following removal of Parking Services staff TUPE'd to a contractor and SCC on 1 April.</p>															

COU2	Staff turnover	Lead Councillor: Carla Morson
		Service Area: Organisational Development
		Service Lead: Robin Taylor



2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
16.5%	16.5% 15.5%*	14.9%	12.9%	12.1%
Description:	This is a rolling year-to-date figure calculated from the total number of staff leaving (voluntarily and non-voluntary) as a percentage of total staff in post.			
Comments:	<p>2023/24 – Quarter 4: Results for Q4 are within the target range, are lower than the results from the previous quarter and are lower than the same quarter from the previous financial year.</p> <p>10 of the 11 District Authorities in Surrey shared their staff turnover figures for quarter 4. Of that comparison group, Guildford’s figure of 12.1% compared to a mean average of 13.3%.</p> <p>*Note: figure amended for Q1 as updated figure provided, following removal of Parking Services staff TUPE'd to a contractor and SCC on 1 April.</p>			

COU3	Council suppliers paid within 30 days	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



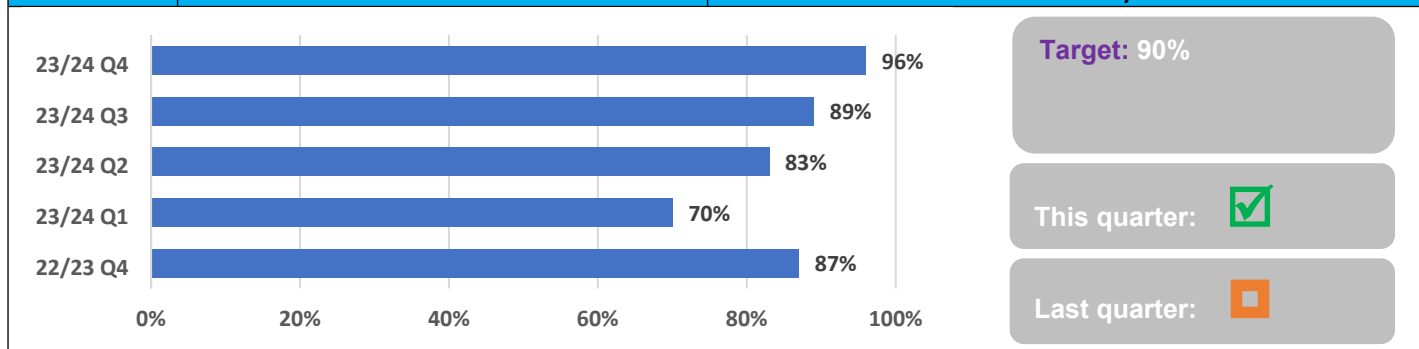
Target: 90%

This quarter: ✘

Last quarter: ◻

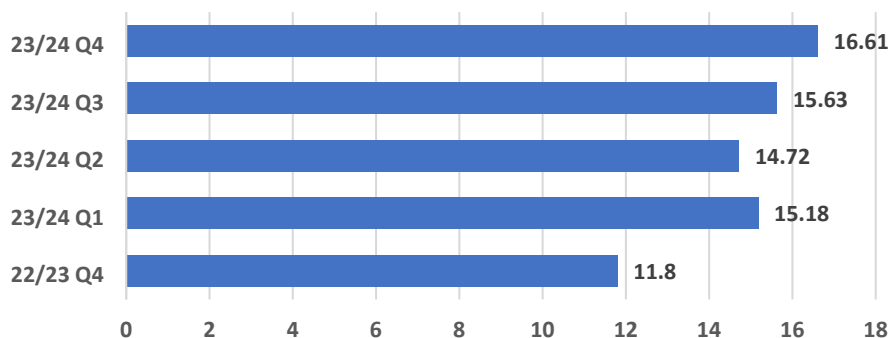
2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
86%	86%	87%	87%	75%
Description:	Percentage of Council suppliers paid within 30 days.			
Comments:	<p>2023/24 – Quarter 4: The % paid has decreased, however much of this is likely to be because of invoices from earlier in the year being sent in late/or being missed by suppliers as part of year end processes. As a result, they will be immediately past their 30 day payment terms due to the dates on them but the council would not have been able to meet these as they were not previously received. This is common at the end of financial year.</p>			
Action Taken to Improve Performance:	We continue to work with services to promote the need to action invoices promptly to ensure supplier payment.			

COU4	Council sundry debt invoices collected within 30 days	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
87%	70%	83%	89%	96%
Description:	Percentage of sundry debt owed to the Council collected within 30 days.			
Comments:	None.			

COU5	Time taken to assess new Housing Benefit claims	Lead Councillor: Richard Lucas
		Service Area: Finance (Revenue & Benefits)
		Service Lead: Richard Bates



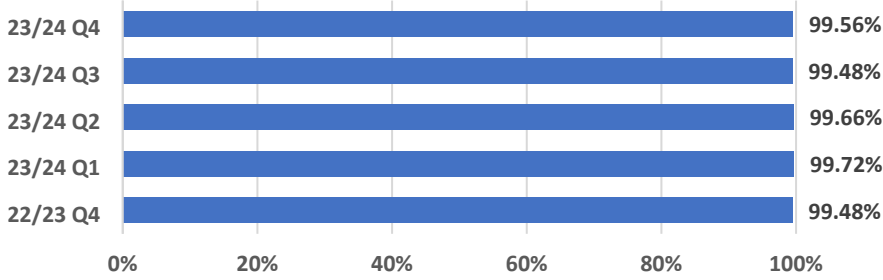
Target: Less than/ equal to 8 days

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
11.8 days	15.18 days	14.72 days	15.63 days	16.61 days
Description:	Days taken to process new Housing Benefit claims.			
Comments:	<p>2023/24 – Quarter 4:</p> <p>We reported in Q3 that an internal audit of HB was concluding. The KPIs were considered as part of the audit and officers concluded that the original KPI was set a long time ago, and the roll out of Universal Credit from 2018 has changed the nature of the workload. New claims are lower in number and typically more complex than 5+ years ago. As a result it takes longer to obtain all the information needed to assess these claims. DWP publishes new claim processing statistics and since April 2022 these have averaged around 21 days for South-East England. We have achieved 16 days in that time – sometimes a bit higher sometimes a bit lower.</p>			
Action Taken to Improve Performance:	<p>We propose that the target is changed to 16 days from 2024/25. As Q4 shows this remains a challenge but is more realistic than the current target.</p> <p>A number of members of the case team are still training, which does reduce the overall resource available as training is delivered by other members of the team. If we can retain these new members of staff our position should improve.</p>			

COU6	Rent collection rate – percentage of rent collected in year	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



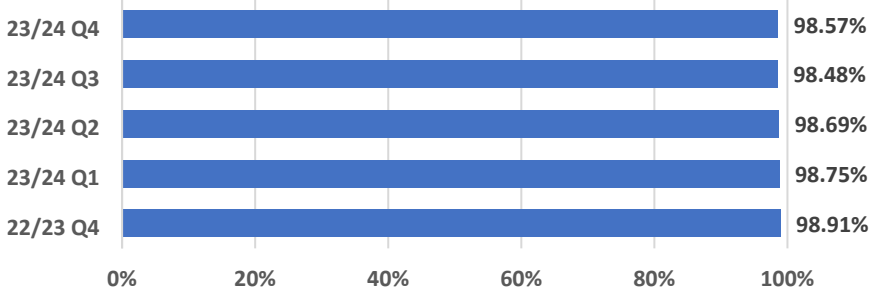
Target: 99%

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
99.48%	99.72%	99.66%	99.48%	99.56%
Description:	Percentage of council house rent collected in year.			
Comments:	None.			

COU7	Rent collection rate – percentage of rent collected in year, plus arrears brought forward	Lead Councillor: Julia McShane
		Service Area: Housing Services
		Service Lead: Annalisa Howson



Target: 98.5%

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
98.91%	98.75%	98.69%	98.48%	98.57%
Description:	Percentage of council house rent collected in year including arrears brought forward.			
Comments:	None.			

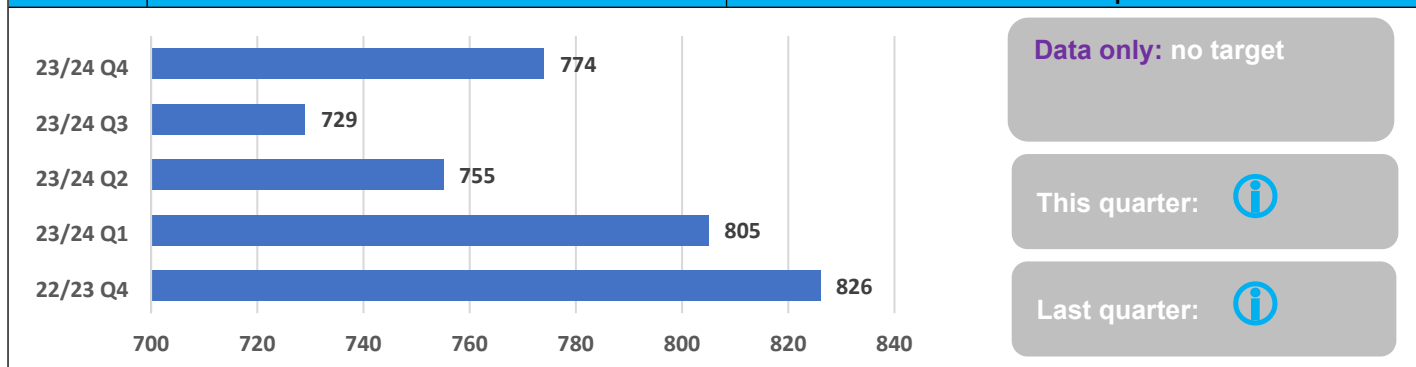
COU8	Speed of determining planning applications for major development (%)	Lead Councillor: Fiona White														
		Service Area: Planning Development Services														
		Service Lead: Claire Upton-Brown														
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>100%</td> </tr> <tr> <td>23/24 Q3</td> <td>87.71%</td> </tr> <tr> <td>23/24 Q2</td> <td>80.00%</td> </tr> <tr> <td>23/24 Q1</td> <td>83.33%</td> </tr> <tr> <td>22/23 Q4</td> <td>85.71%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q4	100%	23/24 Q3	87.71%	23/24 Q2	80.00%	23/24 Q1	83.33%	22/23 Q4	85.71%	<p>Target: 60%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q4	100%															
23/24 Q3	87.71%															
23/24 Q2	80.00%															
23/24 Q1	83.33%															
22/23 Q4	85.71%															
2022/23	2023/24															
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4												
85.71%	83.33%	80%	87.71%	100%												
Description:	Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 13 weeks.															
Comments:	None.															

COU9	Speed of determining planning applications for minor development (%)	Lead Councillor: Fiona White														
		Service Area: Planning Development Services														
		Service Lead: Claire Upton-Brown														
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>84.51%</td> </tr> <tr> <td>23/24 Q3</td> <td>81.11%</td> </tr> <tr> <td>23/24 Q2</td> <td>81.82%</td> </tr> <tr> <td>23/24 Q1</td> <td>77.08%</td> </tr> <tr> <td>22/23 Q4</td> <td>64.77%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q4	84.51%	23/24 Q3	81.11%	23/24 Q2	81.82%	23/24 Q1	77.08%	22/23 Q4	64.77%	<p>Target: 70%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q4	84.51%															
23/24 Q3	81.11%															
23/24 Q2	81.82%															
23/24 Q1	77.08%															
22/23 Q4	64.77%															
2022/23	2023/24															
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4												
64.77%	77.08%	81.82%	81.11%	84.51%												
Description:	Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 8 weeks.															
Comments:	None.															
Action Taken to Improve Performance:	The situation continues that this improvement has been achieved relying on a high level of agency staff, the recruitment and retention of staff remains an issue.															
COU10	Speed of determining planning	Lead Councillor: Fiona White														

	applications for other development (%)	Service Area: Planning Development Services												
		Service Lead: Claire Upton-Brown												
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>90.59%</td> </tr> <tr> <td>23/24 Q3</td> <td>91.89%</td> </tr> <tr> <td>23/24 Q2</td> <td>93.53%</td> </tr> <tr> <td>23/24 Q1</td> <td>83.70%</td> </tr> <tr> <td>22/23 Q4</td> <td>76.76%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q4	90.59%	23/24 Q3	91.89%	23/24 Q2	93.53%	23/24 Q1	83.70%	22/23 Q4	76.76%	<p>Target: 85%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>
Quarter	Percentage													
23/24 Q4	90.59%													
23/24 Q3	91.89%													
23/24 Q2	93.53%													
23/24 Q1	83.70%													
22/23 Q4	76.76%													
2022/23	2023/24													
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4										
76.76%	83.7%	93.53%	91.89%	90.59%										
Description:	Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 8 weeks.													
Comments:	None.													

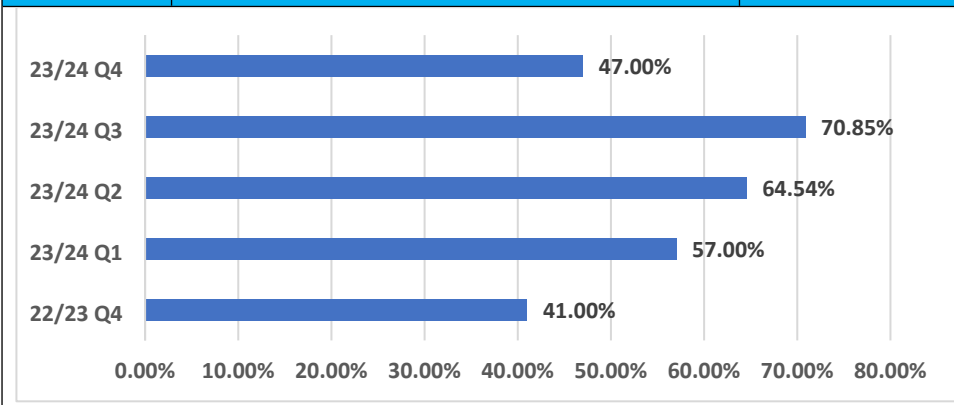
COU11	Appeals dismissed against the Council's refusal of planning permission (%)	Lead Councillor: Fiona White												
		Service Area: Planning Development Services												
		Service Lead: Claire Upton-Brown												
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>54.55%</td> </tr> <tr> <td>23/24 Q3</td> <td>52.17%</td> </tr> <tr> <td>23/24 Q2</td> <td>50%</td> </tr> <tr> <td>23/24 Q1</td> <td>66.67%</td> </tr> <tr> <td>22/23 Q4</td> <td>100%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q4	54.55%	23/24 Q3	52.17%	23/24 Q2	50%	23/24 Q1	66.67%	22/23 Q4	100%	<p>Data only: no target</p> <p>This quarter: <input type="checkbox"/></p> <p>Last quarter: <input type="checkbox"/></p>
Quarter	Percentage													
23/24 Q4	54.55%													
23/24 Q3	52.17%													
23/24 Q2	50%													
23/24 Q1	66.67%													
22/23 Q4	100%													
2022/23	2023/24													
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4										
100%	66.67%	50%	52.17%	54.55%										
Description:	Percentage of appeals dismissed where the Council has refused planning permission.													
Comments:	None.													

COU12	Number of planning applications	Lead Councillor: Fiona White
		Service Area: Planning Development Services
		Service Lead: Claire Upton-Brown



2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
826	805	755	729	774
Description:	Relates to number of planning applications validated during each quarter.			
Comments:	None.			

COU13	% of contact via the phone into the Customer Services Centre	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



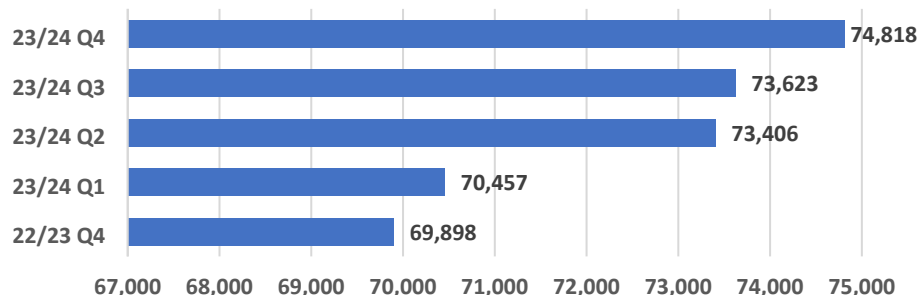
Target: 20% or below

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
41%	57%	64.54%	70.85%	47%
Description:	Percentage of contact received by customer services that is via the phone compared to other digital routes of contact.			
Comments:	<p>2023/24 – Quarter 4:</p> <p>The team have been able to appoint an additional digital caseworker in this quarter that has led to an increase in digital contact. The team have worked hard to ensure prompt responses to increase confidence in our digital offering and as a result remove the need for follow up calls. This KPI and COU17 are being reviewed for Q1 to ensure they are fit for purpose.</p>			
Action taken to improve Performance:	We continue to promote our online options for residents, particularly around repairs and encourage customers to use these and sign up for a MyGuildford account where appropriate.			

COU14	Total number of followers on our corporate communications digital channels, including Facebook, Twitter, Instagram, LinkedIn, Nextdoor and our digital newsletter.	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



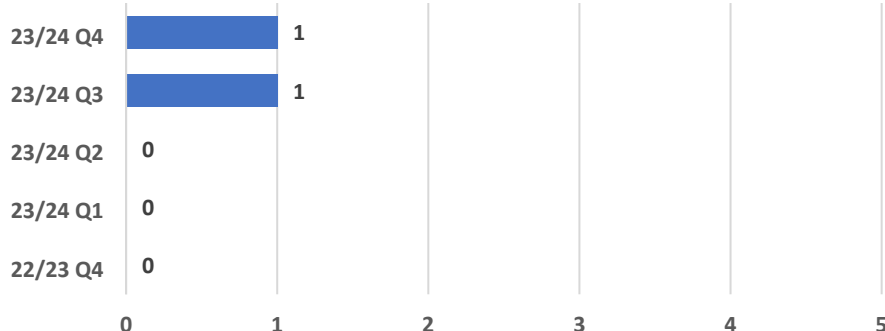
Preferred direction of travel:

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
69,898	72,326 70,457	73,406	73,623	74,818
Description:	Total number of social media followers across all platforms at the end of each quarter.			
Comments:	None.			

COU15	Number of Local Government & Social Care Ombudsman and Housing Ombudsman complaints upheld	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



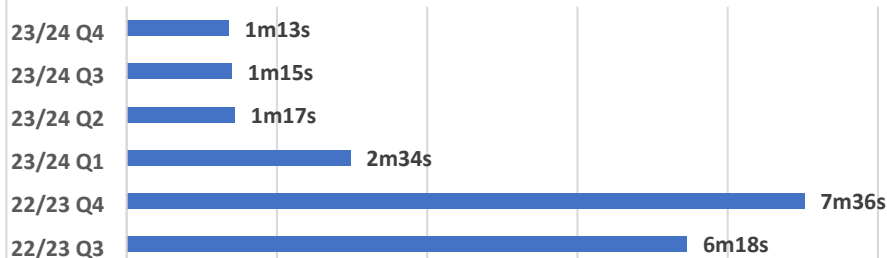
Preferred direction of travel:

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
0	0	0	1	1
Description:	Number of Housing Ombudsman (HO) and Local Government & Social Care Ombudsman (LGSCO) complaints upheld.			
Comments:	2023/24 – Quarter 4: During quarter 4, the LGSCO made four decisions on complaints, one of which was upheld and the recommendations from their final decision notice are currently being actioned.			

COU16	Average phone wait times	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



Target: 20 seconds

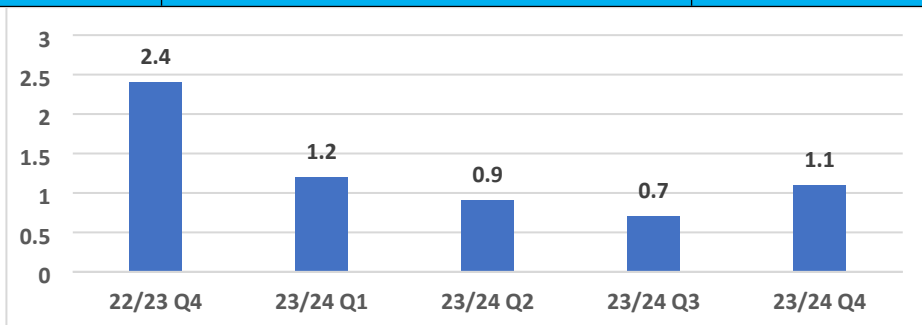
This quarter:

Last quarter:

2022/23	2023/24																																			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4																																
7 mins 36 secs	2 mins 34 secs	1 min 17 secs	1 min 15 secs	1 min 13 secs																																
Description:	The average time for phone calls to be answered.																																			
Comments:	<p>2023/24 – Quarter 4: Average call wait times remain below the industry average and a significant % of calls are answered within 20 seconds (please see below). This KPI will be reviewed in Q1 in line with the revised Customer Charter (subject to Executive approval).</p> <table border="1"> <thead> <tr> <th>05-Jan</th> <th>59%</th> <th>02-Feb</th> <th>84%</th> <th>01-Mar</th> <th>70%</th> <th>29-Mar</th> <th>92%</th> </tr> </thead> <tbody> <tr> <td>12-Jan</td> <td>70%</td> <td>09-Feb</td> <td>88%</td> <td>08-Mar</td> <td>73%</td> <td></td> <td></td> </tr> <tr> <td>19-Jan</td> <td>82%</td> <td>16-Feb</td> <td>91%</td> <td>15-Mar</td> <td>60%</td> <td></td> <td></td> </tr> <tr> <td>26-Jan</td> <td>51%</td> <td>23-Feb</td> <td>88%</td> <td>22-Mar</td> <td>86%</td> <td></td> <td></td> </tr> </tbody> </table>				05-Jan	59%	02-Feb	84%	01-Mar	70%	29-Mar	92%	12-Jan	70%	09-Feb	88%	08-Mar	73%			19-Jan	82%	16-Feb	91%	15-Mar	60%			26-Jan	51%	23-Feb	88%	22-Mar	86%		
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26-Jan	51%	23-Feb	88%	22-Mar	86%																															
Action Taken to Improve Performance:	We are always looking to make improvements to the service we offer, and to work with our colleagues in our comms. team to provide some messaging around call volumes on Mondays to try and divert non urgent calls to quieter times of the week. We are also due to start a review of our customer charter as the 20 second target is based on an outdated local government customer service standard that is around a decade old and does not reflect industry standards or realistic customer service practices.																																			

COU17	% of contact that is digital:		Lead Councillor: Angela Goodwin													
	1. Direct contact that is digital		Service Area: Communications & Customer Services													
	2. Overall contact that is digital		Service Lead: Nicola Haymes													
<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>% of Digital Contact</th> </tr> </thead> <tbody> <tr> <td>23/24 Q4</td> <td>53.00%</td> </tr> <tr> <td>23/24 Q3</td> <td>29.15%</td> </tr> <tr> <td>23/24 Q2</td> <td>35.46%</td> </tr> <tr> <td>23/24 Q1</td> <td>43.00%</td> </tr> <tr> <td>22/23 Q4</td> <td>59.00%</td> </tr> </tbody> </table>			Quarter	% of Digital Contact	23/24 Q4	53.00%	23/24 Q3	29.15%	23/24 Q2	35.46%	23/24 Q1	43.00%	22/23 Q4	59.00%	<p>Target: 75%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>	
Quarter	% of Digital Contact															
23/24 Q4	53.00%															
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23/24 Q2	35.46%															
23/24 Q1	43.00%															
22/23 Q4	59.00%															
2022/23	2023/24															
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4												
59%	43%	35.46%	29.15%	53%												
Description:	Direct contact resident/customers completing an online form. Overall contact would include contact searches on our website.															
Comments:	<p>2023/24 – Quarter 4:</p> <p>The team have been able to appoint an additional digital caseworker in this quarter that has led to an increase in digital contact. The team have worked hard to ensure prompt responses to increase confidence in our digital offering and as a result remove the need for follow up calls. This KPI and COU13 are being reviewed for Q1 to ensure they are fit for purpose.</p>															
Action Taken to Improve Performance:	We continue to promote our online options for residents, particularly around repairs and encourage customers to use these and sign up for a MyGuildford account where appropriate.															

COU18	Average response times for online contact through forms	Lead Councillor: Angela Goodwin
		Service Area: Communications & Customer Services
		Service Lead: Nicola Haymes



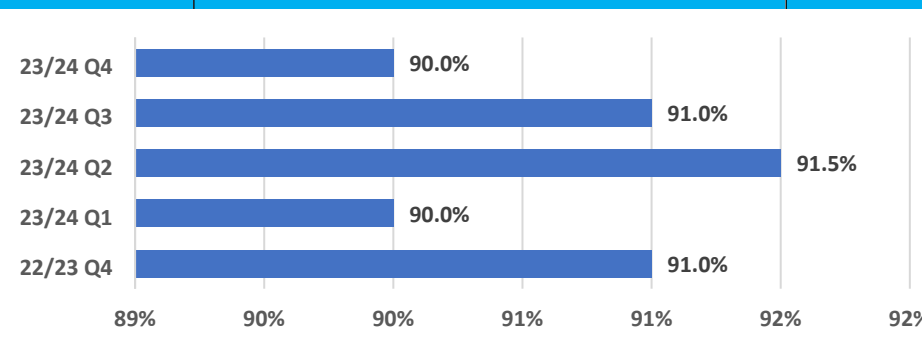
Target: 2 working days

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2.4 days	1.2 days	0.9 days	0.7 days	1.1 days
Description:	Average response times for online contact through forms. Response times are set out in our Customer Charter and are 2 working days for an acknowledgement and 7 working days for a full response.			
Comments:	None.			

COU19	Percentage of Freedom of Information and Environmental Information Regulation requests responded to within statutory timeframes	Lead Councillor: Merel Rehorst-Smith
		Service Area: Legal & Democratic Services
		Service Lead: Susan Sale



Target: 90%

This quarter:

Last quarter:

2022/23	2023/24			
Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
91%	90%	92%	91%	90%
Description:	Percentage of FOI/ EIR responses given within the statutory timeframe of 20 days.			
Comments:	Reporting lag of 1 month due to 20 working day deadline (some FOIs will still be within their due date after the month ends).			

7 Conclusion

This performance report provides the data and commentary against our corporate KPIs and presents a picture of our performance against the objectives in our Corporate Plan. Our performance monitoring framework will continue to evolve to present a performance picture that supports decision making and reflects our performance against our corporate objectives.