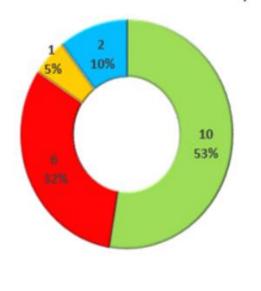


Performance Measures

Appendix 2 - Cabinet – Strategy & Corporate Services Directorate Service Level Measures Quarter 1 (1st April - 30th June) - 2023/24



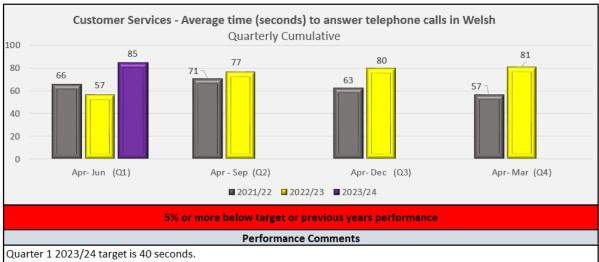
Performance Measures Summary

Performance Key BRAG (Blue, Red, Amber, Green)

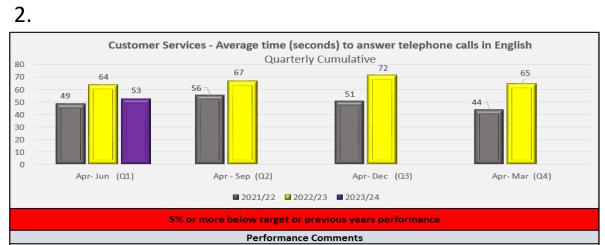


Well Being Objective 2 - All communities are thriving and sustainable

1.

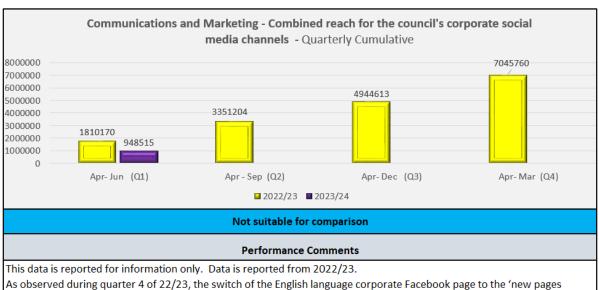


447 calls answered during quarter 1 2023/24. In order to deliver a reception service, we have had to utilise our Welsh speakers, which has effectively reduced our ability to capture all incoming Welsh calls. Sickness levels have also impacted, where we have needed to utilise our Welsh speakers for reception cover. One of our Welsh speakers only works 3 days a week, and can often be pulled on to cover reception. The planned review of Customer Services will look at ways of improving the efficiency of the service. We will also look at demand against our available hours as part of our service review.



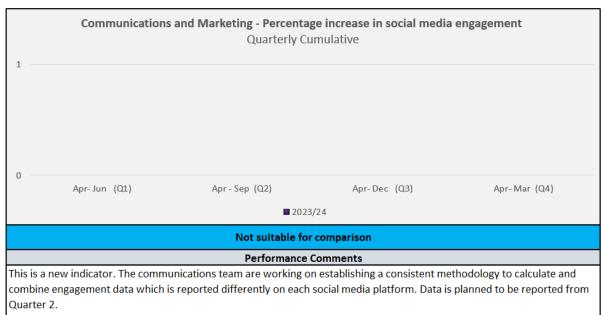
Quarter 1 2023/24 target is 40 seconds

23769 calls answered in quarter 1 2023/24. Again, high sickness levels impact on our service delivery, and we have also been impacted with a maternity leaver that wasn't backfilled. Calls are taking longer, with more complexity, requiring chasing and requiring outbound calls to external contractors. Calls to internal colleagues are often not answered requiring an email chaser that needs to be completed within the call itself, lengthening the call time. We are also experiencing issues with the internal directory with colleague and department contact details being out of date, requiring investigation to know where to put a call through. During this quarter training has increased, and 1-1s have been re-established, both activities taking resource off calls. Going forward, calls not being answered has been identified as 1) a potential training issue 2) a rota issue within other departments, requiring resource available to answer calls 3) a call routing issue with call paths not set correctly. These, together with the directory issues have been highlighted at senior level for onward discussion. Our maternity leaver re-joins us in September and we are liaising with HR on our sickness issues and new approaches to mitigate.

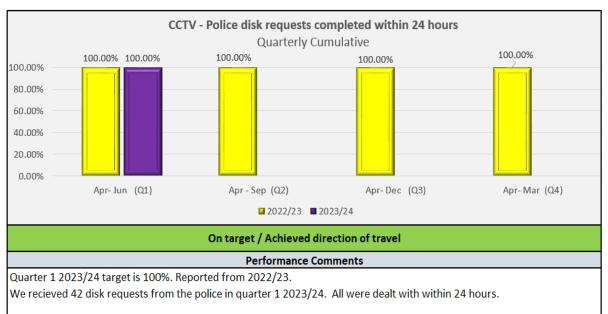


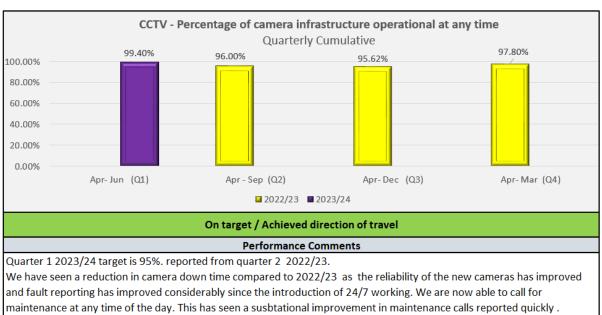
experience' has seen a marked reduction in the reach figures reported in the data available for download from the site. As the Council's main social media channel, this has had a considerable impact on the overall reach figures across all channels. The team is looking into ways in which the figures can be calculated so that they are more consistant and comparable with data previously reported.

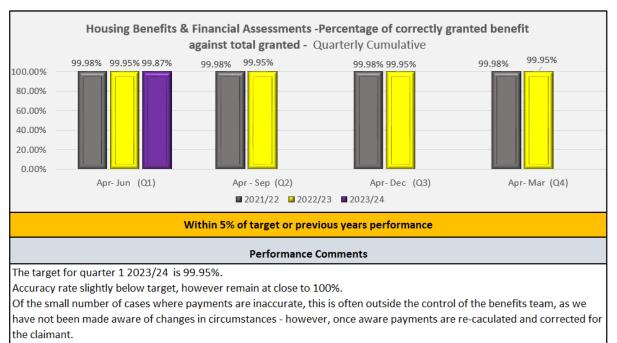
4.



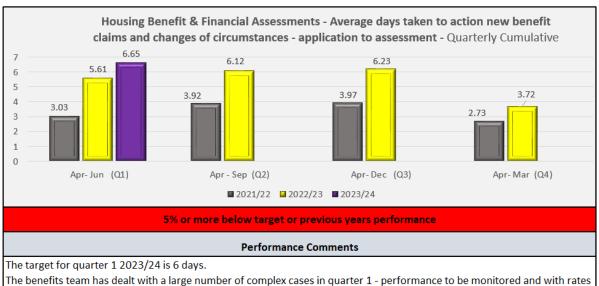




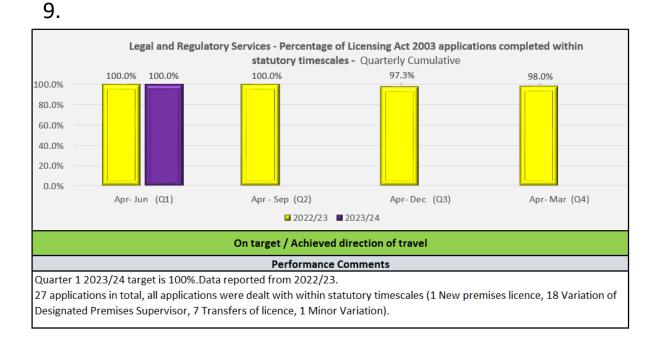


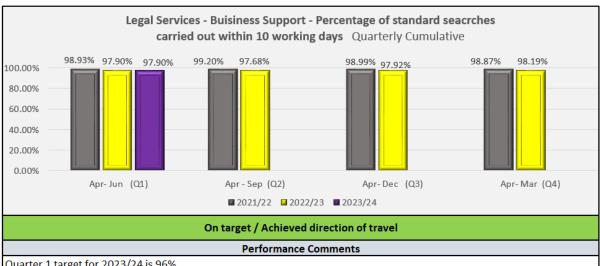


8.



historically vastly exceeding targets towards the end of the year (where large numbers of re-assessments are carried out, in advance of the following financial year).





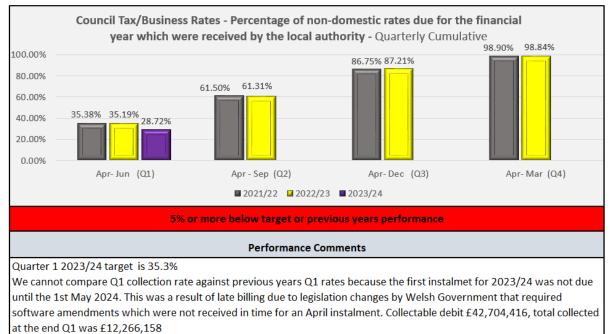
Quarter 1 target for 2023/24 is 96%.

For the 1st Quarter of 2023/24 we received 290 Official Searches of which 284 were completed within the target of 10 working days, hence 97.90 % completed in time. This was equal to the percentage for the same period for 2022/2023 where 373 out of 381 searches were completed within 10 working days. An average of 3 working days return time was achieved for both years also. Numbers of requests have dipped slightly possibly due to the current financial/ cost of living crisis we are experiencing.

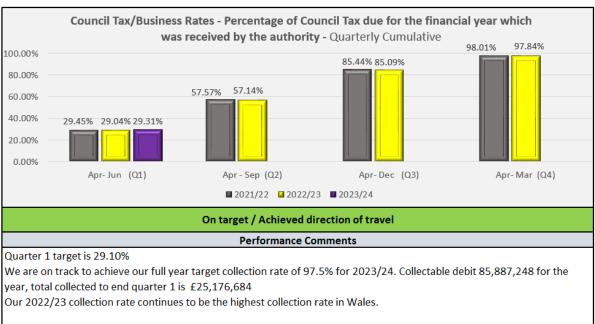
Governance and Resource (cross-cutting)

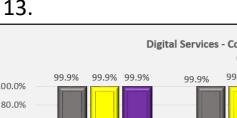
Including Planning & Performance, Workforce Management, Financial Resources, Democracy, Community Relations, Asset Management and Commissioning & Procurement.

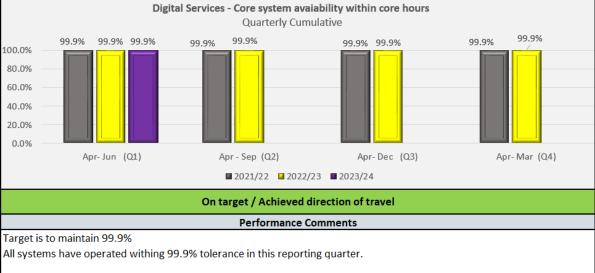
11.



We should achive normal recovery rates by year end.

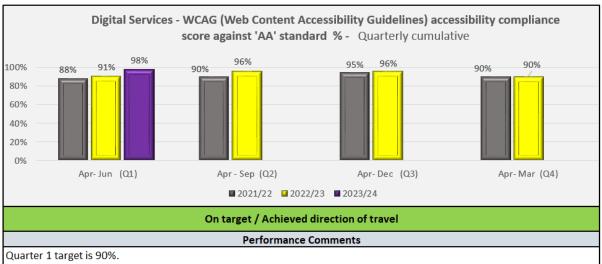








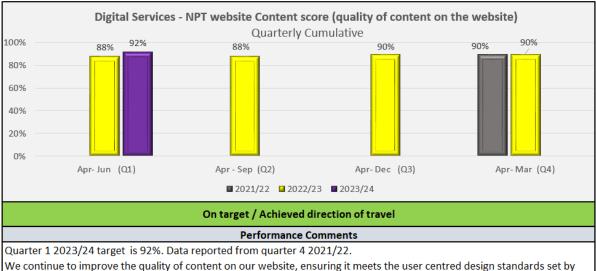
continue to follow and adopt best practice principles set our in our digital services manual and from Government.



New public sector accessibility regulations mean that all public sector websites must meet the 'AA standard'. Our website meets this AA standard. The AA standard is part of the internationally recognised Web Content Accessibility Guidelines (known as WCAG 2.1) which sets recommendations for improving web accessibility.

We continue to introduce components and patterns from the GOV.UK Design System into NPT.GOV.UK as part of our continuous improvement of the website to improve its accessibility. Extensive work continues to take place across our website to ensure it meets web content accessibility guidelines and we are now ranked within the top 50 Councils in the UK.





We continue to improve the quality of content on our website, ensuring it meets the user centred d Government.



