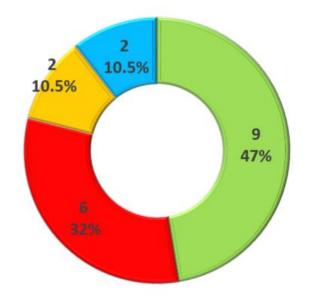


# Appendix 2 - Cabinet – Strategy & Corporate Services Directorate Service Level Measures Quarter 2 (1st April - 30th September) - 2023/24



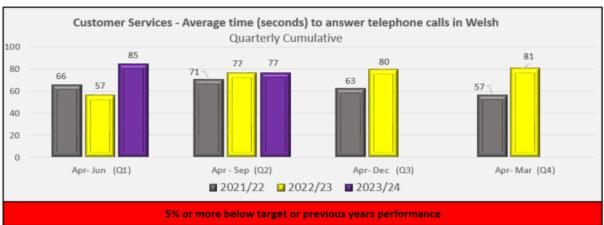
**Performance Measures Summary** 

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

Within 5% of 5% or more On target / Not suitable below target target or Achieved or previous for previous direction of comparison years years travel performance performance

### Well Being Objective 2 - All communities are thriving and sustainable

1.

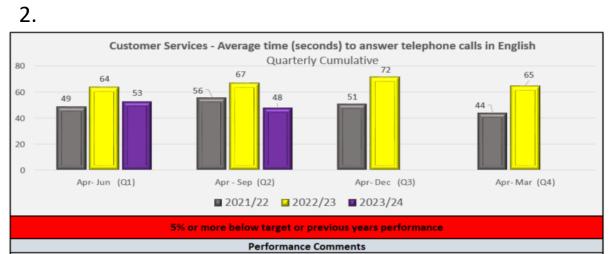


Performance Comments

#### Quarter 2 2023/24 target is 40 seconds.

746 calls answered within the first 6 months, with 299 calls answered during quarter 2 (July - September) 2023/24. Although a reduction in calls on quarter 1, with the increased need to bring about consistency of skills across the team we have seen an increase in training across all areas, with one of our Welsh speaking colleagues now trained on reception duties, effectively pulling a full time resource off the phones.

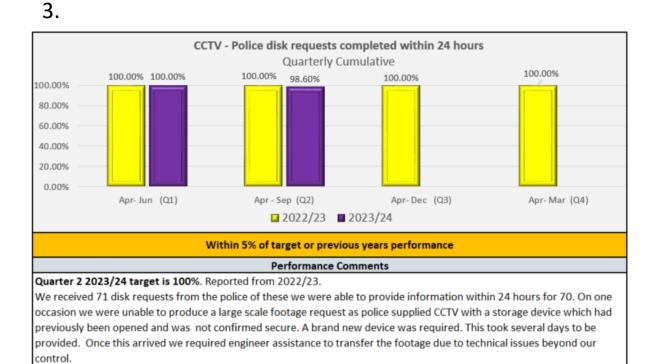
Sickness levels continue to impact which we continue to work to address. We have also gone through our biggest period of staff leave with colleagues taking Summer holidays. We could also see negative impact during the next quarter with one of our Welsh speaking colleagues having given notice. Recruitment is underway but the process and any notice requirements will leave us with a short fall in our Welsh speaking quota. We are also working with IT to review our IVR message in order to reduce the volume of English callers coming through on the Welsh line, and hope to see the impact of this during quarter 3.

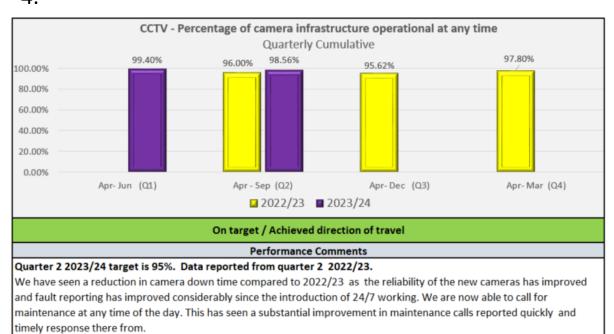


#### Quarter 2 2023/24 target is 40 seconds

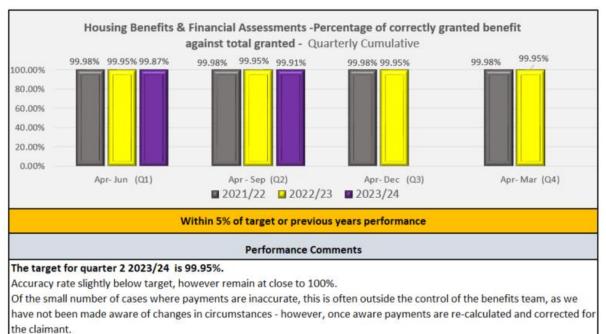
46847 calls answered within the first 6 months, with 23078 calls answered during quarter (July to September) 2023/24. As with Welsh calls we have seen a reduction in call volumes during this quarter but likewise, training and sickness has taken away phone resource.

On a positive, a colleague returned during September following her maternity leave and is now completing refresher training to get her back up to speed. We also commenced the customer services review during September which added additional responsibilities to the teams day to day tasks, and will require resource to be pulled to assist with analysis of the demand during October. The concerns around directory/call answering highlighted in the last update and will form part of this review.



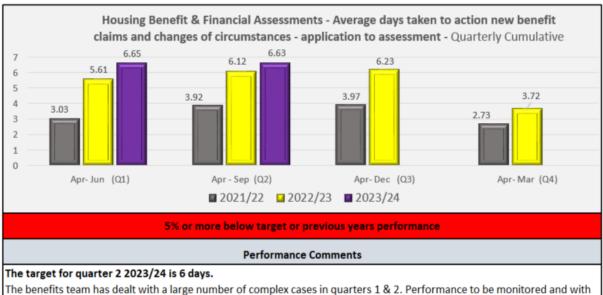






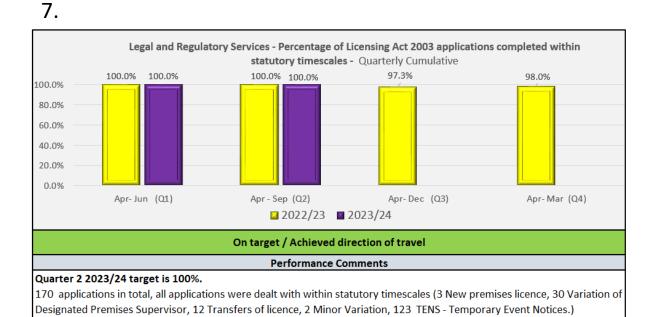
QTR 2 (April - September) 2023/24 breakdown of 99.91% : Total Paid £20,373,3920 of which errors of £19,179

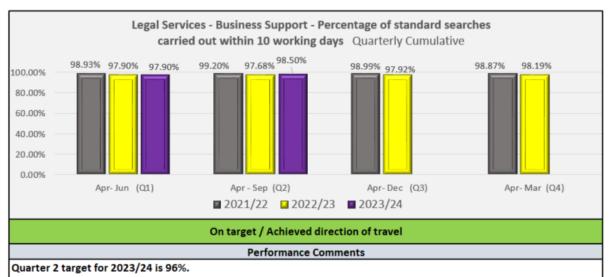
### 6.



The benefits team has dealt with a large number of complex cases in quarters 1 & 2. Performance to be monitored and with rates historically exceeding targets towards the end of the year (where large numbers of re-assessments are carried out, in advance of the following financial year).

QTR 2 (April - September) 2023/24 breakdown : 110,596 days/16,686 new or changes = 6.63 days





The cumulative figures for quarter 2 (April to September) are 590 received with 581 completed within target. Overall 98.50 % completed in time. This was an improvement on the percentage for the same period for 2022/2023 where 717 out of 734 searches were completed within 10 working days. An average of 2 working days return time was achieved this year, a slight improvement on 3 working days last year. Numbers of requests have dipped slightly possibly due to the current financial/ cost of living crisis we are experiencing.

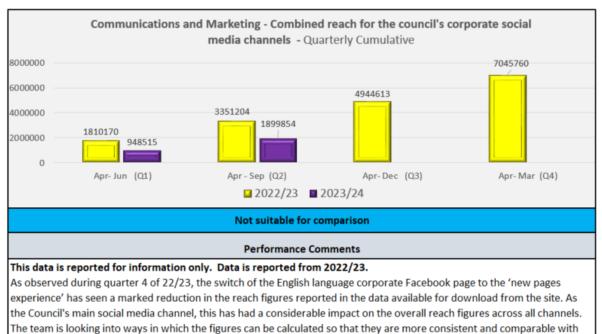
For the period July to September 2023/24 we received 300 Official Searches of which 297 were completed within the target of 10 working days.

### Governance and Resource (cross-cutting)

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

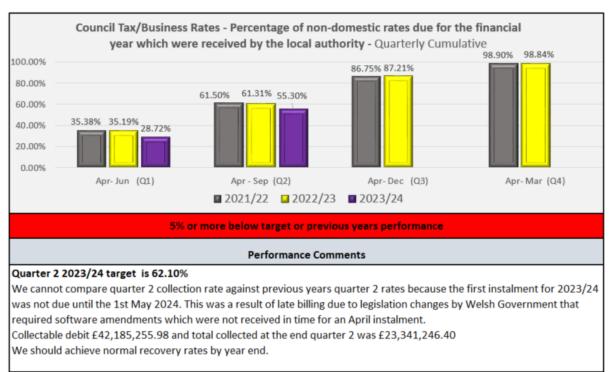
	Communications and Marketing - Percentage increase in social media engagement Quarterly Cumulative			
00.00%				
0.00%				
	Apr- Jun (Q1)	Apr - Sep (Q2)	Apr-Dec (Q3)	Apr-Mar (Q4)
		2023/2		
		Not suitable for co	mparison	
		Performance Cor	nments	

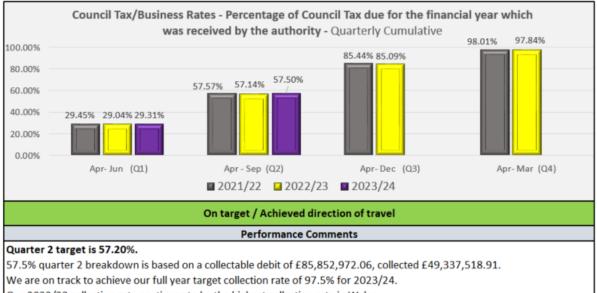
# 10.



data previously reported.

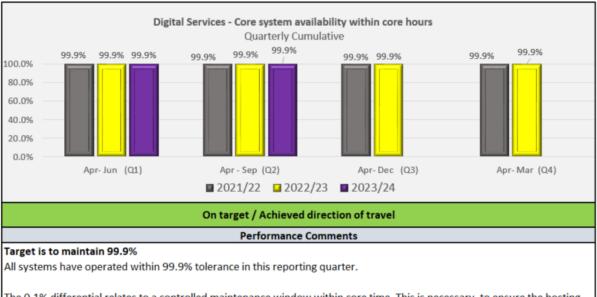






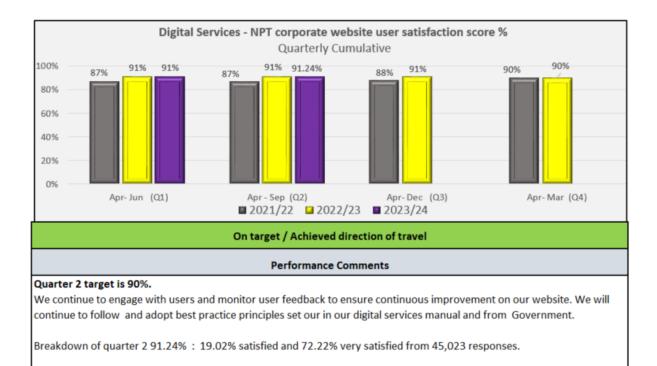
Our 2022/23 collection rate continues to be the highest collection rate in Wales.

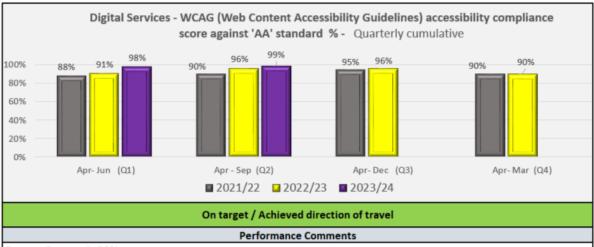




The 0.1% differential relates to a controlled maintenance window within core time. This is necessary, to ensure the hosting servers are fully secured, patched and compliant. To achieve this, a designated hosting server will seamlessly migrate whatever back-office systems and services currently running on it, to a cluster of servers. During this time, council staff may experience a very slight performance degradation but there will be no system outage whilst it gets patched and reloaded.

14.



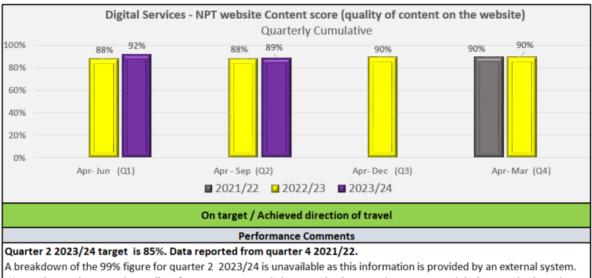


#### Quarter 2 target is 90%.

A breakdown of the 99% figure for quarter 2 is unavailable as this information is provided by an external system. 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.

## 16.

Government.



We continue to improve the quality of content on our website, ensuring it meets the user centred design standards set by

