

Finance & Performance Scrutiny Panel – KPI Performance report Q3/December 2022/23

| Measure | Name | Owner | 2022/23 target | December Target | December Actual | Comments |
|---------|---|---------------|----------------|-----------------|-----------------|--|
| BI038 | Percentage of staff turnover for the whole organisation | Helen Bishop | | | 7.62% | Staff turnover has reduced over the last couple of months to 7.62% after being between 10 to 11% for most of 2022. It has gradually fallen from 10% in September 2022 to the current level. We are still struggling to recruit to vacant roles so lower turnover is good news. The reasons for the reduction could be attributed to a resistance to move from what is seen as stable employment in local government in the current cost of living crisis and with the threat of recession. |
| CH001 | Days lost to sickness | Gail Malkin | 6.5 | 6.5 | 5.49 | We are performing below target, which is positive. Absence reports are produced monthly to Heads of Service to enable them to monitor absence in their areas. Where absence is higher than target, Heads of Service have plans in place to manage current absence, support returns to work and improve attendance. |
| CS003 | Customers calls answered on the council's main telephone service lines without hanging up | Mark Chandler | 93 | 93 | 88.3 | We achieved a 90% answered call rate in December. There were a number of challenges throughout the month that we had to cope with. In comparison to last December call volumes increased by 2038 calls to 14069 received. We saw the highest amount of Repair calls YTD in December, mainly due to the cold weather causing issues with boilers and frozen pipes. In comparison to last December Council Tax calls increased by 521 as we saw 1988 Council Tax reminders letters sent out and 430 summons letters. There were also 2800 Single person Discount E-mails sent out checking single person status which generated call traffic. YTD (Apr-Dec) we have now received 11,416 more call this year across Council Tax, Benefits Rents than the same period last year. This is due to an increase in council tax reminders, calls about the £150 energy rebate and chase calls about the work sitting in the backlog DIP in financial services. In addition we had 3 away day sessions with a third of our officers out at each 2 hour session. This impacted our ability to pick up calls. Encouragingly the 3 day week after Christmas we did well hitting our 93% answered call rate whilst allowing 47 days of holiday throughout this period. |

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| BI001a | The Percentage of Council spend with local business (excluding ODS and OCHL) | Annette Osborne | 45 | 45 | 32.80 | Average year to date actual is 37.96%. This % weighting does not reflect in-direct local business spend i.e. the use of a large contractor who then uses local labour forces / suppliers. |
| BI001b | The Percentage of ODS spend with local business | Nicky Atkin | 60 | 60 | 63.44 | |
| BI001c | The Percentage of OCHL spend with local business | Annette Osborne | 10 | 10 | 13.97 | On target. |
| BV008 | Percentage of invoices paid on time for OCC | Anna Winship | 95 | 95 | 88.43 | Possibly a Christmas clear out by colleagues. |
| CS002 | Time to process changes in circumstances | Laura Bessell | 15 | 15 | 30 | Still processing work from Jan 2022 following large volume of UC and ATLAS work uploaded in January following migration. |
| CS005 | Time to process new benefits claims | Laura Bessell | 15 | 15 | 47 | Delays in setting up CTAX a/cs due to Revenues backlog is causing some large new claims SOPs which is skewing our new claims average SOP. |
| FN008 | Investment return above base rate | Bill Lewis | 0.002 | 0.002 | 0.002 | |
| FN034 | Trading Income | Scott Warner | £200,000 | £150,000 | £122,906 | Marginally behind but forecasted to exceed target by approximately £30k by end of financial year. |
| FN036 | Fraud Losses Prevented | Scott Warner | £2,000,000 | £1,500,000 | £3,447,392 | 172% of target achieved. |
| FN052 | Percentage of Council spend with SME's | Annette Osborne | 35 | 35 | 14.19 | Average year to date actual is 33.80% and almost on target. |
| FSC019a | Total income collection as % of plan (Council Tax) | Nigel Kennedy | 96.5 | 56 | 80.82% | The profiled target should be 83.5% The formal recovery process via the magistrate's court recommences |

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| | | | | | | on the 27th January with fortnightly hearings, work continues to apply the student exemptions and to arrange payment from the housing team of the Council tax outstanding. |
| FSC019b | Total income collection as % of plan (Business Rates) | Nigel Kennedy | 95 | 53 | 76.15% | The profiled target is 79.70%. Collection of NDR remains difficult in the cost of living crisis, this has been made more difficult as we have only recently been able to commence formal recovery action following the revenues system changes. Many accounts have CARF awards on the 21/22 accounts which could be moved onto the current year we have written to the customers asking permission to do so. |
| FSC020 17 | Discretionary funding won by the Council | Anna Winship, Nigel Kennedy | Tracking indicator | n/a | No known discretionary funding received in year | |
| LG006 | Percentage of missed Data Subject Action Request deadlines | Grace Wigham | 5 | 5 | 0 | |
| REC002 | Number of Oxford Living Wage employers and employees | Carolyn Ploszynski | 90 | TBC | 103 | |
| PSC022 | Provide a quarterly update on the five year housing delivery supply | Rachel Williams | 567 | 284 | 250 | This KPI depends upon us managing quarterly monitoring however we are always a quarter behind because of the way the team manage the monitoring process. Our latest data indicates 194 new build only completions between April – September 2022. We also have 56 anticipated windfall commitments (completions from minor applications) within the same period. Thus the cumulative total is 250 to the end of Sept 2022. |
| CPC017 | Oxford residents' satisfaction with City Council services | Mish Tullar | Tracking indicator | N/A | N/A | Oxford Residents Panel currently being refreshed. New survey planned for summer 2023. |

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| CSC012 | Physically active adults | Ian Brooke | 76 | 76 | 76 | Updated annually. |
| RS005 | Number of cases in the private rented sector, where homelessness prevented following intervention by the Tenancy Relations Officer | Ian Wright | | | 10 | |
| HSC023 18 | Number of rough sleepers without an offer of accommodation | Nerys Parry | 30 | 30 | 26 | The estimate for the number of rough sleepers without an offer of accommodation at the end of December was 26. The total number of rough sleepers was 31, 2 of whom were accommodated but sleeping out and 3 had refused an offer of the Somewhere Safe to Stay Service at Floyds Row. This is below the corporate KPI and is a reflection of the hard work being undertaken by all of partners over recent months. Allied to this we now have 13 people accommodated in our Housing First service, many of whom were previously some of our most entrenched rough sleepers. It should be noted that of the 26 people without an offer of accommodation; 11 were suspected to have 'No Recourse to Public Funds' meaning that we as a local authority are not permitted to offer accommodation. We can, and do, offer support that enables the individuals to regularise their immigration status and St Mungo's will lead on this work. Of the remaining 15 individuals the majority are working towards a planned offer of accommodation within supported accommodation but due to the pressures on the system most services are currently running a waiting list. |
| HSC014 | Percentage of council owned stock that has an EPC below C | Nerys Parry | 38% | TBC | NA -reporting end of financial year | |

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| HP011 | Households in temporary accommodation | Nerys Parry | 95 | 100 | 113 | We continue to see pressure on our temporary accommodation (t/a). In this quarter, we have seen an increase in the number of households we owed a Relief Duty towards (already homeless) and as a result, we have seen a high number of placements into temporary accommodation. We carried out 109 Initial Assessments under the Homelessness Reduction Act, and 63 of these households were owed a Relief Duty. As comparison, in Q1, a total of 32 households were owed a Relief Duty. Please note – this aforementioned data is provisional until it has been verified by DLUHC. We placed a total of 68 households in temporary accommodation in Q3 compared to 50 in Q2. In Q3, we saw also an increase in the number of households approaching us for assistance, with 269 households having duty appointments/interviews during Q3 compared to 195 in Q2. |
| 19 BIC018 | % of staff from minority ethnic groups | Helen Bishop | 15.5 | 15.5 | 14.52% | We are below target but have now recruited a Diversity and Inclusion Specialist who will be focused on building a more inclusive culture and improving attraction and recruitment to improve the diversity of the workforce. We have begun to advertise more broadly in the local community and we are currently reviewing the recruitment process and considering how process change can support recruitment from a more diverse pool of candidates. |
| BIC022 | Number of online forms completed and submitted as a proportion of total enquiries related to that service for top 10 services | Helen Bishop | Tracking indicator | TBC | KPI under review for consideration as a future indicator | |

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