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

| **Measure** | **Name** | **Owner** | **Result 2021/22** | **2022/23 Target** | **March 23 Actual** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| BI038 | Percentage of staff turnover for the whole organisation | Helen Bishop | 12.02% |   | 7.31% |   |
| CH001 | Days lost to sickness | Gail Malkin | 7.15 |  7 | 6.45 |   |
| CS003 | Customers calls answered on the council's main telephone service lines without hanging up | Mark Chandler | 89.85% | 93% | 88.5% | A very challenging month in March where we were only able to achieve an 86.7% answered call rate with an average wait time of 196 seconds. March clearly saw the highest call volume this year with 19,683 calls received which was 2,708 more calls than our monthly average volume and 352 more calls than March 2022. As expected Council Tax saw the highest volume of calls received at 5367 (905 more calls than March 2022) with increased calls generated after the bills went out as well as 1472 council tax reminders being sent out generating calls. We also saw the highest volume of calls this year across Benefits (1309) and Business Rates (327) and the 2nd highest this year in Rents (1160). Housing Needs calls were also the highest this year in March with 1370 received as customers continued to chase housing applications due to the backlogs in processing. Repairs calls also remained relatively high with 3581 received (129 more than the monthly average) as postcards encouraging residents to phone in to report damp and mould in their properties were sent out throughout the month. The last week of March was additionally challenging as the staff conference took place so our resources were significantly reduced and we struggled to manage the call demand.We have finished the year on 88.5% answered call rate so well below our 93% target but we have been impacted significantly this year with a marked increase in revs/bens calls with 12,260 more calls received across council tax, rents and benefits this year compared to last. There are a combination of reasons for this including the Council having to manage the payment of the £150 energy rebate, recovery action returning after a break due to the pandemic and a large backlog of items outstanding to action in the revs/bens Teams all of which have generated an increase in call demand for the Contact Centre" |
| BI001a | The Percentage of Council spend with local business (excluding ODS and OCHL) | Annette Osborne | 45.10% | 45% | 39.5% | OCC has fallen short of the end of year target by 6.5% although in March exceeded the target of 45%. This percentage may need adjusting for next year. This figure excludes spend with ODS, which represents a large amount of the Council overall spend. If ODS are added to the figures Local spend increases to 75% for the year. |
| BI001b | The Percentage of ODS spend with local business | Nicky Atkin | 63.50% | 60 | 65.12 |  |
| BI001c | The Percentage of OCHL spend with local business | Annette Osborne | 4.75% | 10% | 75.41% | Year-end average is 12%. |
| BV008 | Percentage of invoices paid on time for OCC | Anna Winship | 90.99% | 95% | 96.10% |  |
| CS002 | Time to process changes in circumstances | Laura Bessell | 20 days | 15 days | 29 days | Still recovering from backlog due to migration but SOP is improving. |
| CS005 | Time to process new benefits claims | Laura Bessell | 51 days | 15 days | 38 days | Still recovering from backlog due to system migration. |
| FN008 | Investment return above base rate | Bill Lewis | 0.0147% | 0.002% | -0.01% |  The majority Council funds are invested over a set term at the interest rates that are prevalent at the time. When interest rates rise, the interest received on investments tends to lag behind the base rate and when interest rates fall, the converse tends to be true. Therefore it is expected in a rising interest rate market, returns will be lower than the current interest rate. |
| FN034 | Trading Income | Scott Warner | £164,272 | £200,000 | £262,831 | Target exceeded. Figure includes accruals to be invoiced in April 2023. |
| FN036 | Fraud Losses Prevented | Scott Warner | £5,799,356 | £2,000,000 | £4,030,757 | Target doubled |
| FN052 | Percentage of Council spend with SME's | Annette Osborne | 53.97% | 35 | 26.68 | OCC has fallen short of the end of year target by 4% - this figure includes payments to ODS and OCHL. Neither can be classed as an SME however a great deal of the spend from ODS is spent with SME’s and this is reflected in the increase of SME spend when ODS and OCHL are excluded (FN052a) – the % figure increases to 62.66%. |
| FSC019a | Total income collection as % of plan (Council Tax) | Nigel Kennedy | 94.52% | 96.5 | 94.34% |  |
| FSC019b | Total income collection as % of plan (Business Rates) | Nigel Kennedy | 89.74% | 95% | 95.07% |   |
| FSC020 | Discretionary funding won by the Council | Anna Winship, Nigel Kennedy | £7,023,745 | Tracking Indicator |  |  |
| LG006 | Percentage of missed Data Subject Action Request deadlines | Grace Wigham | 0% | 5 | 0 |  |
| REC002 | Number of Oxford Living Wage employers and employees | Carolyn Ploszynski | 67% | 90 |  |  |
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| PSC022 | Provide a quarterly update on the five year housing delivery supply | Rachel Williams | 567 | 567 | 400 | 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 316 new build only completions between April – December 2022. We also have anticipated minor application completions within the same period which total 84. Thus the cumulative total is 400 to the end of December 2022. |
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| CPC017 | Oxford residents’ satisfaction with City Council services | Mish Tullar | No data available | Tracking Indicator | TBC | Baseline survey to take place in July 2023. |
| CSC012 | Physically active adults | Ian Brooke | 82.90% | 76 | 74.4 | As per the most recent Active Lives survey results. |
| RS005 | Number of cases in the private rented sector, where homelessness prevented following intervention by the Tenancy Relations Officer | Ian Wright | 165  |  120 | 163 |  |
| HSCO23 | Number of rough sleepers without an offer of accommodation | Nerys Parry | 30 | 30 | 34 | There was an increase in the number of people newly rough sleeping in March in excess of the capacity in the Somewhere Safe to Stay service and other forms of supported accommodation. The council has the opportunity to bid for additional funding from the government's Rough Sleeping Initiative which will allow additional provisions to be made available in Q1 of 23/24. Of the 34, 10 individuals 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 but this cohort is currently unwilling to engage with the support that is offered. |
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| HSC014 | Percentage of council owned stock that has an EPC below C | Nerys Parry | 32 | 38% | 23.59% | Funding for SHDF wave 2.1 has now been secured and will be used to deliver improvements to a further 316 EPC below C properties over the next 2 years. |
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| HP011 | Households in temporary accommodation | Nerys Parry | 110 | 95 | 117 | We have continued to see pressure on our temporary accommodation (t/a) throughout the financial year. In particular, we saw more households coming to us when already homeless towards the latter part of 2022. We have seen a very busy quarter - we carried out 161 Initial Assessments for households under the Homelessness Reduction Act. 74 (46%) of those households were owed a Relief Duty. This can be compared to earlier in the year, when in Q1 we carried out a total of 75 HRA IA and where 31 of these were owed a Relief Duty. In Q3 we carried out 113 Initial Assessment and owed a Relief Duty to 66 of those households. A total of 65 households were placed in t/a in Q4, compared to 68 in Q3. A focussed effort has been made in Housing Needs to contain the numbers in t/a by focussing on prevention in order to avoid placements. This has resulted in the number of households in t/a being broadly flat, with a peak in January of 125. At a recent visit by DLUHC, they commented that our stable number of households in t/a is very positive. The trend in the South East is a rapid increase in t/a numbers. This regional and national trend highlights that there is significant risk that we will also see increasing pressure on t/a in Oxford in the near future. |
| BIC018 | % of BAME staff | Helen Bishop | 14.46% | TBC | 14.41% |  |
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