

APPENDIX 1

Quarter 1 indicator report



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

COUNCIL

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	28.24 %	28.44 %	28.44 %	98.50%			

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	30.52 %	27.37 %	30.52 %	98.90%	↓	✅	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.0%	99.0%	98.0%	99.0%	↑	⚠️	Main reasons for the late payments in Q1 are delayed/late GRN or approval and missing or incorrect POs on invoices. Will continue to chase appropriate departments.
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Governance and Customer Services	Deputy Leader Resources and Performance	94.8%	94.0%	94.8%	94.0%	↑	✅	
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	195	Tracking Indicator Only	195	Tracking Indicator Only	New	📊	

