Corporate KPI targets 2020/21 COUNCIL DRAFT

↑ = improving   ↓ = declining   ↔ = unchanged

Dir:	Unit of measurement	Measure	Frequency	Polarity (high is good, low is good or trend)	Committee Chair	Committee	Accountable ELT lead	Accountable CMT lead	4th Tier accountablity	2017/18 Result	2018/19 Result	2019/20 Result	2020/21 Amber Value	Amber Value Rationale	2020/21 TARGET (Green Value)	Green Value Rationale	Comparator	Target better than comparator
Economy Environment & Culture																		
EEC	%	% of household waste sent for reuse, recycling and composting [Corporate - council]	Quarterly	High is good	Cllr Amy Heley	Environment, Transport & Sustainability Committee	Nick Hibberd	Rachel Chasseaud	Melissa Francis	28.7%	28.9%	29.5% AMBER ↑	28.9%	Amber value set to go no lower than 2018/19 outturn performance level	37.7%	Comparator Average (12 months to Sep 19) set as the target	Our Comparator Group performance for the latest 4 quarters to Sep 19 averaged at **37.7%** (was 37%). BHCC is ranked 13th (was14th) of the 16 comparators with a result of 29.3 (was 28.9%) for this period. Source: Waste Data Flow (**21Feb20**)	
EEC	No.	Missed refuse collections per 100,000 collections [Corporate - council]	Quarterly	Low is good	Cllr Amy Heley	Environment, Transport & Sustainability Committee	Nick Hibberd	Rachel Chasseaud	Melissa Francis	79	171	395 RED ↓	355.50	Amber value set to 10% reduction to 2019/20 outturn performance level - performance affected by Covid-19	171	Achieve 2018/19 performance level	No Comparator information available	
EEC	No.	Missed recycling collections per 100,000 collections [Corporate - council]	Quarterly	Low is good	Cllr Amy Heley	Environment, Transport & Sustainability Committee	Nick Hibberd	Rachel Chasseaud	Melissa Francis	175	337	1089 RED ↓	988.20	Amber value set to 10% reduction to 2019/20 outturn performance level - performance affected by Covid-19	337	Achieve 2018/19 performance level	No Comparator information available	
EEC	%	% of municipal waste landfilled (3 month lag)	Quarterly	Low is good	Cllr Amy Heley	Environment, Transport & Sustainability Committee	Nick Hibberd	Rachel Chasseaud	Melissa Francis	5.90%	4.02%	2.7%	4.0%	Amber value set at 2018/19 result, better than the our comparator average.	2.7%	Maintain 2019/20 outturn as we are better than our comparator average	Our Comparator Group performance for the year to Sep 19 averaged at **6.7%**. BHCC is ranked 6th (was 3rd) of the 16 comparators with a result of 2.89% (was 4.02%) for this period.	YES
EEC	%	% of streets inspected which are found to have widespread or heavy levels of litter [Corporate - council]	Quarterly	Low is good	Cllr Amy Heley	Environment, Transport & Sustainability Committee	Nick Hibberd	Rachel Chasseaud	Melissa Francis	4.3	3.2%	4.4% RED ↓	4.3%	Amber value set at 2017/18 outturn performance level (4.3%).	3.2%	Target to achieve 2018/19 outturn performance levels.	No Comparator information available	
EEC	%	The speed of determining applications for major development [Corporate - council]	Quarterly	High is good	Cllr Leo Littman	Planning Committee	Nick Hibberd	Max Woodford	Liz Hobden	96.83%	92.19%	88.89 GREEN ↓	80.0%	Amber value significantly above national target of 60% and provides a reasonable stretch target	89.7%	2017-19 comparator Average set as the target	Comparator Group performance for Sep 2017-19 averaged at **89.7** (was 88.5%). BHCC is ranked 7th (was 4th) of the 16 comparators with a result of 92.3% (was 96.7%) for this period. Source: DCLG Live Planning tables 151a **Sept 2019**	
EEC	%	The speed of determining applications for non-major development [Corporate - council]	Quarterly	High is good	Cllr Leo Littman	Planning Committee	Nick Hibberd	Max Woodford	Liz Hobden	85.63%	74.24%	81.7 AMBER ↑	75.0%	Amber value provides a safe buffer above the national target of 70%.	85.5%	2017-19 comparator Average set as the target	Comparator Group performance for Sep 2017-19 averaged at **85.5** (was 86.1%). BHCC is ranked 16th (was 13th) of the 16 comparators with a result of 76.7% (was 81.3%) for this period. Source: DCLG Live Planning tables 153 **Sept 2019**	
EEC	%	% major application decisions that are overturned at appeal [Corporate - council]	Quarterly	Low is good	Cllr Leo Littman	Planning Committee	Nick Hibberd	Max Woodford	Liz Hobden	1.52%	3.13%	1.39 GREEN ↑	2.5%	To improve on 2017/18 performance	1.7%	2018 comparator Average set as the target	Comparator Group performance for 2018 averaged at **1.7%** (was 1.7%). BHCC is ranked 13th (was 14th) of the 16 comparators with a result of 3.0% (was 4.6%) for this period. Source: DCLG Live Planning tables 152a **Mar 20**	

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Dir:	Unit of measurement	Measure	Frequency	Polarity (high is good, low is good or trend)	Committee Chair	Committee	Accountable ELT lead	Accountable CMT lead	4th Tier accountablity	2017/18 Result	2018/19 Result	2019/20 Result	2020/21 Amber Value	Amber Value Rationale	2020/21 TARGET (Green Value)	Green Value Rationale	Comparator	Target better than comparator
EEC	%	% non-major application decisions that are overturned at appeal [Corporate - council]	Quarterly	Low is good	Cllr Leo Littman	Planning Committee	Nick Hibberd	Max Woodford	Liz Hobden	2.03%	1.68%	2.81 RED ↓	2.0%	Maintain 2017/18 performance	1.2%	2018 comparator Average set as the target	Comparator Group performance for 2018 averaged at **1.2%**. BHCC is ranked 13th (was 14th) of the 16 comparators with a result of 2.7% for this period. Source: DCLG Live Planning tables 154 **Mar 20**	
Families Children & Learning																		
FCL	%	% of schools are judged good or outstanding by Ofsted [Corporate - council]	Annual	High is good	Cllr Hannah Clare	Children, Young People & Skills Committee	Deb Austin	Jo Lyons	Mark Storey	93.1%	92.8%	91.2% GREEN ↓	85.7%	Stat Neighbour - Mar 2020	89.3%	2 of 68 schools (2.94 percentage points) above the 86.4 National Average March 2020 (Q4).	Mar 20 England 86.4% Stat Neighbour 85.7%	YES
FCL	No.	The average Progress 8 score for all pupils in state-funded schools at the end of Key Stage 4 [Corporate - council]	Annual	High is good	Cllr Hannah Clare	Children, Young People & Skills Committee	Deb Austin	Jo Lyons	Mark Storey	-0.15 (2016/17- not comparable)	-0.02	n/a	n/a	n/a	n/a	No results due because of Covid-19 but remains in Corporate KPI set to report on progress and activity during the year	N/A - NO ACCOUNTABILITY MEASURES THIS YEAR BECAUSE OF COVID-19 2018/19 England -0.03 Stat Neighbour 0.01 South Coast Strip -0.14	
FCL	%	% of all pupils attending state funded schools achieving the 'expected standard' in reading, writing and maths at the end of Key Stage 2 [Corporate - council]	Annual	High is good	Cllr Hannah Clare	Children, Young People & Skills Committee	Deb Austin	Jo Lyons	Mark Storey	45% (2016/17)	47.0%	n/a	n/a	n/a	n/a	No results due because of Covid-19 but remains in Corporate KPI set to report on progress and activity during the year	N/A - NO ACCOUNTABILITY MEASURES THIS YEAR BECAUSE OF COVID-19	
FCL	%	Strengthening Family Assessments - % completed in 45 days (Corporate - council)	Monthly	High is good	Cllr Hannah Clare	Children, Young People & Skills Ctte	Deb Austin	Anna Gianfrancesco	Kirsty Hanna	89.0%	87.5%	89.9% GREEN ↑	83.1%	National average 2018/19	85.0%	National average for 2018/19 was 83.1% so target has been set at 85% which is slightly above the national average and above Statistical neighbour average.	2018/19 National 83.1% Stat Neighbour 83.6%	YES
FCL	%	% of Education Health & Care (EHC) Plans issued within 20 weeks including exceptions (Corporate - council)	Quarterly	High is good	Cllr Hannah Clare	Children, Young People & Skills Ctte	Deb Austin	Georgina Clarke Green	Rhianedd Hughes	53.2%	72.3% ↑	60.6% AMBER ↓	TREND	Trend - performance affected by Covid	TREND	Trend - performance affected by Covid	2019 LAIT BHCC 60.6 Stat Neighbour 71.66 National 58.7 South East 46.4	
FCL	No.	Number of children in care [Corporate - council]	Monthly	Low is good	Cllr Hannah Clare	Children, Young People & Skills Committee	Deb Austin	Anna Gianfrancesco	Gerry Brandon	418	393	379 GREEN ↑	424	10% within budgeted figure	385	Budgeted Financial (2020/21)	31.03.18 rate per 10,000 ch. BHCC 76.6 National 64 (2018) Contextual Neighbour 89.6 (2018) Stat Neighbour 65 (2018) South East 62.8 (Dec 18) 460 BHCC CiC to equal the contextual neighbour rate. (460/51300)*10000 There isn't a set budgeted number of CiC because some have no financial implication and others form part of budgets, but an indicative figure is 385.	YES
Finance & Resources																		
F&R	%	% of high priority audit actions recommended by Internal Audit that have reached their due date for completion and have been implemented by services. [Corporate - council]	Quarterly	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Nigel Manvell	Audit ORBIS (Russell Banks)	Mark Dallen	Not applicable as indicator has changed	100% GREEN (new in 2018/19)	95% AMBER ↓	95%	The amber value of 95% allows for the fact that some actions may be delayed because of unforeseen complexities or resource implications.	100%	Maintain 2018/19 performance. If the target is not achieved there are one or more actions that are overdue that leave significant financial (or other risks).Please note that a 95% target is included as an Internal Audit target in the Internal Audit and Corporate Fraud Plan and Strategy 2020/21.	No comparator information available	

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F&R	%	% of invoices for commercial goods and services that were paid for within 30 days [Corporate - council]	Monthly	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Nigel Manvell	Business Operations ORBIS (Simon Pollock)	Jane Strudwick	93.76% RED	93.44% AMBER ↓	94.42% AMBER ↑	93%	Amber set in line with average 2014 CIPFA benchmark average (latest available data)	95.00%	19/20 Target maintained and set in line with upper quartile 2014 CIPFA benchmark (latest available data) \n\nTarget is better than comparator but in line with ESCC and Surrey CC target	CIPFA Benchmarking 2014 - 95% Upper Quartile, 93% Average ESCC and Surrey CC No up to date CIPFA comparator information available - Target in line with current performance and ESCC and Surrey CC	YES
F&R	No.	Average number of working days / shifts lost per Full Time Equivalent (FTE) due to sickness absence (not including schools) [Corporate - council]	Quarterly	Low is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ali McManamo n	10.57 AMBER	10.1 AMBER ↑	10.7 RED ↓	11	The amber value is set as variance of 0.3 days against the 2019/20 result	10.7	As the target in 19/20 was better than the comparator, the 20/21 target has been restated in line with CIPFA HR Benchmarking average, and 19/20 result of 10.7 days. The 19/20 target was set at CIPFA HR Benchmarking top quartile of 9.7 days.	Cipfa HR Benchmarking Club Comparator Report 2016/17 (latest available) average of 10.7 days (top quartile 9.7 days)	
F&R	%	Staff who declare that they have a disability as a % of the total workforce who declare whether they have a disability (not including schools) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	7.4% AMBER	7.62% AMBER ↑	7.55% RED ↓	6.75%	10% decrease on Green value	7.5%	Target restated as 19/20 target of 8% higher than comparator. Based on the percentage of economically active residents within the local community who declare they have a disability as per the 2011 Census and agreed by Disabled Workers and Carers Network.	2011 Census information (7.5%) is currently the most reliable data that we have for economically active residents.	
F&R	%	Staff at management level who declare that they have a disability as a % of the total staff at management level who declare whether they have a disability (not including schools) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	new	new	7.48% (new measure in 2020/21)	6.75%	10% decrease on Green value	7.5%	Target based on the percentage of economically active residents within the local community who declare they have a disability as per the 2011 Census.	2011 Census information (7.5%) is currently the most reliable data that we have for economically active residents.	
F&R	%	Staff who declare themselves as BME (excludes White Irish and White Other) as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	6.86% RED	7.37% RED ↑	7.61% RED ↑	8.19%	10% decrease on Green value	9.10%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (9.1%) is currently the most reliable data that we have for economically active residents.	
F&R	%	Staff at management level who declare themselves as BME (excludes White Irish and White Other) as a % of the total staff at management level who declare their ethnicity (not including schools) (Management level is grade SO1 and above) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	6.59% (new measure in 2019/20)	6.52% (new measure in 2019/20) ↔	7.12% RED	8.19%	10% decrease on Green value	9.10%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (9.1%) is currently the most reliable data that we have for economically active residents.	
F&R	%	Staff who declare themselves as White Other as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	6.78% RED	6.77% RED ↔	7.29% RED ↑	7.92%	10% decrease on Green value	8.80%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (8.8%) is currently the most reliable data that we have for economically active residents.	
F&R	%	Staff who declare themselves as White Irish as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	2.22% GREEN	2.24% GREEN ↔	2.05% GREEN ↓	1.44%	10% decrease on Green value	1.60%	The target is based on the percentage of economically active residents within the local community, as per the 2011 Census.	2011 Census information (1.6%) is currently the most reliable data that we have for economically active residents.	
F&R	%	Staff who declare themselves to be LGBT as a % of the total workforce who declare their sexuality (not including schools) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Ali McManam on	Ali McManamo n	Ed Howarth	11.78% RED	12.51% AMBER ↑	12.83% AMBER ↑	11.70%	10% decrease on Green value	13%	The target is based on an estimate of the percentage of economically active residents within the local community.	Count me in 2 Survey (all residents) used in conjunction with the 2011 Census of econmically active residents (Census data did not include LGBT)	

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Health & Adult Social Care																		
HASC	%	% of carers assessments completed [Corporate - council]	Monthly	High is good	Cllr Sue Shanks	Health & Wellbeing Board	Rob Persey	Andy Witham	Andy Witham	61%	75.19%	63.07% AMBER ↓	TREND	Trend - performance affected by Covid	TREND	The pandemic response has an brought an additional number of carers to light. Therefore additional work needs to be undertaken to ensure all carers are identified going forward. This work will take place over the next couple of months. Therefore it is suggested to make this KPI trend until this work is completed.	SALT return - not directly available as process may differ 2018-19 comparator average 86% 2019-20 comparator average published in September 21	
HASC	No.	Permanent admissions of older adults (65+) to residential and nursing care homes per 100,000 population [Corporate - council]	Monthly	Low is good	Cllr Sue Shanks	Health & Wellbeing Board	Rob Persey	Grace Hanley	Richard D'Souza	809.9 (311 people)	790.5	647 GREEN ↑	TREND	Trend - performance affected by Covid	TREND	Trend - performance affected by Covid	Comparator Group performance for 2018/19 averaged at **686.2** this rate would be achieved if **264** Permenant new admissions to Resedential / Nusrsing care homes in 20/21. BHCC has slipped from 7th to **12th** of the 16 comparators with a result of **797.3 = 307** people (was 809.9 = 287 people in 17/18) All England = 580.0 (was 585.6) South East = 521.2 (was 561.5) Source: **ASCOF 2A(2)** - 22/10/2019 2019-20 comparator average published in September	
HASC	%	% of social care clients receiving Direct Payments [Corporate - council]	Monthly	High is good	Cllr Sue Shanks	Health & Wellbeing Board	Rob Persey	Grace Hanley	Katy Razavi	24.23%	24.46%	24.89% ↑	23.90%	Comparator group average used as amber value	24.9%	Maintain 2019/20 performance	Comparator Group performance for 2018/19 averaged **23.9**. BHCC has maintained its position of **6th** of the 16 comparators with a result of **24.5** (was 24.2 in 17/18). All England = 28.3 (was 28.5) South East = 29.5 (was 28.8) Source: **ASCOF 1C(2A)** - 22/10/2019 2019-20 comparator average published in September	YES
HASC	No.	Number of delayed transfers of care attributable to social care per 100,000 population [Corporate - council]	Monthly	Low is good	Cllr Sue Shanks	Health & Wellbeing Board	Rob Persey	Grace Hanley	Marcus Brooks	3.4	4.85	6.06 (collection paused feb 20)	4.85	Amber value set at 2018/19 outturn performance level in light of COVID - also not sure how this work will be managed this year	3.1	Comparator group average used as target	Comparator Group performance for 2018/19 averaged **3.1**. BHCC has slipped from 7th to **13th** of the 16 comparators with a result of **4.6** (was 3.4). All England = 3.1 (was 4.3) South East = 3.4 (was 5.1) Source: **ASCOF 2C(2)** - 22/10/2019 2019-20 comparator average published in September External targets are also set usually but these are not currently available. (Better Care Fund)	
HASC	%	% of older people (65 and over) still at home 91 days after discharge from hospital into reablement/rehabilitation services [Corporate - council]	Annual	High is good	Cllr Sue Shanks	Health & Wellbeing Board	Rob Persey	Michelle Jenkins	Ian Flemming	79.4%	78.9%	2019-20 data unavailable: to be reported during 2020/21	78.9%	Amber value set to Maintain 2018/19 performance until new data is available	79.9%	CIPFA comparator average used as target	Comparator Group performance for 2018/19 averaged **79.9**. BHCC improved from 15th to **12th** of the 16 comparators with a result of **78.9** (was 79.4). All England = 82.4 (was 82.9) South East = 79.6 (was 82.2) Source: **ASCOF 2B(1)** - 22/10/2019	

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Housing Neighbourhoods & Communities																		
HNC	%	Housing Repairs and Maintenance - % routine repairs completed on time (Corporate - council)	Quarterly	High is good	Cllr Gibson, Cllr Hugh-Jones	Housing Committee	Rachel Sharpe	Martin Reid	Eddie Wilson	n/a	90.9%	85.7%	75.0%	To maintain Q1 2020/21 performance. Performance affected by Covid-19	92.0%	Continuation of Mears contractual targets	No comparator info available	
HNC	%	% of HMOs where all special conditions have been met (for licences issued over 12 months ago) (Corporate - council)	Quarterly	High is good	Cllr Gibson, Cllr Hugh-Jones	Housing Committee	Rachel Sharpe	Martin Reid	Sylvia Peckham	65.76%	33.47%	49.79% GREEN ↑	40.00%	10% points from target and 2019/20 target.	50%	Improve upon 2019/20 performance and 10% point strech target on previous year. Influx of applications expected in November plus restrictions in working because of the pandemic, and the resulting backlog of cases means that this will be ambitious.	No comparator info available	
HNC	No.	Total number of households in Temporary Accommodation (TA) (Corporate - council)	Quarterly	Low is good	Cllr Gibson, Cllr Hugh-Jones	Housing Committee	Rachel Sharpe	Martin Reid	Sylvia Peckham	1,703	1,495	1505 RED ↓	1,656	90% of target achieved. This is felt reasonable in the current context.	1,505	Maintain 2019/20 Performance in the hope that performance can remain as stable as possible in the face of the pandemic impact. This is likely to be challenging.	Benchmarking currently unavailable	
HNC	No.	The number of households where homelessness was prevented due to casework by the council [Corporate - council]	Quarterly	High is good	Cllr David Gibson & Cllr Siriol Hugh-Jones	Housing Committee	Rachel Sharpe (Interim Director)	Martin Reid	Sylvia Peckham	791 GREEN	810 GREEN ↑	779 AMBER ↓	729	90% of target achieved. This is felt reasonable in the current context.	810	Maintain current performance. No comparators available. Target set at maintaining current performance in the face of uncertainties and challenges currently faced in service funding, housing and welfare sector (universal credit etc.) This is expected to be a significant challenge.	No benchmarking data available	
HNC	%	Housing Tenants: Rent collected as proportion of rent due (Corporate - council)	Monthly	High is good	Cllr Gibson, Cllr Hugh-Jones	Housing Committee	Rachel Sharpe	Martin Reid	Ododo Dafe	98.66%	97.81%	96.8% AMBER ↓	94.50%	0.5% points below target	95.00%	Drop in performance based on projected impact of Universal Credit and COVID-19 this year, and subsequent furloughs and reducndancies. The reduction during 2018/19 was 0.85% points so this target assumes a smaller reduction of 0.61% points during 2019/20. Provisional benchmarking data from Housemark for 2017/18 indicates that top quartile performance was around this level (97.5%) before accounting for further impact of UC expected in 2019/20.	HouseMark 2018/19 national median for social housing sector: 97.22% of rent collected from current and former tenants as % rent due (including arrears b/f)	
HNC	%	% of the council's homes that meet the government's Decent Homes Standard (Corporate - council)	Monthly	High is good	Cllr Gibson, Cllr Hugh-Jones	Housing Committee	Rachel Sharpe	Martin Reid	Glyn Huelin	100.00%	100.00%	100% GREEN ↔	99.60%	Amber represents 100 properties failing the standard	100.00%	All homes to meet the decent homes standard.	The House Mark sector median remains 100% at end March 2020.	

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Strategy Governance & Law																		
SGL	%	% of residents that think, overall, that Brighton & Hove City Council keeps residents well informed about the services and benefits it provides (City Tracker) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Abraham Ghebre-Ghiorghis	Clare Saul	Clare Saul	55% AMBER	51.3% RED ↓	Not collected in 2019/20	51.3%	Amber value set at 2018/19 City Tracker result (latest result)	59.0%	Green value represents national benchmark Oct 19 (59%)	59% (LGA resident survey Oct-19) 58% (LGA resident survey Oct-18) Source: LGA resident survey Oct 19	
SGL	%	% of residents very or fairly satisfied with Brighton & Hove City Council (City Tracker) [Corporate - council]	Annual	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Larissa Reed	Rima Desai	Rima Desai	63% AMBER	54% RED ↓	Not collected in 2019/20	54%	Amber value set at 2018/19 City Tracker result (latest result)	63.0%	Green value represents national benchmark Oct 19 (63%)	63% (LGA resident survey Oct-19) 60% (LGA resident survey Oct-18) Source: LGA resident survey Oct 19	
SGL	No.	Number of initial complaints (Stage 1) received by the corporate Customer Feedback Team [Corporate - council]	Quarterly	Trend	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	1560 TREND	1740 TREND (Increasing trend)	1586 TREND (Decreasing trend)	TREND	Target not set, trend indicator	TREND	Target not set, trend indicator	No comparator information available	
SGL	%	Complaints escalated to Stage 2 and investigated [Corporate - council] (If someone who has made a complaint is still unhappy following the initial response they can ask for it to be taken further (Stage 2). It will be looked at by the Customer Feedback Team, which is independent of the department the complaint is about.)	Quarterly	Low is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	9.9% no target	10.8%	10.5% GREEN ↑	12%	Go no lower than 2016/17 performance and maintain 19/20 target.	10.5%	Maintain 2019/20 performance. This measure excludes Adult Social Care complaints as they do not have Stage 2.	No comparator information available	
SGL	%	% of Local Government and Social Care Ombudsman (LGSCO) complaints upheld or partially upheld [Corporate - council]	Annual	Low is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	57 (change of measure - not targeted)	57% (2017/18) GREEN ↔	54% (2018/19) GREEN ↑	64%	Amber value set at 2019/20 LGSCO 'bottom quartile for statistically similar authorities' (64%)	56.0%	LGSCO released 2019/20 results in July 2020. Green value set at 2019/20 LGSCO 'average for statistically similar authorities' and above (56%).	LGSCO previously compared with Nearest Neighbour comparator group average. However, LGCSO now use statistically similar authorities comparator group average for 19/20. Source: LGSCO comparator information 2020	
SGL	No.	Number of compliments received from public and external partners [Corporate - council]	Quarterly	High is good	Cllr Phélim Mac Cafferty	Policy & Resources Committee	Abraham Ghebre-Ghiorghis	Rima Desai	Rima Desai	922 GREEN	1375 GREEN ↑	1533 GREEN ↑	1,375	Set at 2018/19 result level.	1,533	To maintain 2019/20 result	No comparator information available	