Delivery and Outcomes Framework - Performance Detail by Pillar

The tables below set out performance in detail for the key performance indicators and outcome performance indicators agreed for the Delivery and Outcomes Framework, by pillar and theme.

For existing performance indicators, a baseline position has been provided; this is an annual figure for 2022-23 or the latest available year if reported in arrears.

For Q3, we have only included those indicators with new data for Q3 2023-24 in order to focus the detail of the report; trend data for Q1 and Q2 has also been included for context.

Key:

Performance has met or exceeded target

Performance was within 10% of the target

Performance has not met target by 10% or more

Target is Monitor so a RAG status cannot be determined

Baseline As At *

For 2022-23 this is the full financial year

March Mar	Caring for Boonla Ko					ne As At *	TOT LOLL LO GIIS IS	he full financial year			J				
Property of the content	Caring for People - Ke	ey Performance Indicators													
## Part	Theme	Indicator Title	Frequency	Polarity	Unit	to Date or Number for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
March Marc	Tackling inequalities		Quarterly	Bigger is better	Number		2022-23	12	Q3 2023-24	Monitor	21	Improved	15	14	at the end of 2022-23 and this has now increased
March Marc			Quarterly	Bigger is better	Number		2022-23	7521	Q3 2023-24	Monitor	5969	Improved	2297	1872	Improved based on 75% of 2022-23 full year result
Part			Quarterly	Bigger is better	Number	,	31/03/2023	0	31/12/2023	Monitor	6	Improved	6	0	
Part		Number of schools on the Resilient Schools Network	Quarterly	Bigger is better	Number	Number for period	2022-23	81	Q3 2023-24	Monitor	83	Improved	81	82	
Mathematical Property of the Control Property of the				Bigger is better	%	Number for period	2022-23	54.3	Q2 2023-24	40	49	Worsened	51.8	reported quarterly	quarters depending on numbers of people accessing the service and how they respond to support offered. However the Q3 result continues to exceed target and remains within the acceptable thresholds as set by the NHS (35 -
Part			Quarterly	Bigger is better	%		2022-23	26.9	Q3 2023-24	Monitor	27	Improved	29.5	28	
Mathematical Control		Food Dashboard indicator - Food Bank usage and Healthy Start uptake	Quarterly	Smaller is better	Number	Number for period	2022-23	36289	Q3 2023-24	Monitor	43005	Worsened	37777	reported quarterly	be due to the cost of living crisis but also as a result of promotion of support services by council
Part			Quarterly	Bigger is better	Number	Number for period	2022-23	52	Q3 2023-24	Monitor	107	Improved	107	106	
Professional Control		Number of health and wellbeing events taking place in libraries	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	96	Not applicable	135	79	
Hand the section of the control of t	Reducing poverty	Financial support awarded to residents	Quarterly	Bigger is better	£		Not applicable	New measure	Q3 2023-24	Monitor	£1.723m	Not applicable	£1.109m	£700,657	
March Marc		webpages to apply for national benefits such as Universal Credit and	Quarterly	Bigger is better	%		Not applicable	New measure	Q3 2023-24	Monitor	34	Not applicable	42	42.7	
Marie			Quarterly	Bigger is better	Number		2022-23	509	Q3 2023-24	Monitor	317	Worsened	122	91	delivered by BOOST and Shaw Trust, which
Part		Number of jobs sustained for 3 months	Quarterly	Bigger is better	Number	Number for period	2022-23	293	Q3 2023-24	Monitor	64	Worsened	62	87	
Marie		Number of locations offering employment support services	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	10	Not applicable	8	4	
March Mar		Number of job starts in Growth Sectors	Quarterly	Bigger is better	Number			New measure	Q3 2023-24	Monitor	56	Not applicable	36	8	
## Annie 1962 Processes P	Living well	Number of businesses and partners who pay the London Living Wage	Quarterly	Bigger is better	Number		31/03/2023	39	Q3 2023-24	Increase	43	Improved	41	41	
## Company of the Co	Living well	Number of visits across Better leisure facilities	Quarterly	Bigger is better	Number	Number for period	2022-23	1436109	Q3 2023-24	394,625	339,222	Worsened	372,750	401,669	Q3 is the quietest in terms of footfall. Q4 is busy and the end of year target should be reached. Q3 2023-24 has worsened compared to one quarter of annual baseline total for 2022-23.
Marie Mari		Number of libraries accredited as Dementia Friendly Venues	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	0	2	Friendly signage included in Chipping Barnet
Marie Mar	Caring for People - Ou	utcome Performance Indicators													
Marie Mar	Theme	Indicator Title	Frequency	Polarity	Unit		Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
Part			,						Data			Baseline)			
Series of the control	,	Number of families in temporary accommodation	Quarterly	Smaller is better	Number	Number for period	31/03/2023	1108	Q3 2023-24	Monitor	1,150	Worsened	1168	1126	accommodation (TA) has increased, as has the total households in TA, mainly due to the rising cost of rental properties and decline in the supply of private rented properties. However, the latest
substitution of the interview of the int															proportion of families in TA which was 53% at the
March Marc		% Council Tax collected (in year)	Quarterly	Bigger is better	%		2022-23	95.01	Q3 2023-24	Monitor	78.93	Not applicable	53.59	28.51	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to
Part						date Cumulative year to	2022-23								proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-
An included an internal program and included an included and production for the control of th		% of Barnet residents employed % of residents who find employment after undertaking BOOST	Quarterly	Bigger is better	%	Cumulative year to date Cumulative year to	31/03/2023	76.5	Q3 2023-24	Monitor	69	Worsened	71.4	70.9	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-
Markewert -popular performance in a SCA General qualification Popular	Family Friendly	% of Barnet residents employed % of residents who find employment after undertaking BOOST programmes	Quarterly Quarterly	Bigger is better Bigger is better	%	Cumulative year to date Cumulative year to date Snapshot for	31/03/2023	76.5 50	Q3 2023-24 Q3 2023-24	Monitor	69	Worsened	71.4	70.9	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-19. While the % of schools rated Good or Outstanding has dropped compared to 2021-22, Barnet remains above the national average of 89% and
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Polarity Polarity Polarity Polarity Polarity Unit September 10 Septem	Comparisons to the London and national average are included within the benchmarking data in this	% of Barnet residents employed % of residents who find employment after undertaking BOOST programmes % of schools rated Good and Outstanding % of children having reached a Good Level of Development at the end of the Early Years Foundation Stage Attainment 8 - pupils' performance in 8 GCSE-level qualifications Progress 8 - pupils' progress made between primary school and the end	Quarterly Quarterly Annual Annual	Bigger is better	96 96 96 96	Cumulative year to date Cumulative year to date Cumulative year to date Snapshot for period Snapshot for period Snapshot for period Snapshot for period	2022-23 2022-23 2021-22 2021-22	76.5 50 98.4 64.7	Q3 2023-24 Q3 2023-24 2022-23 2022-23	Monitor Monitor Monitor Monitor	69 53 95.3 70.4	Worsened Improved Worsened Improved Worsened	71.4 47 These indicators as in line with the ac 2022-23 data beca	70.9 42 re available annually ademic year so the me available during	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection. There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-19. While the % of schools rated Good or Outstanding has dropped compared to 2021-22, Barnet remains above the national average of 89% and London average of 95.2%. While the Attainment 8 score has dropped slightly compared to 2021-22, Barnet remained the 3rd
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Quality, affordable homes Standard Quarterly Bigger is better Number for period 2022-23 Pager is better Number for period 2022-24 Pager is better Number for period 2022-23 Pager is better Number for period 2022-24 Pager is better Number for period 2022-24 Pager is better Number for period Pager is better Nu	Comparisons to the London and national average are included within the benchmarking data in this report. Caring for Our Places Theme Safe, attractive neighbourhoods and town	% of Barnet residents employed % of residents who find employment after undertaking BOOST programmes % of schools rated Good and Outstanding % of children having reached a Good Level of Development at the end of the Early Years Foundation Stage Attainment 8 - pupils' performance in 8 GCSE-level qualifications Progress 8 - pupils' progress made between primary school and the end of GCSEs - Key Performance Indicators Indicator Title % of highways defects passed to the contractor for repair within 10 days of being notified or identified through cyclical inspection, following attendance, inspection and assessment % of highways defects repaired within the prescribed timescales (Category 2 - 7 working days; Category 3 - 28 working days) % of residential roads visited once per quarter. All visited roads to be deemed within cleanliness grade B or above immediately post	Quarterly Quarterly Annual Annual Annual Frequency Quarterly Quarterly	Bigger is better Polarity Bigger is better	% % % % White % Number	date Cumulative year to date Cumulative year to date Cumulative year to date Snapshot for period Snapshot for period Snapshot for period Year to Date or Snapshot for Period Number for period	31/03/2023 2022-23 2021-22 2021-22 2021-22 2021-22 2021-22 2022-23	76.5 50 98.4 64.7 58.1 0.49 Baseline Actual 100	Q3 2023-24 Q3 2023-24 2022-23 2022-23 2022-23 Latest Available Data Q3 2023-24	Monitor Monitor Monitor Monitor Monitor Monitor Q3 Target 100	69 53 95.3 70.4 57 0.64 Q3 Actual 100 97.6	Worsened Improved Worsened Worsened Improved DoT (from Baseline) Same	71.4 47 These indicators at in line with the ac 2022-23 data becan compared to the compared	70.9 42 re available annually ademic year so the me available during 33. Q1 Actual 100 90.16	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection. There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-19. While the % of schools rated Good or Outstanding has dropped compared to 2021-22, Barnet remains above the national average of 89% and London average of 95.2%. While the Attainment 8 score has dropped slightly compared to 2021-22, Barnet remained the 3rd best performing local authority in the country.
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Borough of fun Number of events in parks - organised by a charity / community group Quarterly Bigger is better Number Number for period Not applicable New measure Q3 2023-24 Monitor 60 Not applicable 10 17	Comparisons to the London and national average are included within the benchmarking data in this report. Caring for Our Places Theme Safe, attractive neighbourhoods and town centres	% of Barnet residents employed % of residents who find employment after undertaking BOOST programmes % of schools rated Good and Outstanding % of children having reached a Good Level of Development at the end of the Early Years Foundation Stage Attainment 8 - pupils' performance in 8 GCSE-level qualifications Progress 8 - pupils' progress made between primary school and the end of GCSEs **Key Performance Indicators* Indicator Title % of highways defects passed to the contractor for repair within 10 days of being notified or identified through cyclical inspection, following attendance, inspection and assessment % of highways defects repaired within the prescribed timescales (category 2 - 7 working days) % of residential roads visited once per quarter. All visited roads to be deemed within cleanliness grade B or above immediately post inspection % of planned community skip locations with skip delivered per quarter % of fly tips collected within Street Scene SLA times % of tenanted council properties compliant with the Decent Homes Standard % of tenanted council properties with a current Landlord Gas Safety Record % of tenanted council properties for which all required fire risk assessments have been carried out	Quarterly Quarterly Annual Annual Annual Annual Frequency Quarterly	Bigger is better Polarity Bigger is better	% % % White Washington % Washington % Washington % Washington % % % % % % % % % % % % %	date Cumulative year to date Cumulative year to date Snapshot for period Snapshot for period Snapshot for period Snapshot for period Number for period Cumulative year to date	31/03/2023 2022-23 2021-22 2021-22 2021-22 2021-22 2022-23 Not applicable Not applicable 2022-23 2022-23 2022-23 2022-23	76.5 50 98.4 64.7 58.1 0.49 Baseline Actual 100 92 New measure New measure 99.6 99.9	Q3 2023-24 2022-23 2022-23 2022-23 2022-23 Latest Available Data Q3 2023-24	Monitor Monitor Monitor Monitor Monitor Monitor Monitor O3 Target 100 90 95 Increase 100 100 100	69 53 95.3 70.4 57 0.64 Q3 Actual 100 97.6 100 100 96 99.83 100 100	Worsened Improved Worsened Improved Worsened Improved DoT (from Baseline) Same Improved Not applicable Not applicable Improved Improved Improved Improved	71.4 47 These indicators are in line with the ac 2022-23 data becan compared to the compared	70.9 42 re available annually ademic year so the me available during 33. Q1 Actual 100 90.16 100 100 80 95 100 100	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection. There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-19. While the % of schools rated Good or Outstanding has dropped compared to 2021-22, Barnet remains above the national average of 89% and London average of 95.2%. While the Attainment 8 score has dropped slightly compared to 2021-22, Barnet remained the 3rd best performing local authority in the country. Comments There were 16 non-decent homes as at end of Q3; all are in progress with appointments booked to
	Comparisons to the London and national average are included within the benchmarking data in this report. Caring for Our Places Theme Safe, attractive neighbourhoods and town centres	% of Barnet residents employed % of residents who find employment after undertaking BOOST programmes % of schools rated Good and Outstanding % of children having reached a Good Level of Development at the end of the Early Years Foundation Stage Attainment 8 - pupils' performance in 8 GCSE-level qualifications Progress 8 - pupils' progress made between primary school and the end of GCSEs - Key Performance Indicators Indicator Title % of highways defects passed to the contractor for repair within 10 days of being notified or identified through cyclical inspection, following attendance, inspection and assessment % of highways defects repaired within the prescribed timescales (Category 2 - 7 working days; Category 3 - 28 working days) % of residential roads visited once per quarter. All visited roads to be deemed within cleanliness grade B or above immediately post inspection % of planned community skip locations with skip delivered per quarter % of fly tips collected within Street Scene SLA times % of tenanted council properties compliant with the Decent Homes Standard % of tenanted council properties with a current Landlord Gas Safety Record % of tenanted council properties for which all required fire risk assessments have been carried out % of repeat homelessness applications	Quarterly Quarterly Annual Annual Annual Annual Annual Aunual Annual Quarterly	Bigger is better Sigger is better Bigger is better Bigger is better Sigger is better Bigger is better	% % % % % White % Number % % % % % % % % % % % % %	Cumulative year to date Cumulative year to date Cumulative year to date Snapshot for period Snapshot for period Snapshot for period Number for period Cumulative year to date Cumulative year to date	31/03/2023 2022-23 2021-22 2021-22 2021-22 2021-22 2022-23 Not applicable Not applicable 2022-23 2022-23 2022-23 Not applicable	76.5 50 98.4 64.7 58.1 0.49 Baseline Actual 100 92 New measure New measure 99.6 99.9	Q3 2023-24 Q3 2023-24 2022-23 2022-23 2022-23 2022-23 Latest Available Data Q3 2023-24 Q3 2023-24	Monitor Monitor Monitor Monitor Monitor Monitor Monitor Monitor Q3 Target 100 90 95 Increase 100 100 Monitor	95.3 95.3 70.4 57 0.64 Q3 Actual 100 97.6 100 100 96 99.83 100 100 5.3	Worsened Improved Worsened Worsened Worsened Improved Improved Not applicable Not applicable Improved Improved Improved Not applicable Improved Improved Improved Improved Improved Improved	71.4 47 These indicators at in line with the ac 2022-23 data because C C C C C C C C C C C C C C C C C C C	70.9 42 Te available annually ademic year so the me available during 33. Q1 Actual 100 90.16 100 100 80 95 100 100 5.1	proportion of families in TA which was 53% at the end of 2022-23 and is now 51%. Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection. There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-19. While the % of schools rated Good or Outstanding has dropped compared to 2021-22, Barnet remains above the national average of 89% and London average of 95.2%. While the Attainment 8 score has dropped slightly compared to 2021-22, Barnet remained the 3rd best performing local authority in the country. Comments There were 16 non-decent homes as at end of Q3; all are in progress with appointments booked to

Part															
Part	Theme	Indicator Title	Frequency	Polarity	Unit	to Date or Number for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
Part			Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	1	1	
Part		Number of events in parks - organised by a commercial organisation	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	7	5	No planned events in Q3
Part		Number of events in parks - private	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	0	0	
**************************************		Number of attendees (estimate, based on max. number allowed)	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	58,260	Not applicable	53638	44184	
Part		Number of events and activities delivered at libraries	Quarterly	Bigger is better	Number	Number for period	2022-23	1,065	Q3 2023-24	Monitor	518	Improved	320	517	partnership with the library service and do not include any events delivered by third parties
Marie Mari		Number of attendees at cultural events at libraries	Quarterly	Bigger is better	Number	Number for period	2022-23	20,788	Q3 2023-24	Monitor	10,909	Not applicable	7317	10791	29,000 residents have attended events at libraries, compared to just under 21,000 for the
March Marc	Caring for Our Places	- Outcome Performance Indicators													
### Company of Company	Theme	Indicator Title	Frequency	Polarity	Unit	Snapshot for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
Part	Safe, attractive neighbourhoods and town centres	% of upheld complaints for the Street Scene service	Quarterly	Smaller is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	53	Not applicable	61	43.3	
Control Cont	Quality, affordable homes	% of council terialits who report that they are satisfied that their nome	Quarterly	Bigger is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Monitor		Not applicable	57.1	60	No surveys completed in Q3
Control Cont		% of council tenants who report that they are satisfied that their home	Quarterly	Bigger is better	%	Number for period		New measure	Q3 2023-24	Monitor	No survey		65.7	69	
This															
Part															
Marie Mari	Caring for The Planet	- Key Performance Indicators				Year to Date or									
## According to the control of the c		Indicator Title	Frequency	Polarity	Unit	Snapshot for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
Note of Text Content	Journey to net zero	% of household waste recycled, composted or reused		Bigger is better	%	Number for period	2022-23	27.3	Q2 2023-24	Monitor	31.9	Improved	27	reported quarterly	Latest data is Q2 2023-24 as reported quarterly in arrears
Marie Mari		Number of Electric Vehicle Charging Points installed	Quarterly	Bigger is better	number	Number for period	2022-23	463	Q3 2023-24	Monitor	6	Not applicable	0	0	The majority of charging points are installed in Q4 each year, due to the timescales for procurement which needs to take place before installations can be carried out
March Control of Programmer in Security of Programmer in Control of P		connects of Bannsacion consequence initiations (intensaced intensec)	Annual	Smaller is better	Number	Number for period	2021-22	182.8	2022-23	Reduce	173.9	Improved	As Baseline Data	As Baseline Data	The 2022-23 position was confirmed in Q3 2023-
Part		Number of sustainability engagement events held	Quarterly	Bigger is better	Number		Not applicable	New measure	Q3 2023-24	4	4	Not applicable	0	2	24
Metales of the personal design in the personal p		Number of new programmes/courses launched to support career			Number	Cumulative year to				Monitor	3		2	1	
Section of the foliation of the foliat	Enhancing the local														
the first of the planted of the plan	environment														
Action of The Planet - Outcome Performance Indicators Treatment Planet - Outcome Performance Indicators Tr		on time	Quarterly	Bigger is better		date						Improved			
Thems Indicate Titls Progenty Polishing Unit Service States And Service And Se		The state of the s	Quarterly	Bigger is better	Number		2022-23	847	Q3 2023-24	1000	1135	Improved	0	0	
These decided to the second processes of the second pr	Caring for The Planet	- Outcome Performance Indicators													
number of five found of dranging understates Barred's place based carbon emissions (measured MCC24) Annual	Theme	Indicator Title	Frequency	Polarity	Unit	Snapshot for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
Services processed and extraction emissions (measured McGale) Annual Smaller is better Number for period 2019 1215 2011 Reduce The effort Council - Key Performance Indicators Theme Indicator Trile Frequency Foliarly Service Date of Superior Date of Council - Market Annual Service using ordine forms and automated and processed processed processed by a council perior of the Service Superior Date of Superior Period Number for period Service Superior S	Journey to net zero	Number of Kw hours of charging undertaken	Quarterly		kW/hr	Number for period	2022-23	1813512	Q3 2023-24	Increase	473,902	Improved	343,586	331,895	performance for Q3 2023-24 shows an
ingaged and Effective Council - Key Performance Indicators Theme Indicator Title Frequency Polarity Unit Supplied for Supplied Fred Period Polarity Unit Su		Barnet's place-based carbon emissions (measured ktCo2e)	Annual		Number	Number for period	2019	1215	2021	Reduce	1,127	Improved	As Baseline Data	As Baseline Data	The latest place-based position was published by
There Indicator Title Prequency Polarity Unit Prequency Polarity Unit Prequency Polarity Unit Prequency Supplied for Supplied For Supplied Passeline At At 1 Data Data Data Data Data Data Data Data				Smaller is better											See till age seemed ET) tille te till EVEL
Theme Indicator Title Frequency Polarity Unit Snapshot for Period Period Period Period Period Snapshot for Period Period Period Snapshot for Perio	Engaged and Effective	e Council - Key Performance Indicators				Year to Date or						D "			
workers who are satisfied with the telephony experience Work of customers who are satisfied with the service on the web Quarterly Bigger is better Work Number for period 2022-23 66.1 Q.3 2023-24 65 72.5 Improved 69.5 64.9	Theme	Indicator Title	Frequency	Polarity	Unit	Snapshot for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
% of cases resolved via self service using online forms and automated phone lines Number for period 2022-23 69 Q3 2023-24 50 76.9 Improved 73.9 71.6 A website re-platform took place during Q3 white caused the software that measures this indicator is not recognise the parameters that had previously been put in place, reducing the score change in Google Translate which affected even page on the website. Theme Indicator Title Frequency Polarity Polarity Unit Year to Date or Snapshot for Period Baseline AS At* Baseline AS At* Baseline As At* Baseline As Latest Available Data Q3 Actual Q4 Actual Q4 Actual Q5 Actual Q6 Actual Q6 Actual Q7 Actual Q6 Actual Q7 Actual Q7 Actual Q7 Actual Q8 Actual Q8 Actual Q8 Actual Q8 Actual Q9 Actual Q	Improving access to services	% of customers who are satisfied with the telephony experience	Quarterly	Bigger is better	%	Number for period	2022-23	92	Q3 2023-24	89	93.1	Improved	93.4	92.7	
phone lines Counterly Sigger is better Sigge		% of customers who are satisfied with the service on the web	Quarterly	Bigger is better	%	Number for period	2022-23	66.1	Q3 2023-24	65	72.5	Improved	69.5	64.9	
A website re-platform took place during Q3 white caused the software that measures this indicator to not recognise the parameters that had previously been put in place, recupically this was composed by a code change in Google Translate which affected even page on the website. Theme Indicator Title Frequency Polarity Unit Vear to Date or Snapshot for Period Year to Date or Snapshot for Period Baseline As At * Baseline Actual Data Q3 Target Q3 Actual DoT (from Baseline) Q2 Actual Q1 Actual Q1 Actual Comments Community participation Sof FOI requests answered with qualified data Quarterly Bigger is better % Number for period 2022-23 84.2 Q3 2023-24 Monitor 71.6 Worsened 88.2 70.2 Previously been put in place, recipied such as the data caused the software that measures this indicator to not recognise the parameters that had previously been put in place, recipied second considerably. This was composed by a code change in Google Translate which affected even page on the website. Engaged and Effective Council - Outcome Performance Indicators Theme Indicator Title Frequency Polarity Unit Snapshot for Period Baseline As At * B			Quarterly	Bigger is better	%	Number for period	2022-23	69	Q3 2023-24	50	76.9	Improved	73.9	71.6	
Theme Indicator Title Frequency Polarity Unit Snapshot for Period Period Data Q3 Actual DoT (from Baseline) Q2 Actual Q1 Actual Q2 Actual Q2 Actual Q2 Actual Q2 Actual Q3 Actual DoT (from Baseline) Q3 Actual Q4 Actual Q4 Actual Q4 Actual Q4 Actual Q5 Actual Q5 Actual Q6 Actual Q7 Actua		% accessibility performance score on the web	Quarterly	Bigger is better	%	Number for period	2022-23	84.2	Q3 2023-24	Monitor	71.6	Worsened	88.2	70.2	previously been put in place, reducing the score considerably. This was compounded by a code change in Google Translate which affected every
Theme Indicator Title Frequency Polarity Unit Snapshot for Period Period Data Q3 Actual Data Q3 Actual Q4 Actual Q4 Actual Q4 Actual Q4 Actual Q4 Actual Q4 Actual Q5 Actual Q6 Actual Q6 Actual Q6 Actual Q6 Actual Q7	Engaged and Effective	e Council - Outcome Performance Indicators													
% of FOI requests answered with published data Quarterly Bigger is better % Control Not applicable New measure Q3 2023-24 Monitor 29 Not applicable 28 29		Indicator Title	Frequency	Polarity	Unit	Snapshot for	Baseline As At *	Baseline Actual		Q3 Target	Q3 Actual		Q2 Actual	Q1 Actual	Comments
OUT.	Community participation	% of FOI requests answered with published data	Quarterly	Bigger is better	%	Cumulative year to date	Not applicable	New measure	Q3 2023-24	Monitor	29	Not applicable	28	29	