



Scrutiny Committee - Corporate 2025/2026

No of Indicators = 25 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Business Intelligence Hub August 2026

				Previous Years			2025/2026						
			Collection Frequency	2023/2024	2024/2025	2025/2026	Q1	Q2	Q3	Q4	Target	Polarity	DOT
01. Business	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£3,661	£1,123	-£998	£4,909	£6,721	£2,664	-£998	-	Up is Bad	▼ Green
	BUR01	Business Rates - Rateable Value	Monthly	£242,602,745	£242,055,571	£239,542,326	£239,760,621	£238,626,927	£239,626,904	£239,542,326	-	Neutral	◄► Neutral
02. Customer Service	CFS01	Overall Customer Centre Satisfaction (%) - CYC	Monthly	84.40%	84.90%	79.40%	82.20%	77.10%	80.60%	78.50%	-	Up is Good	◄► Neutral
	OCC06B	Number of days taken to process Housing Benefit new claims and change events (DWP measure)	Monthly	4.16	3.88	5.09	7.34	7.3	7.8	2.5	-	Up is Bad	◄► Neutral
		Benchmark - National Data	Quarterly	4.69	6.63	(Avail Aug 2026)	8.62	10.63	9.72	-	-		
	YCC030a	Footfall in Customer Centre - Average wait time (Minutes)	Monthly	9	NA	NA	NA	NA	NA	NA	-	Up is Bad	◄► Neutral
	YCC057	YCC Average Speed of answer - Operators	Weekly	00:00:13	00:00:42	00:02:11	00:01:11	00:02:47	00:01:30	00:01:44	-	Neutral	◄► Neutral
03. Human Resources	STF01	Staff Headcount - CYC Total (Excluding Schools) - (Snapshot)	Monthly	2,597	2,692	2,737	2,686	2,714	2,724	2,737	-	Neutral	◄► Neutral
		Staff Headcount - CYC Total (Including Schools) - (Snapshot)	Monthly	3,368	3,432	3,428	3,421	3,416	3,430	3,428	-	Neutral	◄► Neutral
	STF08	Staff FTE - CYC Total (Excluding Schools) - (Snapshot)	Monthly	2,212.08	2,332.81	2,388.62	2,322.63	2,357.75	2,372.41	2,388.62	-	Neutral	◄► Neutral
	OCC09	CYC stand-alone apprenticeships (excluding schools) - (Snapshot)	Quarterly	21	14	12	14	15	12	12	-	Up is Good	▼ Red
	STF100	Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	Monthly	11.2	11.87	12.07	11.84	11.77	11.78	12.07	-	Up is Bad	◄► Neutral
		Benchmark - CIPD (Public Sector)	Annual	10.6	13.3	(Due Aut. 2026)	-	-	-	-	-		
	STF107	Voluntary Turnover (%) - CYC Total (Including Schools) - (Rolling 12 Month)	Monthly	8.33%	8.14%	8.83%	8.06%	7.81%	8.66%	8.83%	-	Neutral	◄► Neutral
04. Risk Management	CORP02L a	Red rated Large Projects - CYC - (Snapshot)	Quarterly	2	2	0	2	0	0	0	-	Neutral	◄► Neutral
	CORP02L b	Amber rated Large Projects - CYC - (Snapshot)	Quarterly	8	12	12	14	16	13	12	-	Neutral	◄► Neutral
05. Large Projects	CORP10L	Large Project - HR System Transfer to Cloud	Quarterly	-	Green	Complete	Green	Complete	-	-	-	Neutral	◄► Neutral
		Large Project - Mansion House	Quarterly	-	Green	Green	Green	Green	Green	Green	-	Neutral	◄► Neutral
		Large Project - CRM Replacement	Quarterly	-	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral	◄► Neutral
	TAP02	% of Talkabout panel satisfied with the way the council runs things	Quarterly	43.84%	48.46%	50.98%	47.67%	-	50.98%	-	-	Up is Good	▲ Green
		Benchmark - LG Inform	Quarterly	-	-	51.00%	-	-	51.00%	-	-		

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06. Resident Surveys	TAP37	% of the Talkabout panel reporting an 'excellent' experience when they last contacted the council about a service	Quarterly	10.92%	11.36%	12.78%	11.50%	-	12.78%	-	-	Up is Good	▲ Green
		% of the Talkabout panel reporting a 'good' experience when they last contacted the council about a service	Quarterly	34.86%	27.76%	32.59%	30.67%	-	32.59%	-	-	Up is Good	◄► Neutral
		% of the Talkabout panel reporting a 'satisfactory' experience when they last contacted the council about a service	Quarterly	34.51%	38.17%	37.38%	32.59%	-	37.38%	-	-	Up is Good	◄► Neutral
		% of the Talkabout panel reporting a 'poor' experience when they last contacted the council about a service	Quarterly	19.72%	22.71%	17.25%	25.24%	-	17.25%	-	-	Up is Bad	◄► Neutral
07. Information Governance	FOI01	FOI & EIR - Total Requests Received	Monthly	1,640	1,681	1,822	432	491	423	476	-	Neutral	◄► Neutral
	FOI02	FOI & EIR - % Requests responded to In time - (YTD)	Quarterly	88.99%	95.32%	94.84%	96.13%	95.09%	94.77%	94.84%	-	Up is Good	◄► Neutral
		FOI & EIR - % Requests responded to In time	Monthly	88.99%	95.32%	94.84%	96.13%	94.21%	94.06%	95.08%	-	Up is Good	◄► Neutral
	FOI05	SAR - Total Received - (YTD)	Monthly	175	187	225	66	131	191	225	-	Neutral	◄► Neutral
		SAR - % In time - (YTD)	Quarterly	72.00%	83.54%	84.97%	92.31%	88.78%	86.81%	84.97%	-	Up is Good	◄► Neutral
	IG14da	% of Complaints completed and responded to 'In Time'	Monthly	85.54%	70.11%	51.05%	70.91%	34.87%	46.27%	49.58%	-	Up is Good	▼ Red
	IG22a	% of Stage 1 Complaints completed and responded to 'In Time'	Monthly	66.32%	70.64%	49.16%	73.58%	23.96%	50.44%	46.08%	-	Up is Good	◄► Neutral
	IG35h	Number of EIR Requests which are incomplete ("no response sent" or "ongoing")	Monthly	20	20	45	25	19	27	45	-	Up is Bad	▲ Red
	IG35k	Number of FOI Requests which are incomplete ("no response sent" or "ongoing")	Monthly	54	45	37	43	30	47	37	-	Up is Bad	▼ Green
	IG36h	Number of EIR Requests which are incomplete ("no response sent" or "ongoing") - > 30 days	Monthly	3	1	10	0	2	4	10	-	Up is Bad	▲ Red
	IG36k	Number of FOI Requests which are incomplete ("no response sent" or "ongoing") > 30 days	Monthly	10	9	9	2	5	7	9	-	Up is Bad	◄► Neutral