

Agenda Item No:

Report To:	Overview and Scrutiny
Date of Meeting:	8 November 2018
Report Title:	Quarter 2 2018/19 Performance Report
Report Author & Job Title:	Will Train Senior Policy and Scrutiny Officer
Portfolio Holder:	Cllr. N Shorter
Portfolio Holder for:	Finance and IT

Summary:	<p>This report summarises performance against the council's suite of key performance indicators (KPIs) for Quarter 2 (1st July to 30th September) 2018/19.</p> <p>Certain performance indicators from the previous council framework have been retained and allow for historic data comparison, however a number of new performance indicators have been agreed upon for which data is only available for the last quarter. A summary of all key performance indicators is appended to the report.</p>
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Key Decision:	No
Significantly Affected Wards:	None
Recommendations:	Cabinet is recommended to:- <ol style="list-style-type: none">I. Note the performance data for quarter 2 2018/19 (Appendix 1)
Policy Overview:	A review of the council's performance monitoring arrangements was undertaken during the latter half of the 2017/18 municipal year to reconcile key performance indicators, service level performance data and the council's existing programme management processes. The revised performance framework and monitoring arrangements will allow for Heads of Service to more readily integrate performance data into programme management and the service planning process.
Financial Implications:	None
Legal Implications:	None
Equalities Impact Assessment	Not required as the report presents information on past council performance and does not recommend any change to council policy or new action.
Other Material	None

Implications:

**Exempt from
Publication:** No

**Background
Papers:** None

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Report Title: Quarter 2 2018/19 Performance Report

Introduction

1. This report seeks to provide an overview of performance against the council's key performance indicators for quarter 2 2018/19. The council's performance framework captures key performance data from across the organisation as it relates to the council's Corporate Plan.

Background

2. A review of the council's performance monitoring arrangements was undertaken during the latter half of the 2017/18 municipal year to reconcile key performance indicators, service level performance data and the council's existing programme management processes.
3. A revised performance framework was endorsed by Cabinet in at the end of 2017/18, with recording against the new key performance indicators beginning in April 2018. The new monitoring arrangements will allow for Heads of Service to more readily integrate performance data into programme management and the service planning process.

Quarter 2 Performance

4. Commentary on individual performance indicators is included within the appendix to this report. Performance against the majority of key performance indicators for quarter 2 is above target, however in some areas performance has fallen. Service Heads and Directors are aware of these drops in performance and work is ongoing to address any underlying issues.

Quarter 2 Corporate Plan developments

Enterprising Ashford

5. Throughout quarter 2 a range of initiatives to drive footfall and engagement in the town centre took place including the Ashford Farmers' Market celebrating its fourth birthday, the introduction of the Splashes of Summer and the launch of an extensive town centre consultation.
6. The council also welcomed the Kent Ambassadors in August and set out the dynamic developments taken forward within the borough over the last few years as well as the council's plans for the future. Two new occupiers of the town centre were confirmed in quarter 2, with Metro Bank occupying the former Clinton Cards unit on the high street and Wed2B opening its first Kent store in Park Mall.
7. During quarter 2 the council also signed a multi-million pound deal to purchase a 28-unit business park under construction on Carlton Road and unveiled the vision for the Coachworks development; whilst construction on a new, larger Ashford International Truckstop began in September.

Living Ashford

8. The council's housing work received further national recognition with Ashford being highly commended and a finalist at the National Housing Awards, as well as being shortlisted for five awards at the Kent Housing Group and Joint Policy and Planning Board Excellence Awards and receiving a special achievement award for its unrivalled commitment to welcoming and resettling Syrian refugees.
9. Quarter 2 also saw the council implement changes to the means test formula for disabled facilities grants and introduce a system of discretionary grants aimed at reaching even more people in need of help; the launch of the 'Rolvenden Rocket' community transport scheme and the Council committing financial support to the Kent Savers credit union.
10. Following the hearing sessions of the examination of the Ashford Local Plan to 2030 and receipt of the post hearings note from the Planning Inspectors, the council began consultation on the Main Modifications to the submission version of the Local Plan, which will close on 26th October.

Active and Creative Ashford

11. The Create Festival attracted huge crowds, with 14,000 people attending the Victoria Park festival throughout the day to see more than 30 talented entertainers perform across four stages. The Create Platform, a week-long programme of events leading up to the main festival brought a variety of exciting and interesting local acts to venues across Ashford and Tenterden.
12. A 1960s office building within the Kent Woolgrowers site on Tannery Lane was transformed into a stunningly surreal 'unzipped' sculpture by renowned British artist Alex Chinneck. September also saw the launch of 'Snowdogs discover Ashford', a trail of 35 giant Snowdog sculptures designed by local and regional artists, alongside 19 small Snowpups created by local schools, sited around the town.
13. Ashford's One You Shop was shortlisted as one of three potential winners of the Royal Society for Public Health's new 'Health on the High Street' Award, and the Ashford Visitor Information Centre relocated to a more spacious and user-friendly site within the Ashford Gateway Plus.

Attractive Ashford

14. The council's recycling campaigns continued strongly, with Create Music Festival organisers committing to a range of measures to reduce plastic waste at the festival and the council maintaining a recycling rate above 50% through the quarter.
15. Quarter 2 also saw a number of commemorative events take place, with a paving stone laid in Charing to honour the only Victoria Cross recipient born in the Borough, the launch of Ashford Remembers – a poppy tribute to be situated in North Park inspired by the 'Blood Swept Lands and Seas of Red' installation at the Tower of London.

Our Underpinning Principles

16. The second Civic Awards ceremony was held in July, with 12 of the borough's local heroes and heroines rewarded for making their community a better place to live. The council also published the findings of the Local Government Association's peer challenge, which found that the council '...has a clear expression of corporate priorities', with 'strong, passionate and purposeful leadership driving the organisation forward and getting things done'.

Conclusion

17. Quarter 2 shows a continuation of strong performance in a number of key areas and further delivery against the aims of the council's corporate plan. Whilst some performance has fallen below target for some indicators, these areas are being closely monitored and work is ongoing to address any underlying issues.

Portfolio Holder's views

18. To be provided at the meeting.

Contact and Email

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Quarter 2 2018/19 Performance

KPI status key	
	Not meeting target – under performance
	Target not met but within acceptable threshold
	Target met or exceeded performance
	Status unknown
	Data Only – no target set

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI01	Park Mall Vacancy Rates No. of vacant units within Park Mall	6.25%	0%		6.25%	0%		9.38%	0%		Vacancy rate increase has arisen as Timeless (located in the kiosk) has left Park Mall. A new tenant is being arranged.
KPI02	Ashford Town Centre Car Park Usage No. of vehicles parking in Ashford town centre car parks: Vicarage Lane Elwick Road Edinburgh Road Civic/Stour Centre Henwood Flour Mills	158,630			151,479			158,694			Quarter 2 for 18/19 shows similar trends to quarter 2 from previous years and has always been a higher quarter for parking. This may also be due to the college being back and the snow dogs launch too. Previous performance: Q2 2017/18 – 160,008 Q2 2016/17 – 169,774 Q2 2015/16 – 169,677 Q2 2014/15 – 166,179

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI03	Ashford Town Centre Car Park Income Total spend in Ashford town centre car parks – combined cash, card and mobile transactions	£359,678.24			£375,080.75			£378,610.09			Upward trend on income for Quarter 2 compared to the last 2 financial years. Quarter 2 consistently provides a higher income than the other quarters. Previous performance: Q2 2017/18 – £351,071 Q2 2016/17 – £323,823 Q2 2015/16 – £314,504 Q2 2014/15 – £297,189
KPI04	Ashford Town Centre Car Park average spend Average spend per individual parking session	£2.30			£2.48			£2.39			Average spend increased in quarter 2 compared to the same period in previous years, indicating that customers are staying in the town centre for longer periods of time and supporting the High Street shops
KPI05	Tenterden Car Park Usage No. of vehicles parking in Tenterden car parks: Bridewell Lane Station Road Recreation Ground Road Leisure Centre	107,484			119,224			121,437			Quarter 2 usage has fallen from the same period in 2017/18 but is increased on quarter 1 usage in line with previous years' trends. Previous performance: Q2 2017/18 – 131,032 Q2 2016/17 – 139,025 Q2 2015/16 – 136,171 Q2 2014/15 – 136,286

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI06	Tenterden Car Park Income Total spend in Ashford town centre car parks – combined cash, card and mobile transactions	£207,009.05			£235,962.39			£239,558.19			Slight increase in quarter 2 against the same period for 2017/18, but down against quarter 2 2016/17.
KPI07	Tenterden Car Park average spend Average spend per individual parking session	£1.94			£1.99			£1.97			Average spend is down slightly from quarter 1 but up by 10 pence on the same period last year.
KPI08	New Businesses Supported No. of pre-start and start-up businesses supported by Ashford Borough Council through service level agreement with Kent Invicta Chamber of Commerce	51			37			15			Slowed business start-up rate reported nationally due to high employment rate and uncertainty over Brexit. Most enquiries are consumer products/services (e.g. hairdressers/beauticians)
KPI13	Business Rates Collection % of national non-domestic rates collected by the council - cumulative figure	99.26%	99% (annual)		29.88%	99% (annual)		55.72%	99% (annual)		Collection rates continue to accumulate towards annual target as projected.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI14	Social rent void loss Rent loss on void social rent properties as a % of the rent roll for HRA social properties				0.36%			0.24%			HRA Social rented properties, figure considerably lower than Affordable rented properties due to the large difference in weekly rents. Q2 Calculation HRA Social - 66 properties = 22,429/ debit 9,484,486. = 0.24%
KPI14 A	Affordable rent void loss Rent loss on void affordable rent properties as a % of the rent roll for HRA social properties				1.42%			1.25%			The % is higher than the Social void loss figure due to the weekly rents being calculated as Affordable and therefore at a higher rate. Q2 Calculation Affordable - 56 Properties =19,094./Debit 1,527,511. = 1.25% Unable to predict outcome at this stage.
KPI15	Council Affordable Housing - New Build No. of additional new build affordable homes delivered by council housing				0			0			Work continues on site in five of our affordable homes phase 5 builds in Smeeth, Aldington, Woodchurch, Wittersham and Biddenden. The progress on these will be reported to cabinet in November 2018.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI15 A	Council Affordable Housing - On-Street Purchases No. of additional on-street purchase affordable homes delivered by council housing				3			3			The council purchased three on-street properties in the quarter of the year between July and September 2018. We aim to average one per calendar month.
KPI16	Registered Provider Affordable Housing No. of new affordable homes delivered by registered providers				17			34			The following properties have been delivered by Registered Providers working in the borough in the quarter between July and September 2018. Austin Road (Town & Country) 10 x 3-bed and 4 x 2-bed (all affordable rent) Roman Road (Golding Homes) 4 x 2-bed (two affordable rent and two shared ownership) Tent1 (Moat) 6 x 1-bed flat for affordable rent; 1 x 1-bed flat for shared ownership; 6 x 2-bed house for shared ownership; 3 x 2-bed flat for affordable rent.
KPI17	B&B Accommodation No. of people placed in Bed and Breakfast accommodation as at the end of the reporting period				15			8			As at end of quarter - B&B numbers have reduced as use of self-contained units such as Tufton House and Trafalgar House and prevention activity has increased.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI18	Nightly Paid Accommodation No. of people placed in Nightly Paid accommodation as at the end of the reporting period				63			53			As at end of quarter 2 – number have reduced due to increased prevention activity.
KPI19	Other Temporary Accommodation No. of people placed in Other Temporary accommodation as at the end of the reporting period				96			84			As at end of quarter 2 – a new staff structure is in place which is engaged in more focused prevention work. This has led to a reduction in other forms of temporary accommodation being used.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI20	<p>Homelessness Presentations</p> <p>No. of households presenting to the council as homeless or at risk of homelessness</p>				430			394			<p>August saw a 17% increase in footfall compared to the same period for 2017/18 as a result of new duties being introduced under the Homelessness Reduction Act. More robust front line services have been put in place in place during the quarter with a reduction in cases being seen in September.</p> <p>Whilst a number of presentations made to the council result in a closed case as recorded under KPI21/22, a large number of presentations made in quarter 1 and 2 were assessed for assistance but have since been closed due to circumstances such as:</p> <ul style="list-style-type: none"> • The applicant not being eligible for services • The applicant not being statutorily homeless • The applicant choosing to withdraw their application • The applicant's case being closed where they have ceased contact with the council.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI21	Homelessness Preventions No. of households where homelessness was prevented through supporting applicants to secure their accommodation				125			84			August saw an increase in footfall compared to the same period for 2017/18 as a result of new duties being introduced under the Homelessness Reduction Act. More robust front line services have been put in place during the quarter with a reduction in cases being seen in September. It should be noted that the 'actual' number refers to cases that have been physically closed when a positive result is achieved and as such ongoing cases are not reflected in the numbers reported.
KPI22	Homelessness Reliefs No. of households where homelessness was relieved through securing accommodation for the applicant				59			65			Fewer homelessness tonight approaches are being made and more prevention work is being completed. It should be noted that the 'actual' number refers to cases that have been physically closed when a positive result is achieved and as such ongoing cases are not reflected in the numbers reported.
KPI23	Refugee Households Resettled No. of households resettled in the borough under the Vulnerable Persons Resettlement Programme	1			2			4			Three households resettled in July and one in September. Availability of suitable, affordable private rental property remains unpredictable.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI24	Refugee Persons Resettled No. of persons resettled in the borough under the Vulnerable Persons Resettlement Programme	3			10			18			4 family units comprising a total of 8 adults and 10 children.
KPI25	Right to Buy 28 day processing time Average time taken to process a right to buy application with a 28 day target time admitting or denying the right to buy	6.67	<28		11.45	<28		8.85	<28		If a right to buy application is received more than 3 years, then we have a maximum of 28 days to research their tenancies with other social housing providers to see if they are eligible for right to buy before sending out the second stage of their application. The average processing time for processing applications for the quarter is well within maximum target time.
KPI25 A	RTB2 56 day processing time Average time taken to process a right to buy application with a 56 day target time admitting or denying the right to buy	0	<56		10.67	<56		0	<56		If a right to buy application is received from a tenant who has been in one of our properties for less than 3 years, then we have a maximum of 56 days to research their tenancies with other social housing providers to see if they are eligible for right to buy before sending out the second stage of their application. The average processing time for processing applications for the quarter is well within maximum target time.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI26	Disabled Facilities Grants Administered No. of disabled facilities grants administered by the council.				8			17			The figure is about average for this time of year. The month of October should start to see an increase in the figure as works which were approved since the beginning of the financial year come through for payment.
KPI27	Disabled Facilities Grant Spend Total spend on disabled facilities grants				£139,592.12			£174,649.05			Figure starts to rise as holiday period ends. Expect October to increase significantly
KPI28	Disabled Adaptations Administered No. of disabled adaptations administered for council tenancies				77			35			The number of adaptations completed in each month will vary, this is a reactive service and will depend on the number of referrals being submitted by OT's. Similarly, due to the majority of low value high number jobs (e.g. grabrails), contractors may complete works and or invoices in batches for efficiency sake. Consequently the allocation of jobs to individual months may not appear as an even distribution.
KPI29	Disabled Adaptations Spend Total spend on disabled adaptations administered for council tenancies				£55,562.95			£36,846.41			As at August 2018 (5 months) the total allocated spend on adaptations is £343,840.07. Total spend through quarter 2 is lower than shown due to delays in invoice processing.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI30	Private Rented Sector Condition Complaints No. of complaints received regarding poor conditions in the private rented sector				48			56			The figure represents general complaints from HMO issues to disrepair rec. over the period of September. The figure is determined by the amount of notifications received from the general public or internal departments within the council, which we have no control over. The figure is about average if compared to previous years. As we approach the winter period the figure should start to increase as problems with heating and damp & mould become issues.
KPI31	Informal Private Rented Sector Condition Complaint Resolutions No. of complaints regarding poor conditions in the private rented sector resolved informally				27			21			Most complaints tend to take more than a month to resolve due to their complexity, especially with regards to replies to letters and emails and arranging visits. Case closure rates for Quarter 2 are consistent with previous months.
KPI32	Formal Action Private Rented Sector Complaint Resolutions No. of complaints regarding poor conditions in the private rented sector resolved with formal action				4			2			Complaints investigated were either not significant to take enforcement action and landlords cooperated with works required therefore taking the need to take further action.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI32 A	Gas Safety Certificates % of ABC maintained properties with an up to date gas safety certificate (includes mains gas and LPG)	99.88%	100%		97.10%	100%		99.92%	100%		Due to low numbers with LPG, one property without a certificate makes a big difference to the compliance figures (as shown in quarter 1). LPG compliance returned to 100% in July.
KPI33	Food Hygiene Rating % of food businesses in the borough with a food hygiene rating above 3*	98.35%	98.5%		98.32%	98.5%		98.43%	98.5%		Just below target but we are reliant on the food business maintaining standards and when receive low score wanting to improve their score.
KPI34	Lifeline Call Answer Speed % of lifeline calls answered within 60 seconds	99.73%	95%		99.81%	95%		99.8%	95%		The Lifeline answer speed remains above the TSA accreditation requirement
KPI37	Planning Application Approvals % of planning applications approved	97%	90%		95%	90%		94%	90%		Planning approvals continue to exceed target.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
	Major Planning Application Decisions										The major application percentage tends to be very volatile as the number of cases involved is small, however at present there is a 30% vacancy rate in the Development Management service which has had an impact on processing times.
KPI38	% of major planning applications determined within 13 weeks	83%	60%	✅	67%	60%	✅	55%	60%	⚠️	Work has been undertaken to improve service delivery for the whole development management service through redirecting calls to customer services to alleviate additional pressures on planning officers and revising the complaint management process within the service.
	Minor Planning Application Decisions										Performance in quarter 2 has been affected by staff vacancies within the service. Whilst recruitment to the service is an issue, work is ongoing to address this with two new staff having started in October, consultants being engaged on a temporary basis and recruitment continuing.
KPI39	% of minor planning applications determined within 8 weeks	88%	65%	✅	64%	65%	⚠️	57%	65%	⚠️	
KPI39 A	Other Planning Application Decisions % of other planning applications determined within 8 weeks	81%	80%	✅	73%	80%	⚠️	75%	80%	⚠️	A fall in performance in quarter 2 reflects both the high demand for the service at present and ongoing capacity issues which are being addressed through recruitment and the use of consultants.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI40	Planning Refusals Allowed Following Appeal % of planning applications refused by the council that have been allowed following appeal	67%	44%	●	29%	44%	✓	50%	44%	●	The increase in applications permitted on appeal following rejection as reflects a more risk averse approach being taken in view of the continuing capacity issues within the planning service, with an increased focus on refusing applications when warranted rather than negotiating changes prior to submission.
KPI41	Planning Contraventions Resolved Informally % of planning contraventions resolved without the need for formal action				44.33%			30%			% = percentage of cases closed that were resolved informally. However, this doesn't mean the remaining percentage were closed formally - other reasons for closure of a case also include no expediency or alike but were not included in this percentage. For quarter 2, the percentages per month are as follows: July – 36% August – 14% September – 40%
KPI43	Council Tax Collection Rate % of council tax collected by the council - cumulative figure				30.44%	98.25% (annual)	✓	39.83%	98.25% (annual)	✓	Collection rates continue to accumulate towards annual target as projected.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI44	Benefit Change of Circumstance Processing Average time taken to process a benefit change of circumstance in no. days				2.73	<10		2.88	<10		Processing times remain well within target
KPI45	Benefit New Claim Processing Time Average time taken to process a new benefit payment claim in no. days				26.11	<28		25.08	<28		Processing times remain within target.
KPI48	% of tourism related contacts to Ashford TIC made in person	52.01%			59.08%			69.23%			Large rise in footfall due to Snowdogs project which started on 12th September 2018
KPI51	Rural/Urban Project Grant Allocation Ratio of rural project grants to urban project grants				1.18						The next grant panel will convene on 15 November 2018. With results reported in quarter 3.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI52	Recycling Rate % of borough waste recycled or composted	50%	50%	✅	56.67%	50%	✅	50%	50%	✅	Achieved a 2% increase in the recycling rate in August compared to July as domestic refuse only increased by 18 tonnes whereas dry recycling increased by 64 tonnes, garden waste by 84 tonnes and food by 82 tonnes. July's recycling rate was 49%, which is 7% lower than June and 10% lower than May. There are various potential reasons for this, although it is to be pointed out that not everything about Ashford's tonnages are negative for July. Our overall waste tonnage for July is the lowest so far this financial year. Whilst the ratios of refuse to recycling are not ideal, this is a positive thing in terms of the Borough producing less waste on the whole. Reduction is even better than recycling and the less waste we can produce the better
KPI53	Refuse Collection Success Rate % of successful refuse collections per 100,000 refuse collections made.				99.96%	99.97%	✅	99.96%	99.97%	✅	Collection success rate is 0.01% below target for the quarter however this is not of concern to the service.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI55	FOI Response Rate % of freedom of information requests responded to within 20 working days	94%	95%		98.8%	95%		98.5%	95%		267 requests were completed in quarter 2, of which 4 were completed after the 20 working day deadline.
KPI56	Major Personal Data Breaches Number of major personal data breaches recorded (as required to be reported to the Information Commissioner's Office)	0	0		0	0		0	0		13 internally reported data breaches occurred during quarter 2, however no major personal data breaches (as required to be reported to the ICO) occurred.
KPI64	Average Speed of Customer Service Calls Answered Average wait time for customer service calls	0h 01m 20s	0h 01m 38s		0h 01m 44s	0h 01m 38s		0h 01m 50s	0h 01m 34s		Call wait times are slightly higher this quarter due to the continuation of testing removing the call back system. 3 members of staff have also left this month (2 internal 1 external) recruitment is currently taking place.