

Appendix A Strategy and Resources Committee Indicators 18/19-22/23

Code & Name	Description	Collection Frequency	Current Target
EHR SSC EP 01 Number of calls or contacts to the council regarding Emergency Planning	Number of external calls or contacts to the council's Emergency Planning Service. The purpose is to monitor the resource strain placed on the service from external contacts requiring action.	Monthly	Data Only
EHR SSC EP 02 Number of Emergency Planning callouts during the period	The purpose of this PI is to identify trends in EP callouts to inform on additional service needs, actions and information requirements. This PI is requested for LAP monitoring Report. The data will be collected by the emergency planning team. Information is reported to statutory Borough Resilience Forum and identify agency actions..	Yearly	Data Only
PI SSP 06 Repeat victimisation domestic violence incidents to MARAC (%)	The PI aims to establish the effectiveness of the Sutton Domestic Violence MARAC (Multi Agency Risk Assessment Conference) process. This relates to the DVA/VAWG Strategy. The SSPS Performance Team will liaise with the Community Safety Officer to identify from DV MARAC data the % repeat victimisation domestic violence incidents. By measuring this SSPS can establish the Sutton picture of domestic violence reporting in Sutton during the period. This PI will be calculated through review of MARAC cases held by the Community Safety Officer and reported on a monthly basis.	Quarterly	27.50%
PI SSP 07 Number of reported domestic violence offences	The purpose of this PI is to establish the Sutton picture of domestic violence reporting in Sutton during the period, this relates to the DVA/VAWG Strategy. The Police system Met Stats will be used to extract the total number of reported domestic violence offences which will evidence the work of the Council and Police to decreasing the number of domestic violence offences in Sutton and identify the further work that needs to be in place in Sutton to encourage victim to report.	Quarterly	Data Only
PI SSP 11 Number of ASB Calls to Police	This PI is intended to indicate levels of demand on police resources in dealing with personal, nuisance and environmental anti-social behaviour. The SSPS performance team will use the Police system Met Stats to extract the number of calls within a given period and input this into the quarterly ASBU Board report. The purpose of this is to identify whether the ASBU has the capacity to deal with the number of ASB calls directed to the unit, to also identify which housing providers are within hotspots for ASB calls and what further work can be done with these partners.	Quarterly	Data Only
PI SSP 12 Number of frontline staff trained on Prevent	This PI aims to demonstrate compliance with Statutory Prevent Duty related to Local Authority Statutory Requirement and Legal Duty. The SSPS Performance team will liaise with the Prevent Manager to collect this data from each training session. The intended outcome is to raise Awareness of Statutory Prevent Duty compliance and Local Authorities to ensure appropriate frontline staff, including those of its contractors, to recognise vulnerability to being drawn into terrorism and are aware of available programmes to deal with this issue. Local Authority Statutory Requirement and Legal Duty	Quarterly	Data Only

CEX PCS (CS) 38 % Channel shift achieved for customer services overall			Data only
CEX PCS (CS) 41 Number of calls offered to customer service centre			Data only
CEX PCS (CS) 43 Average wait time per phone call			Data only
CEX PHT (PH) 05 HIV late diagnosis rate (%)	Percentage of adults (aged 15 or more) diagnosed with a CD4 cell count less than 350 cells per mm3.	Yearly	25%
CEX PHT (PH) 11 % Children Obese at Year 6	Percentage of Children measured to have excess weight in Year 6.	Yearly	34%
CEX PHT (PH) 16 The number of eligible residents attending an NHS Health Check each quarter.	The number of eligible residents who have attended NHS health check. Eligibility includes being over 40 years of age and under 75 years of age.	Quarterly	5%
SC RES 19 Planned Maintenance Statutory Inspections	Statutory inspections are completed by due date	Quarters	100%
RES FIN (AP) 01 Accounts Payable - % undisputed invoices paid within 30 days	Percentage of undisputed invoices paid within 30 days	Monthly - variable	96%
RES ICT (PI) 11 Availability of Core Networks	Availability of core network components on the new Infrastructure as measured by the Service Centre application	Monthly	99%
RES ICT (PI) 12 Availability Of Core Web Systems	Availability of core web components on the new Infrastructure as measured by the Service Centre application kingston.gov.uk services.kingston.gov.uk maps.sutton.gov.uk	Monthly	99%
RES ICT (PI) 13 Availability of core email services	Availability of core email services as measured by the supplier	Monthly	99%
RES ICT (PI) 14 Availability of core Modern Desktop servers	Availability of Modern Desktop Service across both Councils	Monthly	99%
RES HRS (HR) 02 Time Taken To Fill Posts	Number of days to fill a post	Months	90 days
RES HRS (HR) 04 Number of Emergency payments made to staff	Number of emergency payments made	Months	5
RES HRS (HR) 06 Number of employment tribunals	Number of employee relations cases that we manage that result in an Employment Tribunal	Quarterly	0
CORP (CC) 08 Complaints responded to within timescales Alert 62.07% 95%			
CORP (CC) 09 FOIs responded to within timescales Alert 65.25% 95%			
CORP (CC) 10 Members enquiries responded to within timescales Alert 88.85% 95%			

CORP (CC) 11 MPs enquiries responded to within timescales Alert 84.06% 95%			
---	--	--	--

This page is intentionally left blank