
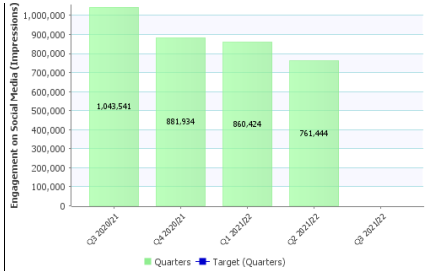

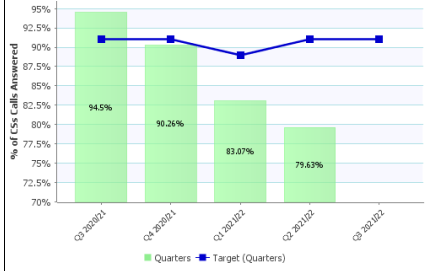
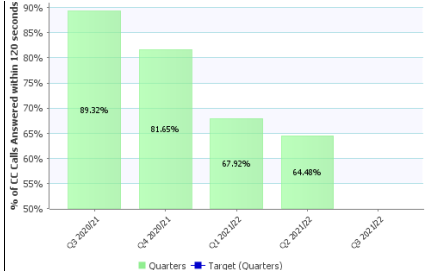




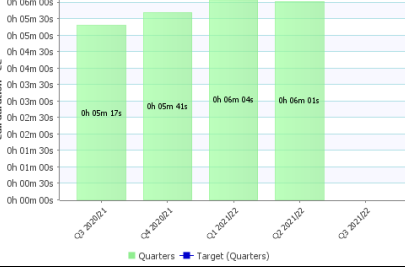

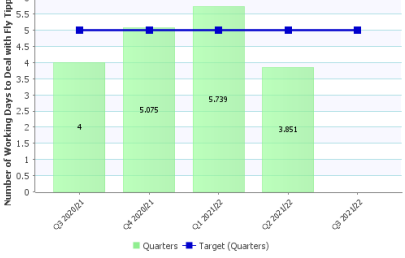


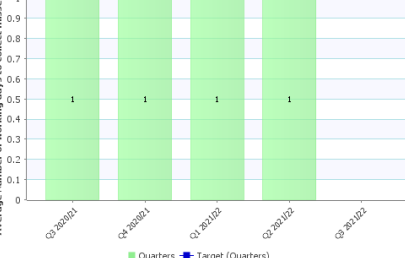
2021/22 Q2 SHDC PMP Report



Short Name	Description	Current Quarter					Trend Chart	Latest Note
		Q2 2021/22						
		Value	Target	Status	Value vs Target	Value vs Previous		
Time to process DFG Applications	Overall time from appointment to completion.	256	Data Only		N/A	34.1		No issues to note around DFG Applications and processing times.
% of complaints responded to within agreed timescales	the percentage of the complaints that were responded to within the period, that were responded to within the agreed timescales (15 day stage 1, 20 days stage 2)	92.11%	80%		12.11%	9.61%		Breakdown of complaints for recent quarters will be circulated separately to this report.


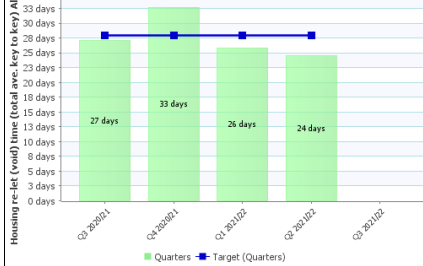

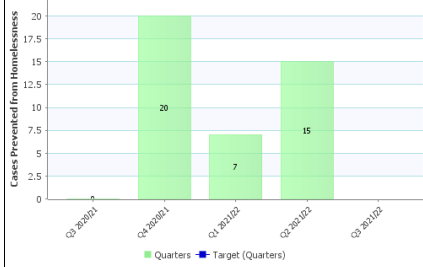
Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
% of FOI requests responded to within time limit	Of the FOI's responded to in the month, the percentage of ones that were responded to within the statutory 20 day timescale	90%	100%		-10%	6%	 <table border="1"> <caption>% of FOI requests responded to within time limit</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>84%</td> <td>100%</td> </tr> <tr> <td>Q3 2020/21</td> <td>78%</td> <td>100%</td> </tr> <tr> <td>Q1 2021/22</td> <td>84%</td> <td>100%</td> </tr> <tr> <td>Q2 2021/22</td> <td>90%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	84%	100%	Q3 2020/21	78%	100%	Q1 2021/22	84%	100%	Q2 2021/22	90%	100%	Performance in this area has improved by 6% from the previous quarter but still slightly below target, where an FOI is going to take longer than 20 working days the FOI officer will work to notify the requestor of a delay.
Quarter	Value	Target																					
Q2 2020/21	84%	100%																					
Q3 2020/21	78%	100%																					
Q1 2021/22	84%	100%																					
Q2 2021/22	90%	100%																					
# of FOI requests received	Number of FOI requests received in reporting period	106	Data Only 	N/A	24	 <table border="1"> <caption># of FOI requests received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>71</td> <td>110</td> </tr> <tr> <td>Q3 2020/21</td> <td>31</td> <td>110</td> </tr> <tr> <td>Q1 2021/22</td> <td>82</td> <td>110</td> </tr> <tr> <td>Q2 2021/22</td> <td>106</td> <td>110</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	71	110	Q3 2020/21	31	110	Q1 2021/22	82	110	Q2 2021/22	106	110	A significant increase since the previous quarter but no particular trends to note at this point.	
Quarter	Value	Target																					
Q2 2020/21	71	110																					
Q3 2020/21	31	110																					
Q1 2021/22	82	110																					
Q2 2021/22	106	110																					
Number of complaints received	The total number of formal complaints received within the period	38	Data Only 	N/A	-1	 <table border="1"> <caption>Number of complaints received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>28</td> <td>40</td> </tr> <tr> <td>Q3 2020/21</td> <td>29</td> <td>40</td> </tr> <tr> <td>Q1 2021/22</td> <td>39</td> <td>40</td> </tr> <tr> <td>Q2 2021/22</td> <td>38</td> <td>40</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	28	40	Q3 2020/21	29	40	Q1 2021/22	39	40	Q2 2021/22	38	40	Slight reduction in the number of complaints coming in, work is underway to triage complaints and separate "Formal complaints" and "Service issues/queries" so we expect to see this number reduce in coming quarters	
Quarter	Value	Target																					
Q2 2020/21	28	40																					
Q3 2020/21	29	40																					
Q1 2021/22	39	40																					
Q2 2021/22	38	40																					

Short Name	Description	Current Quarter					Trend Chart	Latest Note
		Q2 2021 / 22						
		Value	Target	Status	Value vs Target	Value vs Previous		
Engagement on Social Media (Impressions)	Number of impacts on social media (seen by / shared / retweets of retweets etc)	761,444	Data Only		N/A	-98,980		No significant changes to note for social media engagement, downward trend is seasonal and we tend to pick up again in Q3.
% of CSs Calls Answered	<p>% of SHDC calls that are answered by an appropriate member of staff from the total of calls offered.</p> <p>This indicator reflects calls dealt with by generic Customer Contact only and does not include those dealt with by Revenues and Benefits skilled staff.</p>	79.63%	91%		-11.37%	-3.44%		18.67% short of in-month target. 7834 calls received vs 7942 September 20 (-98). Call duration increased 364 vs 325 (+39s) and average speed of answer during September was 271 seconds vs 161 seconds in 20. We continue to see resourcing challenges through exceptionally high levels of attrition.
% of CC Calls Answered within 120 seconds	The time a first connection is established (after the IVR message and option/extension has been entered) to the time that the call is answered. The measure will be the number of calls answered within the	64.48%	Data Only		N/A	-3.44%		35.23% short of in-month target. 7834 calls received vs 7942 September 20 (-98). Call duration increased 364 vs 325 (+39s). . and average speed of answer during September is 271

Short Name	Description	Current Quarter					Trend Chart	Latest Note
		Q2 2021 / 22						
		Value	Target	Status	Value vs Target	Value vs Previous		
	standard defined (120 seconds), divided by the total number of calls answered							seconds vs 161 seconds in 20.
Call duration – CC	Average duration of calls. References calls received and dealt with by generic Customer Contact only. It does not include calls taken by Revenues and Benefits trained officers.	0h 06m 01s	Data Only 		N/A	-0h 00m 03s		No significant changes to note around call duration other than a slight increase since last quarter
Number of Working Days to Deal with Fly Tipping	Speed of response in working days to clear fly-tipping	3.85	5		-1.15	-1.89		This figure is performing consistently well despite Fly tipping in the district remaining persistently high throughout Q2. High levels of fly-tipping reflect the national picture.
Average Number of working days to collect missed waste	Average speed of response (from reported to collected)	1	Data Only 		N/A	0		Despite issues faced with HGV Driver shortages it is pleasing to note missed collections are being dealt with at around 1 day average. Q2 has seen a slight increase in the number of missed collections across

Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
								<p>missed collection services from Q1. The total number of missed collections for Q2 represents 0.19% of the total number of collections throughout the district, and remains below our target of 3%.</p> <p>The service has examined its internal reporting processes resulting in a a new coding procedure. The aim is to provide an informed analysis of missed collections, and impact on service. The endeavour is to identify all types of failure and plan for improvements.</p>															
Missed Waste Collection Rate	% of missed collections	0.19%	3%	✔	-2.81%	0.04%	<table border="1"> <caption>Missed Waste Collection Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3-2020/21</td> <td>0.19%</td> <td>3%</td> </tr> <tr> <td>Q4-2020/21</td> <td>0.19%</td> <td>3%</td> </tr> <tr> <td>Q1-2021/22</td> <td>0.16%</td> <td>3%</td> </tr> <tr> <td>Q2-2021/22</td> <td>0.19%</td> <td>3%</td> </tr> </tbody> </table>	Quarter	Actual Value (%)	Target (%)	Q3-2020/21	0.19%	3%	Q4-2020/21	0.19%	3%	Q1-2021/22	0.16%	3%	Q2-2021/22	0.19%	3%	<p>KPI is on target with no issues to raise. Further to the above the service continues to analyse its position for further improvement by evaluating complaints and customer feedback.</p>
Quarter	Actual Value (%)	Target (%)																					
Q3-2020/21	0.19%	3%																					
Q4-2020/21	0.19%	3%																					
Q1-2021/22	0.16%	3%																					
Q2-2021/22	0.19%	3%																					

Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
Food Businesses Rated 'Generally Satisfactory' or Above	The % of rateable food businesses with a rating of 3 (generally satisfactory), 4 (good) or 5 (very good) as a % of the total number of rateable businesses	99.66%	98%	✔	1.66%	0.67%	<table border="1"> <caption>Food Businesses Rated 'Generally Satisfactory' or Above</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>98.92%</td> <td>98%</td> </tr> <tr> <td>Q3 2020/21</td> <td>98.84%</td> <td>98%</td> </tr> <tr> <td>Q4 2020/21</td> <td>98.99%</td> <td>98%</td> </tr> <tr> <td>Q1 2021/22</td> <td>99.66%</td> <td>98%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q2 2020/21	98.92%	98%	Q3 2020/21	98.84%	98%	Q4 2020/21	98.99%	98%	Q1 2021/22	99.66%	98%	KPI continues on target with no issues or concerns to raise
Quarter	Value (%)	Target (%)																					
Q2 2020/21	98.92%	98%																					
Q3 2020/21	98.84%	98%																					
Q4 2020/21	98.99%	98%																					
Q1 2021/22	99.66%	98%																					
Staff turnover %	% of total leavers against total number of staff employed in period (includes involuntary leavers) Target is 10% which has been benchmarked	2.56%	1.4%	✔	1.16%	1.04%	<table border="1"> <caption>Staff Turnover %</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>0.54%</td> <td>1.5%</td> </tr> <tr> <td>Q3 2020/21</td> <td>0.94%</td> <td>1.5%</td> </tr> <tr> <td>Q4 2020/21</td> <td>1.52%</td> <td>1.5%</td> </tr> <tr> <td>Q1 2021/22</td> <td>2.56%</td> <td>1.5%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q2 2020/21	0.54%	1.5%	Q3 2020/21	0.94%	1.5%	Q4 2020/21	1.52%	1.5%	Q1 2021/22	2.56%	1.5%	6 leavers against a starting headcount of 243
Quarter	Value (%)	Target (%)																					
Q2 2020/21	0.54%	1.5%																					
Q3 2020/21	0.94%	1.5%																					
Q4 2020/21	1.52%	1.5%																					
Q1 2021/22	2.56%	1.5%																					
# of Working Days Lost to Sickness per FTE	Total number of working days lost per Full Time Equivalent. This is calculated by taking the number of days lost to sickness and dividing it by the number of full time equivalent staff in the period	0.69	Data Only	📊	N/A	0.02	<table border="1"> <caption># of Working Days Lost to Sickness per FTE</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>0.725</td> <td>0.7</td> </tr> <tr> <td>Q3 2020/21</td> <td>0.734</td> <td>0.7</td> </tr> <tr> <td>Q4 2020/21</td> <td>0.67</td> <td>0.7</td> </tr> <tr> <td>Q1 2021/22</td> <td>0.69</td> <td>0.7</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	0.725	0.7	Q3 2020/21	0.734	0.7	Q4 2020/21	0.67	0.7	Q1 2021/22	0.69	0.7	Slight increase from previous quarter but not sickness trends or concerns to highlight from HR
Quarter	Value	Target																					
Q2 2020/21	0.725	0.7																					
Q3 2020/21	0.734	0.7																					
Q4 2020/21	0.67	0.7																					
Q1 2021/22	0.69	0.7																					

Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
Housing re-let (void) time (total ave. key to key) All Tenures	Total time in days from keys in to keys out – including major works for all tenures (General Needs and Sheltered Housing) This is calculated by total number of days properties remain vacant divided by the number or properties vacant in the period	24 days	28 days		-4 days	-1 days	 <table border="1"> <caption>Housing re-let (void) time (total ave. key to key) All Tenures</caption> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>27</td> <td>28</td> </tr> <tr> <td>Q4 2020/21</td> <td>33</td> <td>28</td> </tr> <tr> <td>Q1 2021/22</td> <td>26</td> <td>28</td> </tr> <tr> <td>Q2 2021/22</td> <td>24</td> <td>28</td> </tr> </tbody> </table>	Quarter	Value (days)	Target (days)	Q3 2020/21	27	28	Q4 2020/21	33	28	Q1 2021/22	26	28	Q2 2021/22	24	28	KPI is on target with no issues to raise
Quarter	Value (days)	Target (days)																					
Q3 2020/21	27	28																					
Q4 2020/21	33	28																					
Q1 2021/22	26	28																					
Q2 2021/22	24	28																					
Cases Prevented from Homelessness	PIE Return – Prevention and Relieving of Homelessness Number of potentially homeless cases diverted from homelessness in the District	15	Data Only 	N/A	+8	 <table border="1"> <caption>Cases Prevented from Homelessness</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2020/21</td> <td>20</td> <td>0</td> </tr> <tr> <td>Q1 2021/22</td> <td>7</td> <td>0</td> </tr> <tr> <td>Q2 2021/22</td> <td>15</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Target	Q3 2020/21	0	0	Q4 2020/21	20	0	Q1 2021/22	7	0	Q2 2021/22	15	0	The on-going resources challenge continues to impact on the level of prevention activities the Housing Options service can deliver. Existing and temporary resources are focussed on responding to current cases and presenting emergency demand. An emergency action plan has been deployed to ensure service recovery. The increase in prevention cases from the previous quarter demonstrates that the interim measures are	
Quarter	Value	Target																					
Q3 2020/21	0	0																					
Q4 2020/21	20	0																					
Q1 2021/22	7	0																					
Q2 2021/22	15	0																					

Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
								having the expected impact. The Housing Options Team will be reshaped through pending recruitment to develop a team which has a greater focus on prevention															
Businesses Assisted to Develop or Grow via Grants4Growth	Number of existing businesses assisted to develop or grow through Economic Development support – Grants for Growth	41	6	✔	35	-3	<table border="1"> <caption>Businesses Assisted to Develop or Grow via Grants4Growth</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>50</td> <td>6</td> </tr> <tr> <td>Q3 2020/21</td> <td>45</td> <td>6</td> </tr> <tr> <td>Q4 2020/21</td> <td>44</td> <td>6</td> </tr> <tr> <td>Q1 2021/22</td> <td>41</td> <td>6</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	50	6	Q3 2020/21	45	6	Q4 2020/21	44	6	Q1 2021/22	41	6	KPI is on target with no issues to raise
Quarter	Value	Target																					
Q2 2020/21	50	6																					
Q3 2020/21	45	6																					
Q4 2020/21	44	6																					
Q1 2021/22	41	6																					
Number of Grants Awarded via Grants4Growth	Total number of grants that are awarded – grants for growth	15	13	✔	2	-7	<table border="1"> <caption>Number of Grants Awarded via Grants4Growth</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>21</td> <td>13</td> </tr> <tr> <td>Q3 2020/21</td> <td>17</td> <td>13</td> </tr> <tr> <td>Q4 2020/21</td> <td>22</td> <td>13</td> </tr> <tr> <td>Q1 2021/22</td> <td>15</td> <td>13</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	21	13	Q3 2020/21	17	13	Q4 2020/21	22	13	Q1 2021/22	15	13	KPI is on target with no issues to raise
Quarter	Value	Target																					
Q2 2020/21	21	13																					
Q3 2020/21	17	13																					
Q4 2020/21	22	13																					
Q1 2021/22	15	13																					

Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
% of non-major applications determined within 8 weeks or agreed extension	This PI measures the % of non-major applications that have been determined within 8 weeks or agreed extension, this is in line with national requirements.	83.85%	70%	✔	13.85%	-16.15%	<table border="1"> <caption>% of non-major applications determined within 8 weeks or agreed extension</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>87.95%</td> <td>70%</td> </tr> <tr> <td>Q3 2020/21</td> <td>89%</td> <td>70%</td> </tr> <tr> <td>Q1 2021/22</td> <td>100%</td> <td>70%</td> </tr> <tr> <td>Q2 2021/22</td> <td>83.85%</td> <td>70%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	87.95%	70%	Q3 2020/21	89%	70%	Q1 2021/22	100%	70%	Q2 2021/22	83.85%	70%	Reflects nature of the applications determined. Number over time due to officer workloads and situations where applicants would not agree to extensions of time.
Quarter	Value	Target																					
Q2 2020/21	87.95%	70%																					
Q3 2020/21	89%	70%																					
Q1 2021/22	100%	70%																					
Q2 2021/22	83.85%	70%																					
% of Major applications determined within 13 weeks or agreed extension	% determined within 13 weeks (or with agreed extension or PPA)	89.47%	60%	✔	29.47%	-10.53%	<table border="1"> <caption>% of Major applications determined within 13 weeks or agreed extension</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>90.91%</td> <td>60%</td> </tr> <tr> <td>Q3 2020/21</td> <td>100%</td> <td>60%</td> </tr> <tr> <td>Q1 2021/22</td> <td>100%</td> <td>60%</td> </tr> <tr> <td>Q2 2021/22</td> <td>89.47%</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	90.91%	60%	Q3 2020/21	100%	60%	Q1 2021/22	100%	60%	Q2 2021/22	89.47%	60%	Major applications often raise more complex issues, are often reported to the planning Committee and many require S106 agreements. hence importance of working proactively with developers to agree extensions of time where appropriate.
Quarter	Value	Target																					
Q2 2020/21	90.91%	60%																					
Q3 2020/21	100%	60%																					
Q1 2021/22	100%	60%																					
Q2 2021/22	89.47%	60%																					
Housing Benefit LA Error Rate	Local Authority error in Housing Benefit overpayment Amount of benefits overpaid divided by benefits paid (% of overall expenditure)	0.24%	0.42%	✔	-0.18%	-0.1%	<table border="1"> <caption>Housing Benefit LA Error Rate</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>0.12%</td> <td>0.42%</td> </tr> <tr> <td>Q3 2020/21</td> <td>0.23%</td> <td>0.42%</td> </tr> <tr> <td>Q1 2021/22</td> <td>0.34%</td> <td>0.42%</td> </tr> <tr> <td>Q2 2021/22</td> <td>0.24%</td> <td>0.42%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2020/21	0.12%	0.42%	Q3 2020/21	0.23%	0.42%	Q1 2021/22	0.34%	0.42%	Q2 2021/22	0.24%	0.42%	We remain on target to receive 100% subsidy
Quarter	Value	Target																					
Q2 2020/21	0.12%	0.42%																					
Q3 2020/21	0.23%	0.42%																					
Q1 2021/22	0.34%	0.42%																					
Q2 2021/22	0.24%	0.42%																					

Short Name	Description	Current Quarter					Trend Chart	Latest Note															
		Q2 2021 / 22																					
		Value	Target	Status	Value vs Target	Value vs Previous																	
Business Rate In Year Collection Rate	Amount of Business Rates collected in the year against the total collectable debit	51.82%	50%	✓	1.82%	22.33%	<table border="1"> <caption>Business Rate In Year Collection Rate - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>77.91%</td> <td>80%</td> </tr> <tr> <td>Q3 2020/21</td> <td>92.46%</td> <td>95%</td> </tr> <tr> <td>Q1 2021/22</td> <td>29.49%</td> <td>30%</td> </tr> <tr> <td>Q2 2021/22</td> <td>51.82%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2020/21	77.91%	80%	Q3 2020/21	92.46%	95%	Q1 2021/22	29.49%	30%	Q2 2021/22	51.82%	50%	The annual collectable debit increased by 13.24% (£2.86m) in July. Much of this increase is due a change to the Government funded Retail Discount Relief Scheme which was reduced from 100% to 66% relief (for those qualifying businesses) from 1 July 2021. These Retail Businesses were rebilled during July with their revised liabilities payable between August and the end of the financial year.
Quarter	Quarters (%)	Target (Quarters) (%)																					
Q2 2020/21	77.91%	80%																					
Q3 2020/21	92.46%	95%																					
Q1 2021/22	29.49%	30%																					
Q2 2021/22	51.82%	50%																					
Council Tax In Year Collection Rate	Amount of Council Tax collected in the year against the total collectable debit	56.64%	50%	✓	6.64%	27.12%	<table border="1"> <caption>Council Tax In Year Collection Rate - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2020/21</td> <td>83.8%</td> <td>80%</td> </tr> <tr> <td>Q3 2020/21</td> <td>96.91%</td> <td>95%</td> </tr> <tr> <td>Q1 2021/22</td> <td>29.52%</td> <td>30%</td> </tr> <tr> <td>Q2 2021/22</td> <td>56.64%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q2 2020/21	83.8%	80%	Q3 2020/21	96.91%	95%	Q1 2021/22	29.52%	30%	Q2 2021/22	56.64%	50%	KPI is on target with no issues to raise
Quarter	Quarters (%)	Target (Quarters) (%)																					
Q2 2020/21	83.8%	80%																					
Q3 2020/21	96.91%	95%																					
Q1 2021/22	29.52%	30%																					
Q2 2021/22	56.64%	50%																					