

This dashboard contains the Health and Corporate OSP Measures. As of the 2025/2026 reporting period, it includes a total of 17 performance measures.

Title	KPI Description	Frequency	KPI Format	Service Area
CFLPI 09	Collection of Council Tax	Monthly	Percentage	Rev & Bens
CFLPI 10	Collection of Business Rates	Monthly	Percentage	Rev & Bens
CFLPI 11	Average Days to Process New Housing Benefit Claims and Council Tax Support Claims (Financial YTD)	Monthly	Decimal Number	Rev & Bens
CFLPI 12	Average Days to Process changes of circumstances Housing Benefit Claims and Council Tax Support Claims (Financial YTD)	Monthly	Decimal Number	Rev & Bens
CSR 01	Freedom of Information Requests (FOI) % compliance	Quarterly	Percentage	Complaints & Compliance
CSR 02	Subject access requests (SAR) % compliance	Quarterly	Percentage	Complaints & Compliance
CSR 03	Member Enquiry forms completed on time %	Quarterly	Percentage	Complaints & Compliance
EQ 01	Current training rate total in-house (%)	Annual	Percentage	Equality
EQ 02	Impact assessments	Annual	Integer	Equality
HR 02	Recruitment overall turnover %	Quarterly	Percentage	Human Resources
HR 07	Recruitment – % post filled on first attempt	Quarterly	Percentage	Human Resources
HR 10	% of staff spend that is Agency: % of agency spend versus actual salary budget Year-To-Date (YTD) as a total	Quarterly	Percentage	Human Resources
PR 01	Spend with local suppliers (N&B %)	Quarterly	Percentage	Procurement
PR 02	Spend with local suppliers (W&WM %)	Quarterly	Percentage	Procurement
PR 03	Spend with local suppliers (UK & International %)	Quarterly	Percentage	Procurement
PR 04	Spend within Nuneaton and Bedworth (% based on value of spend by SME)	Quarterly	Percentage	Procurement
PR 05	Spend within N&B (% based on value of spend with “large” companies)	Quarterly	Percentage	Procurement

Understanding the Report

01/06/2026 17:40:06

Last Refreshed Time

How Performance is Judged
Most metrics have a defined **Favourability Direction**:

- "Higher is better"
- "Lower is better"

However some metrics track volume or demand only, so no directional judgment is applied (no favourability) . They are denoted with the following icon 📄

Cross Highlighting

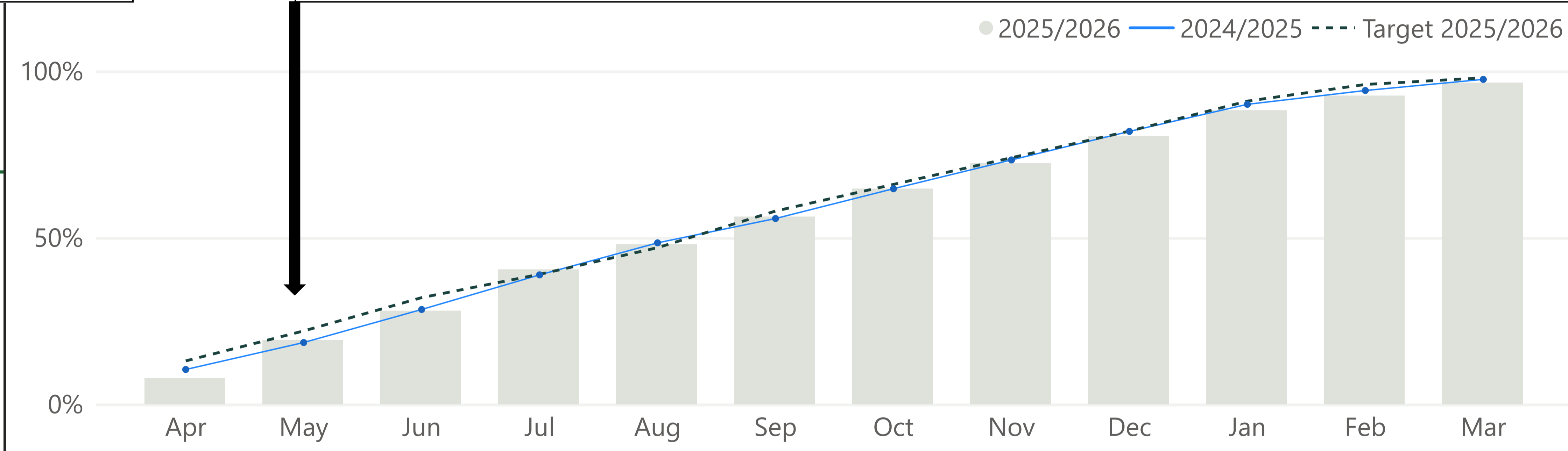
You can click on any column in the chart to filter the rest of the visuals on the page.

- For example, if you click on the **May** column, all other visuals such as the KPI card and the data table will automatically update to show results **only for May**.
- To **remove** the filter, simply click again on the same column or select an empty space in the chart.

CFLPI 10
Collection of Business Rates

March 2026 vs Target: -1.44% ⚠️
 March 2026 vs Last FY: -0.97% ✅
 March 2026 vs February 2026: +3.86%

Favourability: Higher
 Frequency: Monthly
 Service Area: Rev & Bens



FinancialYear 2025/2026							
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)
Apr	7.80	10.42	-2.62	-25.14% ⚠️		13.00	-5.20 ↓
May	19.27	18.52	0.75	4.05% ✅		22.00	-2.73 ↓
Jun	28.09	28.44	-0.35	-1.23% ⚠️		32.00	-3.91 ↓
Jul	40.47	38.84	1.63	4.20% ✅		39.00	1.47 ↑

The **"Vs Target"** value shows how each result compares to the target set for that financial year.

- ➡ **Green Up Arrow - Good performance above Target**
When higher values are favourable, and the result is higher than the target.
- ⬇ **Green Down Arrow - Good performance below Target**
When lower values are favourable, and the result is lower than the target.
- ⬆ **Red Up Arrow - Bad Performance Above Target**
When lower values are favourable, but the result is higher than the target.
- ⬇ **Red Down Arrow - Bad Performance Below Target**
When higher values are favourable, but the result is below the target.
- ➡ **Grey Side Arrow - The value matches the target exactly.**

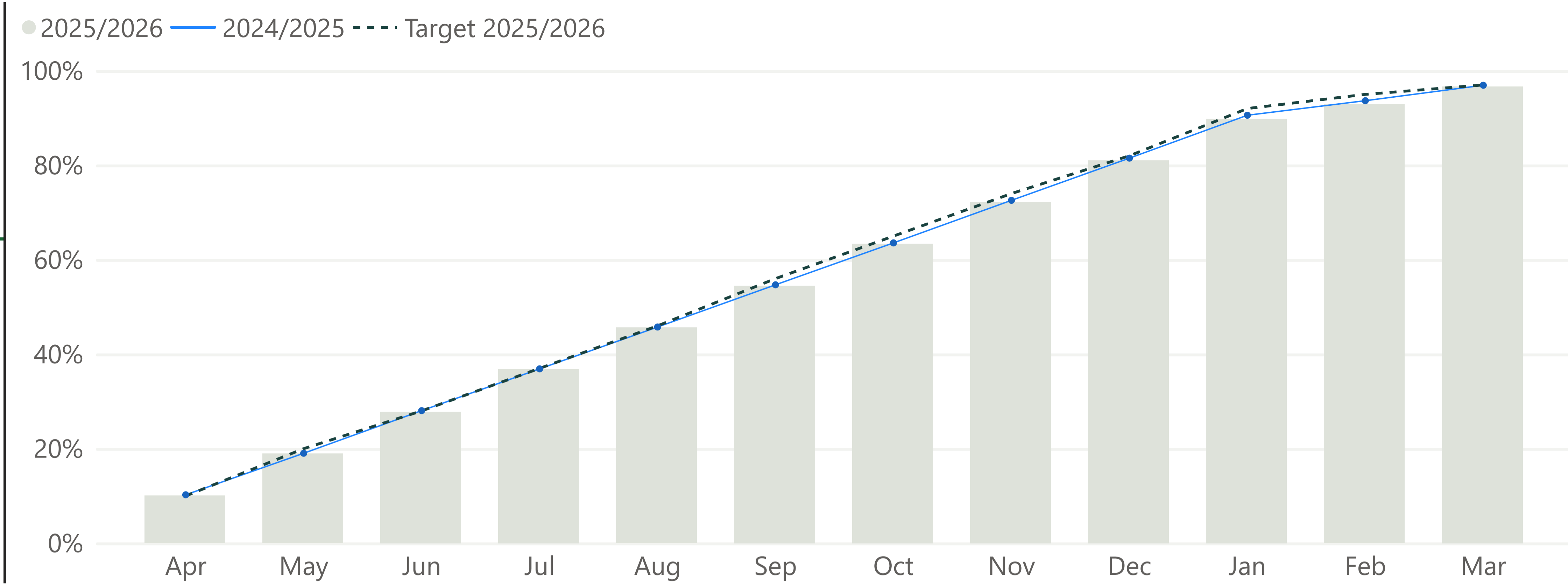
This shows how the current value compares to the same period last year, as a **% change**.

- ✅ Good performance - Change is in the favourable direction (increase or decrease as defined).
- ⚠️ Within Tolerance - The change is in the wrong direction but within a 2.5% threshold.
- ⚠️ Poor performance - The change is in the wrong direction and exceeds the 2.5% threshold.
- ➡ No change from last year.

CFLPI 09

Collection of Council Tax

March 2026 vs Target: -0.33% ▲
 March 2026 vs Last FY: -0.26% ▲
 March 2026 vs February 2026: +3.74%
 Favourability: Higher
 Frequency: Monthly
 Service Area: Rev & Bens

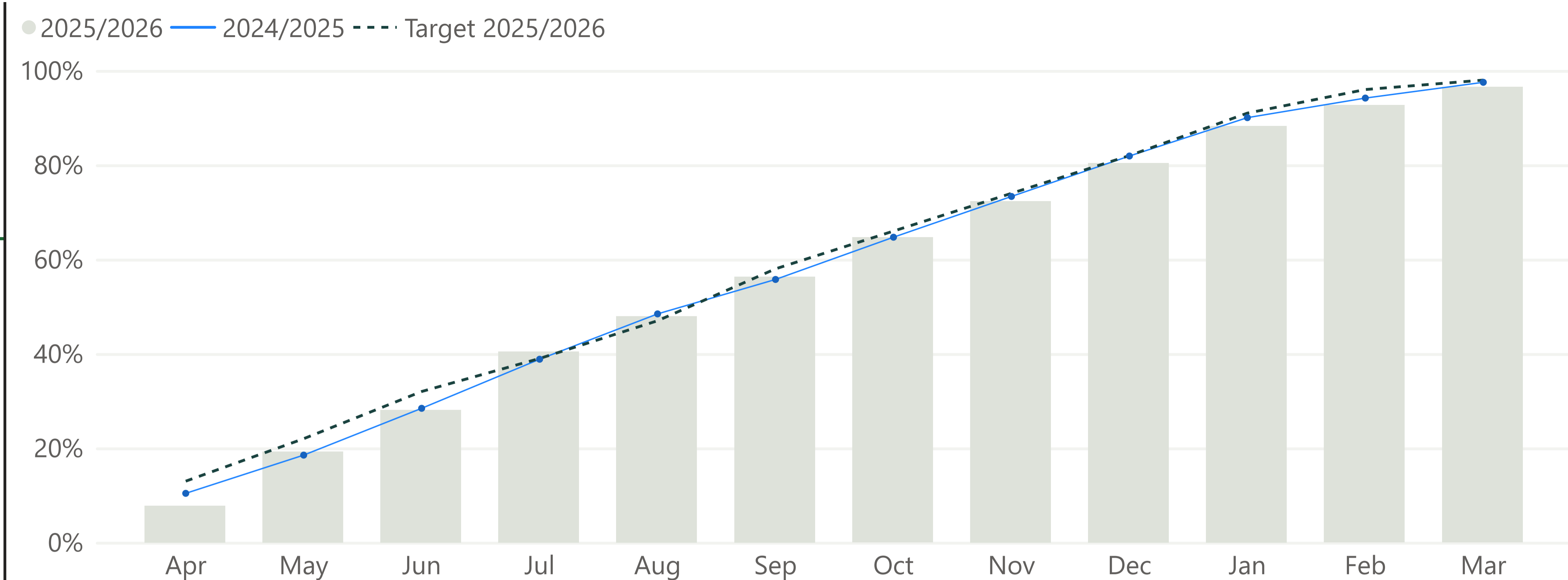


FinancialYear 2025/2026

Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	10.06	10.24	-0.18	-1.76% ▲	10.00	0.06	↑	
May	18.95	19.03	-0.08	-0.42% ▲	20.00	-1.05	↓	
Jun	27.80	28.05	-0.25	-0.89% ▲	28.00	-0.20	↓	
Jul	36.86	36.90	-0.04	-0.11% ▲	37.00	-0.14	↓	
Aug	45.63	45.75	-0.12	-0.26% ▲	46.00	-0.37	↓	
Sep	54.50	54.69	-0.19	-0.35% ▲	56.00	-1.50	↓	
Oct	63.38	63.56	-0.18	-0.28% ▲	65.00	-1.62	↓	
Nov	72.21	72.57	-0.36	-0.50% ▲	74.00	-1.79	↓	
Dec	81.05	81.50	-0.45	-0.55% ▲	82.00	-0.95	↓	
Jan	89.83	90.58	-0.75	-0.83% ▲	92.00	-2.17	↓	
Feb	92.93	93.66	-0.73	-0.78% ▲	95.00	-2.07	↓	
Mar	96.67	96.93	-0.26	-0.27% ▲	97.00	-0.33	↓	

CFLPI 10
Collection of Business Rates

March 2026 vs Target: -1.44% ▲
 March 2026 vs Last FY: -0.97% ▲
 March 2026 vs February 2026: +3.86%
 Favourability: Higher
 Frequency: Monthly
 Service Area: Rev & Bens



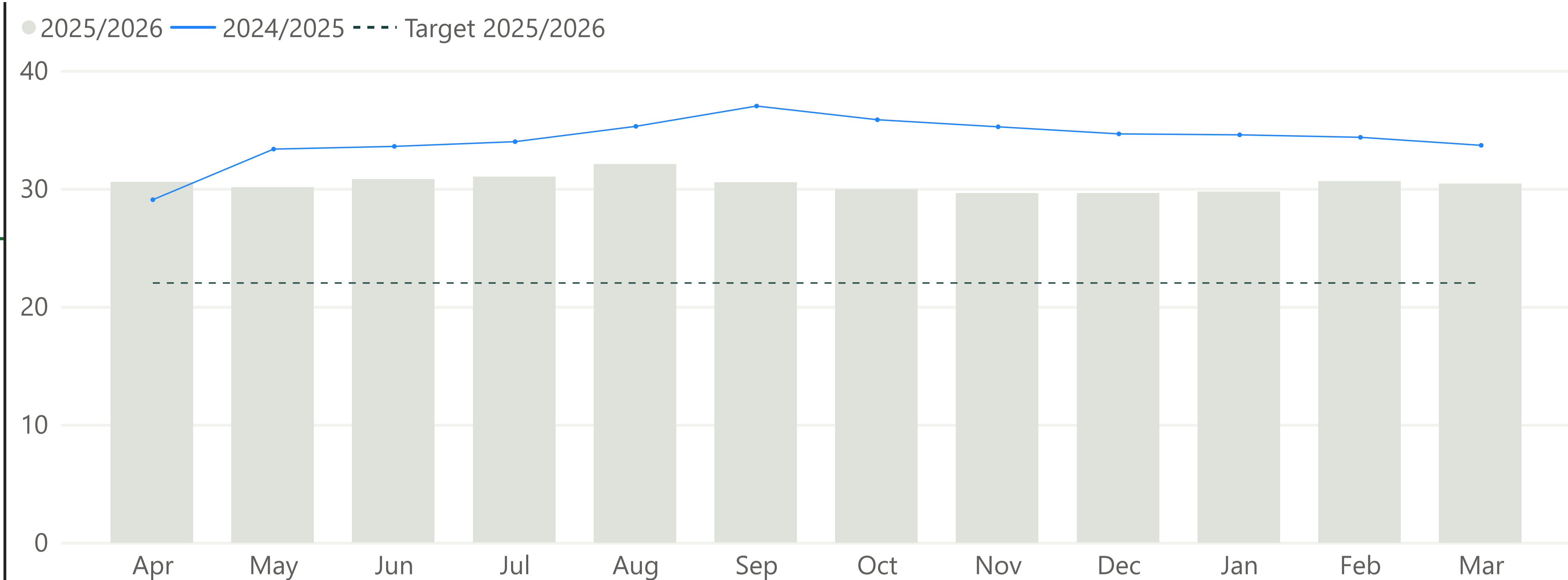
FinancialYear 2025/2026

Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	7.80	10.42	-2.62	-25.14%	⚠	13.00	-5.20	↓
May	19.27	18.52	0.75	4.05%	✅	22.00	-2.73	↓
Jun	28.09	28.44	-0.35	-1.23%	⚠	32.00	-3.91	↓
Jul	40.47	38.84	1.63	4.20%	✅	39.00	1.47	↑
Aug	47.99	48.45	-0.46	-0.95%	⚠	47.00	0.99	↑
Sep	56.33	55.75	0.58	1.04%	✅	58.00	-1.67	↓
Oct	64.70	64.70	0.00	0.00%	✅	66.00	-1.30	↓
Nov	72.36	73.34	-0.98	-1.34%	⚠	74.00	-1.64	↓
Dec	80.45	81.91	-1.46	-1.78%	⚠	82.00	-1.55	↓
Jan	88.30	90.04	-1.74	-1.93%	⚠	91.00	-2.70	↓
Feb	92.70	94.19	-1.49	-1.58%	⚠	96.00	-3.30	↓
Mar	96.56	97.53	-0.97	-0.99%	⚠	98.00	-1.44	↓

CFLPI 11

Average Days to Process New Housing Benefit Claims and Council Tax Support Claims (Financial YTD)

March 2026 vs Target: +8.43 ⚠
 March 2026 vs Last FY: -3.24 ✅
 March 2026 vs February 2026: -0.20
 Favourability: Lower
 Frequency: Monthly
 Service Area: Rev & Bens



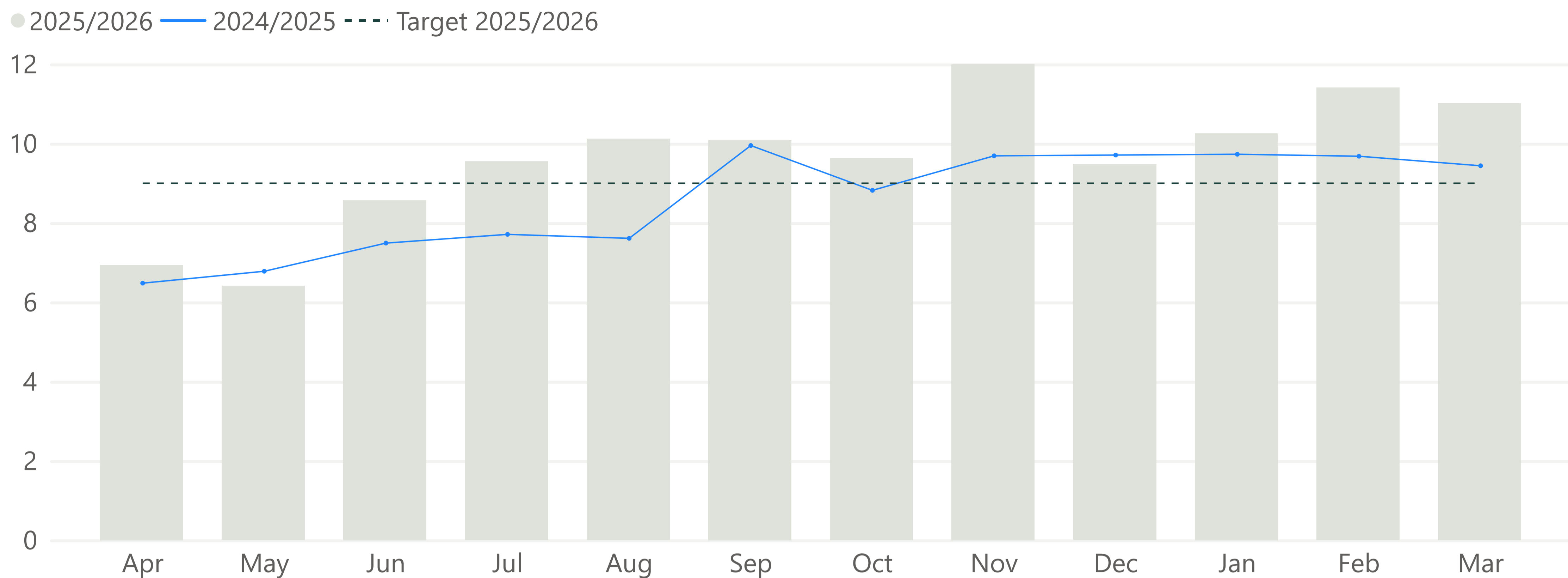
FinancialYear 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Apr	30.57	29.06	1.51	5.20%	⚠	22.00	8.57	⬆
May	30.12	33.35	-3.23	-9.69%	✅	22.00	8.12	⬆
Jun	30.80	33.58	-2.78	-8.28%	✅	22.00	8.80	⬆
Jul	31.00	33.98	-2.98	-8.77%	✅	22.00	9.00	⬆
Aug	32.08	35.28	-3.20	-9.07%	✅	22.00	10.08	⬆ 36.02 for the month
Sep	30.53	37.00	-6.47	-17.49%	✅	22.00	8.53	⬆
Oct	29.96	35.84	-5.88	-16.41%	✅	22.00	7.96	⬆
Nov	29.62	35.24	-5.62	-15.95%	✅	22.00	7.62	⬆
Dec	29.61	34.64	-5.03	-14.52%	✅	22.00	7.61	⬆
Jan	29.74	34.56	-4.82	-13.95%	✅	22.00	7.74	⬆
Feb	30.63	34.35	-3.72	-10.83%	✅	22.00	8.63	⬆
Mar	30.43	33.67	-3.24	-9.62%	✅	22.00	8.43	⬆

CFLPI 12

Average Days to Process changes of circumstances Housing Benefit Claims and Council Tax Support Claims (Financial YTD)



March 2026 vs Target: +2.01 ▲
 March 2026 vs Last FY: +1.57 ⚠
 March 2026 vs February 2026: -0.40
 Favourability: Lower
 Frequency: Monthly
 Service Area: Rev & Bens

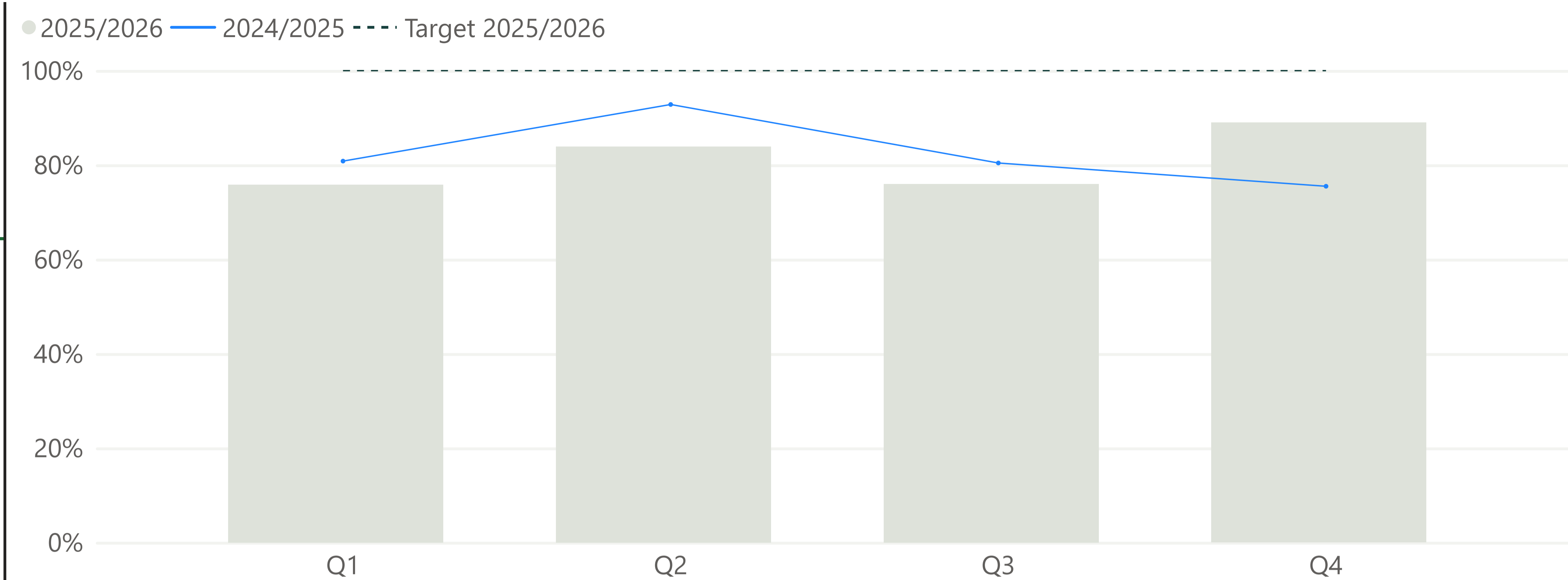










FinancialYear 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Apr	6.94	6.48	0.46	7.10% ⚠	9.00	-2.06	↓	
May	6.41	6.78	-0.37	-5.46% ✔	9.00	-2.59	↓	
Jun	8.57	7.49	1.08	14.42% ⚠	9.00	-0.43	↓	
Jul	9.55	7.71	1.84	23.87% ⚠	9.00	0.55	↑	
Aug	10.12	7.61	2.51	32.98% ⚠	9.00	1.12	↑	14.04 for the month
Sep	10.09	9.95	0.14	1.41% ▲	9.00	1.09	↑	
Oct	9.63	8.82	0.81	9.18% ⚠	9.00	0.63	↑	
Nov	12.36	9.69	2.67	27.55% ⚠	9.00	3.36	↑	
Dec	9.48	9.71	-0.23	-2.37% ✔	9.00	0.48	↑	
Jan	10.26	9.73	0.53	5.45% ⚠	9.00	1.26	↑	
Feb	11.41	9.68	1.73	17.87% ⚠	9.00	2.41	↑	
Mar	11.01	9.44	1.57	16.63% ⚠	9.00	2.01	↑	

CSR 01
Freedom of Information Requests (FOI) % compliance



Q4 2025 vs Target: -11.00% 
 Q4 2025 vs Last FY: +13.50% 
 Q4 2025 vs Q3 2025: +13.00%
 Favourability: Higher
 Frequency: Quarterly
 Service Area: Complaints & Compliance

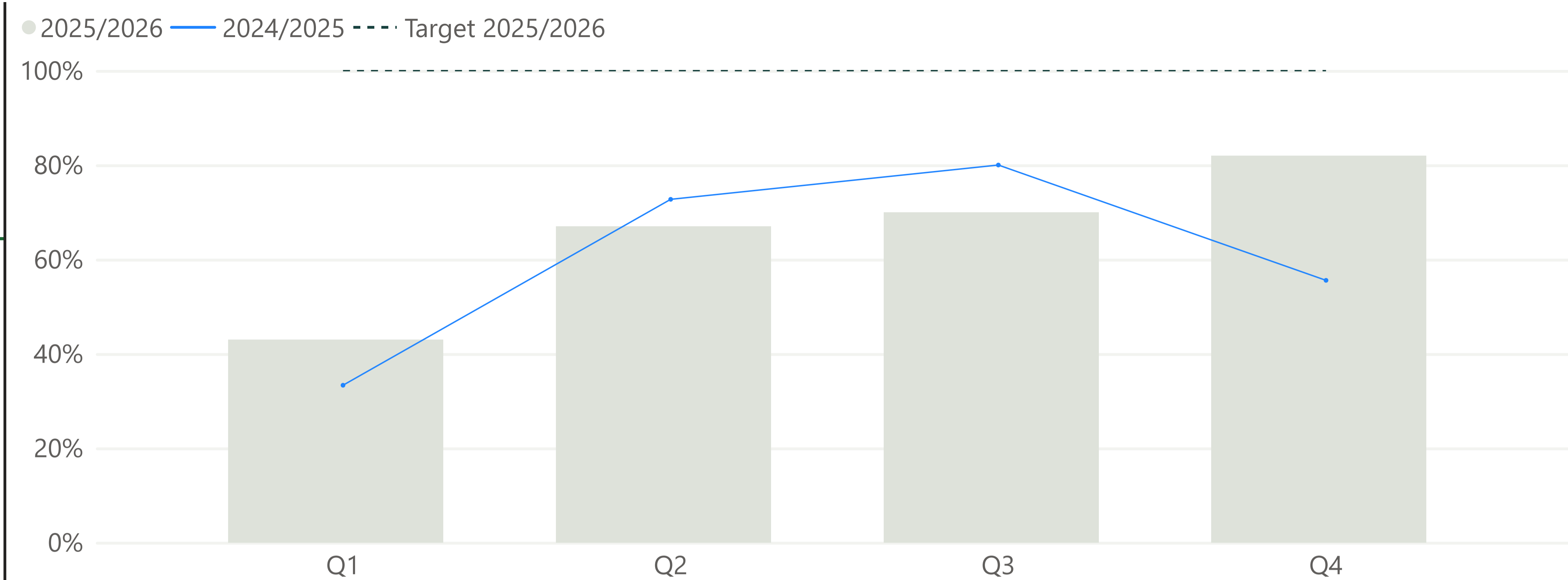










FinancialYear 2025/2026									
Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments	
Q1	75.86	80.83	-4.97	-6.15% 		100.00	-24.14 	154/203	
Q2	83.94	92.83	-8.89	-9.58% 		100.00	-16.06 	183/218	
Q3	76.00	80.43	-4.43	-5.51% 		100.00	-24.00 		
Q4	89.00	75.50	13.50	17.88% 		100.00	-11.00 		

CSR 02



Subject access requests (SAR) % compliance

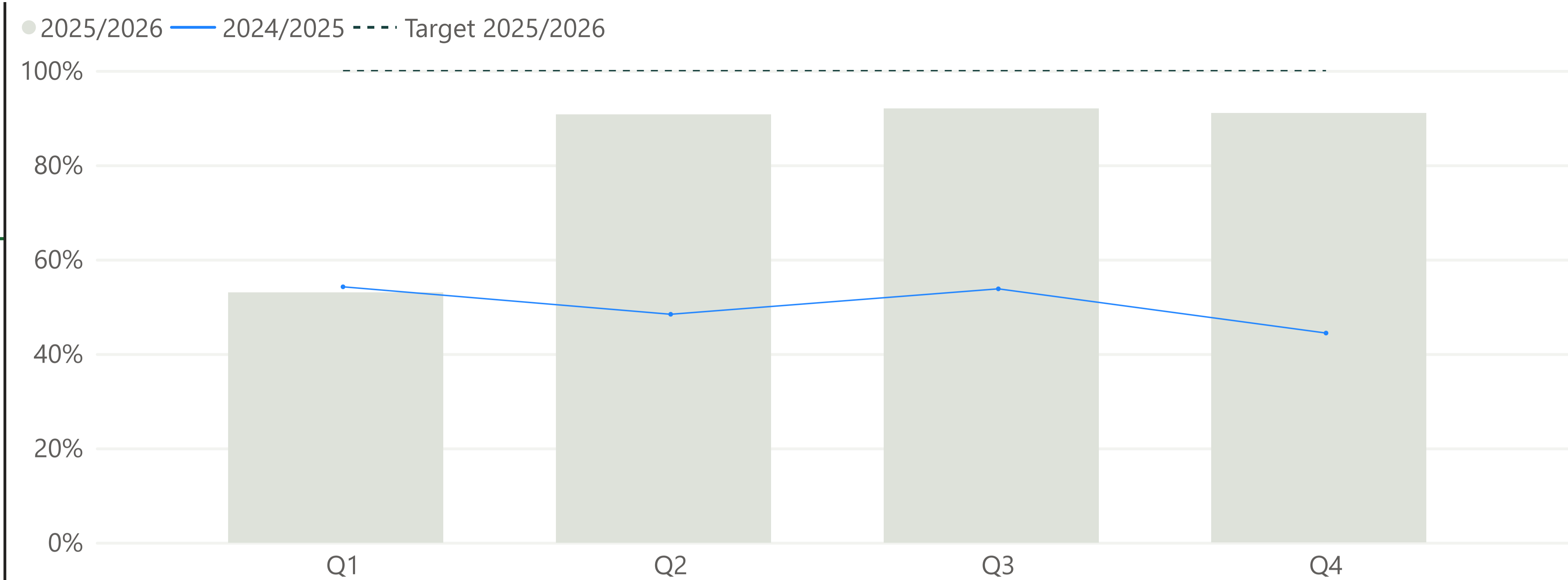
Q4 2025 vs Target: -18.00% 
 Q4 2025 vs Last FY: +26.44% 
 Q4 2025 vs Q3 2025: +12.00%
 Favourability: Higher
 Frequency: Quarterly
 Service Area: Complaints & Compliance











FinancialYear 2025/2026									
Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments	
Q1	43.00	33.33	9.67	29.01%		100.00	-57.00		
Q2	67.00	72.73	-5.73	-7.88%		100.00	-33.00		
Q3	70.00	80.00	-10.00	-12.50%		100.00	-30.00		
Q4	82.00	55.56	26.44	47.59%		100.00	-18.00		

CSR 03
Member Enquiry forms completed on time %

Q4 2025 vs Target: -9.00% 
 Q4 2025 vs Last FY: +46.61% 
 Q4 2025 vs Q3 2025: -1.00%
 Favourability: Higher
 Frequency: Quarterly
 Service Area: Complaints & Compliance



FinancialYear 2025/2026								
Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	53.00	54.19	-1.19	-2.20% 		100.00	-47.00 	108/203
Q2	90.73	48.37	42.36	87.57% 		100.00	-9.27 	Calculation method changed moving forward - Change made Q2 2025
Q3	92.00	53.76	38.24	71.13% 		100.00	-8.00 	
Q4	91.00	44.39	46.61	105.00% 		100.00	-9.00 	

EQ 01

Current training rate total in-house (%)

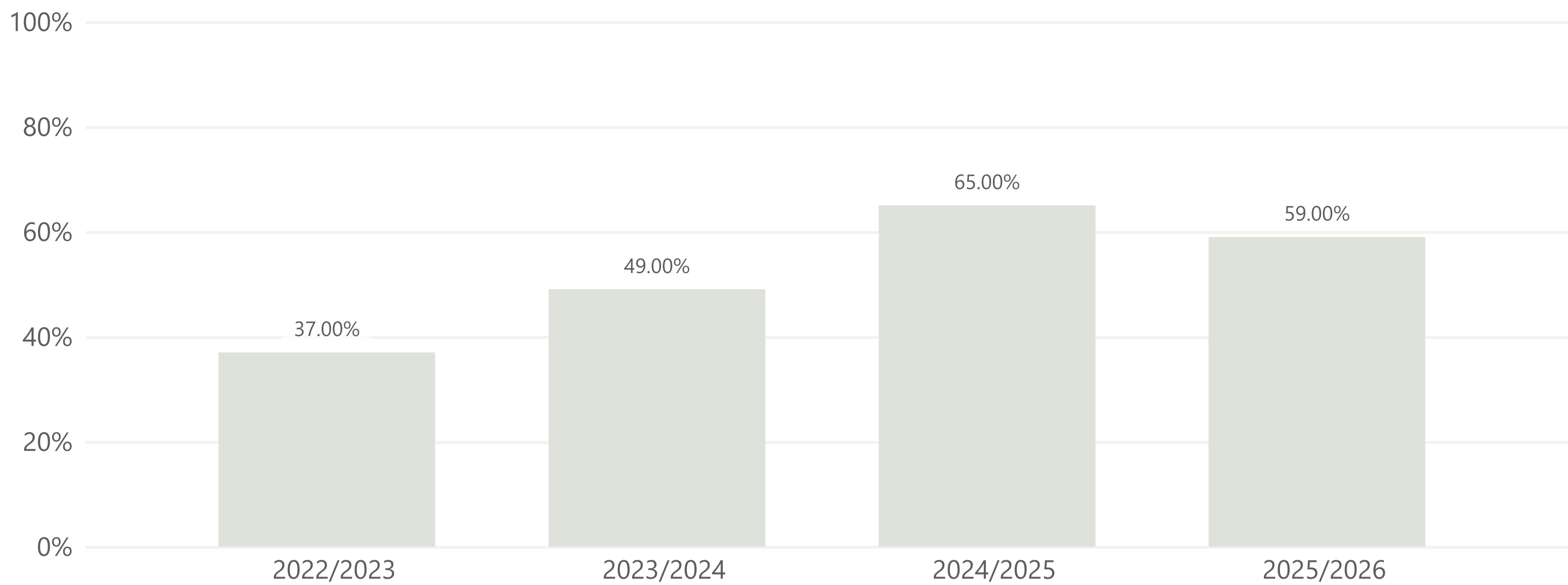
FY25/26 vs Target: -11.00% 






FY25/26 vs Last FY: -6.00% 

Favourability: Higher

Frequency: Annual

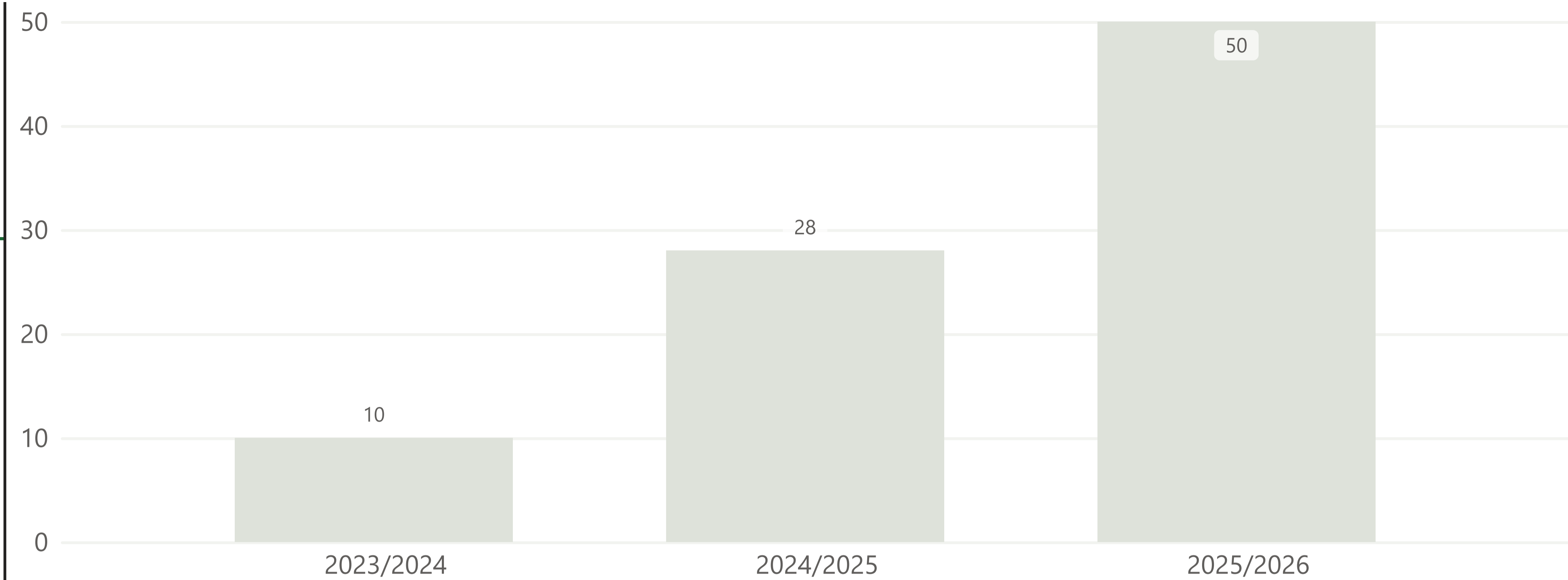
Service Area: Equality



FinancialYear	Value (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
2022/2023	37.00						
2023/2024	49.00	12.00	32.43%				
2024/2025	65.00	16.00	32.65%		70.00	-5.00 	
2025/2026	59.00	-6.00	-9.23%		70.00	-11.00 	

EQ 02
Impact assessments

FY25/26 vs Target: No target defined
 FY25/26 vs Last FY: +22 📄
 Favourability:
 Frequency: Annual
 Service Area: Equality

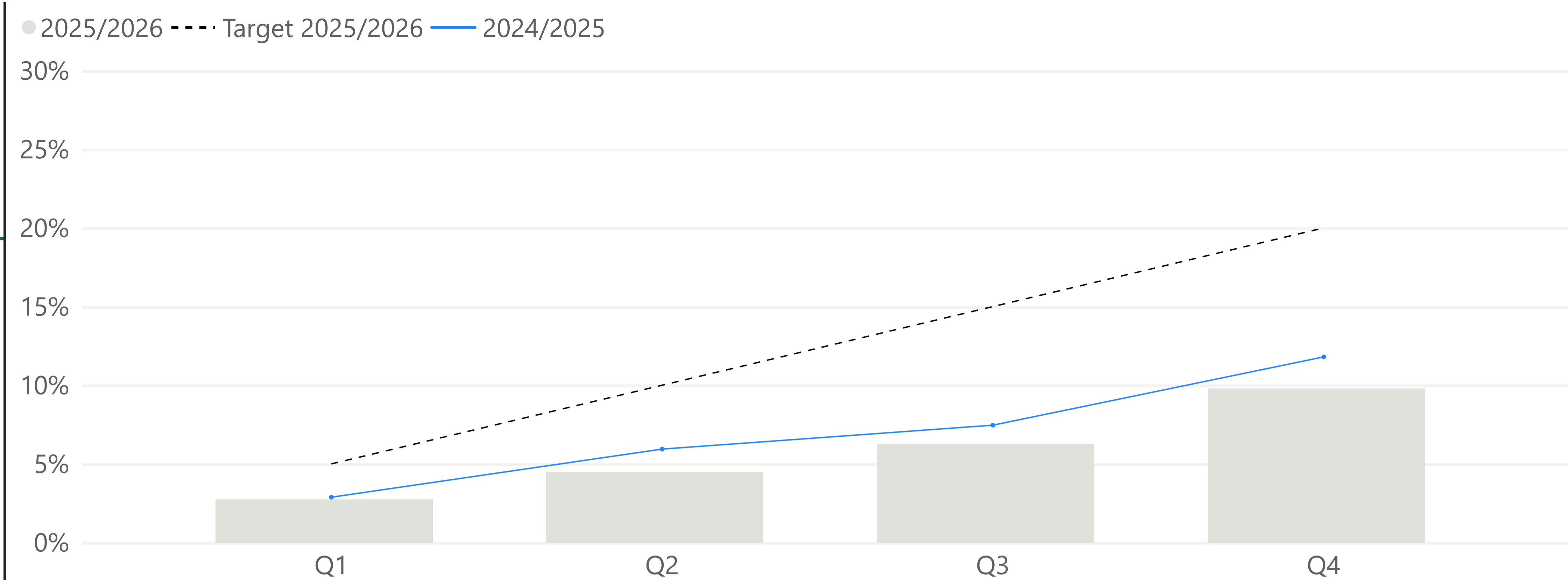


FinancialYear	Value	Vs Last Year	Vs Last Year Percentage Change	Performance	Comments
2022/2023					
2023/2024	10.00				
2024/2025	28.00	18.00	180.00%	📄	
2025/2026	50.00	22.00	78.57%	📄	

HR 02

Recruitment overall turnover %

Q4 2025 vs Target: -10.21% ✔
 Q4 2025 vs Last FY: -2.01% ✔
 Q4 2025 vs Q3 2025: +3.54%
 Favourability: Lower
 Frequency: Quarterly
 Service Area: Human Resources

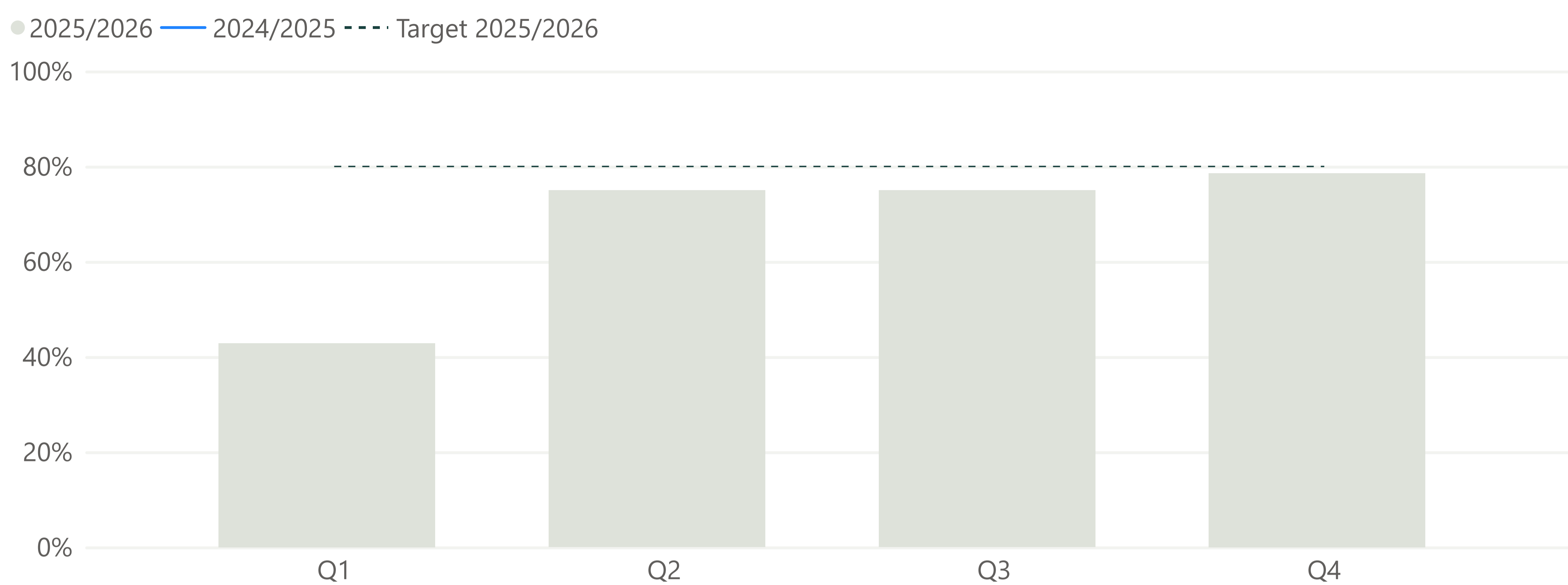


FinancialYear 2025/2026								
Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	2.74	2.88	-0.14	-4.86%	✔	5.00	-2.26	↓ Amended from 16/484.71 (3.30%) - Average FTE was used instead of Average Headcount
Q2	4.48	5.94	-1.46	-24.58%	✔	10.00	-5.52	↓ Value based on number of leavers in period and average Headcount; does not include casuals, standby or members
Q3	6.25	7.46	-1.21	-16.22%	✔	15.00	-8.75	↓
Q4	9.79	11.80	-2.01	-17.03%	✔	20.00	-10.21	↓

HR 07

Recruitment – % post filled on first attempt

Q4 2025 vs Target: -1.43% ▲
 Q4 2025 vs Last FY: No historical data for comparison
 Q4 2025 vs Q3 2025: +3.57%
 Favourability: Higher
 Frequency: Quarterly
 Service Area: Human Resources



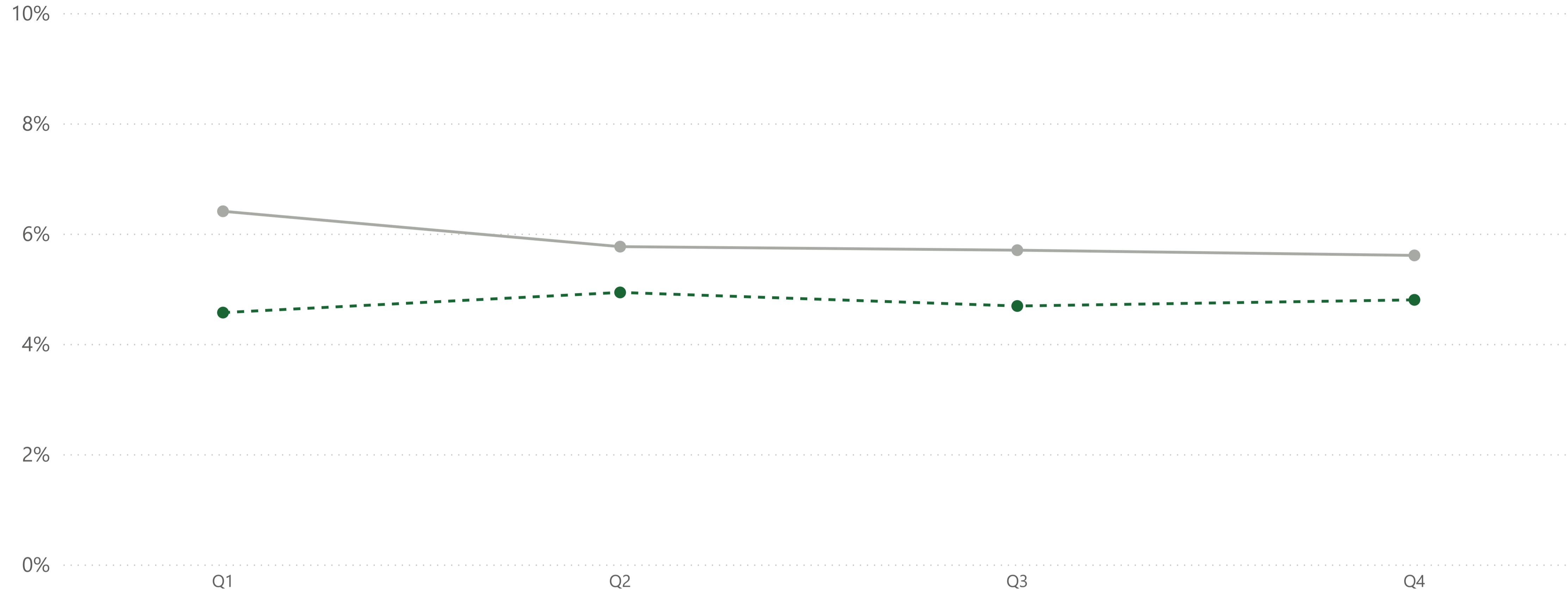
FinancialYear 2025/2026								
Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	42.86					80.00	-37.14 ▼	Not included adverts with a closing date after 30/06/2025; includes roles advertised pre april 2025 where they have been advrtised again in the reporting period
Q2	75.00					80.00	-5.00 ▼	Not included adverts with a closing date after 01/10/2025 or where shortlisting not yet undertaken; roles advertised in this period for a second, thrid, etc time also not included; Filled means at appointment or offer stage
Q3	75.00					80.00	-5.00 ▼	
Q4	78.57					80.00	-1.43 ▼	

HR 10

% of staff spend that is Agency: % of agency spend versus actual salary budget Year-To-Date (YTD) as a total

% of staff spend that is agency LY 4.80%
Year on Year % Change : +16.80%
Quarter on Quarter % Change: -1.66%
Favourability: Lower
Frequency: Quarterly
Service Area: Human Resources

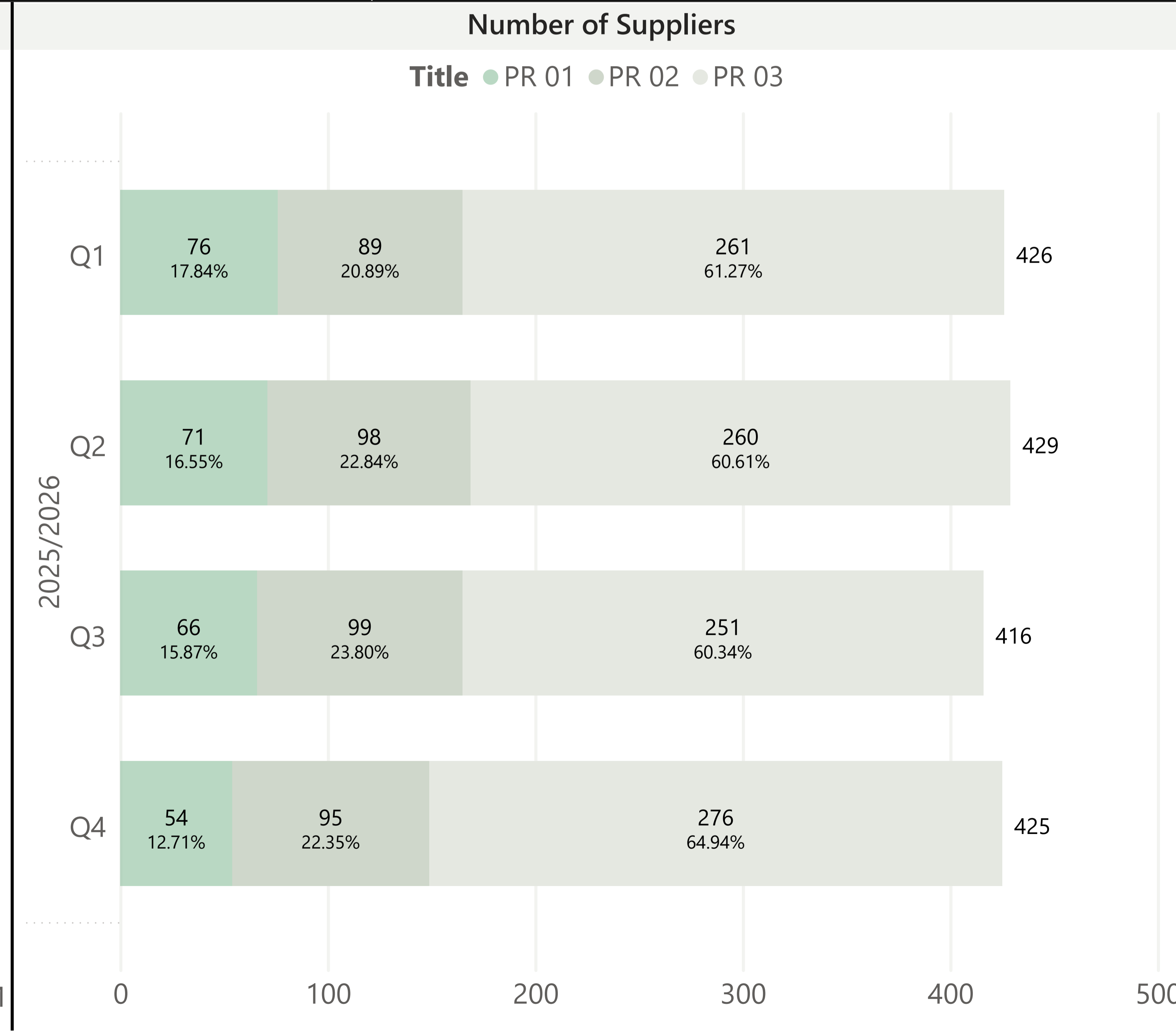
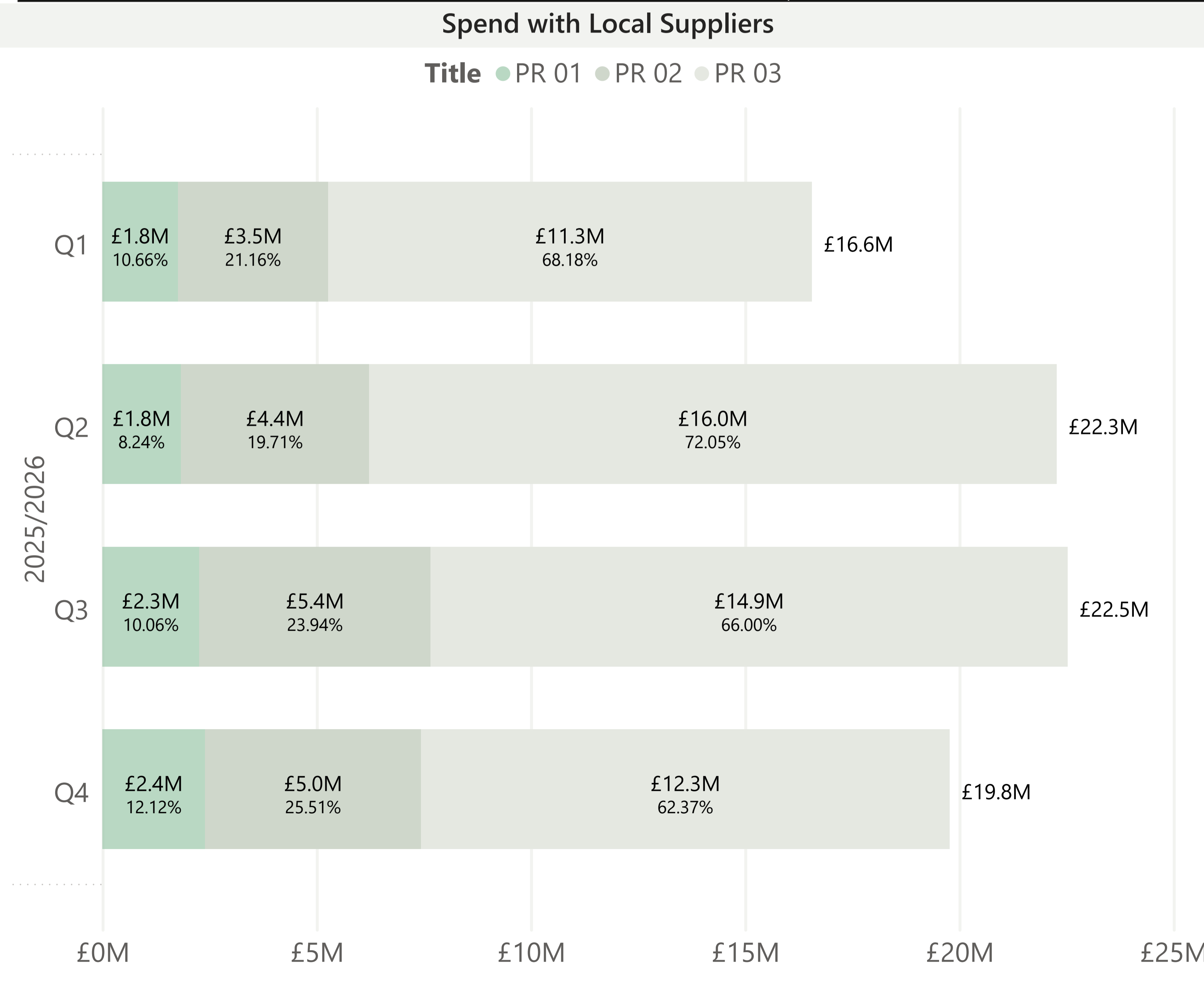
FinancialYear - ● - 2024/2025 —●— 2025/2026



FinancialYear 2025/2026					
Quarter	Value (%)	Value Last Year	YOY % Change	Target	Comments
Q1	6.41%	4.57%	0.40		
Q2	5.76%	4.93%	0.17		
Q3	5.70%	4.69%	0.22		
Q4	5.61%	4.80%	0.17		



PR 01	PR 02	PR 03
Spend with local suppliers (N&B %)	Spend with local suppliers (W&WM %)	Spend with local suppliers (UK & International %)
Q4 2025: 12.12%	Q4 2025: 25.51%	Q4 2025: 62.37%
Q4 2025 vs Last FY: No historical data for comparison	Q4 2025 vs Last FY: No historical data for comparison	Q4 2025 vs Last FY: No historical data for comparison
Q4 2025 vs Q3 2025: +2.06%	Q4 2025 vs Q3 2025: +1.57%	Q4 2025 vs Q3 2025: -3.63%

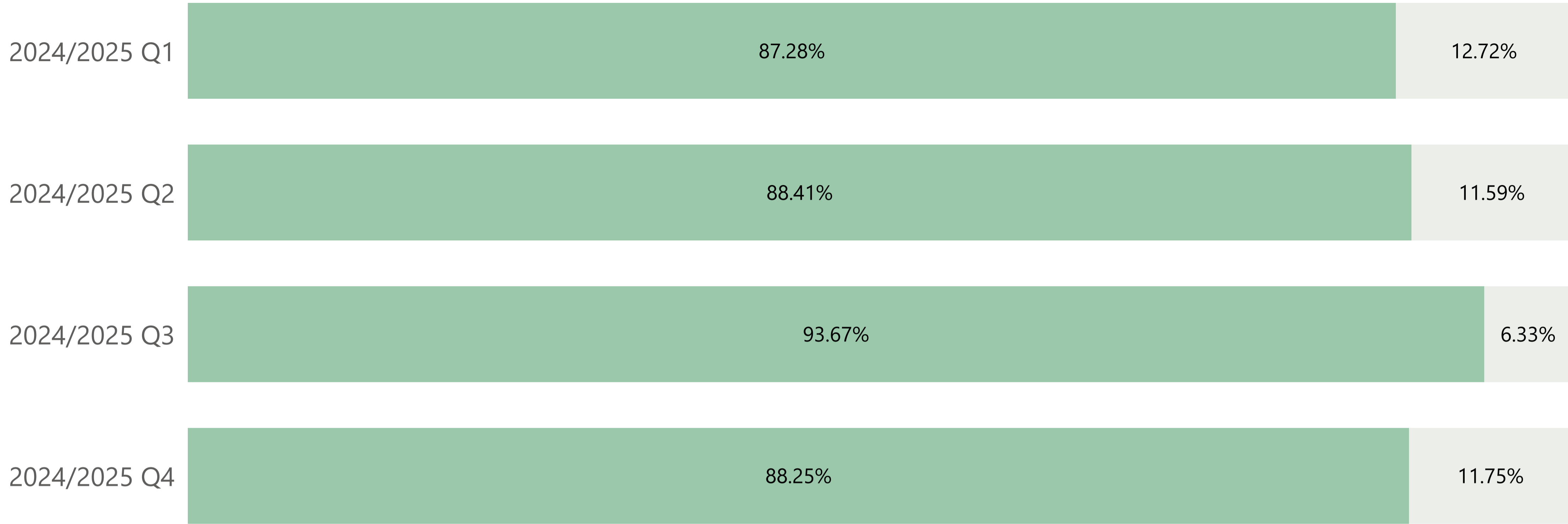


KPI ● PR 04 ● PR 05

PR 04

Spend within Nuneaton and Bedworth (% based on value of spend by SME)

Q4 2025 vs Target: No target defined
Q4 2025 vs Last FY: -16.66% 📉
Q4 2025 vs Q3 2025: -11.01%
Favourability: Higher
Frequency: Quarterly
Service Area: Procurement



PR 05

Spend within N&B (% based on value of spend with "large" companies)

Q4 2025 vs Target: No target defined
Q4 2025 vs Last FY: +16.66% 📈
Q4 2025 vs Q3 2025: +11.01%
Favourability: Lower
Frequency: Quarterly
Service Area: Procurement

