

Appendix 2: O&S Other Key Performance Indicators – July-September 2023

Indicator	Baseline	Date	Frequency	Source	Apr-Jun 2023	Jul-Sept 2023	Target/Aspiration	Trend	Data Assurance	Comments
% Handled rate (Customer Services)	93%	Jan-Mar 2023	Quarterly	AW365	88%	87%		↓		Currently three vacant posts, and high level of housing calls.
% emails responded to within 24 hours (Customer Services)	100%	Jan-Mar 2023	Quarterly	Outlook	100%	100%		→		Castle team are picking up emails on the weekend when service allows.
% webchat answer rate (Customer Services)	99%	Jan-Mar 2023	Quarterly	Webchat Tool	99%	98%		→		
Total number of licenced drivers	596	Jan-Mar 2023	Quarterly	IDOX Uniform	601	615		↑		
Total number of vehicle licences	538	Jan-Mar 2023	Quarterly	IDOX Uniform	558	565		↑		
Total number of premises licences	398	Jan-Mar 2023	Quarterly	Home Office Return	403	402		→		