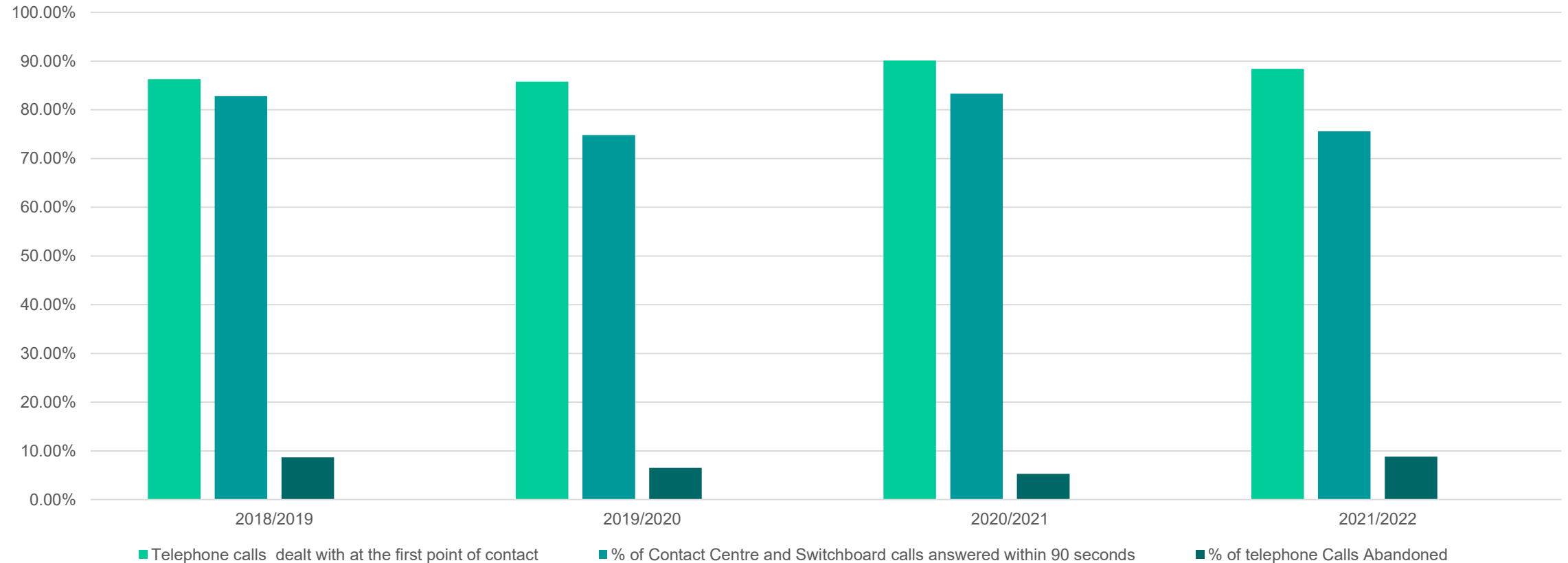


Key Performance Indicators

KPI Yearly comparrison



Demand by Service Area

| | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 |
|------------------------------------|---------------|---------------|---------------|---------------|
| Benefits | 12391 | 10206 | 8817 | 7460 |
| Children's Services | 12964 | 13273 | 8855 | 9386 |
| Community Support Hub | | | 4191 | 560 |
| Concessionary Fares | 1688 | 1183 | 718 | 2074 |
| Council Tax | 48278 | 44099 | 36530 | 41116 |
| Elections | | | 1013 | |
| Emergency | | | 315 | 288 |
| Environmental Health | 3321 | 2664 | 2031 | 1649 |
| Libraries | 3789 | 3904 | 3092 | 2776 |
| Parking | | | | 7128 |
| Planning | 13764 | 11833 | 8778 | 8086 |
| Streetcare (including Waste queue) | 42514 | 36500 | 56027 | 45251 |
| switchboard | 115217 | 114686 | 107496 | 115691 |
| TOTAL | 253926 | 238348 | 237863 | 241465 |



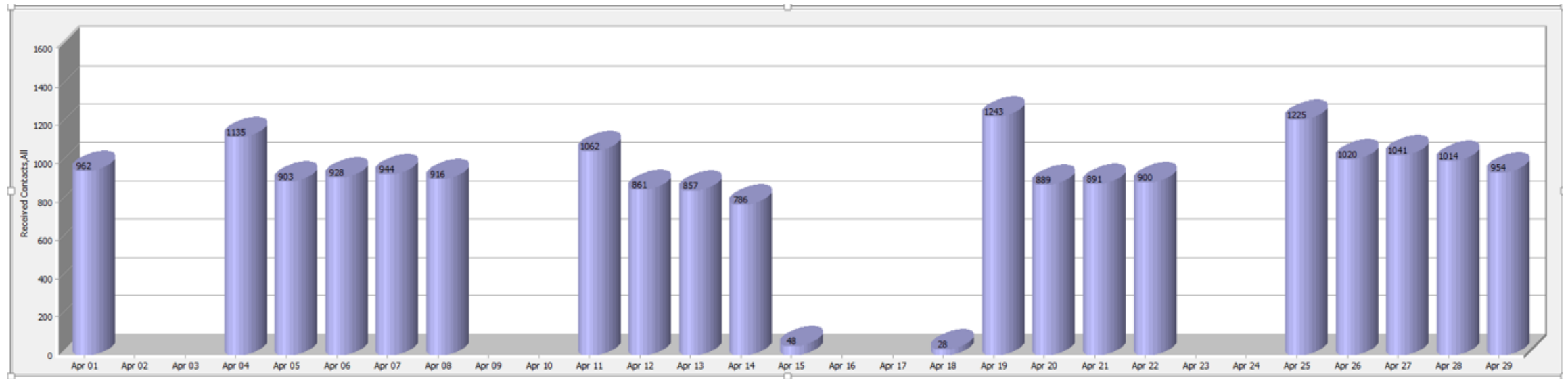
Recorded visits to Market St Reception

| Reception Visits Recorded on Qmatic | | | | | | |
|-------------------------------------|------|--|--|-----------|--------|--|
| 2019/2020 | | | | 2020/2021 | | |
| | MSO | | | | MSO | |
| Apr | 1036 | | | April | Closed | |
| May | 987 | | | May | Closed | |
| Jun | 764 | | | Jun | 24 | |
| July | 978 | | | Jul | 136 | |
| Aug | 812 | | | Aug | 152 | |
| Sept | 883 | | | Sep | 184 | |
| Oct | 791 | | | Oct | 141 | |
| Nov | 675 | | | Nov | 122 | |
| Dec | 486 | | | Dec | 104 | |
| Jan | 718 | | | Jan | 50 | |
| Feb | 799 | | | Feb | 64 | |
| Mar | 659 | | | Mar | 113 | |
| | | | | | | |
| | 9588 | | | | 1090 | |

Transactions processed and time spent

| | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|------------------------|---------|---------|---------|---------|
| Transactions Processed | 286066 | 269814 | 256672 | 258728 |
| Processing time Hrs | 19264 | 19842 | 20436 | 19783 |

Daily Demand – example April 22



Hourly demand example w/c 04.04.22

