

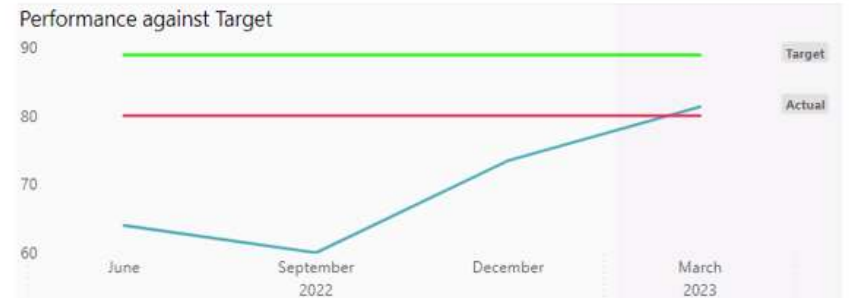
APPENDIX 8 - CORPORATE PLAN MEASURES SHOWING SIGNIFICANT CHANGE IN PERFORMANCE

Q4/MARCH 2023

Measures showing significant positive change since previous period

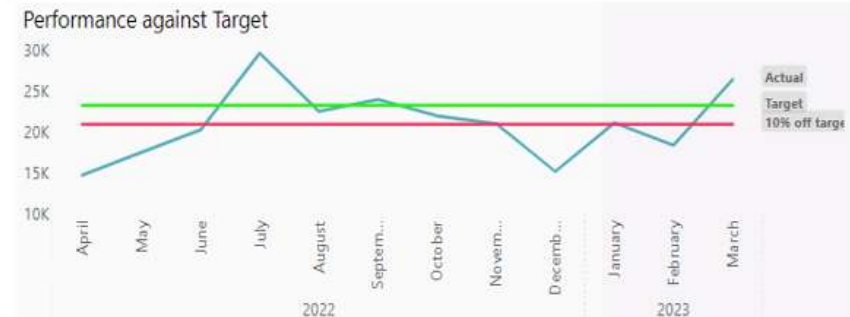
Customer satisfaction in Customer Fulfilment Centre

- Customers have experienced excessive wait times for calls to be answered.
- Acute challenges with our housing repairs service means CFC colleagues are on hold for lengthy periods to speak to the back office.
- The CFC has experienced a higher than usual rate of attrition.
- A vibrant job market has meant the service has been unable to attract people to apply for roles in CFC. The current job description has been reviewed with a view to make the role and pay more competitive and attractive.

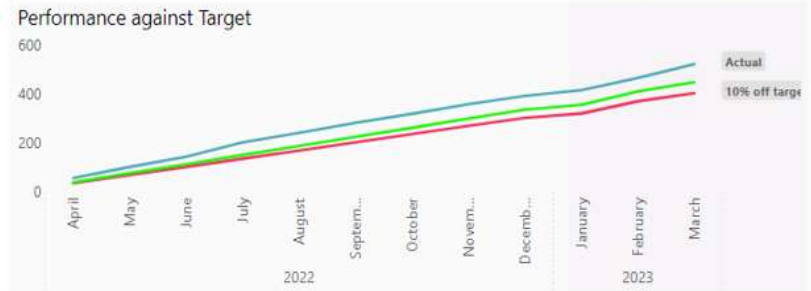


Number of self- service transactions via My Account self- service

- Figures for Jul, Aug, Sep, Oct, Nov, Dec 2022 corrected to reflect actual results.



Number of households prevented from becoming homeless



Number of NHS Health Checks delivered to residents

- GPs completed 1,124 checks; Royal Berkshire Hospital completed 80 Checks.
- A combination of these factors may account for the increase this quarter; practices continue to return to pre-pandemic levels of activity, and we've also been doing a lot of work behind the scenes to influence GP clinical leads.



Proportion of stop smoking service users

- Q4 data is still provisional. The improvement has been largely due to the service being able to access more sites and setting up more drop-in clinics in targeted communities.



Measures showing significant negative change since previous period

Percentage of actionable (40mm depth) potholes repaired within 28 days

There was an issue with the Asset Management System (WDM) not exporting the data - this has been resolved but caused a small amount to go out of date

