

PIs report 20/21

Quarterly report for 2020/2021
Arranged by Aims
Filtered by Flag: Include: Quarterly

Key to Performance Status:

Performance Indicators:	No Data	Concern	Variation	Achieved	Excellent
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Key to change on same period in previous year:

↑	Improved Performance	↓	Worse Performance	↔	Unchanged
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Key to +/- Column:

+	Higher figures are better	-	Lower figures are better	OFF	Direction cannot be determined
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* indicates that an entity is linked to the Aim by its parent Service

PIs report 20/21

Priority: Encouraging communities to be outstanding

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Number of households living in temporary accommodation</u>	-	44	30	50	40	52	51	↓	Andrew Mitchell

Management Notes:

(Quarter 1 - 4)

Overall number of households in temporary accommodation includes 28 households in spot purchase accommodation (ie B&B/holiday lets) 4 of which are being accommodated following the serving of Prohibition Orders by the Private Sector Housing team.

(AM)

<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	247 (3/4)	100	19	59	111	168	↓	Amy Gilbert-Jeans
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Management Notes:

Priority: Developing an outstanding local economy

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Creditor days - % of invoices paid within 30 days</u>	+	96	99.00	98.99	95.67	98.04	92.77	↓	Mark Worth

PIs report 20/21

Priority: Developing an outstanding local economy

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
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Management Notes:

Priority: Delivering and promoting our outstanding environment

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>NI191 Residual household waste in kg per household</u>	-	60		67	66	63	67	↓	Lorraine Tolman

Management Notes:

<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+	59	50	60	62	61	59	↔	Lorraine Tolman
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Management Notes:

<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-	41		40	38	39	41	↔	Lorraine Tolman
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Management Notes:

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Working days lost due to sickness absence</u>	-	8.70	8.50	1.64	4.09	7.17	9.52	↓	Sarah Vincent

Management Notes:

(March)

A full absence report looking at short and long term absence trends is due to be published in June. Throughout this year wellbeing advice and courses (such as mental health awareness) have been offered to all staff through our weekly staff communication and HR have been working proactively to help support those staff on longer term absence.

(JA)

PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Percentage of Council Tax Collected</u>	+	98.69		28.83	56.45	84.65	98.70	↑	Melissa Clode
<u>Management Notes:</u>									
<u>Percentage of Non-domestic Rates Collected</u>	+	97.91		22.65	54.02	78.82	93.00	↓	Melissa Clode
<u>Management Notes:</u>									
<u>Percentage of planning appeal decisions allowed against the authority's decision to refuse</u>	-	25.0	30.00	30.10	24.00	32.30	31.80	↓	Bob Capon
<u>Management Notes:</u>									
<u>Percentage of Stage 2 complaints responded to within stated timeframes</u>	+	78	100	89	89	75	60	↓	Kate Symington
<u>Management Notes:</u> (Quarter 4) The complaints team and services are experiencing a period of very heavy workload resulting in some deadlines being missed. The complainant is kept informed with progress wherever possible. (KS)									
<u>% of minutes and audio from council meetings uploaded together within 5 working days</u>	+	100	100	100	100	100	100	↔	Susan Howl
<u>Management Notes:</u>									
<u>Percentage of FOI responded to within the statutory timelimits</u>	+	99	100	99	100	88	99	↓	Kate Symington
<u>Management Notes:</u>									
<u>Percentage of 'higher risk' licensed premises inspected annually</u>	+	134		0	0	0	0	↓	Stephen Saunders
<u>Management Notes:</u>									

PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
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(Quarter 4)

Continued closure of licensed premises until 12 April 2021, together with the ongoing risk posed by Covid19, prevented the usual visits and inspections to those premises over the previous period.

The Licensing team has also been committed to the processes of reviewing and managing a significant rise in the number of recent applications. The volume of new applications increased by over 50% for the first quarter of 2021. This has triggered need for more licensing hearings and the work associated through objections also increasing. The increase in applications and associated objections has reduced any proactivity within the team to undertake compliance visits over the last period.
(SS)

<u>Number of taxi vehicle licence complaint investigations</u>	+	29		0	0	0	0	↓	Stephen Saunders
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Management Notes:

(Quarter 4)

Due to Covid-19 situation with less use of taxis, there have been no complaints received over previous period.

(SS)

<u>Total average headcount (quarterly total)</u>	+	460		459	455	456	454	↓	Sarah Vincent
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Management Notes:

<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	6.51		3	5	6	7	↓	Sarah Vincent
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Management Notes:

<u>Capability at point of contact for Benefits</u>	+	84		52	22	32	84	↓	Melissa Clode
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Management Notes:

<u>% of residents who pay their Council Tax by Direct Debit</u>	+	80		80	81	81	81	↑	Melissa Clode
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Management Notes:

<u>Number of Level 2 complaints (year to date)</u>	+	36		9	18	30	45	↑	Kate Symington
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PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
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Management Notes:

<u>Number of Freedom of Information Requests (year to date)</u>	+	494		82	221	342	473	↓	Kate Symington
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Management Notes:

<u>Days taken to process new Housing Benefit claims</u>	-	10.96	13.00	16.36	15.43	16.07	16.27	↓	Melissa Clode
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Management Notes:

(March)

As per previous months we are still receiving a high amount of work in the section. We are continuing to prioritise new claims and to look at the processes to reduce the number of days below our target of 13 days. However this is likely to take some further time before this has an effect.

(MC)

<u>Days taken to process changes to Housing Benefit claims</u>	-	3.36	5.50	4.62	4.94	5.31	4.34	↓	Melissa Clode
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Management Notes:

<u>Days taken to process local land charges property searches</u>	-	4	5	3	8	9	8	↓	Nick Wright
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Management Notes:

<u>Missed bin collections per 1000 households</u>	+	23		25	39	23	23	↓	Lorraine Tolman
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Management Notes:

<u>NI157b Percentage of Minor planning applications determined within 8 weeks</u>	+	73.88	65.00	86.71	76.54	72.93	70.87	↓	Nick Wright
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Management Notes:

<u>NI157c Percentage of Other planning applications determined within 8 weeks</u>	+	79.94	80.00	70.75	72.14	73.80	74.80	↓	Nick Wright
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Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
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Management Notes:

Not linked to any aims

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Number of redundancies (year to date)</u>	+	1		1	2	2	3	↑	Sarah Vincent

Management Notes: