

## 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

### Key to change on same period in previous year:

↑ Improved Performance ↓ Worse Performance ↔ Unchanged

### Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

\* 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 (1/4)	50				↓	Andrew Mitchell

#### Management Notes:

(Quarter 1)

The outbreak of Covid-19 has seen a sudden and dramatic rise in the use of temporary accommodation, with factors including the 'everybody in' policy from central government and the additional homeless situations created by the lockdown period. Some people have been accommodated where they would not ordinarily be accommodated, under a power, and they remain accommodated at this moment in time. This trend is common throughout the region with all LA's experiencing rises in homeless applicants in need of emergency accommodation. Working closely with MHCLG we have drawn up plans for future pandemic related homelessness, and we are anticipating further homeless pressures when the moratorium on evictions is lifted and the furlough scheme concludes.

(JA)

<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	247 (3/4)	25 (1/4)	19				↓	Andrew Mitchell
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#### Management Notes:

(Quarter 1)

There has been a lack of movement with the housing market owing to the covid-19 situation affecting our programme of acquisitions, and housing association partner's development programmes were impacted by the construction industry shut down and gradual recovery.

(JA)

### Priority: Developing an outstanding local economy

## 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
<u>Creditor Days - % of invoices paid in 10 working days</u>	+	89	95.00 (3/12)	93.96				↑	Mark Worth
<u>Management Notes:</u>									
<u>Creditor days - % of invoices paid within 30 days</u>	+	96	99.00 (3/12)	98.99				↑	Mark Worth
<u>Management Notes:</u>									

### 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				↓	Gareth Bourton, Louise Hodges, Lorraine Tolman
<u>Management Notes:</u>									
<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+	59	50 (1/4)	60				↓	Gareth Bourton, Louise Hodges, Lorraine Tolman
<u>Management Notes:</u>									
<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-	41		40				↓	Gareth Bourton, Louise Hodges, Lorraine Tolman
<u>Management Notes:</u>									
<u>NI196 Improved street and environmental cleanliness – fly tipping</u>	-							n/a	Richard Martin
<u>Management Notes:</u>									

### 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
	-	8.70		1.64				↔	Sarah Vincent

# 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>Working days lost due to sickness absence</u>			2.13 (3/12)						
<b>Management Notes:</b>									
<u>Percentage of Council Tax Collected</u>	+	98.69	29.89 (3/12)	28.83				↓	Melissa Clode, Libby Jarrett, Martin Lloyd-Jones
<b>Management Notes:</b>									
<u>Percentage of Non-domestic Rates Collected</u>	+	97.91	31.27 (3/12)	22.65				↓	Melissa Clode, Libby Jarrett, Martin Lloyd-Jones
<b>Management Notes:</b>									
<u>Percentage of planning appeal decisions allowed against the authority's decision to refuse</u>	-	25.0	30.00 (3/12)	30.10				↓	Bob Capon
<b>Management Notes:</b>									
<u>Percentage of Stage 2 complaints responded to within stated timeframes</u>	+	78	100 (1/4)	89				↓	Kate Symington
<b>Management Notes:</b> (Quarter 1)  This relates to one complaint exceeding the deadline due to complexity of matters raised and a temporary stop on housing repairs work during lockdown.  (KS)									
<u>% of minutes and audio from council meetings uploaded together within 5 working days</u>	+	100	100 (1/4)	100				↔	Susan Howl
<b>Management Notes:</b>									
<u>Percentage of FOI responded to within the statutory timelimits</u>	+	99	100 (1/4)	99				↓	Kate Symington
<b>Management Notes:</b> (Quarter 1)  One response went over deadline  (KS)									
<u>Percentage of 'higher risk' licensed</u>	+	134		0				↓	Stephen Saunders

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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
<u>premises inspected annually</u>									
<b>Management Notes:</b> (Quarter 1) Vists have not occurred over the first quarter as a result of the closure of Licensed premises from March to July due to Covid-19 restrictions (SS)									
<u>Number of taxi vehicle licence complaint investigations</u>	+	29		0				↓	Stephen Saunders
<b>Management Notes:</b> (Quarter 1) The taxi trade has been massively restricted in its business and has only largely been operating for vulnerable customers during the Covid 19 period. There have been no complaints received regarding the taxi trade (SS)									
<u>Total average headcount (quarterly total)</u>	+	460		459				↑	Sarah Vincent
<b>Management Notes:</b>									
<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	6.51		3				↓	Sarah Vincent
<b>Management Notes:</b>									
<u>Capability at point of contact for Benefits</u>	+	38 (3/4)		52				↓	Melissa Clode, Martin Lloyd-Jones
<b>Management Notes:</b>									
<u>% of residents who pay their Council Tax by Direct Debit</u>	+	80		80				↓	Melissa Clode, Martin Lloyd-Jones
<b>Management Notes:</b>									
<u>Number of Level 2 complaints (year to date)</u>	+	36		9				↔	Kate Symington
<b>Management Notes:</b>									
<u>Number of Freedom of Information Requests (year to date)</u>	+	494		82				↓	Kate Symington
<b>Management Notes:</b>									

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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
<u>Days taken to process new Housing Benefit claims</u>	-	10.96	13.00 (3/12)	16.36				↓	Melissa Clode, Martin Lloyd-Jones
<b>Management Notes:</b>									
<u>Days taken to process changes to Housing Benefit claims</u>	-	3.36	5.50 (3/12)	4.62				↓	Melissa Clode, Martin Lloyd-Jones
<b>Management Notes:</b>									
<u>Days taken to process local land charges property searches</u>	-	4	5 (1/4)	3				↑	Nick Wright
<b>Management Notes:</b>									
<u>Missed bin collections per 1000 households</u>	+	23		25				↑	Gareth Bourton, Louise Hodges, Lorraine Tolman
<b>Management Notes:</b>									
<u>NI157b Percentage of Minor planning applications determined within 8 weeks</u>	+	73.88	65.00 (1/4)	86.71				↑	Nick Wright
<b>Management Notes:</b>									
<u>NI157c Percentage of Other planning applications determined within 8 weeks</u>	+	79.94	80.00 (1/4)	70.75				↓	Nick Wright
<b>Management Notes:</b>									
(Quarter 1)									
<p>The lockdown has temporarily impacted on the performance for other planning applications. This is mainly in relation to applications for house extensions as a greater percentage of these are submitted in paper form and the switch to working at home required new processes to be put in place, that were initially less efficient than working in the office (working at home on a laptop at a table loses at many electronic documents being less efficient compared to sitting at an office desk with two screens and paper), and this has temporarily impacted upon performance. Alongside this, we have seen an increase in the number of applications for house extensions and related applications and enquiries being submitted. However, now that the new processes are in place and officer have access to Council computers and screens at home, it is expected that the performance indicator will be met in the next quarter.</p>									
(JA)									
<u>Proportion of outstanding debt that is more than 90 days old from date of invoice</u>	-	47.62 (10/12)		44.40				↑	None

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#### 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				↔	Sarah Vincent

Management Notes: