














Performance Indicators - Strategic Scorecard







Efficient Services

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS15	Value of savings achieved by the Transformation Strategy against the programme at the start of the financial year	£0.03m	£0.03m		£0.327m	£0.359m
	LIFCS16	Percentage of residents believing the council provides value for money	No survey	-	-	-	42%
	LIFCS49	Percentage of residents satisfied with the service the Council provides	No survey	-	-	-	59%
	LIFCS62	Percentage increase in self-serve transactions	9.39%	-1%		-1%	-0.13%
	LIFCS63	Percentage of residents satisfied with the variety of ways they can contact the Council	No survey	-	-	-	42%

Environment

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	81%	80%		80%	No survey
	LINS18	Percentage of household waste sent for reuse, recycling and composting	53.22%	55.29%		50.00%	47.80%
	LINS23	Residual waste collected per household, in kilos	113.33	117.00		480.00	522.74

Quality of Life

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	470 weeks	40 weeks		40 weeks	31 weeks
	LINS51	Number of leisure centre users - public	286,272	242,641		962,860	899,839
	LINS72b	Percentage usage of community facilities	42%	50%		50%	39.66%

INDICATOR RED / EXCEPTION AT QUARTER ONE



Increased marketing and integration with the booking system is taking place which is seeing improved bookings particularly at Gresham Sports Park and Gamston Community Hall.

Looking ahead we have secured an education provider for Gresham sports daytime usage from September and a disability football league.

Rushcliffe Country Park Education Centre is also due to come back online after refurbishment in mid-August.

Note: LINS32 Average waiting time of applicants rehoused by Choice Based Lettings – the description changed





Sustainable Growth


















Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIDEG 02	Processing of planning applications: Major applications dealt with in 13 weeks or agreed period	61.50%	70.00%		70.00%	72.34%

INDICATOR RED / EXCEPTION AT QUARTER



This indicator tends to fluctuate as the numbers of major applications dealt with each year are relatively small. On average, we are only determining around 45 major applications a year – around four or five applications a month. Therefore, the impact of one application is much greater on the overall figure than if there were hundreds of applications.

As with a number of other planning indicators, monthly performance is being reported to the Director and Cabinet to ensure close monitoring. Additional support is in place still from Capita whose focus is predominantly on the major applications.

	LIDEG 03	Percentage of non-major applications dealt with in 8 weeks or agreed period	80.2%	80%		80%	67.9%
	LIDEG 05	Percentage of appeals allowed against total number of Major planning applications determined by the authority	0%	10%		10%	0%






	LIDEG 18	Contributions received as a percentage of current developer contributions	41.7%	No target		No target	39.29%
	LIDEG 19	Value of future developer contributions to infrastructure funding	£35.12m	No target		No target	£39.96m
	LIDEG 32	Supply of ready to develop housing sites	No data available			No target	Awaiting data
	LIDEG 33	Number of new homes built	No data available			No target	Awaiting data
	LIDEG 34	Area of new employment floorspace built (sq mtrs)	No data available			No target	Awaiting data
	LIDEG 35	Number of Neighbourhood Plans adopted	0	No target		No target	3
	LIDEG 36	Percentage of homes built on allocated sites at key rural settlements	No data available			-	Awaiting data
	LIDEG 37	Percentage of new homes built against the target within the Local Plan	No data available			-	Awaiting data
	LIDEG 40	Percentage of RBC owned industrial units occupied	98.64%	96%		96%	97.23%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£441k	£462k		£1,731m	£1.66m
	LINS24	Number of affordable homes delivered	47	45		200	175





Performance Indicators - Operational Scorecard




















Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	61.70%	80.00%		80.00%	52.60%

INDICATOR RED / EXCEPTION AT QUARTER ONE

Performance in the first month of the year was 72%. Whilst this is still lower than the target set it showed a significant improvement from the middle of last year when application numbers were at their highest and staffing levels lower than required (performance was around the 50% mark). The service is experiencing another increase in planning applications. Timely performance information has enabled an additional contract planner to be appointed providing additional resource in the team to respond to this increased demand. In addition, monthly performance is being reported to the Director and Cabinet to ensure this is being monitored closely.

	LIDEG04	Percentage of applicants satisfied with the Planning service received	No survey	-	-	-	44%
	LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.4%	10%		10%	0.6%
	LIDEG17	Percentage of planning enforcement inspections carried out in target time	80.7%	80%		80%	78.05%

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	98.95%	98.00%		98.00%	99.12%
	LIFCS20	Percentage of Council Tax collected in year	29.93%	29.97%		99.20%	99.10%





Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS21	Percentage of Non-domestic Rates collected in year	43.19%	32.29%		99.20%	99.30%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.47	14		14	11.67
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	3.13	5		5	2.49
	LIFCS22c	Average number of days to process a new council tax reduction claim	13.86	19		19	13.03
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	1.82	5		5	2.12
	LIFCS23	Percentage of Revenues Services customers surveyed that were satisfied with the level of service provided	Survey to be undertaken				-
	LIFCS24	Percentage of housing and council tax benefit claims processed right first time	97.00%	95.00%		95.00%	97.00%
	LIFCS50	Number of complaints received by the council at initial stage	16	-		-	57
	LIFCS52	Percentage of complaints responded to within target times	92.9%	95.0%		95.0%	98.0%
	LIFCS56	Percentage of visitors satisfied by their website visit	Not due		-	60.0%	No survey
	LIFCS60	Percentage of users satisfied with the service received from the Rushcliffe Customer Service Centre	100.0%	95.0%		95.0%	100.0%
	LIFCS61a	Percentage of calls answered in 60 seconds (cumulative)	64%	70%	-	70%	No data













INDICATOR RED / EXCEPTION AT QUARTER ONE
















There was a high volume of calls mainly relating to the council tax energy rebate (which coincided with annual billing and the renewal of green bins for this year). This increased call volume, and in some cases increased complexity, has resulted in longer wait times for residents. In addition, over the same period two staff left – two new members of staff have been recruited to

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value

fill this gap and are currently progressing well with their training. More recent figures show a positive improvement.

	LIFCS64	Percentage of customer face to face enquiries to Rushcliffe Customer Service Centre responded to within 10 minutes	100%	85%		85%	100%
	LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	96%	87%		87%	95%

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	100%	97.5%		97.5%	99.8%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	No survey	-	-	-	67%
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	No survey	-	-	-	No survey
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	259	347		1,390	1,039
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	33µg/m³	40µg/m³		40µg/m³	32µg/m³
	LINS21a	Percentage of eligible households taking up the green waste collection service	Not due	72%	-	72%	72%
	LINS25	Number of households living in temporary accommodation	12	25	-	25	11
	LINS26a	Number of homeless applications made	15	25		100	37

Status	Ref.	Description	Q1 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS29a	Number of successful homelessness preventions undertaken	21	18		72	118
	LINS31a	Cumulative number of main duty housing decisions issued	70%	58%		58%	66%
	LINS37	Domestic burglaries per 1,000 households	2.01	3.50		14.0	10.27
	LINS38	Robberies per 1,000 population	0.06	0.09		0.38	0.38
	LINS39	Vehicle crimes per 1,000 population	1.60	1.75		7.0	4.45
	LINS73a	Income generated from community buildings	£8,973	No target		No target	£63,621
	LINS73b	Income generated from parks, pitches and open spaces	£29,603	No target		No target	£155,788
	LINS75	Number of new trees planted	Not due	-	-	-	2,158

Note: Performance indicator name changes – previous names below.

LINS26a Number of homeless applications made

LINS29a Number of successful homelessness preventions undertaken

LINS31a Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks