













Performance Indicators - Strategic Scorecard

Performance indicators that have no target set this year as they have been or will be affected by the COVID-19 pandemic are shown highlighted in the table below.







Efficient Services

Status	Ref.	Description	Q2 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	£0.075m	£0.06m		£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	3.12%	-1%		-1%	-0.13%
	LIFCS63	Percentage of residents satisfied with the variety of ways they can contact the Council	-	-	-	No survey	59%

Environment

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	-	-	-	No survey	81.0%
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.29%	54.99%		50.00%	47.80%
<p>The quarter two performance has dropped further below target primarily due to the hot dry summer which reduced the tonnage of garden waste collected and therefore the overall recycling rate. The tonnage of household waste has dropped compared to last year by 31kg per household reversing the trend seen during the pandemic.</p>							
	LINS23	Residual waste collected per household, in kilos	224.20	240.00		480.00	499.00

Quality of Life












Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS32	Average number of weeks for all Home Search applicants to be rehoused through Choice Based Lettings	35 weeks	52 weeks		52 weeks	40 weeks
	LINS51	Number of leisure centre users – public	Awaiting data	482,746		962,860	944,274
	LINS72b	Percentage usage of community facilities	40.4%	50%		50%	39.66%













Bookings are gradually increasing to pre-pandemic levels, due in part to the increased marketing and the new digital booking system.

It is still a difficult trading environment with Covid still in circulation, the cost-of-living crisis, and more people working from home using less meeting rooms for face-to-face meetings.








The AV System enabling the live streaming of meetings and large scale virtual meetings was officially launched in early September after significant testing and trialling. This is now being marketed externally and used internally. Whilst this is later in the year than hoped for in terms of meeting the income targets, stability of the system and confidence in operation were considered to be key factors in marketing this new function successfully.







Sustainable Growth






















Status	Ref.	Description	Q2 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	76.2%	70.00%		70.00%	72.34%
	LIDEG 03	Percentage of non-major applications dealt with in 8 weeks or agreed period	79.0%	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	42.31%	No target		No target	36.29%
	LIDEG 19	Value of future developer contributions to infrastructure funding	34.80m	No target		No target	£36.96m
	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	1,010
	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	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	98.74%	96%		96%	97.23%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£871600	£865900		£1.731m	£1.666m
	LINS24	Number of affordable homes delivered	149	90		200	175















Performance Indicators - Operational Scorecard














Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	60.00%	80.00%		80.00%	52.60%
<p>This performance indicator shows the cumulative data for householder planning applications and does not take account of agreed extensions of time. Planning performance targets continue to improve on a monthly basis, which is not apparent from this cumulative indicator, but can be seen in other indicators. The team continues to stabilise and improve performance against a backdrop of increased demand and national shortage of planners. A recent restructure is intended to continue to address performance and a new Service Manager is due to start in November and the newly created Operations Manager is now in post.</p>							
	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	0.5%	10%		10%	0.6%
	LIDEG17	Percentage of planning enforcement inspections carried out in target time	77.3%	80%		80%	78.05%

Status	Ref.	Description	Q2 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	98.62%	98.00%		98.00%	99.12%
	LIFCS20	Percentage of Council Tax collected in year	57.64%	58.38%		99.10%	99.10%
	LIFCS21	Percentage of Non-domestic Rates collected in year	66.84%	57.66%		99.20%	99.30%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS22a	Average number of days to process a new housing benefit claim	11.16	14		14	11.67
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	3.39	5		5	2.49
	LIFCS22c	Average number of days to process a new council tax reduction claim	14.16	19		19	13.03
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.00	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	98.00%	95.00%		95.00%	97.00%
	LIFCS50	Number of complaints received by the council at initial stage	28	No target		No target	57
	LIFCS52	Percentage of complaints responded to within target times	92.9%	95.0%		95.0%	98.2%
	LIFCS56	Percentage of visitors satisfied by their website visit	Not due	60.0%	-	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)	46%	70%		70%	-
<p>Performance was severely impacted from April to July as a result of high call volumes mainly associated with council tax energy rebate (which coincided with annual billing and the renewal of green bins for this year).</p> <p>Although year to date performance is below the target, recent reductions in the number of calls has lifted monthly calls answered in 60 seconds from a low of 24% in May to 66% in September. Further improvement is expected in quarter 3 as call volumes continue to drop, in October over 70% of calls were answered in 60 seconds.</p>							
	LIFCS64	Percentage of customer face to face enquiries to Rushcliffe	94%	85%		85%	100%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
		Customer Service Centre responded to within 10 minutes					
	LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	95%	87%		87%	95%

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	Awaiting data	97.5%		97.5%	96.9%
	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	71%
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	480	695		1390	1039
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	33µg/m ³	40µg/m ³		40µg/m ³	32µg/m ³
	LINS21a	Percentage of eligible households taking up the green waste collection service	Not due	-	-	72%	72%
	LINS25	Number of households living in temporary accommodation	9	25	-	25	11
	LINS26a	Number of homeless applications made	22	50		100	37
	LINS29a	Number of successful homelessness preventions undertaken	52	36		72	118

Status	Ref.	Description	Q2 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	75%	58%		58%	66%
	LINS37	Domestic burglaries per 1,000 households	3.45	7.00		14.0	10.27
	LINS38	Robberies per 1,000 population	0.13	0.19		0.38	0.42
	LINS39	Vehicle crimes per 1,000 population	2.59	3.50		7.0	4.45
	LINS73a	Income generated from community buildings	£36,234	£51,250		£108.6k	£63,621
<p>Bookings are gradually increasing to pre-pandemic levels, due in part to the increased marketing and the new digital booking system.</p> <p>It is still a difficult trading environment with Covid still in circulation, the cost-of-living crisis, and more people working from home using less meeting rooms for face-to-face meetings.</p> <p>Bookings at Rushcliffe Arena continue to lag behind other buildings, but increased marketing has seen an increase in bookings in September.</p> <p>Rushcliffe County Park meeting room is now back open to the public so this will have a positive impact on income generated from this site.</p> <p>Although we are behind target, the trend is improving.</p>							
	LINS73b	Income generated from parks, pitches and open spaces	£54,409	£80,000		£160k	£155.7k
<p>Although behind target the main football season does not start until September so income should improve over future months.</p> <p>Two of the football pitches that have been unavailable due to the capital refurbishment will come into operation in late October for the rest of the season which will help with achieving the target.</p> <p>A refund for Bridgfield cricket parking is being checked, as is one for the hook in Lady Bay which amounts to £6,695 credit notes being issued in September.</p>							
	LINS75	Number of new trees planted	Not due	-	-	2,000	2,158