











# 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	Q3 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	£0.039m	£0.06m		£0.327m	£0.359m
This is in the context of a budget position where there are other significant budget efficiencies as reported at Quarter 2 to both Cabinet and COG. A balanced budget will be achieved.							
	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	1.23%	-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	Q3 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	Awaiting data	53.01%		50.00%	47.80%
	LINS23	Residual waste collected per household, in kilos	Awaiting data	360.00		480.00	499.00

## Quality of Life








Status	Ref.	Description	Q3 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	34 weeks	52 weeks		52 weeks	40 weeks
	LINS51	Number of leisure centre users - public	Awaiting data	714,718		962,860	944,274
	LINS72 b	Percentage usage of community facilities	Awaiting data	50%		50%	39.66%







## Sustainable Growth
















Status	Ref.	Description	Q3 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	71.00%	70.00%		70.00%	72.34%
	LIDEG 03	Percentage of non-major applications dealt with in 8 weeks or agreed period	82.4%	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	42.38%	No target		No target	36.29%
	LIDEG 19	Value of future developer contributions to infrastructure funding	£34.43m	No target		No target	£36.96m
	LIDEG 32	Supply of ready to develop housing sites	No data available			No target	178.0%
	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	14,048 sq m
	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			No target	23.6%

	LIDEG 37	Percentage of new homes built against the target within the Local Plan	No data available			No target	42.6%
	LIDEG 40	Percentage of RBC owned industrial units occupied	98.82%	96%		96%	97.23%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£1.298m	£1.298m		£1.731m	£1.666m
	LINS24	Number of affordable homes delivered	Awaiting data	150		200	175






# Performance Indicators - Operational Scorecard

Status	Ref.	Description	Q3 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	59.70%	80.00%		80.00%	52.60%
<p>We are still relying on extensions of time to ensure that applications are processed. The figures for December will be slightly lower given we lost one week due to Christmas closures, the clock does not 'stop' for bank holidays/office closures and therefore 5 working days were lost. Overall, we are seeing signs of applications received decreasing. This combined with full staff leads us to expect a rise in number of applications processed within time and this is being closely monitored.</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	78.3%	80%		80%	78.05%

Status	Ref.	Description	Q3 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	98.01%	98.00%		98.00%	99.12%
	LIFCS20	Percentage of Council Tax collected in year	85.33%	86.54%		99.10%	99.10%
	LIFCS21	Percentage of Non-domestic Rates collected in year	87.32%	82.55%		99.20%	99.30%





Status	Ref.	Description	Q3 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	LIFCS22a	Average number of days to process a new housing benefit claim	10.12	14		14	11.67
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	3.35	5		5	2.49
	LIFCS22c	Average number of days to process a new council tax reduction claim	13.29	19		19	13.03
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.07	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	36	No target		No target	57
	LIFCS52	Percentage of complaints responded to within target times	88.6%	95.0%		95.0%	98.2%















Current performance of 88.6% against a target of 95% - complex complaints and escalations are increasing the amount of time officers need to respond to complaints – additionally, staff shortages in planning have impacted on this PI. It is worth noting that a low overall number of complaints make single delays a disproportionate percentage.














	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%	-

The figure is a cumulative and the current figures is affected by much higher volumes of calls in quarters one and two. The SLA was exceeded on average over the three months and the Customer Access Strategy is continuing to address ways to reduce calls.

Although year to date performance is below the target, recent reductions in the number of calls has seen an improvement from 46% in quarter 2 to 56% in quarter 3.

Status	Ref.	Description	Q3 2022/23			2022/23	2021/22
			Value	Target	Long Trend	Target	Value
	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	95%	87%		87%	95%

Status	Ref.	Description	Q3 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)	700	1037		1390	1039
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	33µg/m <sup>3</sup>	40µg/m <sup>3</sup>		40µg/m <sup>3</sup>	32µg/m <sup>3</sup>
	LINS21a	Percentage of eligible households taking up the green waste collection service	Awaiting data	-	-	72%	72%
	LINS25	Number of households living in temporary accommodation	9	25	-	25	11
	LINS26a	Number of homeless applications made	32	50		100	37
	LINS29a	Number of successful homelessness preventions undertaken	74	36		72	118

Status	Ref.	Description	Q3 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	74%	58%		58%	66%
	LINS37	Domestic burglaries per 1,000 households	4.77	10.50		14.0	10.27
	LINS38	Robberies per 1,000 population	0.20	0.28		0.38	0.42
	LINS39	Vehicle crimes per 1,000 population	3.88	5.28		7.0	4.45
	LINS73a	Income generated from community buildings	£73,356	£81,450		£108.6k	£63,621
<p>Whilst slightly below target, our new online booking system is up and working well and supported by a marketing campaign we hope to see a further increase in income and bookings across all buildings</p>							
	LINS73b	Income generated from parks, pitches and open spaces	£105,812	£120k		£160k	£155.7k
<p>Whilst slightly below target all facilities continue to be well used and it is hoped income will continue to increase as football pitch bookings and use of Gresham continues over the football season.</p>							
	LINS75	Number of new trees planted	Not due	-	-	2,000	2,158