














Strategic Scorecard

Tasks



Task Status		
	Overdue	The task has passed its due date
	Warning	The task is approaching its due date. One or more milestones are approaching or has passed its due date
	Progress OK	The task is expected to meet the due date
	Completed	The task has been completed









Performance Indicators

PI Status		
	Alert	Performance is more than 5% below the target
	Warning	Performance is between 5% and 1% below the target
	OK	Performance has exceeded the target or is within 1% of the target
	Unknown	No data reported or data not due for this period (reported annually)
	Data Only	A contextual indicator, no target is set

Long Term Trends		
	Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	No Change	
	Getting Worse	
	New indicator, no historical data	

Environment

Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_01 Deliver Rushcliffe's Climate Change Strategy 2021-2030	31-Mar-2030	<div style="width: 60%;"><div style="background-color: #4a7ebb; color: white; padding: 2px;">60%</div></div>
	ST2427_02 Implement the Environment Act commitments	31-Mar-2027	<div style="width: 20%;"><div style="background-color: #4a7ebb; color: white; padding: 2px;">20%</div></div>




Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LINS01	Percentage of streets passing clean streets inspections	97.4%	97.5%		97.5%	96.8%
	CS_LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	249	240		957	868
	CS_LINS14	Average NOx level for Air Quality Management Areas in the Borough	23µg/m ³	40µg/m ³		40µg/m ³	25µg/m ³
	CS_LINS18	Percentage of household waste sent for reuse, recycling and composting	51.08%	55.29%		50.00%	46.46%

There is currently a national reduction in waste being presented for recycling. For Rushcliffe, the figure is dependent not just on the amount of recyclable materials collected in the blue bins, but also includes glass collected from bring sites and the tonnage of garden waste collected from green bins which can be affected by the weather.

	CS_LINS20	Percentage recycling contamination rate	14.13%	12%		12%	-
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This target was marginally missed by 2.13%. Contamination levels are measured by Veolia (NCC disposal contractor) on a monthly basis during a sampling process of waste collected and disposed of in the blue recycling bin; however, it should be noted that the sample rate is relatively small. Clearly gross contamination levels such as nappies can lead to a reduction in the overall recycling rate however much of the contamination reported will be resolved when other plastic items are included in the new input specification by Veolia when changes to what can go in the blue bin come into place in April 2026. In the meantime, the Council has already responded by developing an action plan to continue to help reduce











the wrong items going in the blue bin including a current social media campaign, working with collection crews and residents, and a focus on hard-to-reach communities and communal bin areas which can sometimes lead to higher levels of contamination.

	CS_LINS23	Residual waste collected per household, in kilos	117.00	120.00		480.00	485.87
	CS_LINS77	Percentage reduction of CO2 from the Council's own operations (from 2008/09 baseline)	No data available – reported annually			-9%	




Quality of Life










Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_03 Be an active partner in the delivery of the East Midlands Devolution Deal	31-Mar-2027	<div style="width: 30%;"><div style="background-color: #0056b3; height: 10px;"></div></div> 30%
	ST2427_04 Deliver Rushcliffe's Leisure Strategy 2021-2027	31-Mar-2027	<div style="width: 20%;"><div style="background-color: #0056b3; height: 10px;"></div></div> 20%












Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LINS25	Number of households living in temporary accommodation	7	18		18	13
	CS_LINS26a	Cumulative number of main housing duty decisions issued	15	20		80	61
	CS_LINS27a	Average length of stay of all households in temporary accommodation	4 weeks	11 weeks		11 weeks	6 weeks
	CS_LINS29a	Cumulative number of successful homelessness prevention outcomes	30	18		72	74
	CS_LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks from the date of application	94%	60%		60%	84.92%
	CS_LINS32	Average number of weeks for all Home Search applicants to be rehoused through Choice Based Lettings	22 weeks	50 weeks		50 weeks	29.75 weeks

	CS_LINS51	Number of leisure centre users - public	334,486	310,350		1,241,500	1,187,612
Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LINS52	Number of Edwalton Golf Courses users	14,425	10,500		42,000	39,234
	CS_LINS72b	Percentage usage of community facilities	45.3%	50%		50%	33.1%
<p>Positive signs of usage growth has been seen in most areas, however usage of Gamston Community Hall and Sir Julian Cahn is lower that we would like. The Council has responded by developing a robust marketing plan. We have also taken additional regular booking for taekwondo and Little Kickers at Gamston Community Hall which will show up in July usage statistics.</p>							
	CS_LINS80a	Percentage food businesses broadly compliant at first assessment/ inspection	91%	91%		91%	91%
	CS_LINS80g	All crime figures within Rushcliffe per 1000 per head of population	10.92	-		-	45.64




Sustainable Growth












Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_05 Provide community leadership in the redevelopment of the Ratcliffe on Soar site, during and post decommissioning of the power station	31-Mar-2027	<div style="width: 20%;"><div style="width: 20%;"></div></div> 20%
	ST2427_06 Implement Levelling-up and Regeneration Bill commitments	31-Mar-2027	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%
	ST2427_07 Adopt the Greater Nottingham Strategic Plan	31-Mar-2027	<div style="width: 60%;"><div style="width: 60%;"></div></div> 60%
	ST2427_08 Support the delivery of the new employment sites and new homes, including meeting affordable housing targets, at key sites including Fairham, Gamston, RAF Newton and Bingham	31-Mar-2027	<div style="width: 40%;"><div style="width: 40%;"></div></div> 40%
	ST2427_09 Develop and deliver an Economic Growth Strategy for the Borough	31-Mar-2027	<div style="width: 10%;"><div style="width: 10%;"></div></div> 10%























Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIDEG05	Percentage of appeals allowed against total number of Major planning applications determined by the authority	9.1%	10%		10%	2.3%
	CS_LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.7%	10%		10%	0.4%
	CS_LIDEG07	Number of planning applications received	392	-		-	1580
	CS_LIDEG09	Number of Planning Application decisions issued	288	-		-	1380
	CS_LIDEG33	Number of new homes built	No data available – reported annually			-	Awaiting data



















Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIDEG34	Area of new employment floorspace built (sq mtrs)	No data available – reported annually			-	Awaiting data
	CS_LIDEG41	Level of income generated through letting property owned by the Council but not occupied by the Council	£495,917	£496,292		-	£1911430
	CS_LIDEG50	Percentage of UKSPF and REPF funding allocated	98%	10%		100%	34%
	CS_LINS24	Number of affordable homes delivered	93	47		189	283
	CS_LINS60	Number of users of paid council car parks	Awaiting data	226,000		905,000	903,457
	CS_LINS61	Total car parking income	Awaiting data	£254,000		£1,019,000	£847,956.00







Efficient Services

Status	Strategic Task	Dates Due Date	Status Progress Bar
	ST2427_10 Deliver good value for money in Council operations for our residents	31-Mar-2027	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"> 11% </div>
	ST2427_11 Participate in an LGA Corporate Peer Challenge and implement recommendations	31-Mar-2027	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"> 70% </div>
	ST2427_12 Conduct a review of the Council's property asset base	31-Mar-2027	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #e0e0e0; position: relative;"> 5% </div>

Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIDEG02 a	Percentage of major applications dealt with in 13 weeks or agreed period (10 or more houses) – quarterly	100%	70%		70%	85.4%
	CS_LIDEG03 a	Percentage of non-major applications dealt with in 13 weeks or agreed period (10 or more houses) – quarterly	91.1%	70%		70%	85.7%
	CS_LIDEG10 a	Priority 1 and 2 planning enforcement inspections carried out in target time	87.1%	80%	-	80%	-
	CS_LIDEG40 b	Percentage of council owned units occupied	99.41%	95%		95%	98.7%
	CS_LIDEG42	Percentage of privately owned industrial units occupied	94%	92%		92%	94.8%
	CS_LIDEG60	Number of cremations held at Rushcliffe Oaks	124	125		686	505

Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIDEG61	Income from all activities at Rushcliffe Oaks	£141,238	£159,060		£714,507	£483,054
<p>The income is far higher than June 2023 when at £79,954. The income stream fluctuates according to demand which varies across the year and is anticipated will increase in the winter months, the additional marketing work as reported to Growth and Development Scrutiny recently is also supporting the increase compared to last year. The quieter period has enabled maintenance work in relation to both the cremator and the grounds.</p>							
	CS_LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	96.24%	98.00%		98.00%	97.86%
	CS_LIFCS15	Value of savings achieved by the Transformation Strategy against the programme at the start of the financial year	£0.173m	£0.178m		£0.712m	£0.322m
	CS_LIFCS20	Percentage of Council Tax collected in year	29.40%	29.97%		99.00%	99.10%
	CS_LIFCS21	Percentage of Non-domestic Rates collected in year	38.20%	32.29%			98.74%
	CS_LIFCS22 a	Average number of days to process a new housing benefit claim	11.46	13			9.23
	CS_LIFCS22 b	Average number of days to process a change in circumstances to a housing benefit claim	2.72	4			2.66
	CS_LIFCS22 c	Average number of days to process a new council tax reduction claim	14.78	18			13.68
	CS_LIFCS22 d	Average number of days to process a change in circumstances to council tax benefit claim	1.53	4			2.02
	CS_LIFCS33	Percentage of time when key ICT systems are unaffected by downtime	99.92%	99.5%		99.5%	99.64%
	CS_LIFCS43 a	Percentage of expected Councillors attending in-person training events this municipal year	53%	50%		50%	51.6%

	CS_LIFCS43 b	Percentage of Councillors completing e-learning mandatory e-learning modules this municipal year	26.13%	20%		20%	23.1%
Status	Ref.	Description	Q1 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIFCS52	Percentage of complaints responded to within target times	87.5%	95.0%		95.0%	92.7%
2 out of 16 responses missed the 10-day target. One resulted from an officer leaving and having to pass on the completion of the response.							
	CS_LIFCS62	Percentage increase in digital transactions	6.32%	1%		2%	6.15%
	CS_LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	94%	87%		87%	93%
	CS_LINS03	Percentage of town centres restored to Grade A cleanliness before 10am	94.4%	90%		90%	-
	CS_LINS04	Streetwise income from external customers and key partners	£27,500	£111,750		-	-
<p>Good progress is being made with the Streetwise business plan in terms of targeting key public sector partners within Rushcliffe and as a result annual contract income has increased to over £70,000 per annum, which is invoiced on a quarterly basis. A number of external work packages have been won, including shrub maintenance, epicormic and pollarding which will be delivered by grounds maintenance and tree teams throughout the remainder of the year. The overall number of one off work requests continue to increase and these total £60,000 for the first quarter (payments yet to show), which is balanced with the work from internal Rushcliffe service areas.. Further to this Streetwise have been awarded the full £27,500 grant in partnership with Keep Britain Tidy and the Chewing Gum Taskforce to remove gum litter from various parts of the borough. This is the second successful application where Streetwise have received the full amount of funding available. At this stage the total annual income target looks achievable.</p>							
	CS_LINS07a	Percentage of licensing applications processed within target time	95.1%	90%		90%	90.79%
	CS_LINS12	Average length of time for the approval of a DFG	3 weeks	12 weeks		12 weeks	8 weeks
	CS_LINS19b	Number of missed bins (residual, dry recycling and garden waste) reported	590	875		3,500	-

	CS_LINS49	Number of empty homes brought back into use	4	3		10	10
	CS_LINS73a	Income generated from community buildings	£24,116	£35,499		£142,000	£106,854.48
<p>Positive signs of usage growth has been seen in most areas, however usage (and therefore income) of Gamston Community Hall and Sir Julian Cahn is lower that we would like. The Council has responded by developing a robust marketing plan. We have also taken additional regular booking for taekwondo and Little Kickers at Gamston Community Hall which will show up in July usage statistics.</p>							
	CS_LINS73b	Income generated from parks, pitches and open spaces	£70,369	£54,900		£219,600	£277,332.99