














## 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	Q2 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LINS01	Percentage of streets passing clean streets inspections	98.0%	97.5%		97.5%	96.8%
	CS_LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	506	480		957	868
<p>The Council and contractors WISE continue to proactively address fly-tipping with fixed penalty notices and education and publicity to residents to always check they use licensed waste traders. Building on topping regional leagues in previous years to tackle the problem there will be a renewed focus with the teams to combat the rise.</p>							
	CS_LINS14	Average NOx level for Air Quality Management Areas in the Borough	23µg/m <sup>3</sup>	40µg/m <sup>3</sup>		40µg/m <sup>3</sup>	25µg/m <sup>3</sup>
	CS_LINS18	Percentage of household waste sent for reuse, recycling and composting	50.2% (Aug)	55.03%	-	50.00%	46.46%
<p>For Rushcliffe, the figure is dependent not just on the amount of waste collected in the blue bins, but also includes glass collected from bring sites and the tonnage of garden waste collected from green bins. There is a national reduction in waste recycling at present.</p>							
	CS_LINS20	Percentage recycling contamination rate	14.6% (Aug)	12%	-	12%	-
<p>The Council has an action plan to continue to help reduce the wrong items going in the blue bin and includes 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</p>							











higher levels of contamination. Much of the contamination reported will be resolved when other plastic items are included in the new input specification for Veolia when changes to what can go in the blue bin come into place in April 2026, including dry recyclables, glass and food waste.

	CS_LINS23	Residual waste collected per household, in kilos	197.00 (Aug)	200.0		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%; background-color: #4a7ebb; border: 1px solid black;"></div> 30%
	ST2427_04 Deliver Rushcliffe's Leisure Strategy 2021-2027	31-Mar-2027	<div style="width: 50%; background-color: #4a7ebb; border: 1px solid black;"></div> 50%












Status	Ref.	Description	Q2 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	39	40		80	61
	CS_LINS27a	Average length of stay of all households in temporary accommodation	4	11		11 weeks	6 weeks
	CS_LINS29a	Cumulative number of successful homelessness prevention outcomes	49	36		72	74
	CS_LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks from the date of application	69%	60%		60%	84.92%
	CS_LINS32	Average number of weeks for all Home Search applicants to be rehoused through Choice Based Lettings	32	50		50 weeks	29.75 weeks

	CS_LINS51	Number of leisure centre users - public	652,388	620,700		1,241,500	1,187,612
	CS_LINS52	Number of Edwalton Golf Courses users	35,608	21,000		42,000	39,234
	CS_LINS72b	Percentage usage of community facilities	40.4%	50%		50%	33.1%
<p>Promotion of the venues continues on the Council social media channels and actively contacting new and existing customers for future bookings. This quarter ties in with the six weeks of summer which is always a quieter quarter with a large proportion of block booking being term time only. Officers are working on a proposal to have formal contracts with our regular block booking hirers. This aims to improve the level of service for these customers and enable them to have an account where they pay for bookings in advance and have the ability to cancel and amend bookings via a customer portal within the digital management booking system. Staff training has also been increased within the Business Support Unit to help transfer more enquires into booking and this work is ongoing.</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	22.87	-		-	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: 65%;"><div style="width: 65%;"></div></div> 65%
	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: 25%;"><div style="width: 25%;"></div></div> 25%

























Status	Ref.	Description	Q2 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	4.5%	10%		10%	2.3%
	CS_LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.8%	10%		10%	0.4%
	CS_LIDEG07	Number of planning applications received	766	-		-	1580
	CS_LIDEG09	Number of Planning Application decisions issued	615	-		-	1380
	CS_LIDEG33	Number of new homes built	No data available – reported annually			-	Awaiting data

Status	Ref.	Description	Q2 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	£977,646	£892,713		-	£1911430
	CS_LIDEG50	Percentage of UKSPF and REPF funding allocated	100%	30%		100%	34%
	CS_LINS24	Number of affordable homes delivered	166	95		189	283
	CS_LINS60	Number of users of paid council car parks	438,850	452,000		905,000	903,457
	CS_LINS61	Total car parking income	£498,155	£510,000		£1,019k	£847,956




















## 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;"><div style="position: absolute; left: 0; top: 0; bottom: 0; right: 0; width: 11%; background-color: #4f81bd;"></div></div> 11%
	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: #4f81bd; position: relative;"><div style="position: absolute; left: 0; top: 0; bottom: 0; right: 0; width: 78%; background-color: #4f81bd;"></div></div> 78%
	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;"><div style="position: absolute; left: 0; top: 0; bottom: 0; right: 0; width: 15%; background-color: #4f81bd;"></div></div> 15%

Status	Ref.	Description	Q2 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	91%	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%	70%		70%	85.7%
	CS_LIDEG10 a	Priority 1 and 2 planning enforcement inspections carried out in target time	91.75	80%		80%	-
	CS_LIDEG40 b	Percentage of council owned units occupied	99.24%	95%		95%	98.7%
	CS_LIDEG42	Percentage of privately owned industrial units occupied	94.3%	92%		92%	94.8%
	CS_LIDEG60	Number of cremations held at Rushcliffe Oaks	267	260		686	505

Status	Ref.	Description	Q2 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIDEG61	Income from all activities at Rushcliffe Oaks	£295,852	£293,245		£714,507	£483,054
	CS_LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	96.26%	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	£0.339m	£0.365m		£0.712m	£0.322m
	CS_LIFCS20	Percentage of Council Tax collected in year	57.33%	58.38%		99.00%	99.10%
	CS_LIFCS21	Percentage of Non-domestic Rates collected in year	64.075	57.66%		99.20%	98.74%
	CS_LIFCS22 a	Average number of days to process a new housing benefit claim	8.91	13			9.23
	CS_LIFCS22 b	Average number of days to process a change in circumstances to a housing benefit claim	3.76	4			2.66
	CS_LIFCS22 c	Average number of days to process a new council tax reduction claim	13.72	18			13.68
	CS_LIFCS22 d	Average number of days to process a change in circumstances to council tax benefit claim	1.9	4			2.02
	CS_LIFCS33	Percentage of time when key ICT systems are unaffected by downtime	99.5%	99.5%		99.5%	99.64%
	CS_LIFCS43 a	Percentage of expected Councillors attending in-person training events this municipal year	53.53%	50%		50%	51.6%
	CS_LIFCS43 b	Percentage of Councillors completing e-learning mandatory e-learning modules this municipal year	32.19%	33%		20%	23.1%



Status	Ref.	Description	Q2 2024/25			2024/25	2023/24
			Value	Target	Long Trend	Target	Value
	CS_LIFCS52	Percentage of complaints responded to within target times	86.7%	95%		95.0%	92.7%
4 out of 26 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	1.45%	1%		2%	6.15%
	CS_LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	92%	87%		87%	93%
	CS_LINS03	Percentage of town centres restored to Grade A cleanliness before 10am	97.22%	90%	-	90%	-
	CS_LINS04	Streetwise income from external customers and key partners	£223,000	£223,500	-	£447,00	-
	CS_LINS07a	Percentage of licensing applications processed within target time	93.7%	90%		90%	90.79%
	CS_LINS12	Average length of time for the approval of a DFG	2 weeks	12 weeks		12 weeks	8 weeks
	CS_LINS19b	Number of missed bins (residual, dry recycling and garden waste) reported	1,531	1,750	-	3,500	-
	CS_LINS49	Number of empty homes brought back into use	8	5		10	10
	CS_LINS73a	Income generated from community buildings	£53,030	£70,998		£142,000	£106,854
Please see comment for the number of bookings – CS_LINS72b							
	CS_LINS73b	Income generated from parks, pitches and open spaces	£151,197	£109,800		£219,600	£277,332