














Guide to symbols

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	

Performance Indicators - Strategic Scorecard












Efficient Services							
Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			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	£0.189m	£0.191m		£0.253m	£0.935m
	LIFCS16	Percentage of residents believing the council provides value for money	Not due this year				47%
	LIFCS40	Combined number of Social Media followers	17,089	No target set		No target set	13,850
	LIFCS49	Percentage of residents satisfied with the service the Council provides	Not due this year				63.00%
	LITR03a	Percentage increase in self-serve transactions	4.32%	3%		3%	2.25%
	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council	Not due this year				72%








Environment							
Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	Not due this year				81.0%
	LINS18	Percentage of household waste sent for reuse, recycling and composting	52.40%	53.01%		50.00%	49.10%
	LINS23	Residual waste collected per household, in kilos	345.68	345.00		460.00	455.00

Quality of Life









Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LICO64	Number of pavilion, community hall and playing field users	118,896	142,000		185,000	179,327
Attendance numbers are down by 17,000 on the same period last year. Usage of community halls is similar to last year, but all sports pitches and open spaces are down due to less cricket parking and fewer external event hires of bridge field and a lengthy period of wet weather that has resulted in large-scale cancellation of matches.							
	LICO66	Percentage usage of community facilities	48.6%	50%		50%	47%
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	28 weeks	35 weeks		35 wks	31 wks
	LINS50	Percentage of users satisfied with sports and leisure centres	Awaiting data	90%		90%	97%
	LINS51	Number of leisure centre users - public	Awaiting data	1,092,664		1,476,546	1,446,583

Sustainable Growth













Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LICO42	Processing of planning applications: Major applications dealt with in 13 weeks or agreed period	92.90%	70%		70%	78.60%
	LICO42a	Percentage of non-major applications dealt with in 8 weeks or agreed period	85.4%	80%		80%	85.4%
	LICO46a	Percentage of appeals allowed against total number of Major planning applications determined by the authority	7.1%	10%		10%	7.1%
	LICO60a	Contributions received as a percentage of current developer contributions	34.78%	No target set		No target set	39.75%
	LICO60b	Value of future developer contributions to infrastructure funding	£47.33m	No target set		No target set	£30.90m
	LICO71	Supply of ready to develop housing sites	Reported annually				

	LICO72	Number of new homes built	Reported annually				
	LICO73	Area of new employment floorspace built (sq mtrs)	Reported annually				
	LICO74	Number of Neighbourhood Plans adopted	0	No target set		No target set	1
	LICO75	Percentage of homes built on allocated sites at key rural settlements	Reported annually				
	LICO76	Percentage of new homes built against the target within the Local Plan	Reported annually				
	LINS24	Number of affordable homes delivered	109	118		171	202





There have been 56 completions in the last three months, majority being on the Melton Road, Edwalton development. There are homes under construction; however, these may not be enough to achieve the annual target.


















	LITR12	Percentage of RBC owned industrial units occupied	99.86%	96%		96%	99.09%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	£1.039m	£986k		£1.4m	£1.376m
	LITR35	Percentage of Growth Deal money drawn down and allocated	48%	48%		48%	48%
	LITR36	Percentage of new homes at the Land North of Bingham completed	8%	7.5%		10%	5%

Performance Indicators - Operational Scorecard

Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LICO41	Percentage of householder planning applications processed within target times	76.90%	88.00%		88.00%	71.70%
<p>Performance on the determination of minor, other and householder applications is below target. This is due to a number of factors, including increased workload across all applications as reported in quarter one (including major applications currently performing at 92.9% against a target of 70.0%).</p> <p>Whilst the performance for the above three indicators is disappointing, the situation is being monitored carefully and use is being made of extensions of time, which are taken into account in the national returns. When factoring in extensions of time, the majority of applications are well above the national targets. The impact of staffing shortage was at its greatest in quarter one and agency staff are employed to cover absent staff, including long-term illness; new planning officers are recruited to fill vacancies as quickly as possible to ensure applications continue to be processed swiftly.</p>							
	LICO45	Percentage of applicants satisfied with the Planning service received	Not due this year				42.6%
	LICO46b	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.8%	10%		10%	0.57%
	LICO60	Percentage of planning enforcement inspections carried out in target time	78.61%	80%		80%	83.99%
	LICO68a	Income generated from community buildings	£105,330	No target set		No target set	£154,793
	LICO68b	Income generated from parks, pitches and open spaces	£122,477	No target set		No target set	£157,957
	LICO77	Number of new trees planted	Reported annually			3,000	1,318









*LICO43 and LICO44 have been removed as LICO42a in the Strategic Scorecard contains the data used in these performance indicators.

Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	98.96%	98.00%		98.00%	97.70%
	LIFCS20	Percentage of Council Tax collected in year	86.41%	86.54%		99.20%	99.30%
	LIFCS21	Percentage of Non-domestic Rates collected in year	83.94%	82.55%		99%	99.20%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.54	15		15	New
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	3.44	6		6	New
	LIFCS22c	Average number of days to process a new council tax reduction claim	18.38	20		20	New
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	3.65	6		6	New
	LIFCS23	Percentage of Revenues Services customers surveyed that were satisfied with the level of service provided	Reported annually				91.3%
	LIFCS24	Percentage of housing and council tax benefit claims processed right first time	97.00%	95.00%		95.00%	99.60%
	LIFCS50	Number of complaints received by the council at initial stage	29	No target set		No target set	51
	LIFCS52	Percentage of complaints responded to within target times	93.1%	95.0%		95.0%	96.1%
	LIFCS56	Percentage of visitors satisfied by their website visit	Reported annually			85.0%	

Status	Ref.	Description	Q3 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	98.4%	97.5%		97.5%	98.7%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	Not due this year				63.0%
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	Not due this year				69.8%
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	810	857		1265	1266
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	38µg/m ³	40µg/m ³		40µg/m ³	36µg/m ³
	LINS15	Percentage of food establishments achieving a hygiene rating of 4 or 5	90.0%	90.0%		90.0%	90.0%
	LINS19a	Number of household waste (residual, dry and garden) missed twice or more in a 3 month period	1	3		3	1
	LINS21a	Percentage of eligible households taking up the green waste collection service	72.0%	72.0%		72.0%	72.0%
	LINS25	Number of households living in temporary accommodation	3	10		10	4
	LINS26a	Number of homeless applications made	4	15		20	6
	LINS29a	Number of successful homelessness preventions undertaken	180	90		120	208
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	71%	70%		70%	73%
	LINS37	Domestic burglaries per 1,000 households	10.44	7.50		10.00	8.93
	LINS38	Robberies per 1,000 population	0.31	0.22		0.30	0.30
	LINS39	Vehicle crimes per 1,000 population	5.46	3.75		5.00	5.67

Reported crime remains higher than target, and this reflects the national picture. Residential burglary, thefts from motor vehicles (including catalytic converter theft) continue to be our challenge in Rushcliffe. The Police have a detailed burglary plan and had a number of significant arrests and sentences. We must continue with the crime prevention work as a partnership, this includes shop watch, bike tagging and advice to residents in known hotspots. The annual targets will not be met, as current performance is higher than targets.

The Council has just received notification that the Police and Crime Commissioner will be paying £60,000 for the Automatic Number Plate Recognition surveillance project next year and the Council is to commit £20,000 of the £60,000 from existing revenue efficiencies.

Status	Ref.	Description	Q2 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre	100.0%	95.0%		95.0%	100.0%
	LITR02a	Percentage of calls answered in 40 seconds (cumulative)	46%	60%		65%	68%
<p>An increase in demand for the face-to-face service since the full time presence of a Customer Service Advisor was made available in Cotgrave. This reduced the availability of advisors to respond to telephone calls and performance is currently 46%, increasing from 31% since May. Prior to the opening of the multi-agency hub, access for face-to-face queries was 4 hours per week and this has increased to 37 hours per week.</p> <p>A review of staff availability and demand is being explored with the move of the Customer Service Centre to new premises and a new staff rota.</p> <p>The Customer Services Centre has recently introduced a new call-back function for residents who are unwilling or unable to wait for their call to be answered.</p>							
	LITR09	Percentage of customer face to face enquiries to RCCC responded to within 10 minutes	92%	85%		85%	86%
	LITR11b	Percentage of telephone enquiries to RCCC resolved at first point of contact	91%	87%		87%	88.75%