



















Guide to symbols






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 for performance 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	Q4 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	£0.326m	£0.253m		£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	17,9261	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	-2.53%	3%		3%	2.25%
The number of transactions has been significantly lower in quarter 4 compared to last year, by 3,459. Performance of this indicator is subject to many variations, the availability of property for bids in Choice Based Lettings, and timing and number of elections are two factors.							
	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council	Not due this year				72%









Environment							
Status	Ref.	Description	Q4 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	50.62%	50.00%		50.00%	49.10%
	LINS23	Residual waste collected per household, in kilos	466.25	460.00		460.00	455.00

Quality of Life							
Status	Ref.	Description	Q4 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LICO64	Number of pavilion, community hall and playing field users	152,830	185,000		185,000	179,327
Attendance numbers are down primarily for all sports pitches and open spaces due to less cricket parking and fewer external event hires of bridge field and a lengthy period of wet weather, which has resulted in large scale cancellation of matches.							
	LICO66	Percentage usage of community facilities	47.2%	50%		50%	47%
Usage has been lower over last few years, the service has been promoted, bookings increased and just under target in January; however bookings were cancelled as a result of the Coronavirus pandemic in March which impacted the outturn performance.							
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	29 weeks	35 weeks		35 wks	31 wks
	LINS50	Percentage of users satisfied with sports and leisure centres	94.3%	90%		90%	92.7%
	LINS51	Number of leisure centre users - public	1,396,263	1,476,546		1,476,546	1,446,583
Usage was above target up to end of February but was then adversely affected by the Covid-19 pandemic.							














Sustainable Growth							
Status	Ref.	Description	Q4 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	87.50%	70%		70%	78.60%
	LICO42a	Percentage of non-major applications dealt with in 8 weeks or agreed period	84.4%	80%		80%	85.4%
	LICO46a	Percentage of appeals allowed against total number of Major planning applications determined by the authority	5.4%	10%		10%	7.1%
	LICO60a	Contributions received as a percentage of current developer contributions	34.52%	No target set		No target set	39.75%

	LICO60b	Value of future developer contributions to infrastructure funding	£46.99m	No target set		No target set	£30.90m
	LICO71	Supply of ready to develop housing sites	Reported annually			No target set	170%
	LICO72	Number of new homes built	Reported annually			No target set	760
	LICO73	Area of new employment floorspace built (sq mtrs)	Reported annually			No target set	6,886
	LICO74	Number of Neighbourhood Plans adopted	2	No target set		No target set	1
	LICO75	Percentage of homes built on allocated sites at key rural settlements	Reported annually			-	11.4%
	LICO76	Percentage of new homes built against the target within the Local Plan	Reported annually			-	26.2%
	LINS24	Number of affordable homes delivered	154	171		171	202

154 units completed for the year, 17 short of the target. This is still far in excess of the annual average completions over the last ten years. The units have predominantly been delivered on Section 106 sites and through the garage site redevelopment programme. The Section 106 sites at Melton Road Edwalton and Bingham will continue delivery into 2020/21 and it is also expected that other sites in some of our larger villages will also start delivery then too. There has been minimal impact from the Coronavirus pandemic on homes delivered, but this may feed through to quarter one of the next year.

	LITR12	Percentage of RBC owned industrial units occupied	99.87%	96%		96%	99.09%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	£1.387m	£1.35m		£1.35m	£1.376m
	LITR35	Percentage of Growth Deal money drawn down and allocated	83%	48%		48%	48%
	LITR36	Percentage of new homes at the Land North of Bingham completed	10%	10%		10%	5%



























Performance Indicators - Operational Scorecard

Status	Ref.	Description	Q4 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LICO41	Percentage of householder planning applications processed within target times	77.70%	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 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.</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	0.7%	10%		10%	0.57%
	LICO60	Percentage of planning enforcement inspections carried out in target time	75.86%	80%		80%	83.99%
<p>The ability of officers to visit sites in target times has been impacted by a number of factors. Firstly, one of the Enforcement Officers is on long-term absence due to a health issue and although this role has been backfilled with an agency worker, there was a period when investigations were being carried out by the remaining Enforcement Officer. Secondly, the Covid-19 pandemic has impacted on the ability of officers to carry out inspections within the target times.</p>							
	LICO68a	Income generated from community buildings	£158,490	No target set		No target set	£154,793
	LICO68b	Income generated from parks, pitches and open spaces	£158,964	No target set		No target set	£157,957
	LICO77	Number of new trees planted	4,577	3,000		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	Q4 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	99.03%	98.00%		98.00%	97.70%
	LIFCS20	Percentage of Council Tax collected in year	99.20%	99.20%		99.20%	99.30%
	LIFCS21	Percentage of Non-domestic Rates collected in year	99.10%	99.00%		99%	99.20%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.14	15		15	New
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	2.96	6		6	New
	LIFCS22c	Average number of days to process a new council tax reduction claim	17.55	20		20	New
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	3.58	6		6	New
	LIFCS23	Percentage of Revenues Services customers surveyed that were satisfied with the level of service provided	Awaiting data				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	45	No target set		No target set	51
	LIFCS52	Percentage of complaints responded to within target times	93.3%	95.0%		95.0%	96.1%
	LIFCS56	Percentage of visitors satisfied by their website visit	70.7%	85%		85.0%	No survey

Satisfaction has dropped to 70.7% from 78.9% in 2017/18 despite work to upgrade some sections and achieving the Accessibility Accreditation for WCAG 2.1 AA. Feedback will be analysed and improvements made where these are possible.

Status	Ref.	Description	Q4 2019/20			2019/20	2018/19
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	98.0%	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)	1070	1265		1265	1266
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	36µg/m ³	40µg/m ³		40µg/m ³	36µg/m ³
	LINS15	Percentage of food establishments achieving a hygiene rating of 4 or 5	91.0%	90.0%		90.0%	90.0%
	LINS19a	Number of household waste (residual, dry and garden) missed twice or more in a 3 month period	4	3		3	0
Slightly above target but not a concern considering how many bins are emptied on a weekly basis.							
	LINS21a	Percentage of eligible households taking up the green waste collection service	74.3%	72.0%		72.0%	72.0%
	LINS25	Number of households living in temporary accommodation	8	10		10	4
	LINS26a	Number of homeless applications made	6	20		20	6
	LINS29a	Number of successful homelessness preventions undertaken	225	120		120	208
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	76%	70%		70%	73%
	LINS37	Domestic burglaries per 1,000 households	Awaiting data	10.00		10.00	8.93
	LINS38	Robberies per 1,000 population	Awaiting data	0.30		0.30	0.30





	LINS39	Vehicle crimes per 1,000 population	Awaiting data	5.67		5.00	5.67
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Reported crime remains higher than target, and this reflects the national picture. The annual targets have not been met, as current performance is higher than annual targets. Police have had a number of significant arrests and sentences, we know we are vulnerable to travelling criminals and so we must continue with the crime prevention work as a partnership. This includes shop watch, bike tagging and target hardening advice to residents in known hotspots. Outturn data is delayed.

Status	Ref.	Description	Q4 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)	50%	65%		65%	68%

There has been 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. 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.

A review of staff availability and demand is being explored but on hold due to COVID-19.

	LITR09	Percentage of customer face to face enquiries to RCCC responded to within 10 minutes	93%	85%		85%	86%
	LITR11b	Percentage of telephone enquiries to RCCC resolved at first point of contact	93%	87%		87%	88.75%