















# 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	Q2 2020/21			2020/21	2019/20
			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	£0.056	£0.096		£0.159m	£0.326m
	LIFCS16	Percentage of residents believing the council provides value for money	Not due this year				
	LIFCS40	Combined number of Social Media followers	19,685	No target		No target	17,926
	LIFCS49	Percentage of residents satisfied with the service the Council provides	Not due this year				
	LITR03a	Percentage increase in self-serve transactions	1.0%	-5.0%		-5.0%	-2.53%
	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council	Not due this year				













Environment							
Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	Not due this year				
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.61%	54.99%		50%	50.62%
	LINS23	Residual waste collected per household, in kilos	263.22	230kg		460kg	466.25




















Quality of Life							
Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO64	Number of pavilion, community hall and playing field users	22,075	77,850		152,830	152,830
	LICO66	Percentage usage of community facilities	25.88%	50%		50%	47.2%
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	27 weeks	50 weeks		50 weeks	29 weeks
	LINS50	Percentage of users satisfied with sports and leisure centres	Awaiting data	90%	-	90%	94.3%
	LINS51	Number of leisure centre users - public	29,927 (August)	58,177		465,421	1,396,263

Sustainable Growth							
Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO42	Processing of planning applications: Major applications dealt with in 13 weeks or agreed period	85.20%	70.00%		70.00%	87.50%
	LICO42a	Percentage of non-major applications dealt with in 8 weeks or agreed period	83.20%	80%		80%	84.4%
	LICO46a	Percentage of appeals allowed against total number of Major planning applications determined by the authority	3.8%	10%		10%	5.4%
	LICO60a	Contributions received as a percentage of current developer contributions	33.89%	No target		No target	34.52%
	LICO60b	Value of future developer contributions to infrastructure funding	£48.45m	No target		No target	£46.99m
	LICO71	Supply of ready to develop housing sites	Reported within the following year			No target	Awaiting data
	LICO72	Number of new homes built	Reported within the following year			No target	494
	LICO73	Area of new employment floorspace built (sq mtrs)	Reported within the following year			No target	Awaiting data

Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO74	Number of Neighbourhood Plans adopted	0	-	↓	No target	2
	LICO75	Percentage of homes built on allocated sites at key rural settlements	Reported within the following year			No target	Awaiting data
	LICO76	Percentage of new homes built against the target within the Local Plan	Reported within the following year			No target	29.9%
	LINS24	Number of affordable homes delivered	19	30	↓	100	154
	LITR12	Percentage of RBC owned industrial units occupied	99.19%	96%	↑	96%	99.87%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	£673k	£770k	↑	£1.5m	£1387232
	LITR35	Percentage of Growth Deal money drawn down and allocated	83%	83%	▬	100%	83%
	LITR36	Percentage of new homes at the Land North of Bingham completed	14%	15%	↑	20%	10%

# Performance Indicators - Operational Scorecard









Status	Ref.	Description	Q2 2020/21			2020/21	2019/20	
			Value	Target	Long Trend	Target	Value	
	LICO41	Percentage of householder planning applications processed within target times	75.20%	85.00%		85.00%	77.70%	
<p>The indicator for the determination of householder applications is below target, this is due to several officers/agency workers underperforming, issues which have been identified and/or are being addressed. One agency worker is now no longer with the Authority and another officer was on long term absence due to illness, impacting on their individual performance and the performance of the team. Further, analysis of performance and capacity is currently being undertaken. It should also be noted that the performance figures for householder applications are those dealt with in 8 weeks and do not take into account agreed extensions of time.</p>								
	LICO45	Percentage of applicants satisfied with the Planning service received	Not due this year					
	LICO46b	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.6%	10%		10%	0.7%	
	LICO60	Percentage of planning enforcement inspections carried out in target time	79.7%	80%		80%	75.86%	
	LICO68a	Income generated from community buildings	£242	-		No target	£158,490	
	LICO68b	Income generated from parks, pitches and open spaces	£19,174	-		No target	£158,964	
	LICO77	Number of new trees planted	Reported annually			2,500	4,577	

Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	99.26%	98.00%		98.00%	99.03%
	LIFCS20	Percentage of Council Tax collected in year	57.42%	58.38%		99.20%	99.20%
	LIFCS21	Percentage of Non-domestic Rates collected in year	57.77%	57.69%		99.20%	99.10%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.08	15 days		15 days	12.14
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	2.77	6		6	2.96
	LIFCS22c	Average number of days to process a new council tax reduction claim	16.72	20 days		20 days	17.55
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.59	6		6	3.58
	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	96.00%	95.00%		95.00%	97.00%
	LIFCS50	Number of complaints received by the council at initial stage	22	No target set		No target set	45
	LIFCS52	Percentage of complaints responded to within target times	100.0%	95.0%		95.0%	93.3%
	LIFCS56	Percentage of visitors satisfied by their website visit	Reported annually			85.0%	70.7%

Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	97.1%	97.5%		97.5%	98.0%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	Not due this year				
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	Not due this year				
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	736	517		1069	1070
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	26µg/m <sup>3</sup>	40µg/m <sup>3</sup>		40µg/m <sup>3</sup>	39µg/m <sup>3</sup>
	LINS15	Percentage of food establishments achieving a hygiene rating of 4 or 5	91.0%	90%		90%	91.0%
	LINS19a	Number of household waste (residual, dry and garden) missed twice or more in a 3 month period	6	3		3	4

Six properties in September reported bins as being missed on more than one occasion in the last 3 months. This is unusually high and each case will be looked at as to why. Such instances can be either crew or sometimes customer error and could be as a result of new crew members, often may be on the border of two collection rounds or hard to locate assisted collections. In cab technology is used in such occasions to remind crews there may be a particular problem with a bin being regularly missed at specific properties.

	LINS21a	Percentage of eligible households taking up the green waste collection service	73.5%	72%		72%	74.3%
	LINS25	Number of households living in temporary accommodation	10	10		10	8
	LINS26a	Number of homeless applications made	2	5		20	6
	LINS29a	Number of successful homelessness preventions undertaken	67	60		120	225
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	85%	70%		70%	76%
	LINS37	Domestic burglaries per 1,000 households	3.54	7.35		14.73	14.73
	LINS38	Robberies per 1,000 population	0.22	0.19		0.38	0.38
	LINS39	Vehicle crimes per 1,000 population	1.82	3.48		6.96	6.96

Status	Ref.	Description	Q2 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Customer Service Centre	100.0%	95.0%		95.0%	100.0%
	LITR02a	Percentage of calls answered in 40 seconds (cumulative)	61%	35%		35%	50%
	LITR09	Percentage of customer face to face enquiries to RCCC responded to within 10 minutes	100%	85%		85%	93%
	LITR11b	Percentage of telephone enquiries to RCCC resolved at first point of contact	92%	87%		87%	90.42%