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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	Q3 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	£0.083	£0.192		£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	20,442	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	-1.42%	-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	Q3 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	51.50%	53.01%		50%	50.62%
	LINS23	Residual waste collected per household, in kilos	388kg	345kg		460kg	466.25












Quality of Life							
Status	Ref.	Description	Q3 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO64	Number of pavilion, community hall and playing field users	40,338	118,896		152,830	152,830
	LICO66	Percentage usage of community facilities	25.45%	50%		50%	47.2%
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	34 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	145,635	290,885		465,421	1,396,263





























Sustainable Growth							
Status	Ref.	Description	Q3 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	82.80%	70.00%		70.00%	87.50%
	LICO42a	Percentage of non-major applications dealt with in 8 weeks or agreed period	87.30%	80%		80%	84.4%
	LICO46a	Percentage of appeals allowed against total number of Major planning applications determined by the authority	2.8%	10%		10%	5.4%
	LICO60a	Contributions received as a percentage of current developer contributions	34.31%	No target		No target	34.52%
	LICO60b	Value of future developer contributions to infrastructure funding	£47.65m	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	Q3 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	54	60		100	154
	LITR12	Percentage of RBC owned industrial units occupied	99.46%	96%		96%	99.87%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	£1039k	£1155k		£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	17.5%	17.5%		20%	10%

Performance Indicators - Operational Scorecard

Status	Ref.	Description	Q3 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO41	Percentage of householder planning applications processed within target times	73.30%	85.00%		85.00%	77.70%
There has been no decline in application numbers and pre-application enquiries despite the pandemic, with a sudden upturn in the number of major applications and submissions of a strategic nature in the third quarter of the current monitoring period. In particular, there has been an increase in interest in improvements to residential properties. As a result, there has been an impact on the timescales for the determination of householder applications.							
	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	1.1%	10%		10%	0.7%
	LICO60	Percentage of planning enforcement inspections carried out in target time	81.1%	80%		80%	75.86%
	LICO68a	Income generated from community buildings	£9,886	-		No target	£158,490
	LICO68b	Income generated from parks, pitches and open spaces	£58,871	-		No target	£158,964
	LICO77	Number of new trees planted	Reported annually			2,500	4,577

Status	Ref.	Description	Q3 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	99.32%	98.00%		98.00%	99.03%
	LIFCS20	Percentage of Council Tax collected in year	85.52%	86.54%		99.20%	99.20%
	LIFCS21	Percentage of Non-domestic Rates collected in year	86.71%	82.55%		99.20%	99.10%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.49	15 days		15 days	12.14
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	4.16	6		6	2.96
	LIFCS22c	Average number of days to process a new council tax reduction claim	17.08	20 days		20 days	17.55
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.80	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	95.00%	95.00%		95.00%	97.00%
	LIFCS50	Number of complaints received by the council at initial stage	32	No target set		No target set	45
	LIFCS52	Percentage of complaints responded to within target times	96.9%	95.0%		95.0%	93.3%
	LIFCS56	Percentage of visitors satisfied by their website visit	Reported annually			85.0%	70.7%

Status	Ref.	Description	Q3 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	96.6%	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)	1,044	809		1069	1070
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	28µg/m³	40µg/m³		40µg/m³	39µg/m³
	LINS15	Percentage of food establishments achieving a hygiene rating of 4 or 5	89.0%	90%		90%	91.0%
	LINS19a	Number of household waste (residual, dry and garden) missed twice or more in a 3 month period	1	3		3	4
	LINS21a	Percentage of eligible households taking up the green waste collection service	72%	72%		72%	74.3%
	LINS25	Number of households living in temporary accommodation	6	10		10	8
	LINS26a	Number of homeless applications made	6	15		20	6
	LINS29a	Number of successful homelessness preventions undertaken	105	90		120	225
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	76%	60%		60%	76%
	LINS37	Domestic burglaries per 1,000 households	6.49	11.0		14.73	14.73
	LINS38	Robberies per 1,000 population	0.27	0.28		0.38	0.38
	LINS39	Vehicle crimes per 1,000 population	3.01	5.22		6.96	6.96

Status	Ref.	Description	Q3 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)	64%	60%		65%	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	93%	87%		87%	90.42%