













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	Q4 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	£0.122	£0.192		£0.192m	£0.326m	
The target has been missed by £70k due to a commercial property acquisition that was not completed in 2020/21 and a lower overpayment of rent allowances that was subsequently recovered. Other budget efficiencies identified have more than compensated resulting in a positive budget position.								
	LIFCS16	Percentage of residents believing the council provides value for money	Not due this year					
	LIFCS40	Combined number of Social Media followers	21,272	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	3.64%	-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	Q4 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	48.54%	50%		50%	50.62%	

	LINS23	Residual waste collected per household, in kilos	522.7kg	460kg		460kg	466.25
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The stay at home message has seen tonnages rise significantly which has an adverse effect on recycling rates. Grey bin residual waste weighs more than blue bin recycling waste which affects the calculation of the overall recycling rate which has dropped below 50% for the first time in a few years.(48.54%)

Quality of Life



Status	Ref.	Description	Q4 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO64	Number of pavilion, community hall and playing field users	47,233	152,830		152,830	152,830
	LICO66	Percentage usage of community facilities	24.35%	50%		50%	47.2%

Comment for LICO 64 & 66

Community facilities were closed for much of the year due to the Covid pandemic or had usage limited to essential education purposes.



	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	No data	90%	-	90%	94.3%


As the centres were closed for much of the pandemic no user satisfaction figures were carried out. However, feedback on re-opening has been positive with comments monitored via meetings with both Lex and Mitie, social media feedback and also feedback received in person from both visitors and feedback received during client visits by the contracts team.

	LINS51	Number of leisure centre users - public	182,980	465,421		465,421	1,396,263
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Major impact on leisure due to lockdown closures and now seeing a gradual return particularly as group exercise re-opened 17 May 2021. Lex are to carry out a survey of users to establish confidence in returning as part of their lone term recovery plan.

Sustainable Growth

Status	Ref.	Description	Q4 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	86.40%	70.00%		70.00%	87.50%














	LICO42a	Percentage of non-major applications dealt with in 8 weeks or agreed period	84.80%	80%		80%	84.4%
	LICO46a	Percentage of appeals allowed against total number of Major planning applications determined by the authority	2.3%	10%		10%	5.4%
	LICO60a	Contributions received as a percentage of current developer contributions	34.36%	No target		No target	34.52%
	LICO60b	Value of future developer contributions to infrastructure funding	£44.10m	No target		No target	£46.99m
	LICO71	Supply of ready to develop housing sites	Reported within the following year			No target	180%
	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	3,951 sq m
Status	Ref.	Description	Q4 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	13.1%
	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	106	100		100	154
	LITR12	Percentage of RBC owned industrial units occupied	98.34%	96%		96%	99.87%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	£1.492m	£1.54k		£1.54m	£1387232
	LITR35	Percentage of Growth Deal money drawn down and allocated	100%	100%		100%	83%
	LITR36	Percentage of new homes at the Land North of Bingham completed	18.5%	20%		20%	10%
























The development is progressing well despite the challenges of the last year. The intention had been for only two developers on the site (Barratts and David Wilson) however land has been sold to Taylor Wimpey to build 254 homes, this will accelerate delivery as more developers are working on site.

Taylor Wimpey have commenced on site following completion of the initial phase of infrastructure. It is envisaged they will have show homes available around October 2021.



















Both Barratt and DWH will commence work on phase 2 areas within the next 4 to 6 weeks. This will initially consist of roads and sewers works and associated services. This will be followed closely by housebuilding works late Autumn.

Performance Indicators - Operational Scorecard

Status	Ref.	Description	Q4 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LICO41	Percentage of householder planning applications processed within target times	73.80%	85.00%		85.00%	77.70%
<p>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. However, the PI does not include where applications have been dealt with within an extended deadline under an extension of time.</p> <p>This indicator has been reported as an exception in quarters 2 and 3 but has improved slightly since last reported in quarter 3.</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	0.86%	10%		10%	0.7%
	LICO60	Percentage of planning enforcement inspections carried out in target time	81.05%	80%		80%	75.86%
	LICO68a	Income generated from community buildings	£21,342	-		No target	£158,490
	LICO68b	Income generated from parks, pitches and open spaces	£73,207	-		No target	£158,964
	LICO77	Number of new trees planted	3,808	2,500		2,500	4,577

Status	Ref.	Description	Q4 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	99.00%	99.20%		99.20%	99.20%
	LIFCS21	Percentage of Non-domestic Rates collected in year	86.71%	99.20%		99.20%	99.10%
	LIFCS22a	Average number of days to process a new housing benefit claim	11.36 days	15 days		15 days	12.14
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	2.66 days	6 days		6 days	2.96
	LIFCS22c	Average number of days to process a new council tax reduction claim	16.4 days	20 days		20 days	17.55
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.58 days	6 days		6 days	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	49	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	47.8%	85%		85.0%	70.7%

User satisfaction is much lower this year despite the improvements made to make the website accessible. Feedback is being analysed to help shape improvement work during 2021/22. We have introduced MyAccount that provides a single point for making reports about the most common issues like fly-tipping and litter. A digital newsletter has also been launched that provides up to date information for residents. More new and innovative developments are being investigated.

Status	Ref.	Description	Q4 2020/21			2020/21	2019/20
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	96.9%	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)	1,391	1,069		1069	1070
<p>Fly tipping numbers have increased during the year after the first lockdown was lifted, a trend that has been reported nationally. The Council formed a partnership with WISE on 5 January 2021 to provide more focus on tackling the nuisance of fly-tipping, waste offences, littering and dog fouling in Rushcliffe. By the end of March 2021 WISE had issued a total 784 FPNs, 72 related to fly tipping. We also have an increased number of prosecutions pending. Case files are being prepared in consultation with Legal colleagues and will be considered in accordance with our enforcement policy.</p>							
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	29µg/m ³	40µg/m ³		40µg/m ³	39µg/m ³
	LINS15	Percentage of food establishments achieving a hygiene rating of 4 or 5	90.0%	90%		90%	91.0%
	LINS19a	Number of household waste (residual, dry and garden) missed twice or more in a 3 month period	9	3		3	4
<p>This PI is in place to monitor poor continual performance at specific addresses where a resident is frustrated as their bin is missed frequently. Current performance is in the main down to two crews, both with new staff in place, and the majority of repeated missed collections are where an assisted collection is required. Assisted collections are highlighted on the in cab Bartec system and require signing off by the crew concerned when completed. Further training has taken place, reminders issued, and checks will be carried out by members of the waste management team to ensure such collections are carried out.</p>							
	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	15	10		10	8
<p>The increase in use of temporary accommodation is due to several factors (some can be attributable to the Covid pandemic). There has been a reduction in supply of accommodation at a time when there has been an increase in domestic violence (women have had to flee to a refuge), people being asked to leave the family home and single homelessness accommodated in B&B.</p>							
	LINS26a	Number of homeless applications made	8	20		20	6

	LINS29a	Number of successful homelessness preventions undertaken	126	120		120	225
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	74%	60%		60%	76%
	LINS37	Domestic burglaries per 1,000 households	7.99	14.73		14.73	14.73
	LINS38	Robberies per 1,000 population	0.32	0.38		0.38	0.38
	LINS39	Vehicle crimes per 1,000 population	4.02	6.96		6.96	6.96

Status	Ref.	Description	Q4 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)	62%	65%		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	95%	87%		87%	90.42%