













Performance Indicators - Strategic Scorecard

Efficient Services

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			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	£0.68m	£0.65m			£0.122m
	LIFCS16	Percentage of residents believing the council provides value for money	No data available			50%	
	LIFCS40	Combined number of Social Media followers	21,596				21,272
	LIFCS49	Percentage of residents satisfied with the service the Council provides	No data available			60.00%	
	LIFCS62	Percentage increase in self-serve transactions	2.42%	-5%			3.64%
	LIFCS63	Percentage of residents satisfied with the variety of ways they can contact the Council	No data available			65%	

Environment

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	Not due	-	-	80%	No survey
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.55%	55.29%		50.00%	48.54%










Both this PI and LINS23 below have been affected due to the pandemic and the fact that more residents are working from home. The knock-on effect being more waste created at home for collection. Whilst the additional waste collected is both residual (grey bin) and recycling (blue bin) the weight of the grey bin waste is heavier than the weight of the blue recycling bin, and as this percentage is based on tonnages collected the overall recycling rate is below a target based on pre-pandemic levels but slightly up on performance this time last year. The recycling rate also takes into account garden waste tonnage and glass collected at bring sites too.

	LINS23	Residual waste collected per household, in kilos	129.30	122.00		500.00	522.74
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As above, this PI focuses on residual waste (grey bin) waste tonnage which is higher due to more working from home. As more begin the transition to more office based work this figures could reduce slightly


















although it is recognised a more hybrid style of working could see waste collected at home remain higher than pre-pandemic levels.

Quality of Life








Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	36 weeks	40 weeks		40 weeks	31 weeks
	LINS50	Percentage of users satisfied with sports and leisure centres	No survey	90%	-	90%	Not recorded
	LINS51	Number of leisure centre users - public	184,771	No target		No target	182,980
	LINS72 a	Number of pavilion, community hall and playing field users	17,191	33,894		152,830	47,233
Usage is up on this period last year but has been impacted by Gamston Community Hall being used as a vaccination centre, Gresham Sports Park being closed for redevelopment and the transferred management of Lutterell Hall on 1 May 2021.							
	LINS72 b	Percentage usage of community facilities	40.43%	50%		50%	24.35%
With Covid-19 restriction extended until 19-07-21 it has had an impact on the percentage of users returning to our community buildings, some users have deferred returning until September, some groups are working on reduced groups sizes and some groups particularly the vulnerable or older groups have been slow to return until confidence has been restored.							




























Sustainable Growth

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIDEG 02	Processing of planning applications: Major applications dealt with in 13 weeks or agreed period	71.40%	70.00%		70.00%	86.40%
	LIDEG 03	Percentage of non-major applications dealt with in 8 weeks or agreed period	81%	80%		80%	84.8%
	LIDEG 05	Percentage of appeals allowed against total number of Major planning applications determined by the authority	0%	10%		10%	2.3%
	LIDEG 18	Contributions received as a percentage of current developer contributions	36.14%	No target		No target	34.36%





	LIDEG 19	Value of future developer contributions to infrastructure funding	£41.18m	No target		No target	£44.10m
	LIDEG 32	Supply of ready to develop housing sites	No data available				Awaiting data
	LIDEG 33	Number of new homes built	No data available				Awaiting data
	LIDEG 34	Area of new employment floorspace built (sq mtrs)	No data available				Awaiting data
	LIDEG 35	Number of Neighbourhood Plans adopted	1	No target		No target	0
	LIDEG 36	Percentage of homes built on allocated sites at key rural settlements	No data available				Awaiting data
	LIDEG 37	Percentage of new homes built against the target within the Local Plan	No data available				Awaiting data
	LIDEG 40	Percentage of RBC owned industrial units occupied	96.05%	96%		96%	98.34%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£422k	£414k		£1.66m	£1.492m
	LIDEG 99	Percentage of new homes at the Land North of Bingham completed	No data	-		-	18.5%
	LINS24	Number of affordable homes delivered	48	0		100	106




























Performance Indicators - Operational Scorecard






Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	72.50%	85.00%		85.00%	73.80%
<p>The number of applications validated in the first quarter of the year has increased significantly, amounting to an increase of around 42%. The increase in workload is impacting on performance within the team, including the determination of householder applications. We are managing proactively and have recruited agency to deal with the peak in workload.</p>							
	LIDEG04	Percentage of applicants satisfied with the Planning service received	Not due	-	-	-	No survey
	LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	1.1%	10%		10%	0.86%
	LIDEG17	Percentage of planning enforcement inspections carried out in target time	72.73%	80%		80%	81.05%
<p>A new Enforcement Policy was adopted in March 2021 with new categorisation of enforcement enquiries and targets for visiting sites. The report has not yet been amended to take into account the new targets and as such, this indicator is showing as an exception, although performance in this area is potentially better than indicated and probably above target.</p>							

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIFCS10	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	98.75%	98.00%		98.00%	99.32%
	LIFCS20	Percentage of Council Tax collected in year	29.46%	29.97%		99.20%	99.00%
	LIFCS21	Percentage of Non-domestic Rates collected in year	38.45%	32.29%		99.20%	99.10%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.05	14		14	11.36
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	2.87	5		5	2.66
	LIFCS22c	Average number of days to process a new council tax reduction claim	16.08	19		19	16.4
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	1.86	5		5	2.58
	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	93.00%	95.00%		95.00%	95.00%
	LIFCS50	Number of complaints received by the council at initial stage	11	-		-	49
	LIFCS52	Percentage of complaints responded to within target times	100.0%	95.0%		95.0%	98.0%
	LIFCS56	Percentage of visitors satisfied by their website visit	Not due			60.0%	47.8%
	LIFCS60	Percentage of users satisfied with the service received from the Rushcliffe Customer Service Centre	100.0%	95.0%		95.0%	100.0%
	LIFCS61	Percentage of calls answered in 40 seconds (cumulative)	46%	65%		65%	62%

Current SLA for this timeframe is set against previous national benchmark and is being reviewed in line with new Customer Service Standards across the organisation. At the right time, this performance indicator will switch to 60 seconds in line with more up to date national benchmarking.

	LIFCS64	Percentage of customer face to face enquiries to Rushcliffe Customer Service Centre responded to within 10 minutes	100%	85%		85%	100%
	LIFCS65	Percentage of telephone enquiries to Rushcliffe Customer Service Centre resolved at first point of contact	93%	87%		87%	92.92%

Status	Ref.	Description	Q1 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	100.0%	97.5%		97.5%	96.9%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	No data available			70.0%	-
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	No data available			75.0%	-
	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	253	347		1390	1391
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	34µg/m ³	40µg/m ³		40µg/m ³	27µg/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 collection (residual, dry and garden) missed twice or more in a 3-month period	1	3		3	9
	LINS21a	Percentage of eligible households taking up the green waste collection service	Awaiting data	72%	?	72%	72%
	LINS25	Number of households living in temporary accommodation	14	15		15	15
	LINS26a	Number of homeless applications made	2	5		20	8
	LINS29a	Number of successful homelessness preventions undertaken	36	30		120	126
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	72%	70%		70%	74%
	LINS37	Domestic burglaries per 1,000 households	2.09	3.50		14.0	14.73
	LINS38	Robberies per 1,000 population	0.13	0.09		0.38	0.32
There were 33 reported robberies; whilst above target it only needs a small number to make an impact.							
	LINS39	Vehicle crimes per 1,000 population	0.82	1.75		7.0	6.96

	LINS73a	Income generated from community buildings	£7,415	No target		No target	£21,342
	LINS73b	Income generated from parks, pitches and open spaces	£34,854	No target		No target	£73,207
	LINS75	Number of new trees planted	Not due	-	-	-	3,808