



















# 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 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	£0.149m	£0.126m		£0.253m	£0.122m
	LIFCS16	Percentage of residents believing the council provides value for money	42%	50%		50%	No survey
Through the Residents' Survey, only 42% of residents are reporting that they believe the Council provides good value for money which falls short of our target of 50%. The last time this survey was conducted, a slightly higher percentage of residents reported feeling that the Council provided good value for money (47%). The COVID-19 pandemic has impacted upon feelings of resident satisfaction across many areas of the survey (this picture is replicated nationally) and, as a consequence, this is unlikely to represent a significant change in opinion. The Council still charges the lowest level of Council Tax across the county and fares well in comparison against similar local authorities (in the lowest quartile). The Council will continue to promote positive news stories about projects which enhance our residents' quality of life demonstrating the improvements local council tax can fund as well as continuing to educate residents about the role of the Borough Council as the collection authority (we pass the majority of Council Tax we collect to the County Council, Police, Fire Service and, in some areas, Town or Parish councils.)							
	LIFCS40	Combined number of Social Media followers	22,064	-		-	21,272
	LIFCS49	Percentage of residents satisfied with the service the Council provides	59%	60.00%		60.00%	No survey
	LIFCS62	Percentage increase in self-serve transactions	0.05%	-5%		-5%	3.64%
	LIFCS63	Percentage of residents satisfied with the variety of ways they can contact the Council	59%	65%		65%	No survey
Residents are expressing a level of satisfaction with the variety of ways they can contact the Council below that which we would expect. Satisfaction in 2018/19 was 72% and whilst residents' perceptions may have been influenced by the closure of face-to-face services through the early part of the pandemic it may also be that resident expectations have changed since earlier surveys. The Council would like to understand more about this changing expectation in order to better meet resident demand and has proposed a focus group to the Communities Scrutiny Group to explore this issue further.							


























## Environment

Status	Ref.	Description	Q2 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS17	Percentage of residents satisfied with the refuse and recycling service	81%	80%		80%	No survey
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.09%	54.99%		50.00%	48.54%
As reported in quarter 1, this measure has been affected by 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	255.09	246.00		286.00	522.74








## Quality of Life




























Status	Ref.	Description	Q2 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS32	Average waiting time of applicants rehoused by Choice Based Lettings	39 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	384,474	No target		No target	182,980
	LINS72 a	Number of pavilion, community hall and playing field users	152,339	77,850		152,830	47,233
	LINS72 b	Percentage usage of community facilities	25.71%	50%		50%	24.35%
As reported in quarter 1, Covid-19 restrictions were extended until 19-07-21 and this had an impact on the percentage of users returning to our community buildings. Additionally, Gresham works completion was delayed until 27 October and Gamston Community Centre was not returned to community use until January 2022 following use as a vaccination centre.							





## Sustainable Growth







Status	Ref.	Description	Q2 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	72.6%	80%		80%	84.8%
The number of applications validated in the first half of the year has increased significantly, an increase of over 40%. The increase in workload is impacting on the speed of determining planning applications. An Action Plan is in place to manage the situation and additional contract staff have been appointed to deal with the peak in workload, which is starting to have a positive impact on performance.							
	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	36.23%	No target		No target	34.36%
	LIDEG 19	Value of future developer contributions to infrastructure funding	£40.92m	No target		No target	£44.10m
	LIDEG 32	Supply of ready to develop housing sites	No data available			No target	Awaiting data
	LIDEG 33	Number of new homes built	No data available			No target	650
	LIDEG 34	Area of new employment floorspace built (sq mtrs)	No data available			No target	Awaiting data
	LIDEG 35	Number of Neighbourhood Plans adopted	2	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	96.5%	96%		96%	98.34%
	LIDEG 41	Level of income generated through letting property owned by the Council but not occupied by the Council	£838k	£829k		£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	101	30		100	106

# Performance Indicators - Operational Scorecard









Status	Ref.	Description	Q2 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LIDEG01	Percentage of householder planning applications processed within target times	62.40%	85.00%		85.00%	73.80%
<p>The number of applications validated in the first half of the year has increased significantly, an increase of over 40%. The increase in workload has impacted on the speed of determining householder applications. An Action Plan is in place to manage the situation and additional contract staff have been appointed to manage the peak workload, which is having a positive impact on performance in the latest period.</p>							
	LIDEG04	Percentage of applicants satisfied with the Planning service received	44%	-	-	-	No survey
<p>The residents' survey asks if respondents have used the Council's planning service. People responding that they have used the service may have done so in a variety of ways. They may be an applicant or agent, neighbour or consultee, they may have been for or against a development, they may have needed to contact us about an enforcement issue. Due to the nature of the service, they may not have received the outcome they sought before getting in touch. It is important to bear in mind that they may not be able to separate this from how they were dealt with by the planning team. This figure is almost exactly the same as it was three years ago when the survey was last conducted (43%).</p>							
	LIDEG06	Percentage of appeals allowed against total number of Non-Major planning applications determined by the authority	0.4%	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	Q2 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	98.65%	98.00%		98.00%	99.32%
	LIFCS20	Percentage of Council Tax collected in year	57.57%	58.38%		99.20%	99.00%
	LIFCS21	Percentage of Non-domestic Rates collected in year	60.01%	57.66%		99.20%	99.10%
	LIFCS22a	Average number of days to process a new housing benefit claim	12.88	14		14	11.36
	LIFCS22b	Average number of days to process a change in circumstances to a housing benefit claim	3.05	5		5	2.66
	LIFCS22c	Average number of days to process a new council tax reduction claim	13.56	19		19	16.4
	LIFCS22d	Average number of days to process a change in circumstances to council tax benefit claim	2.11	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	96.00%	95.00%		95.00%	95.00%
	LIFCS50	Number of complaints received by the council at initial stage	25				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)	53%	65%		65%	62%




Status	Ref.	Description	Q2 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
Current SLA for this timeframe is set against the previous national benchmark and has been reviewed in line with new Customer Service Standards across the organisation. At the end of this reporting period, this performance indicator will switch to 60 seconds in line with more up to date national benchmarking. Current internal data sets a performance level of over 80% against the new target.							
	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	Q2 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
	LINS01	Percentage of streets passing clean streets inspections	99.9%	97.5%		97.5%	96.9%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	67%	70%		70.0%	No survey
	LINS05	Percentage of residents satisfied with the cleanliness and appearance of parks and open spaces	71%	75%		75.0%	No survey

Residents are reporting a satisfaction level with the cleanliness of parks and open spaces which is slightly lower than our target (it is however 1% higher than when the survey was last conducted). Performance data based on inspections of these areas is positive and well within the targets set for performance within the contract. There is, however, an understandable change in perception as a result of the Covid-19 pandemic. Residents are at home more due to home-working and using parks and open spaces more frequently for exercise and recreation. Their awareness of cleanliness issues is, therefore, heightened and the survey has given them the opportunity to speak out. Unfortunately, the pandemic has also seen an increase in the littering of PPE used by the public (masks and gloves etc) which may have unduly influenced people's views.


















	LINS06	Cumulative number of fly tipping cases (against cumulative monthly comparison for last year)	466	695		1390	1391
	LINS14	Average NOx level for Air Quality Management Areas in the Borough	32µg/m³	40µg/m³		40µg/m³	27µg/m³
	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 collection (residual, dry and garden) missed twice or more in a 3-month period	13	3		3	9

This indicator measures repeat missed bins reported to the council where the same property has had to report a missed bin 3 times or more over a 3-month period. Reasons can vary and may be linked to staff changes and driver shortages or specific crews underperforming which are addressed with the crew members. To put into context, the Council collects around 850,000 bins each quarter of which 39 (13 properties x 3 separate collections) have been missed. However, it is acknowledged repeat failures can be frustrating for the residents and properties where this remains an issue are added to the in-cab technology where crews are reminded of and alerted to such issues and asked to ensure collections take place. Performance in this area is likely to continue to be below target until normal staff and business return after the pandemic has concluded.

	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	18	15		15	15

The increase in the total number of households in temporary accommodation since quarter 1 2021/22 was expected and is primarily due to the increased number of households in Priority Need who were served



Status	Ref.	Description	Q2 2021/22			2021/22	2020/21
			Value	Target	Long Trend	Target	Value
<p>extended Section 21 Notice to Quit (NTQ) during the pandemic. Although the Government moratorium on evictions has now ended there are still a number of households who were served an extended Notice to Quit which will expire at the same time as those households who have since been served a two-month NTQ. This trend is therefore likely to continue during quarter 3 2021/22.</p> <p>Since the end of September 2021, there has also been a significant backlog of shortlists for Metropolitan Thames Valley Housing (MTVH) properties which were advertised on Home Search (CBL) during this period. This occurred following an internal restructure at MTVH which subsequently resulted in delays to properties being allocated for a number of weeks. This has impacted on the length of time homeless households needed to remain in temporary accommodation. Assurances have been provided by MTVH that these issues should be resolved during January 2022, which in turn should assist in reducing the overall number of households in temporary accommodation.</p>							
	LINS26a	Number of homeless applications made	11	10		20	8
<p>Three main duty decisions were issued in November 2021 giving a cumulative total of 15 for the year to date.</p> <p>The Council accepted a S.193(2) main housing duty to all 3 cases.</p> <p>This higher figure is the consequence of homelessness cases being correctly progressed through the different statutory stages of a homelessness application. The 56-day S.189(B) Relief Duty had expired for these three cases, without them being rehoused during this period, so the Council had a statutory duty to issue a final main duty decision.</p> <p>This trend is likely to continue as officers correctly progress homelessness cases through the different statutory stages and therefore the figure for future months is likely to be out of target.</p>							
	LINS29a	Number of successful homelessness preventions undertaken	83	60		120	126
	LINS31a	Percentage of applicants within Bands 1 and 2 rehoused within 26 weeks	62%	70%		70%	74%
<p>Of the 154 applicants rehoused in bands 1 and 2 within the last 12 months, 95 were rehoused within 26 weeks, which is 62%. This is below target due to a revised formula for assessing additional waiting time priority for employment and armed forces. This trend is likely to continue to the end of the financial year.</p>							
	LINS37	Domestic burglaries per 1,000 households	4.02	7.00		14.0	14.73
	LINS38	Robberies per 1,000 population	0.24	0.19		0.38	0.32
<p>Whilst this is above target it only needs a small number of robberies to make an impact. There has been an 8% increase (2 extra crimes) compared to last year.</p>							
	LINS39	Vehicle crimes per 1,000 population	1.95	3.50		7.0	6.96
	LINS73a	Income generated from community buildings	£20,069	No target		No target	£21,342
	LINS73b	Income generated from parks, pitches and open spaces	£44,913	No target		No target	£73,207
	LINS75	Number of new trees planted	Not due	-	-	-	3,808