

**Bolsover District Council**  
**Council Ambition Performance Update – Q1 – April to June 2021**

<b>Target Status</b>	Usage
On Track	The target is progressing well against the intended outcomes and intended date
Achieved	The target has been successfully completed within the target date
Covid Affected	The target has been affected by the Covid 19 Pandemic

**Aim: Our Customers – providing excellent and accessible services**

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources  <i>Cllr McGregor/ Cllr Downes</i>	<div style="background-color: yellow; text-align: center; padding: 5px;"><b>On track</b></div> <p>Satisfaction with Refuse Collection Services are being asked in the June Citizen Panel Survey and will be noted here for reference at Q2. The full report will be published on Ask Derbyshire. Housing will be running the STAR (survey of tenants and residents) survey later in the year and that will provide plentiful quantitative and qualitative information.</p> <p>Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards. Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The Performance team is currently undertaking an audit to establish gaps in customer satisfaction measurement and that information to inform a rolling programme.</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022.	Corporate Resources  <i>Councillor Downes</i>	On track	The latest figures from Silktide show the following: Content - 89 (great); Accessibility - 84 (great); User Experience - 96 (excellent); Marketing - 91 (excellent).
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources  <i>Cllr Downes</i>	On track	Data from Customer Services for Q1: Online Transactions - 22,467  Tel and all other non-digital contact - 41,669  Total contact transactions – 64,136 = 35.03% transactions via digital method
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources  <i>Cllr Dooley</i>	On track	Development of the priorities and understanding gaps in provision continue. The new themes are: - Increasing Prosperity - Strengthen Resilience for individuals and communities - Promoting inclusion and/ increasing connectivity - Vulnerable Groups - Young People
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources  <i>Cllr McGregor</i>	On track	A significant staff refresh on equalities for office based staff has been completed. Materials will be produced for operatives and delivered via the toolbox talks. The Council is supporting the Hidden Disabilities scheme making sunflower lanyards available at the Arc together with promotion and training for Contact Centre staff. Support has been given on a number of hate incident reports received. A light touch review of the Access for all Statement, equality monitoring form and guidance is underway.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder		Q1 2021/22 Progress Update
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment <i>Cllr Peake</i>	On track	April - Jun 2021 39 approaches from people facing homelessness. 38 cases prevented from becoming homeless (this includes 18 cases still open) Equates to 97% prevented
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development <i>Cllr Peake</i>	Covid Affected	The current average for Minor (Standard voids) is 100 days. In the last quarter we have met a number of times to look at the end to end process and identify where improvements can be made through closer working. The delay on the lifting of restrictions has meant that we are now looking at the 1st of September to begin undertaking pre-termination inspections. We are also looking at how advertising properties earlier in the void process can deliver additional improvements. We have also undertaken a number of void visits with Members and are keen to continue this with other members who may be interested in learning more about the process and reasoning behind void inspections.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development <i>Cllr Peake</i>	Covid Affected	The new open housing reporting tool is still not working and also awaiting end of final covid restrictions to remind all operatives to resume asking tenants to complete the questionnaire (satisfaction with repairs)
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources <i>Councillor Downes</i>	On Track	The Go Active facility reopened on 12th April 2021 under covid restrictions, the outreach work continued. For the first quarter we attracted 46,372 users to our sessions
CUS.10 - Deliver a health intervention programme which provides 500 adults per	Corporate Resources	On Track	The health referral programme recommenced in May 2021 and for the first quarter we have seen 78 health referral clients.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update
year with a personal exercise plan via the exercise referral scheme	<i>Councillor Downes</i>	<div style="background-color: yellow; width: 20px; height: 20px; display: inline-block; vertical-align: middle;"></div> Q1 – target 125 Q1 – actual 78

**Aim: Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity**

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update
ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Corporate Resources  <i>Cllr Dooley</i>	<div style="background-color: yellow; width: 20px; height: 20px; display: inline-block; vertical-align: middle;"></div> On track

May 2021 - Litter picking group in Tibshelf, Bolsover's EV charge points were featured on Bolsover TV, news and social media.  
 June 2021 - Great British Spring Clean, Shirebrook allotments were featured on Bolsover TV and social media.  
 July 2021 - Bolsover in Bloom on Bolsover TV and news. EV charge points (Bolsover) featured in In Touch.  
  
 New Environment e-newsletter set to be launched in July. To contain news on work we are doing to reduce carbon footprint and advice on how to reduce, reuse and recycle, reduce personal carbon footprints, eat greener etc, promote environmental days e.g. Earth Day, Great British Spring Clean.  
  
 Ongoing publicity and support of 'green' initiatives in the District e.g. voluntary planting groups, litter pickers in line with the Climate Change Communications Strategy. Regular social media, website and e-newsletter coverage continues.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
ENV.02 - Reduce the District Council's carbon emissions - 125 tonnes CO2 in 21/22	Corporate Resources Cllr Dooley	On track	Through a number of projects such as LED lighting improvements, variable speed drive installation, agile/home working (50% of the time), pool cover, EWI installation and renewable electricity tariff, the forecast carbon reduction is in excess of 850 tonnes per year, achieving the combined 20/21, 21/22, 22/23 target. We are now in the process of reviewing the data and policies to inform a revision to the carbon reduction strategy.
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Environment Cllr Watson	On track	Q1 (2021\22) performance is <u>estimated</u> based on Q1 2020\21 Waste Data Flow figures at 4,268tonnes of recyclable\ compostable materials collected, equating to a combined recycling and composting rate of 46%. This will be updated when the actual figures become available from WDF at the end of September.  Q4 (2020\21) <u>Actual</u> recyclable\compostable material collected within this period was 2,701tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 36.0% at ending March 2021. This represents a reduction in overall combined performance when compared to Q4 (2019\20) due to impact of Covid-19.
ENV.04 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment Cllr Watson	On track	LEQS's established 2% of streets and relevant land surveyed fell below grade B cleanliness standards representing 98% fell within the 96% target standard set.
ENV.05 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable	Environment Cllr Watson	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 98% target standard set.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
level as assessed by Local Environment Quality Surveys (LEQS).			
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.	Environment Cllr Watson	On track	Face to face enforcement patrols have resumed following easing of covid restrictions and the team is now fully staffed to ensure these patrols are delivered and enforcement carried out
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Development Cllr Peake	On track	<p>The Council has worked with the Freedom Project to enable them to lease a property in Bolsover that has been problematic and empty for a number of years. They are also in the final stages of agreeing to a lease with a property in Langwith, which has been empty for over 5 years.</p> <p>Action Housing are progressing the lease of a property in Whitwell that has been empty for 30 years - this will be rented out as affordable rented housing.</p> <p>3 properties on West Lea have recently been sold at auction due to pressure from the Council regarding poor landlord behaviour. It is anticipated that these properties will be brought back into use within the next 6 months.</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Environment Cllr Peake	On track	<p>In Quarter One there has been a further CPW served.</p> <p>Of the 24 CPWs served so far this year 18 (75%) have been a success, 3 have failed (13%), 1 was cancelled because the tenancy was terminated (4%) and 2 (8%) are within their monitoring period.</p> <p>The cases are continually monitored for the duration of the case (usually 12 months) and are only deemed to be failed if the case progresses to a Community Protection Notice (CPN).</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder		Q1 2021/22 Progress Update
			Combining those within their monitoring period (and the cancelled one) and the successful CPW the outturn is 87%.

**Aim: Our Economy – by driving growth, promoting the District and being business and visitor friendly**

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder		Q1 2021/22 Progress Update
ECO.01 - Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets.	Development <i>Cllr Smyth</i>	Achieved behind target	Business Growth Strategy adopted by full Council in April 2021
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources <i>Cllr Moesby</i>	On track	Outturn Q1 21/22 = £65,138,706, Baseline (Outturn 20/21) £65,350,671 = difference -£211,965, -0.32%
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development <i>Cllr Smyth</i>	On track	Clowne Garden Village - developer resumed active discussions with Derbyshire County Council re: highway improvements at the Treble Bob roundabout  Coalite - highway improvements in progress, anticipated buildings on site October 2021.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Environment <i>Cllr Peake</i>	Achieved 2020/21	The annual survey has identified that the net number of new dwellings completed for the period 1st April 2020 to 31st March 2021 was 446 dwellings.
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development <i>Cllr Peake</i>	On track	3 affordable homes have been completed so far this year, a further 191 are being completed/planned on various sites across the District.
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development <i>Cllr Peake</i>	On track	Properties have been completed on two of the sites in Whitwell with the remaining two sites handing over by the end of July. Work has begun on the Sandy Lane and Thorpe Ave development with the old properties demolished and groundworks being undertaken as well as preliminary works to an extension to Ashbourne Court in Shirebrook which will deliver an additional 14 properties. Detailed design has been agreed on schemes in Langwith with Planning permission being submitted last month for The Woodlands (19) with later submissions by the end of July for West St which will deliver a further 5 homes. Market close Shirebrook is due for planning submission by the end of July delivering a further 27 homes across 2 sites.
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. Note This covers transformation programme 2 which started in 2018	Corporate Resources <i>Cllr Moesby</i>	On track	£880k (88% of target) of the target achieved or forecast to achieve, up to Oct 2020 when the approach was changed. Financial efficiencies are now identified through Finance led, annual 'line-by-line' budget reviews and the Transformation outcomes are delivered by 7 strategic projects.
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	Achieved	The Service Review process was incorporated into the Service Planning process and now complete.



Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update	
	<i>Cllr McGregor</i>		
ECO.10 - Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023.	Development <i>Cllr Downes</i>	On track	Cabinet member appointed for tourism and leisure, currently working on putting a dedicated tourism officer in place to lead on delivering actions in recently adopted tourism strategy.

## Service indicators supporting the council aims

Target Status	Usage
Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
Within target	The outturn is within 10% of the target set.
Negative outturn	The outturn is below target or negative (for some targets a negative outturn requires the result to be above the target set).
Covid Affected	The target has been affected by the Covid 19 Pandemic

## Our Customers – Providing excellent and accessible services

Customer Services	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status
CUS 01. % external (incoming) telephone calls answered within 20 seconds	84%	89%	77%	75%	On / Above Target
CUS 02 - % customer enquiries dealt with at first point of contact (Quarterly)		New Indicator	94%	60%	On / Above Target

Leisure	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status
LE1 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year	25,503	32,583	0	46,372	88,250	Covid Affected
02. Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	0	0	0	78	125	Covid Affected

## Exceptions

Quarter	Value	Target	
<b>LE1 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year</b>			
Q1	46,372	88,250	The Go Active facility reopened on 12th April 2021 under Covid restrictions, the outreach work continued. For the first quarter we attracted 46,372 users to our sessions
Q4	0	75,000	

Quarter	Value	Target	
<b>Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme</b>			
Q1	78	125	The health referral programme recommenced in May 2021 and for the first quarter we have seen 78 health referral clients.
Q4	0	125	

<b>Performance</b>	<b>Q2 Outturn</b>	<b>Q3 Outturn</b>	<b>Q4 Outturn</b>	<b>Q1 Outturn</b>	<b>Q1 Target</b>	<b>Status</b>	
CSI 19 % FOI/EIR requests responded to in 20 working days )	99%	97%	100%	<b>100%</b>	95%		On/Above Target

<b>Governance (corporate customer standards and complaints)</b>	<b>Q2 Outturn</b>	<b>Q3 Outturn</b>	<b>Q4 Outturn</b>	<b>Q1 Outturn</b>	<b>Q1 Target</b>	<b>Status</b>	
01. To provide 50% of all committee paperwork in a paperless manner by March 2022, and 85% by March 2023.	N/A	N/A	N/A	<b>25%</b>	50		Below Target
02. To respond to Members' ICT queries within 24 hours and resolve within 2 working days for a priority 1 request, 3 working days for a Priority 2 request and 5 working days for a priority 3 request.	N/A	N/A	N/A		90		Awaiting figure
03. To circulate a working draft of Minutes 3 working days following each meeting (5 working days for Informal Groups).	N/A	N/A	N/A	<b>30%</b>	80%		Below Target
CSP 11 % of Telephone calls answered within 20 seconds (Corporate) (Quarterly)	97%	98%	99%	<b>90%</b>	93%		Below Target
CSP 16 % written complaints responded to in 15 working days ((Quarterly)	98%	95%	98%	<b>96%</b>	97%		Within Target
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%	100%	<b>100%</b>	100%		On / Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	88%	89%	100%	<b>100</b>	100%		On / Above Target

CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	5.5	7.6	7.2	<b>3.8</b>	25		On / Above Target
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## Exceptions

<b>Quarter Value Target</b>				<b>01. To provide 50% of all committee paperwork in a paperless manner by March 2022, and 85% by March 2023.</b>
Q1	25%	50%		This is a longer term indicator

<b>Quarter Value Target</b>				<b>03. To circulate a working draft of Minutes 3 working days following each meeting (5 working days for Informal Groups).</b>
Q1	30%	80%		This quarter has been exceptionally challenging for the team requiring for them to work again in a different manner with additional responsibilities. The turnaround time for work reflects those pressures.

<b>Quarter Value Target</b>				<b>11. % of Telephone calls answered within 20 seconds (Corporate) (Quarterly)</b>
Q1	90%	93%		90% of all calls received corporately were answered within 20 seconds. The target was slightly missed as there has been a huge increase in volume of calls, specifically to Revenues and Benefits.
Q4	99%	90%		

Revenues and Benefits	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status	
Rs 06 - % Council Tax arrears collected	11.4%	19.7%	28%	<b>8%</b>	10%		Covid Affected
Rs 07 - % NNDR arrears collected	21%	53.1%	50.6%	<b>-219.4%</b>	20%		Covid Affected
Rs 09 - % Council Tax Collected	93.1%	93.1%	96%	<b>96.17%</b>	97.8%		Covid Affected

Revenues and Benefits	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status	
Rs 10- % Non-domestic Rates Collected	92.7%	92.1%	97.0%	<b>73.30%</b>	98.5%		Covid Affected
Rs 11- Benefit overpayments as a % of benefit awarded	2.15%	2.87%	2.64%	<b>2.12%</b>	6%		Below Target (Positive)
Rs 12- % Recovery of overpayments within the benefits system	69.51%	43.92%	59.29%	<b>131.24%</b>	17%		On/Above Target
Rs 20 - % Telephone Abandonment: Revenues	6.3%	4.5%	7.8%	<b>4.9%</b>	10%		Below Target (Positive)
Rs 21 - % Calls answered within 20 seconds: Revenues	66.6%	70.2%	68%	<b>77.7%</b>	65%		Above Target
Rs 22 - Telephone Abandonment: Benefits	1.8%	2.2%	4.3%	<b>1.7%</b>	3%		Below Target (Positive)
Rs 23 - % Calls answered within 20 seconds: Benefits	85.8%	87.5%	86.2%	<b>93.5%</b>	78%		On/Above Target
Rs 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	4.2	3.5	3	<b>3.6</b>	10		Below Target (Positive)

### Exceptions

Quarter	Value	Target		<b>06. % Council Tax arrears collected</b>
Q1	8%	10%		Remains affected by COVID and restricted recovery action.
Q4	28%	35%		



Quarter	Value	Target		<b>07. % NNDR arrears collected</b>
Q1	-219.4%	65%		This outcome is due to a rateable value change for a large business in the area going back to April 2017. Increasing arrears by £1.5 million. Collection rates also remain affected by the COVID crisis and businesses ability to pay
Q4	50.6%	65.0%		

Quarter	Value	Target	09. % Council Tax Collected	
Q1	96.17%	97.8%		Collection rates remain affected by COVID crisis and restricted recovery action / delays with court dates being available
Q4	96%	97.8%		







Quarter	Value	Target	10. % Non-domestic Rates Collected	
Q1	73.3%	98.5%		Significant increase in net collectable debit due to the amendments and cancellations of retail relief (actioned in June 21) * £22 million to £27 million. Collection rates also remain affected by COVID, businesses ability to pay and restricted recovery action due to delayed court dates
Q4	97%	98.5%		

Property Services and Housing Repairs	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status
01. % of properties receiving gas appliance servicing within 12 months	81.9%	100%	27.9%	25%	On/Above Target
02. Fit 100 wet rooms a year, cumulative target.	96	136	19	25	Below Target

Quarter	Value	Target	02. Fit 100 wet rooms a year, cumulative target.	
Q1	19	25		19 wet rooms fitted slight delay with start of new financial year and awaiting DCC O/T referrals
Q4	136	100		

Housing Management	Q3 Outturn	Q4 Outturn	Q1	Q1 Target	Status
01. 60% satisfaction with support received for clients experiencing domestic abuse	83%	75%	<b>68%</b>	60%	 On / Above Target
02. 60% satisfaction with support received for clients receiving parenting support	100%	100%	<b>80%</b>	60%	 On / Above Target

## Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity

Environmental Health	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status
EH 01 - Percentage of noise complaints responded to within 3 working days.	90%	91%	88%	<b>90%</b>	90%	 On Target
EH02 - Percentage of complaints about licensable activities responded to within 3 working days.	81%	95%	100%	<b>85%</b>	90%	 Below Target
EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises)	0%	0%	89%	<b>55%</b>	100%	 Below Target
EH04 - Percentage of business enquiries responded to within 3 working days.	87%	78%	89%	<b>88%</b>	90%	 Within Target
EH07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme	0%	100%	100%	<b>25%</b>	100%	 Covid affected
EH09 - Enforcement visits to business premises to check compliance with waste arrangements	0	0	0	<b>0</b>	45	 Covid affected

## Exceptions

Quarter Value Target			EH02 - Percentage of complaints about licensable activities responded to within 3 working days.	
Q1	85%	90%		There has been a reduction in response performance over the first quarter due to a vacancies within the team. The team is now to full strength and Q2 outturn should exceed the target.
Q4	96%	90%		

Quarter Value Target			EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)	
Q1	55%	100%		The team is catching up from the restrictions on inspections during the Covid pandemic. Additional resources are being utilised to reduce this significantly by the end of Q2
Q4	89%	100%		

Quarter Value Target			EH07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme	
Q1	25%	100%		Reduced activity due to Covid 19 as well as two vacancies in the service area. 4 inspections were due for completion in quarter 1 and 1 of these were completed.
Q4	100%	100%		

Quarter Value Target			EH09 - Enforcement visits to business premises to check compliance with waste arrangements	
Q1	0	45		Proactive visits resuming Q2 along with resumption to normal inspection duties post pandemic restrictions
Q4	0	45		

Streetscene	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported	100%	100%	50%	100%	95%	On/Above Target



Streetscene	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status
SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported	97%	97%	97%	<b>98%</b>	95%	On/Above Target
SS 03 Undertake Local Environmental Quality Surveys Detritus	9%	6%	12%	<b>17%</b>	12%	Above Target (Negative)
SS 04 Undertake Local Environmental Quality Surveys Weeds	6%	5%	8%	<b>2%</b>	14%	Below Target (Positive)

### Exceptions

Quarter	Value	Target	Status	SS 03 Undertake Local Environmental Quality Surveys Detritus
Q1	17%	12%	Red	Q1 (2021/22) LEQS's established 17% of streets and relevant land surveyed fell below grade B cleanliness standards and outside the 12% target standard set. The reason for low standard of sweeping is arising from mechanical sweeper reliability\availability and awaiting delivery of new sweepers and\or repair of current fleet items.
Q4	12%	12%	Green	

### Our Economy – by driving growth, promoting the District and being business and visitor friendly

Housing Management	Q3 Outturn	Q4 Outturn	Q1	Q1 Target	Status
03. Reduce the percentage of current rent arrears by 5% by early intervention	37% (+)	46%(+)	<b>46%(+)</b>	5%	Covid Affected
04. Reduce the level of former tenants arrears by 5% through early intervention, monitoring and enforcement	0.5% (+)	12% (+)	<b>15%(+)</b>	5%	Covid Affected

Housing Management	Q3 Outturn	Q4 Outturn	Q1	Q1 Target	Status
05. Achieve an average turnaround time of 20 working days for minor voids	212	120	<b>100</b>	20	Covid Affected
06. Achieve an average turnaround time of 30 working days for major voids	159	127	<b>123</b>	30	Covid Affected

## Exceptions

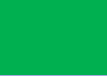

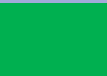

Quarter	Value	Target	03. Reduce the percentage of current rent arrears by 5% by early intervention
Q1	+46%	5%	<p>The baseline figure is £672,468.87 this was the arrears figure at 5th April 2020. The figure at the end of quarter 1 is £1,248,477.12 which is an increase of 46% on the baseline figure.</p> <p>The Covid19 pandemic has had a significant impact on our rent arrears and ability to recover arrears. Although tenants are expected to continue to pay their rent and arrears through the pandemic many of them have seen their circumstances change, either by job losses, lower earnings or reduced hours at work and they are now struggling to pay their rent.</p> <p>As we start to recovery from the Covid 19 Pandemic, legislation has been updated with the ban on evictions lifted from 1st June 2021. In addition the formal notice period to recover possession has been reduced from 6 months to 4 months in most circumstances. (Prior to the Pandemic this was 28 days) In April 2021 we wrote to every tenant setting out the rent balance, this generated contact and some arrangements were made. Where a tenant was on over 6 months arrears we actively sought to reach a repayment agreement and this has had positive responses.</p> <p>Where arrangement has not been made we or despite numerous attempts there has been no contact we have started to serve Notices, the first step in legal action.</p> <p>The team have worked hard to work with tenants to signpost to support agencies and offered appropriate assistance. We continue to be supportive yet are now in a position to take enforcement action where it is reasonable and proportionate to do so</p>
Q4	+46%	5%	

Quarter Value Target			<b>04. Reduce the level of former tenants arrears by 5% through early intervention, monitoring and enforcement</b>
Q1	15%	5%	<p>The baseline figure is £398,781.11 the figure at the end of quarter 1 2021 is £464, 314.06 which is an increase of 15%.</p> <p>Since April 2020 we have collected £70,445.31 in former tenants arrears and we have had to write off £56,877.70 after our efforts to chase the outstanding debt has been unsuccessful, or through the death of the former tenant.</p> <p>In addition the FTA figure is always affected by the amount outstanding after a tenancy is terminated and during this financial year an extra £198,481.04 has been added to the FTA amount. This is higher than we would have expected as a result of not being able to actively enforce rent arrears during the pandemic</p> <p>The Covid19 pandemic has had a significant impact on our rent arrears and ability to recover arrears, including former tenants arrears. Although tenants are expected to continue to pay through the pandemic many of them have seen their circumstances change, either by job losses, lower earnings or reduced hours at work and they are now struggling to pay their rent.</p> <p>In April 2021 we wrote to every tenant setting out the rent balance, this generated contact and some arrangements were made. Where a tenant was on over 6 months arrears we actively sought to reach a repayment agreement and this has had positive responses and during Q1 the FTA officer was assisting with the arrears recovery process as outlined in indicator 03 but for Q2 they will be recommencing recovery of FTAs</p>
Q4	12%	5%	

Quarter Value Target			<b>05. Achieve an average turnaround time of 20 working days for minor voids</b>
Q1	100	20	<p>The current average for Minor (Standard voids) is 100 days. In the last quarter we have met a number of times to look at the end to end process and identify where improvements can be made through closer working. The delay on the lifting of restrictions has meant that we are now looking at the 1st of September to begin undertaking pre-termination inspections. We are also looking at how advertising</p>

				properties earlier in the void process can deliver additional improvements. We have also undertaken a number of void visits with members and are keen to continue this with other members who may be interested in learning more about the process and reasoning behind void inspections.
Q4	120	20		

Quarter Value Target				05. Achieve an average turnaround time of 20 working days for major voids
Q1	123	20		In the last quarter we have met a number of times to look at the end to end process and identify where improvements can be made through closer working. The delay on the lifting of restrictions has meant that we are now looking at the 1st of September to begin undertaking pre-termination inspections. We are also looking at how advertising properties earlier in the void process can deliver additional improvements. We have also undertaken a number of void visits with members and are keen to continue this with other members who may be interested in learning more about the process and reasoning behind void inspections.
Q4	120	20		

Planning	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q1 Outturn	Q1 Target	Status	
PLA 157A Determining "Major" applications within target deadlines	100%	100%	100%	100%	70%		On / Above Target
PLA 157B Determining "Minor" applications within target deadlines	97%	100%	100%	97.3%	80%		On / Above Target
PLA 157C Determining "Other" applications within target deadlines	100%	100%	98.3%	96.3	80%		On / Above Target
PLA 01. Determining 'Discharge of Condition' applications within national target deadlines and comparison with realtime performance (Exec EoT Agreements)	N/A	52%	80%	70%	80%		Below Target

Quarter	Value	Target	
Q1	70	80	<p><b>PLA 01. Determining 'Discharge of Condition' applications within national target deadlines and comparison with realtime performance (Exec EoT Agreements)</b></p> <p>21 out of 30 DOC applications dealt with within 8 weeks or an agreed EOT. This performance target is linked to our Service Plan target 05 - identify and remove barriers to timely decision making on planning applications.</p> <p>We identified these particular types of applications as a local indicator to allow us to monitor our performance and start to improve our response times on them, as these are essentially the last stage of the planning process before developments commence on site. Nationally they are not monitored, so there is no penalty to the LPA for not determining them within agreed timescales, however we want to try and improve our local performance with these applications to align with our excellent performance on other nationally monitored timescales (majors / minors and others).</p> <p>Over the last 3 quarters we have averaged 67.5% against the target of 80% so whilst the system is showing as 'red' we did set our target high and we are continuing to focus on these application and improve our performance overall.</p>
Q4	80	80	