

## Performance Q1 2020/21

**Performance measures:** directly within the Council's control; used to monitor how our services are performing against set targets

**Trend measures:** provide context and not directly within the Council's control; used to inform decision making and policy.

### Key to abbreviations:

**Performance:** ★: Performance better than target; ●: Performance on target; ▲: Performance worse than target

**CMT lead:** AF: Andy Fisher; CA: Christian Allen; MS: Michelle Sacks; PD: Phil Drury; PJ: Paul Julian; PP: Phil Perry

**Portfolio:** DB: David Brown, Tourism, Arts & Culture; JN: Jonathan Noble, Finance & Commercial; MG: Martin Griggs, Housing and Communities; NW: Nigel Welton, Deputy Leader – Economic Development and Planning; PS: Paul Skinner, Leader; RA: Richard Austin, Heritage; TA: Tracey Abbott, Town Centre; YS: Yvonne Stevens, Environmental Services

**Corporate Priority:** 1: Prosperity; 2: People; 3: Place; 4: Public Service

**Scrutiny:** CC: Corporate and Community Committee; EP: Environment and Performance Committee

### Portfolio: Leader – Cllr Paul Skinner

Leader: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 Q1		
					Actual	Target	Performance	Actual	Target	Performance
Sickness absence – overall (days)	PD	PS	4	CC	7.75	7.0	●	1.32	1.75	★
Sickness absence – long term (days)	PD	PS	4	CC	4.68	5.0	●	0.87	1.25	★
Sickness absence – short term (days)	PD	PS	4	CC	3.06	2.0	●	0.45	0.50	●

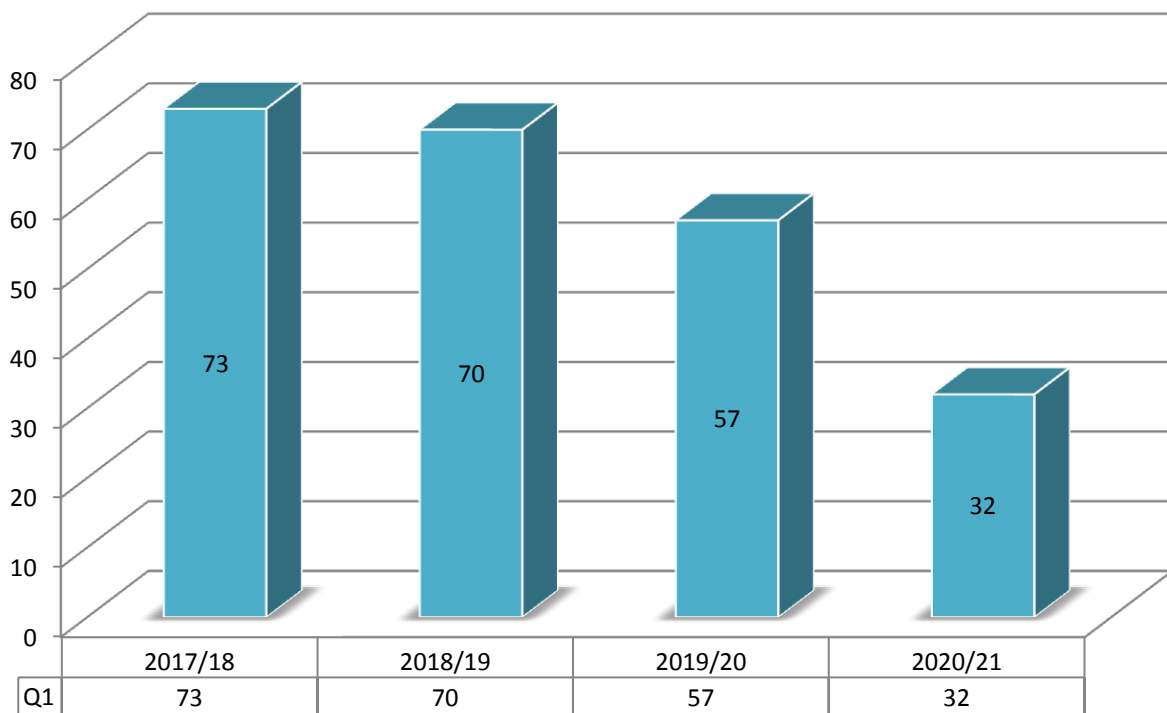
### Leader: trend measures

#### Corporate Priority 3: Place

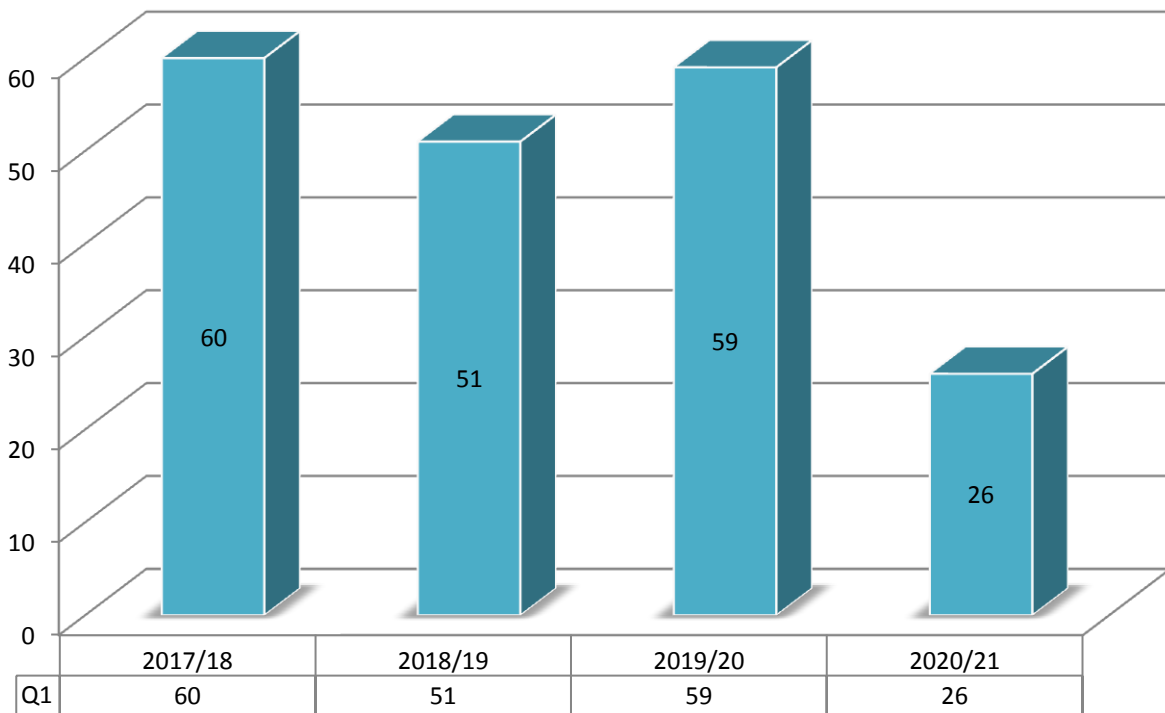
Trend measures	2017/18				2018/19				2019/20				2020/21
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of Stage 1 Antisocial Behaviour (ASB) letters	14	11	21	26	19	15	22	25	13	9	31	8	1
Number of Stage 2 Antisocial Behaviour (ASB) letters	7	7	5	7	3	6	1	6	5	5	23	47	2
Number of Acceptable Behaviour Agreements (ABAs)	1	5	6	0	1	0	0	0	6	0	7	3	0

Trend measures	2017/18				2018/19				2019/20				2020/21
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of Civil Injunctions secured	0	1	1	1	3	0	0	0	0	6	2	0	0
Number of Community Protection Notice Warnings issued	0	0	0	0	0	5	1	2	0	0	0	2	0
Number of Community Protection Notices (CPNs)	1	0	0	0	0	1	0	0	2	0	0	0	0
Number of Criminal Behaviour Orders issued (CBOs)	New measure								2	0	0	0	0

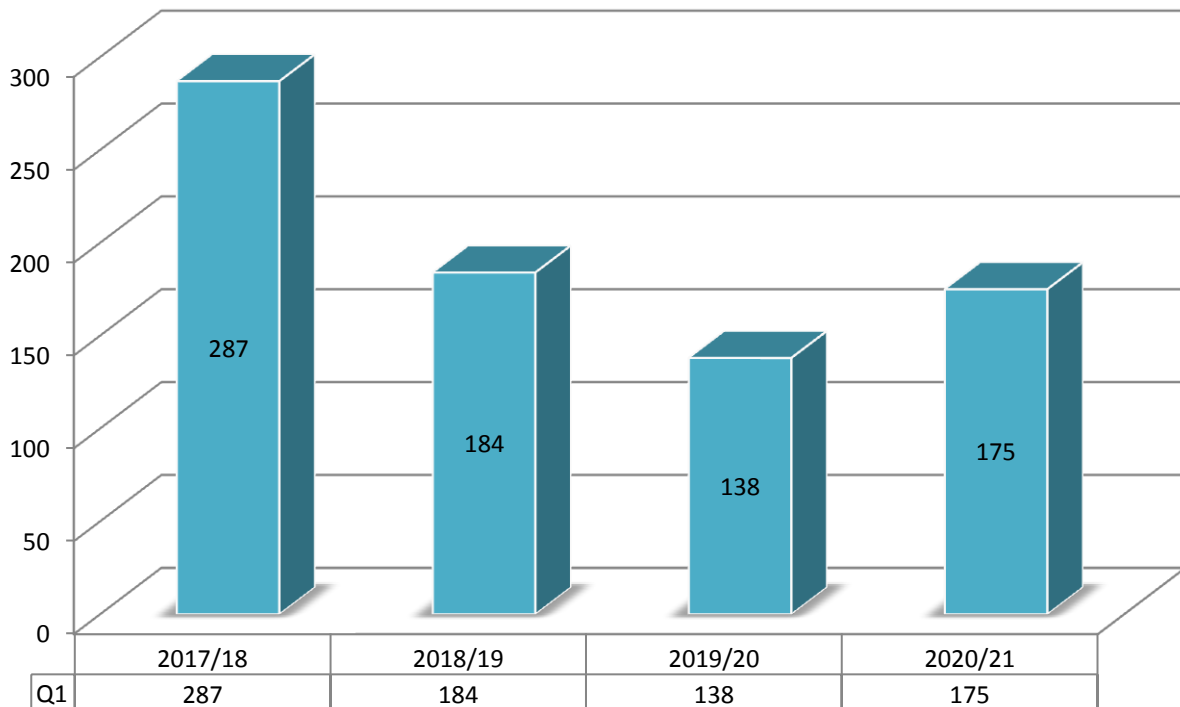
### Number of CCTV directed/assisted arrests



## Number of CCTV evidential packages



## Number of CCTV incidents recorded



## RIPA

The Regulation of Investigatory Powers Act 2000 (RIPA) regulates the powers of public bodies to carry out surveillance and investigation. There were no RIPA applications in Q1.

## Compliments

<b>Compliment</b>	<b>Service area</b>
Thank you to team for support in sharing important local awareness campaign regarding New Victim Lincs website	Communications
You are an angel for replying on a Sunday thank you so much thank you.	Covid Comms
Thank you (to a member of the IT team) for solving multiple problems with locked documents and blocked emails. He is great.	IT
Well done to the IT team for the first online broadcast of a Cabinet meeting on 20th May	IT
Please give thanks to the Bin Workers & all other employees of the Council for their work at this time in ours and the world's history.	Whole Council
Thank you for all doing a great job during the Corona crisis.	Whole Council

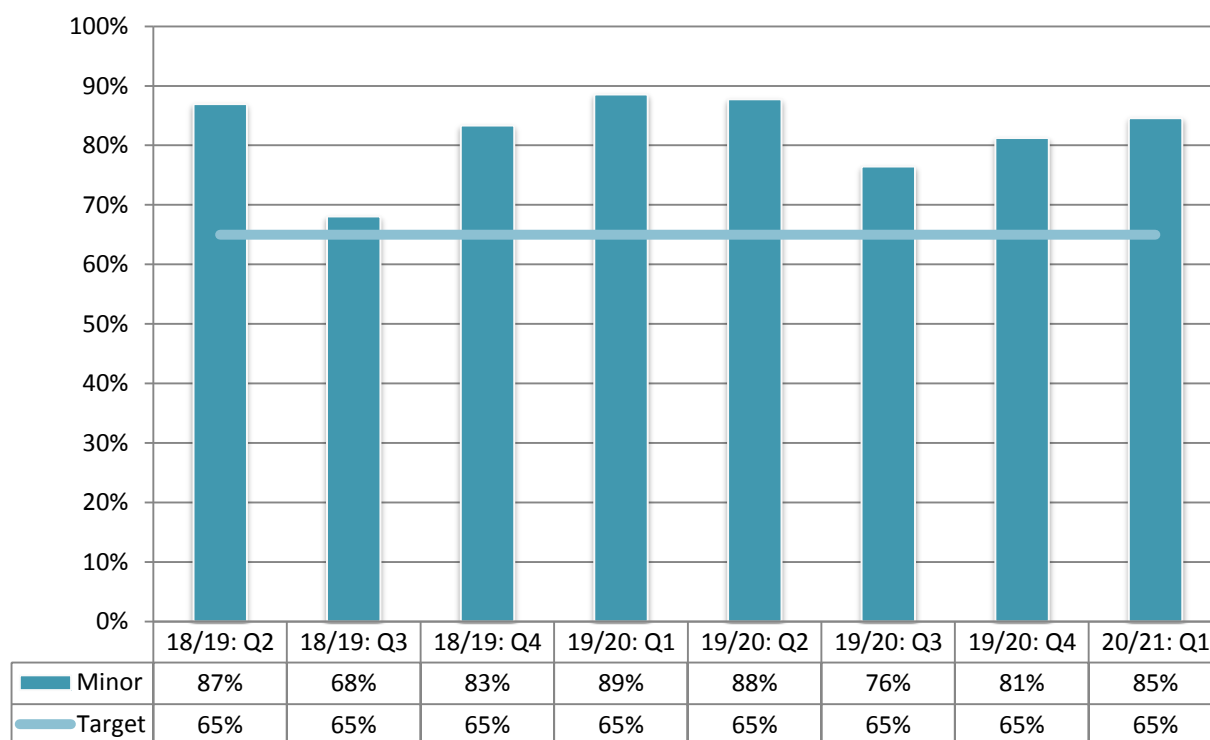
## Portfolio: Deputy Leader – Economic Development and Planning – Cllr Nigel Welton

Deputy Leader: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
% of major planning applications determined on time	MS	NW	1	EP	91%	75%	★	92%	75%	★
<b>Comment:</b> The Government tracks planning performance over a cumulative 2-year period. Boston's performance as at Q1 is a cumulative total from July 2018 to June 2020. The Government's minimum standard for majors is 60% and for minors and others is 70%. The graphs over the page show performance quarter by quarter.										
% minor planning applications determined on time	MS	NW	1	EP	83%	65%	★	82%	65%	★
% of all other applications determined on time	MS	NW	1	EP	89%	80%	★	87%	80%	★
% of major appeals allowed against the number of major applications determined by the authority within the previous 2 years	MS	NW	1	EP	2.78%	10%	★	0%	10%	★
% of minor and other appeals allowed against the number of minor and other applications determined by the authority within the previous 2 years	MS	NW	1	EP	1.32%	10%	★	1.22%	20%	★
Number of businesses visited to support business growth	MS	NW	1	EP	79	50	★	8	12	▲
<b>Comment:</b> Due to the pandemic these visits either took place via "Teams/Zoom" or over the phone										
Number of initiatives to support skills, in partnership with the business community	MS	NW	1	EP	11	10	●	0	2	▲
Number of business events attended to promote the Borough	MS	NW	1	EP	8	4	★	0	1	▲
Switchboard - % of abandoned calls	PJ	NW	4	CC	5%	15%	★	4.40%	15%	★
Switchboard – average waiting time (in seconds)	PJ	NW	4	CC	42	60	★	30s	60s	★

\* 'On time' – within statutory target determination period or such extended period as agreed in writing with the applicant/agent



## Minor planning applications determined on time



Income from planning applications in Q1 was £85,725. Income in April and May was marginally down, June was substantially down. This is likely to be linked to Covid-19 lockdown.

34 planning applications were determined with time extensions in Q1 (41% of applications determined in the quarter).

### Complaints

Complaint	Service area	Justified?	Outcome
Complaint about brown bin purchase and member of staff	Customer Services	Partly	Apology for clerical error which caused delay in delivery of brown bin. This has now been resolved.  The member of staff acted professionally in the face of verbal threats by the customer. This element of the complaint was not upheld.
Complaint about Planning Permission B/19/0221	Planning	No	Having reviewed the case and having liaised with the Planning Enforcement Officer, we are satisfied that there is no basis for the complaint.
Ongoing complaint relating to National Grid Plc	Planning	No	Advised complainant to direct their ongoing concerns to the LGO as there is nothing more the Council can do.

### Complaint monitoring – corporate view

14 complaints received in Q1

Average time taken to respond to a complaint: 12 working days

Range: 1 to 23 working days

All complaints were Stage 1 complaints (investigated by the service area). No complaints in Q1 were referred to Stage 2 to be investigated by another manager or more senior officer.

### Councillor Complaints

Four complaints about Councillors were received in Q1 and are under investigation

### Local Government Ombudsman (LGO)

There were no LGO investigations in Q1.

The LGO annual report for 2019/20 has been published and full details are available on their website: <https://www.lgo.org.uk/>

11 cases were referred to the Ombudsman – 4 were closed after initial enquiries, 3 were referred back for local resolution and 4 proceeded to full investigation. Of those, 2 were not upheld and 2 were upheld (both relating to Revenues & Benefits, which deals with over 5,000 cases every quarter as set out in detail elsewhere in this report).

The Council complied with all the recommendations made by the Ombudsman and both complaints are now resolved, as reported in previous quarterly reports at the time.

### Compliments

<b>Compliment</b>	<b>Service area</b>
I recently responded positively to the East Lindsey stance over their lock-down method statement. Can I commend you and your members at Boston Borough Council for taking a similar, positive, approach. I am sure it will be appreciated in the long term by the Boston Business community. I remember Cllr Bedford speaking on Radio Lincs after the Boston United planning application saying that “Boston is open for business.” Your positive approach now will reinforce that process and also have a positive impact on your staff at the Council.	Planning
Thank you for your reply. Your help is much appreciated and could have not done without. All the information provided helped to determine that property has no restrictions on permitted development. Thank you very much. It has been a pleasure chatting with you.	Planning
What can I say? I so appreciated your advice and info during our telecon yesterday when I called, and now the info sent (at 07.00!!) is a fabulous beginning for my researches I can't thank you enough	Planning



## Portfolio: Finance & Commercial – Cllr Jonathan Noble

Leader: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
Benefit processing time – new claims (days)	PJ	JN	2	CC	4.03	10	★	6.89	10	★
Benefit processing time – change in circumstances (days)	PJ	JN	2	CC	5.42	14	★	2.43	14	★
Council Tax Support processing – new claims (days)	PJ	JN	2	CC	4.91	10	★	6.68	10	★
Council Tax Support processing time – change in circumstances (days)	PJ	JN	2	CC	7.77	14	★	10.18	14	★
Business Rates collection (% collected)	PJ	JN	4	CC	97.79%	98.00%	●	29.98%	31.79%	▲
Council Tax collection (% collected)	PJ	JN	4	CC	95.88%	96.00%	●	26.48%	28.12%	▲
<b>Comment:</b> Collection rates have been impacted by the pandemic. The Government has recognised the issue by introducing reliefs for both Council Tax and Business Rates, and has also proposed that councils can smooth the collection fund deficit that will occur across three financial years.										
Average time taken to respond to information requests (working days)	MS	JN	4	CC	10	20	★	8	20	★
% of information requests responded to within statutory timescales	MS	JN	4	CC	New measure			94%	96%	●
Average time taken to respond to Subject Rights requests (calendar days)	MS	JN	4	CC	1 month	1 month	●	1 month	1 month	●
Car parking income against monthly profile*	PP	JN	3	EP	£885,940	£860,000	★	See comment below		
Car Parking permit income vs budget	PP	JN	3	EP	£99,744	£89,950	★	See comment below		

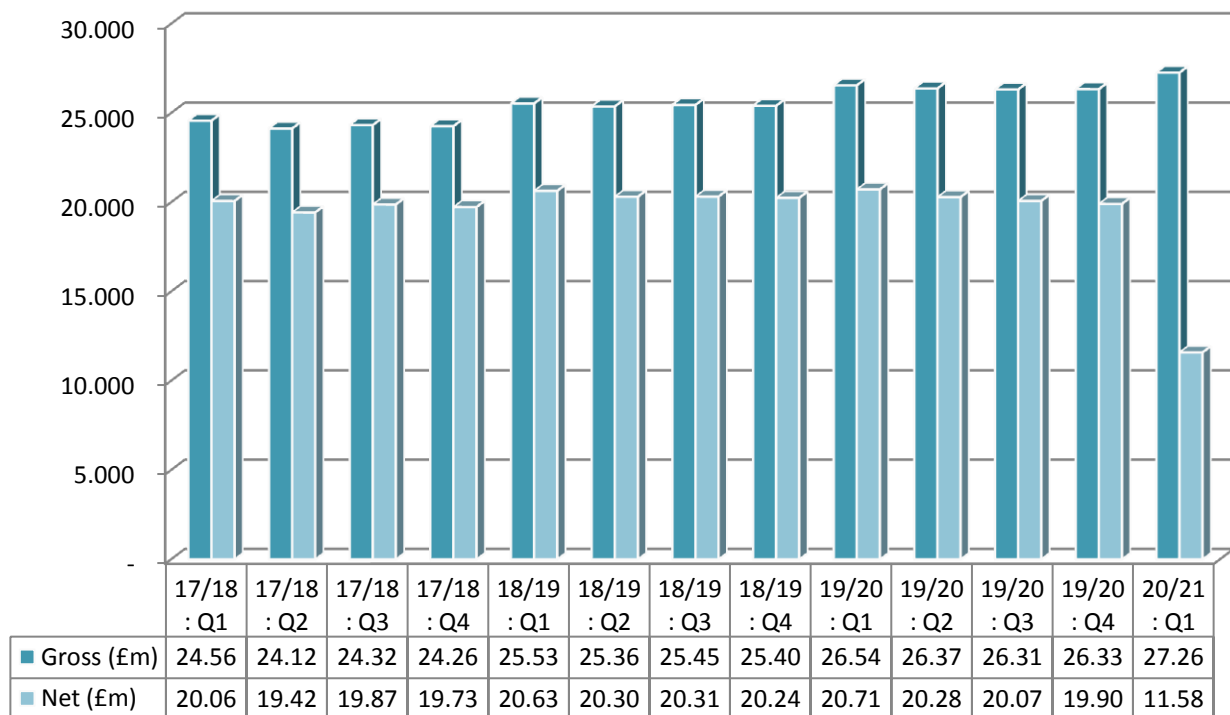
\* This includes income from tickets purchased via the MiPermit app

Leader: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
<b>Comment:</b> Free parking was implemented from 27 March to 15 June due to Covid 19 lockdown (this included permit holders), and re-introduced again for 2.5 hour slots from 29 June 2020 to encourage shopping in the town.										

## Finance & Governance: trend measures

### Corporate Priority 1: Prosperity

## Collectable business rates



Every non-domestic property has a rateable value (RV) which is determined by the Valuation Office Agency (VOA). The RV is broadly representative of the amount for which the premises could be let per annum.

The council multiplies the RV of an individual property, by a 'multiplier' (the national non-domestic multiplier) set by central government. It is set for the whole of England and is effective from the 1 April each year.

This gives the **gross rates payable** for each property before any entitlement to reliefs, exemptions or discounts are applied.

Depending on the individual circumstances of the ratepayer, there are a range of reliefs, discounts and exemptions that they may be entitled to in order to lower the amount of business rates payable. After these reliefs have been applied to a business rates account, the amount payable is referred to as the **net rates payable**.

Both the amount of gross and net rates payable fluctuate on a daily basis. Some examples that are likely to change the amount of gross and/or net rates payable are shown below: -

- Increases and decreases to the RV of a property
- New properties entering the rating list
- Properties being deleted from the rating list
- Changes to the structure of a property (merges/splits)
- Entitlement to discounts, reliefs and exemptions being applied to accounts
- Entitlement to discounts, reliefs and exemptions being removed from accounts

More detailed information can be found on our website

<https://www.mybostonuk.com/wp-content/uploads/2020/02/Business-rates-2020-21.pdf>

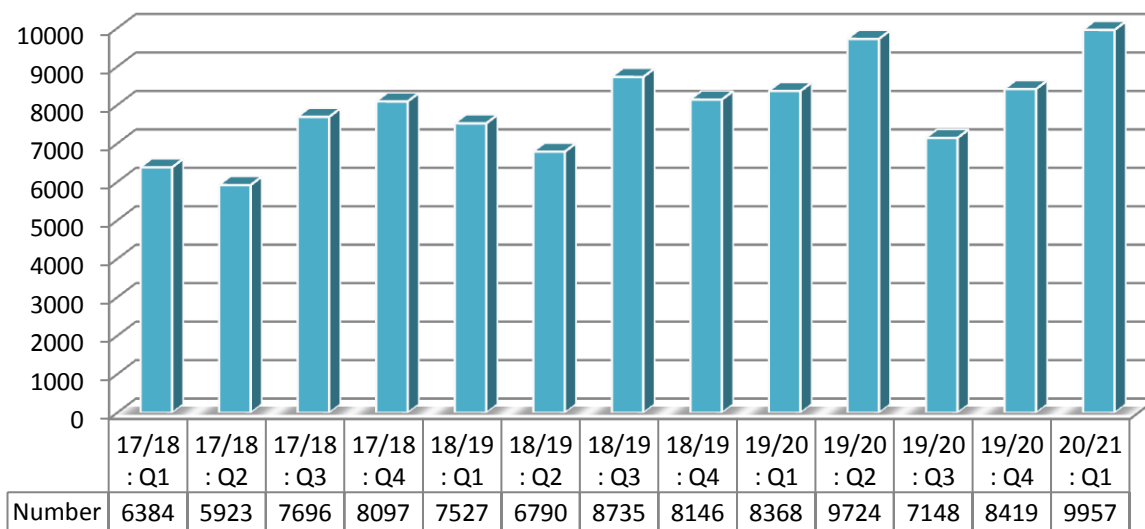
### **Corporate Priority 2: People**

New trend measures as recommended by Corporate & Community Committee in July 2019

Trend measures	2019/20				2020/21
	Q1	Q2	Q3	Q4	Q1
Caseload – Housing Benefits	5430	5361	5324	5228	5148
Caseload – Council Tax Support	4836	4805	4797	4755	4634
New claims	428	432	448	429	518
Change of circumstances	4176	3502	2734	11999	6865
<b>Comment:</b> In April, there is a slight increase due to rent increases at LHP taking place.					

### **Corporate Priority 4: Public Service**

## Number of online payments



## Complaints

<b>Complaint</b>	<b>Service area</b>	<b>Justified?</b>	<b>Outcome</b>
Complaint about an incorrect payment and not being eligible for Business Support Grant	Business Support Grant	Yes	Complaint justified in respect of incorrect payment – now resolved. Head of Service spoke to the complainant to explain the Government guidance re eligibility.
Complaint about Business Support Grant	Business Support Grants	Partly	Customer referred to central Government website for more details on eligibility.  Apology issued to customer that they found the information on our website unclear.
Complaint about a member of staff relating to Covid19 Business Support Grants	Business Support Grants	No	Advised customer that member of staff did not intend to cause offence when explaining that they were not eligible for the Council grant. Customer advised to look at options available on the central Government website for possible alternatives.

## Compliments

<b>Compliment</b>	<b>Service area</b>
Great news - thank you for getting these paid out so quickly.	Business Grants
Just a quick line to thank you for the assistance with, and the quick turnaround of, the recent Grant Application – grant funds duly received!	Business Grants
Just to say thank you for your help in helping me gain the grant I received, it will make a big difference to my situation.	Business Grants
Thanks from Old Leake Community Centre for Grant	Business Grants
Thank you for your sincerity, I felt you listened and wanted to help.	Data Protection

**Portfolio: Tourism, Arts & Culture – Cllr David Brown**

Tourism, Arts, Culture and Heritage Portfolio: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
Swim sessions at GMLC	PP	DB	2	EP	144,732	167,000	▲	See comment below		
Gym memberships	PP	DB	2	EP	1,390	1,500	▲	See comment below		
<b>Comment:</b> Services suspended due to COVID-19										

**Tourism, Arts, Culture and Heritage: trend measures**

**Corporate Priority 3: Place**

**Guildhall Door Count**

Due to Covid-19 the Guildhall has remained closed throughout the duration of Quarter 1.

## Portfolio: Environmental Services – Cllr Yvonne Stevens

Environmental Services Portfolio: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
% of broadly compliant food businesses	AF	YS	2	CC	97.86%	95%	★	98.02%	95%	★
% of food safety inspections completed against those required by the Food Law Code of Practice	AF	YS	2	CC	95.83%	100%	▲	See comment below		
<b>Comment:</b> The Food Standards Agency suspended the food safety inspection programme towards the end of March 2020 in light of Covid-19. The Environmental Health team have been dealing with a high number of Covid related service requests – 1,659 in the quarter.										
Household waste reused, recycled, composted	CA	YS	3	EP	41.01%	41.52%	●	To follow		
Residual household waste per household	CA	YS	3	EP	569kg	553kg	▲	To follow		
% of fly tip reports responded to within 2 working days	CA	YS	3	EP	69.30%	88%	▲	98.89%	88%	★
<b>Comment:</b> The lock down at HMP North Sea Camp meant the withdrawal of voluntary support normally available to the service. Instead, the service was delivered by staff re-deployed from their substantive role to fly tipping clearances. Since 1st April SHDC and SH Housing withdrew from the partnership and hence the service is now focused and dedicated to the Boston area										

### Environmental Services: trend measures

#### Corporate Priority 2: People

Trend measures	2017/18				2018/19				2019/20				2020/21
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of taxi drivers suspended/revoked	3	38	39	39	0	0	0	1	2	0	4	0	3
<b>Comment:</b> suspended on medical grounds													
Number of vehicles suspended/revoked	8	18	23	29	5	10	11	24	5	16	11	6	3
Number of taxi driver/vehicle hearings	1	1	3	8	3	7	8	9	2	1	3	0	0
Number of premises licences revoked	0	1	5	2	0	1	2	2	2	0	1	2	0
Number of Licensing Act 2003 hearings	1	4	4	6	2	5	7	11	5	4	8	3	0
<b>Comment:</b> 2 hearings postponed due to Covid-19 (heard in Q2 by video conferencing)													

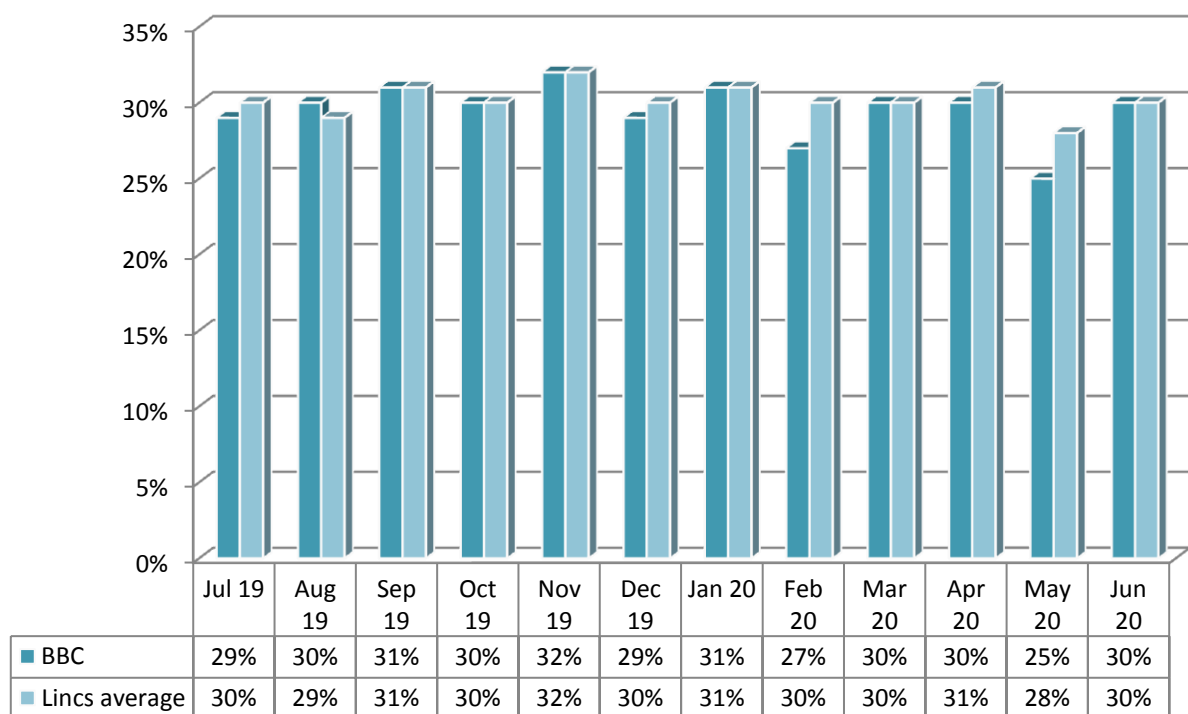
#### Corporate Priority 3: Place

##### Commercial waste:

Trend measures	2020/21
% growth in income in commercial waste service compared to previous year	-15%
<b>Comment:</b> Covid19 saw the forced closure of many businesses and hence the service dealt with a large number of requests seeking a suspension of their commercial waste collection service. Customers were not charged for the period of suspended service and hence income is reduced for the quarter. As businesses re-open, income is expected to recover quickly.	
% growth in number of commercial waste customers compared to previous year	+19%
<b>Comment:</b> Whilst many private commercial waste operators closed down and furloughed their staff during the pandemic, the Council's commercial waste service continued to operate an uninterrupted service and as a result picked up a significant number of new customers.	

Contamination:

## Contamination in Domestic Recycling

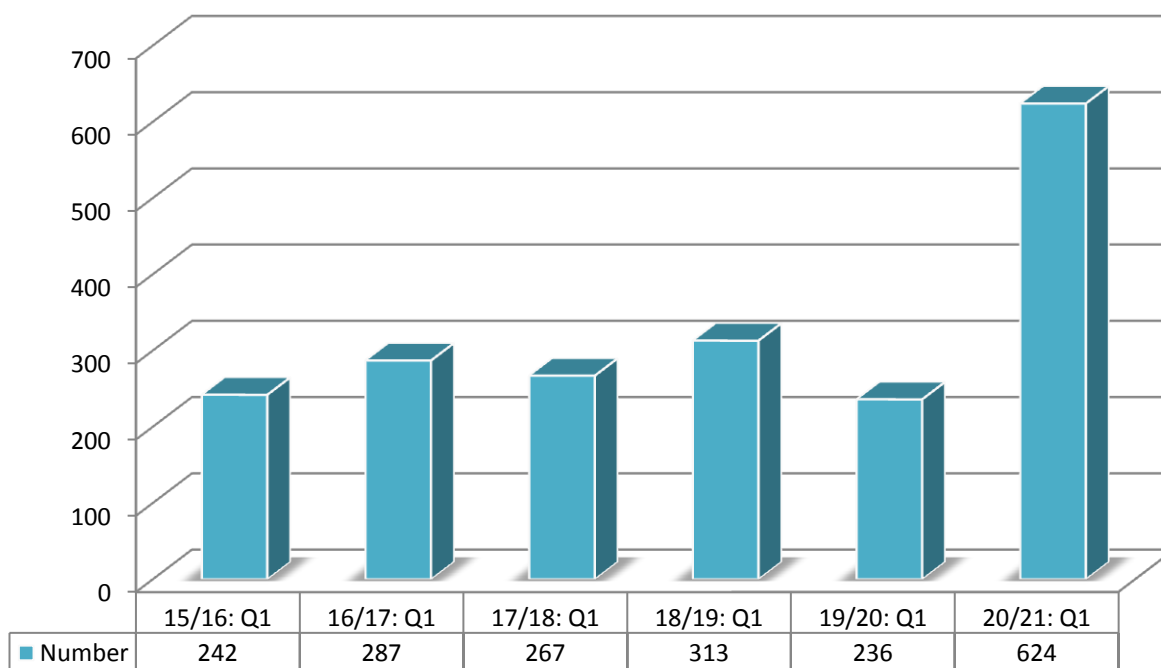


Fly tipping:

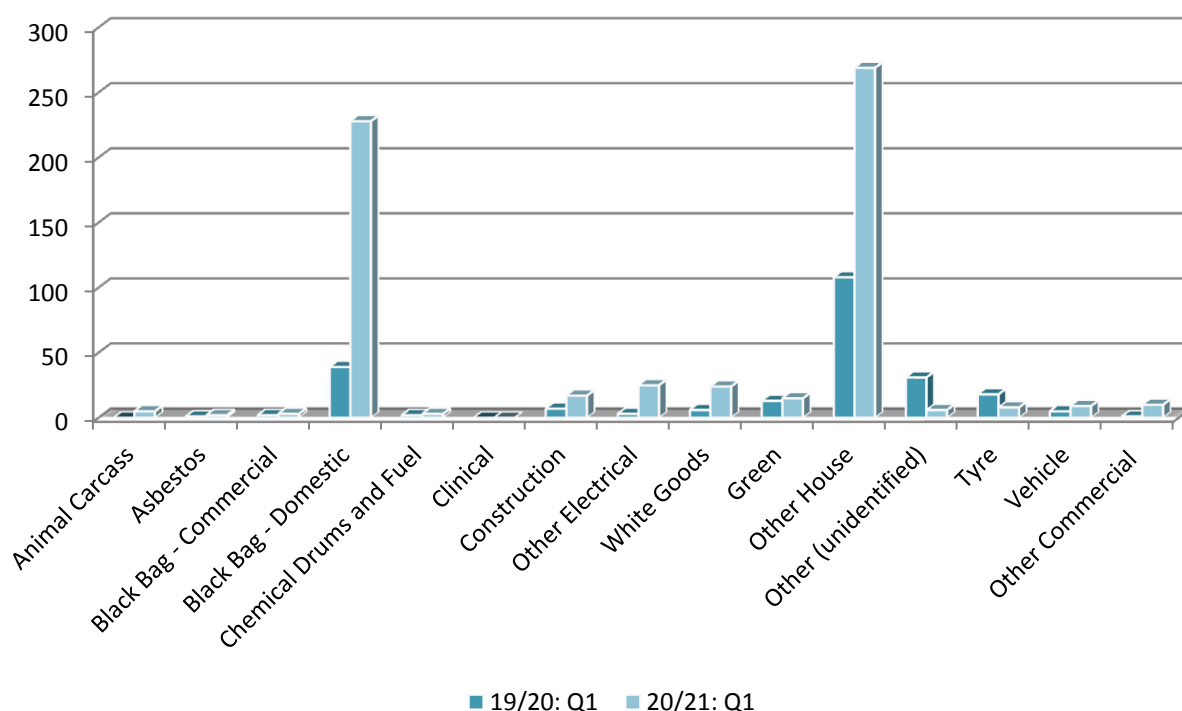
Actions that are currently underway to tackle the increase evident in fly tipping are;

- Overt surveillance contractor engaged to commence surveillance of fly tipping hotspots from August.
- LAS Enforcement capability focused on fly tipping offences since return from Furlough in July
- Social media messaging, using the SCRAP Flytipping campaign tools, coordinated across the county by comms colleagues
- Lincolnshire Waste Partnership have commissioned activity to analyse fly tipping data and have agreed establishment of a countywide, multi-disciplinary partnership group to develop multi agency interventions such as Operation Clean Sweep – days of action.
- Boston BC Scrutiny Committee to engage with LCC Head of Waste and Councillor Eddy Poll, Chair of the LWP, to investigate the impact of post pandemic HWRC policy on local fly tipping.

## Number of fly tip incidents



## Fly tip incidents by type



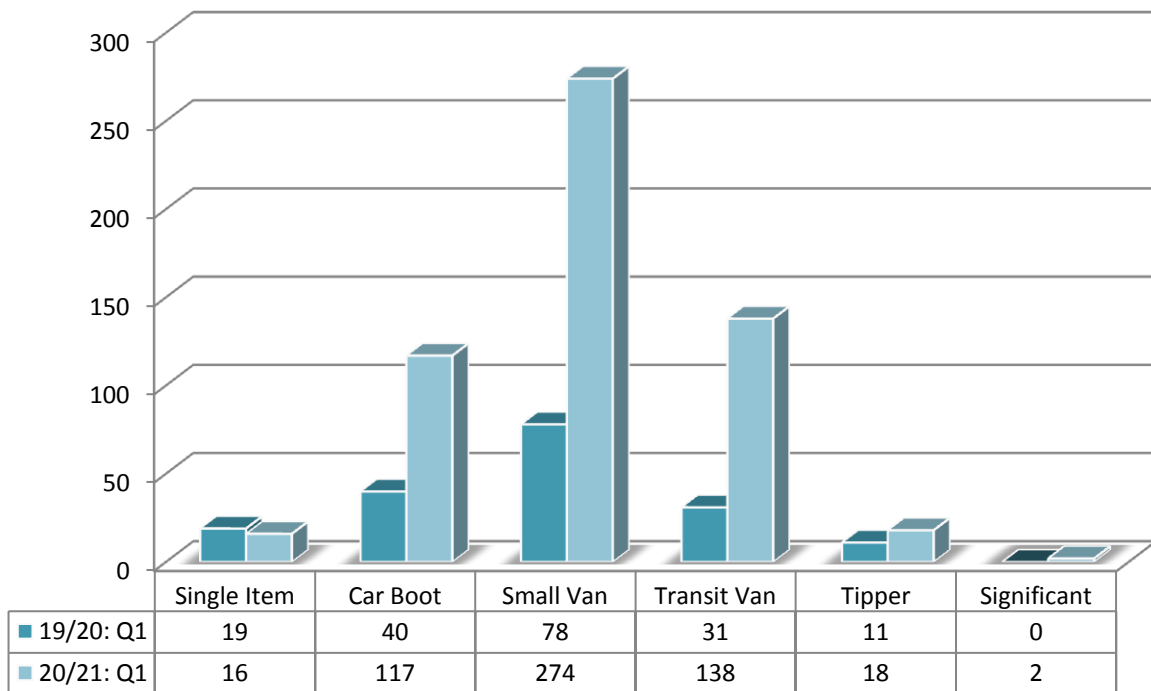
Breakdown of 'other household' items:

- Furniture: 172
- Textiles: 110
- Wood: 106
- Garden: 57
- Toys: 108
- Mattresses: 69

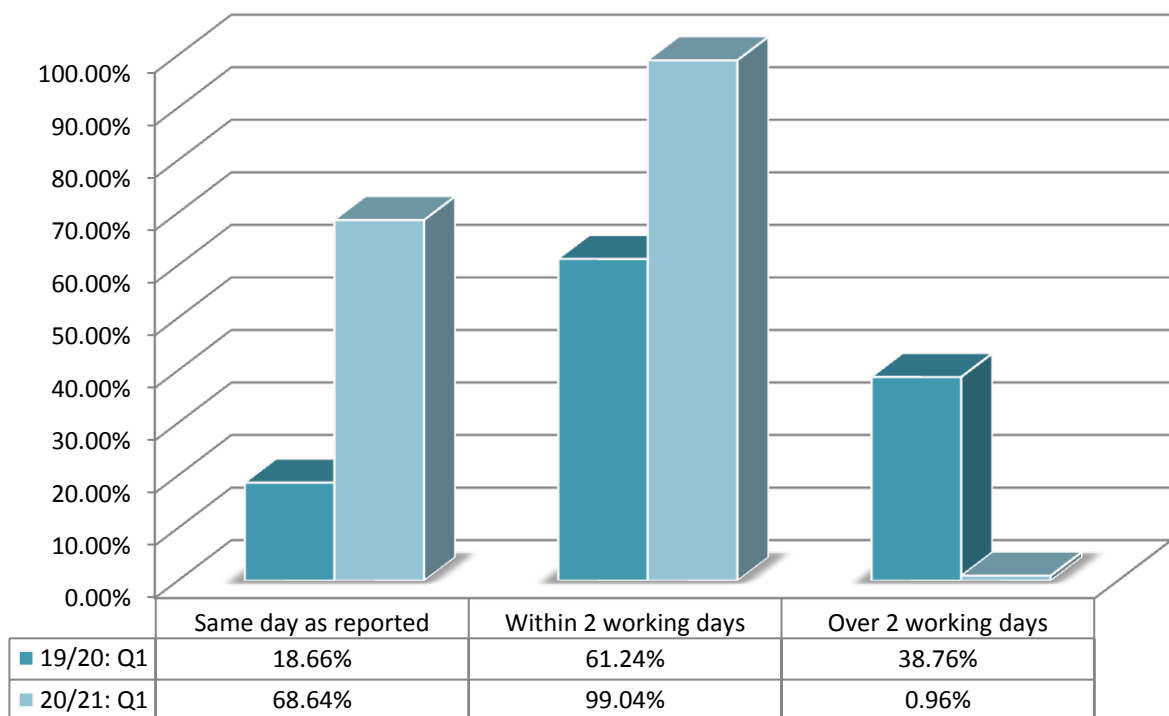
This does not correspond exactly to the number of 'other household' items overall because there may be multiple types of items in one 'other household' incident.



## Fly tip incidents by volume



## Collection of fly tips



## Complaints

Complaint	Service area	Justified?	Outcome
Complaint regarding a member of staff and fine for environmental crime.	Environmental Crime	No	Customer advised that enquiries made were legal and necessary for investigation. Officer acted professionally at all times and in line with the officer code of conduct.
Complaint about delay in sending out garden waste sticker	Green waste	Yes	Apology for the delay due to a system error. A sticker was sent out to the customer immediately.
Complaint about non collection of garden waste bin	Green waste	No	Customer advised bin not collected due to grass clumps and referred to terms and conditions for reference
Complaint about non collection of general waste bags after being advised they would be collected following a missed bin collection.	Refuse and recycling	No	Bins and bags were collected as per policy. Customer advised policy does not allow more than four extra bags to be collected.
Complaint about staff member asleep in a parked vehicle.	Refuse and recycling	No	Officer was on a break as had been working since 530am.

## Compliments

Compliment	Service area
I reported a fly tip yesterday Tuesday 21st April. Location was Cut End Road, Fishtoft. They came today (22nd) and cleared it. Thanks, a brilliant service.	Environmental Crime
Thank you for excellent advice, experience and responsiveness when dealing with environmental crime issues	Environmental Crime
Thank you to the Flyswat Team for quickly and efficiently removing bags of fly-tipped waste dumped adjacent to the litter bin next to the footbridge, junction of Hospital Lane and Willoughby Road	Environmental Crime
Re: Garden Waste Collection Service. Thank you for the email. It is fully understandable with the present situation the bins have always been emptied and we are very happy with the service. It is a very good service and hopefully we will be all back to some sort of normality soon. Stay safe all of you.	Green waste
Hi just to let you know we received our bin today thank you very much delivery person very pleasant thank you	Refuse and recycling
I'm writing to say how much I appreciate a little act of diligence today. Most people might not think this is a big deal, but it is to me. When our recycling bins were collected today, some of the rubbish spilled out of a couple bins just below the back of the dustbin lorry. After the group of bins was emptied, the lorry driver advanced a few feet and gave room for the bin collectors to gather the strewn rubbish and place it into the lorry. We take pride in the cleanliness of our cul-de-sac and our town, and this act of care and diligence was refreshing to witness. Thank you for your hard work to keep our neighbourhoods clean and tidy. Keep up the good work!	Refuse and recycling
Many thanks – much appreciated and great service with a very friendly crew who delivered and assembled the new bin and managed to drag the old one and contents into their truck to remove it for us.	Refuse and recycling
Thank you with your help throughout these times & have been treating the men on occasions with a biscuit for their fantastic work. Stay safe	Refuse and recycling
We would like to say a heartfelt thanks to all your operatives for an excellent service and most particularly at this very difficult time.	Refuse and recycling

Compliment	Service area
We very much appreciate the fact that they too have families to care for but still continue to fulfil their duties. Thank you to you all	
Your teams as always have been providing fantastic service be it brown, blue or green bins. Always cheerful polite and respectful. Thank them all in these difficult times they have done a great job. It's not the nicest of jobs but you wouldn't hear a complaint from them.	Refuse and recycling
I was out as a street ambassador yesterday and must say [member of staff] is doing a sterling job with his manual street cleaning	Street cleaning
Thank you for the swift response and removal of litter left by youths gathering on Shelton's Playing Field	Street cleaning

## Portfolio: Town Centre – Cllr Tracey Abbott

Town Centre Portfolio: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
Market Income	PP	TA	3	EP	£117,806	£160,000	▲	See comment below		
<b>Comment:</b> Significant reduction in income as a result of COVID-19. There was only essential food related market stalls during Quarter 1.										

### Complaints

Complaint	Service area	Justified?	Outcome
Complaint about the behaviour of a member of the parks and grounds team.	Parks and Open Spaces	No	Supervisor spoken to and employee code of conduct reviewed. No evidence of unprofessional behaviour.
Complaint to Matt Warman regarding cleanliness of Town Centre	Town Centre	No	Advised due to Covid19 services have been curtailed and staff redeployed to essential frontline services. Littering enforcement activity ceased due to contractor withdrawing staff due to pandemic. As lockdown measures ease service should start to return to some form of normality.

### Compliment

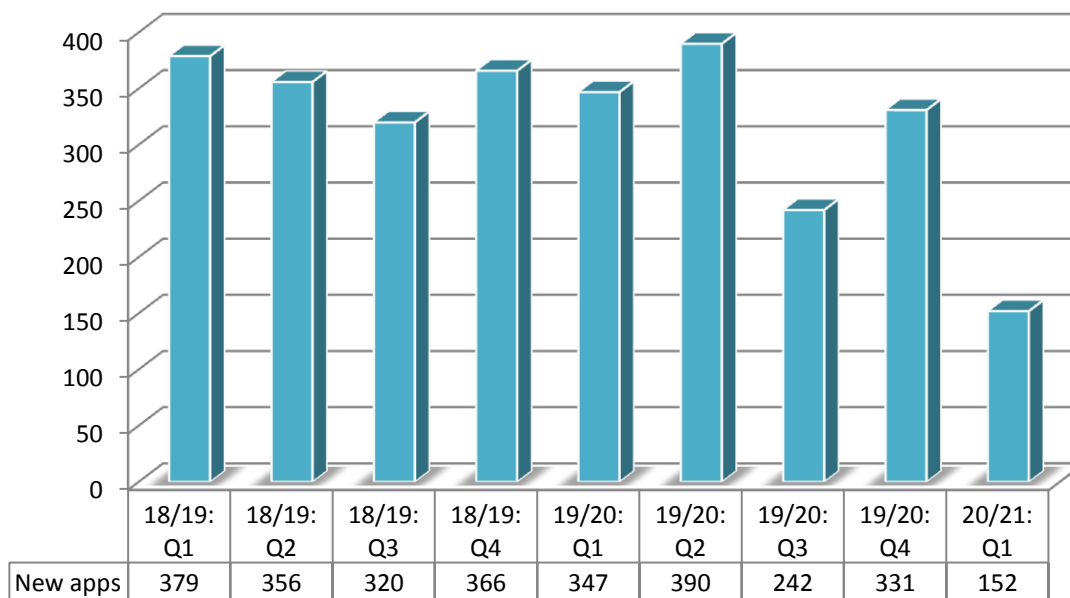
Compliment	Service area
Hello.. after visiting the playing field earlier today...to meet socially distanced a couple of work colleagues, we were approached by one of your staff... he kept social distanced and apologised for possibly interrupting our conversation... I / we believe he should be thanked by a member of the council for doing a sterling job, he is clearly very conscientious regarding his work.	Parks and Open Spaces

## Portfolio: Housing and Communities – Cllr Martin Griggs

Housing and Communities Portfolio: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
Housing completions	AF	MG	2	CC	324	310	★	38	78	▲
<b>Comment:</b> Performance severely restricted due to Covid 19 and lockdown										
Number of affordable homes delivered (gross)	AF	MG	2	CC	97	97	●	0	0	●
<b>Comment:</b> Completions tend to occur later in the year										
Number of non-local authority owned empty properties returned into occupation	AF	MG	2	CC	89	60	★	17	10	★
Improved Housing Standards	AF	MG	2	CC	182	100	★	6	12	▲
<b>Comment:</b> Performance severely restricted due to Covid 19 and lockdown										

### Housing and Communities: trend measures Corporate Priority 2: People

## New housing register applications



### Complaint

Complaint	Service area	Justified?	Outcome
Ongoing complaint about a housing issue	Housing	No	Customer advised that the council's position hasn't changed since previous complaint reviews. Customer reminded of options open to them to proceed. Customer advised to take their complaint to the LGO if they continue to be dissatisfied with our response.