

Performance Q1 2020/21 – Corporate & Community Summary

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 2: People

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	★
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		
Comment: Services suspended due to COVID-19										
% 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		

Leader: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
Comment: 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.										
Housing completions	AF	MG	2	CC	324	310	★	38	78	▲
Comment: Performance severely restricted due to Covid 19 and lockdown										
Number of affordable homes delivered (gross)	AF	MG	2	CC	97	97	●	0	0	●
Comment: 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	▲
Comment: Performance severely restricted due to Covid 19 and lockdown										

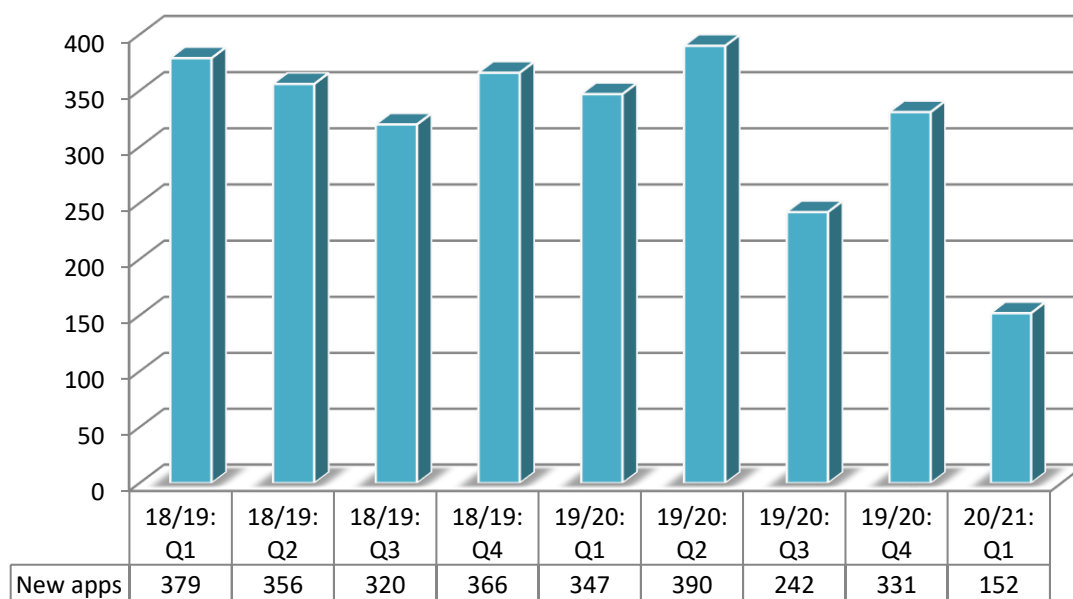
CP2: trend measures

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
Comment: In April, there is a slight increase due to rent increases at LHP taking 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 taxi drivers suspended/revoked	3	38	39	39	0	0	0	1	2	0	4	0	3
Comment: 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
Comment: 2 hearings postponed due to Covid-19 (heard in Q2 by video conferencing)													

New housing register applications



Corporate Priority 4: Public Service

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	●
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	★
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%	▲
Comment: 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	★

Leader: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 Q1		
					Actual	Target	Performance	Actual	Target	Performance
% 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	●

CP4: trend measures

Number of online payments

