

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: ★: Better than target; ●: On target; ▲: Worse than target

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

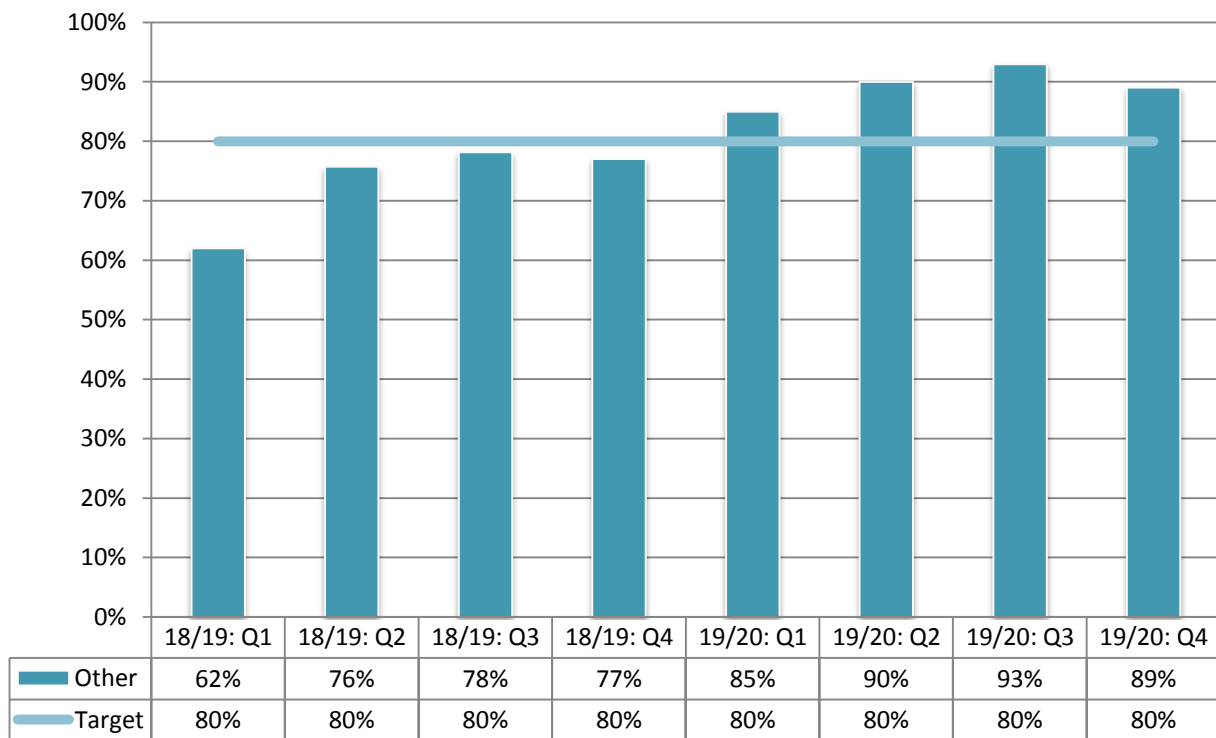
Portfolio: CS: Chelcei Sharman, Town Centre; DB: David Brown, Tourism, Arts, Culture and Heritage; MG: Martin Griggs, Housing and Communities; MH: Martin Howard, Finance & Governance; NW: Nigel Welton, Deputy Leader – Economic Development and Planning; PS: Paul Skinner, Leader; YS: Yvonne Stevens, Environmental Services

Corporate Priority 1: Prosperity

CP1: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2018/19 (full year)			2019/20 (full year)		
					Actual	Target	Performance	Actual	Target	Performance
% of major planning applications determined on time*	MS	NW	1	EP	83%	75%	★	91%	75%	★
% minor planning applications determined on time	MS	NW	1	EP	71%	65%	★	83%	65%	★
% of all other applications determined on time*	MS	NW	1	EP	77%	80%	●	89%	80%	★
% of major appeals allowed against the number of major applications determined by the authority within the previous 2 years	MS	NW	1	EP	New measure			2.78%	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	New measure			1.32%	10%	★
Number of businesses visited to support business growth	MS	NW	1	EP	56	50	●	79	50	★
Number of initiatives to support skills, in partnership with the business community	MS	NW	1	EP	New measure			11	10	●
Number of events attended to promote the Borough	MS	NW	1	EP	4	4	●	8	4	★

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

Other planning applications determined on time

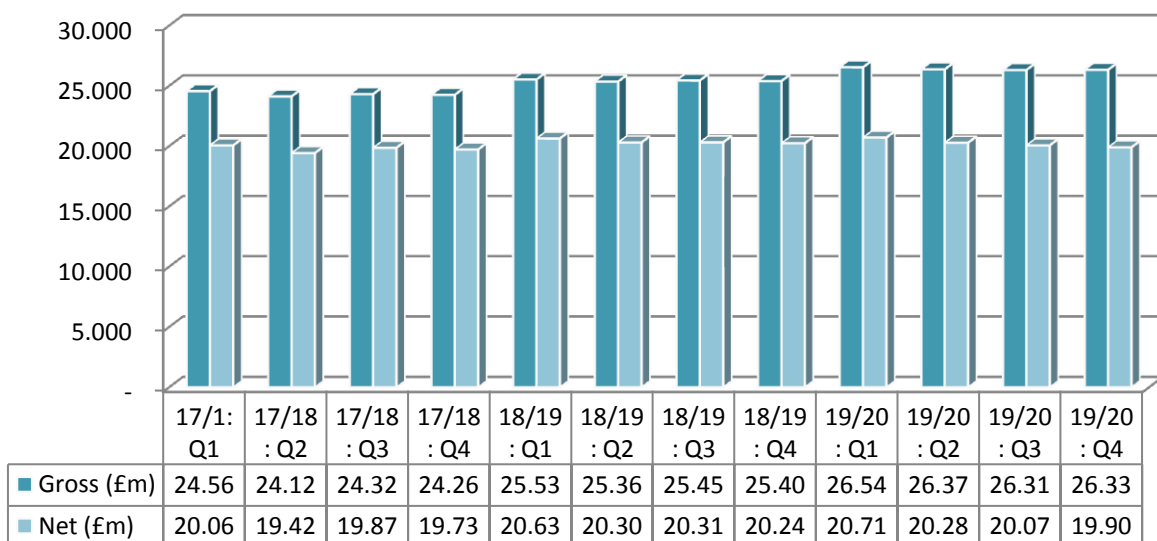


The Government tracks planning performance over a cumulative 2-year period. Boston's performance is currently at 86% for majors (against a minimum standard of 60%) and 80% for minors and others (against a minimum standard of 70%).

Income at year-end is £93,369 – lower than anticipated. Drop in income in January and February. Increased in March. Overall income just below target for the year.

32 planning applications were determined with time extensions in Q4 (37% of applications determined in the quarter). We continue to improve in this area.

Collectable business rates



Corporate Priority 3: Place

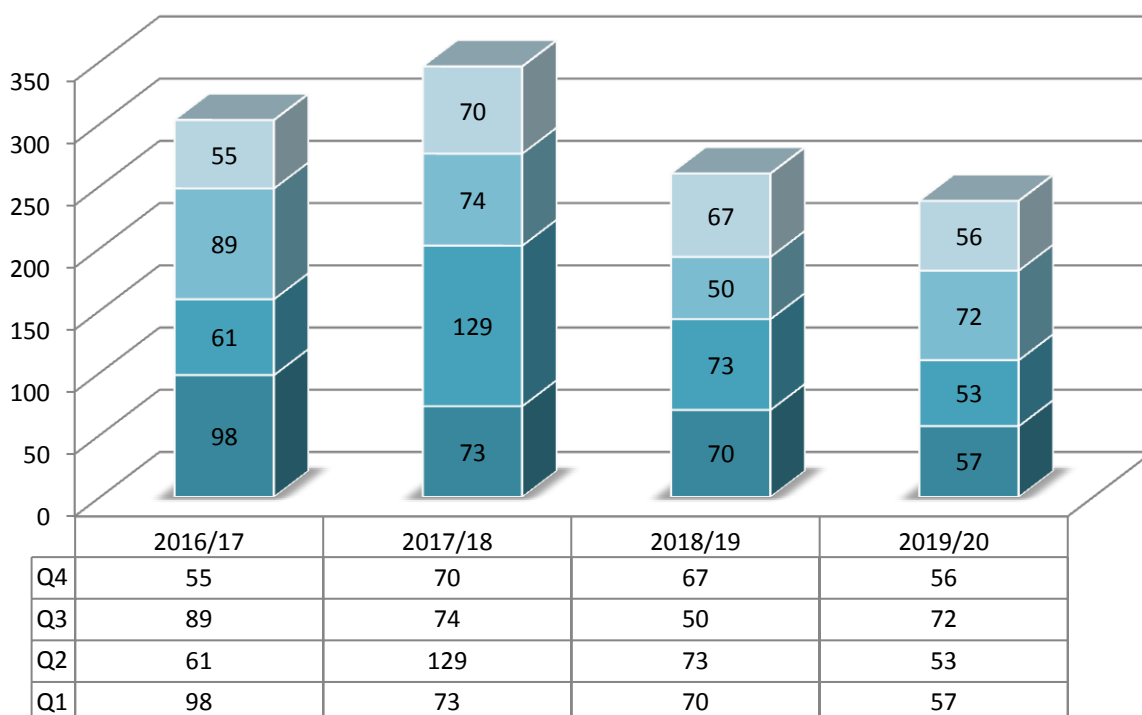
CP3: performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2018/19 (full year)			2019/20 (full year)		
					Actual	Target	Performance	Actual	Target	Performance
Event Income	PP	DB	3	EP	New measure			£20,090	£14,000	★
Household waste reused, recycled, composted	CA	YS	3	EP	41.07%	41.52%	●	41.01%	41.52%	●
Residual household waste per household	CA	YS	3	EP	553kg	540kg	▲	569kg	553kg	▲
% of fly tip reports responded to within 2 working days	CA	YS	3	EP	72%	85%	▲	69.30%	88%	▲
Car parking income against monthly profile*	PP	CS	3	EP	£867,417	£860,000	●	£885,940	£860,000	★
Comment: Car parking income dropped in March, as expected given the reduced number of people starting to attend town due to the Covid-19 pandemic. EV charging point work has commenced but all parking was made free in Council car parks from 27 March.										
Car Parking permit income vs budget	PP	CS	3	EP	£100,482	£87,350	★	£99,744	£89,950	★
Comment: Whilst permit income is better than target, it is likely this will have a knock on effect into 2020/2021 as with parking being made free many permits have to be extended and the budget will reflect this going forwards.										
Market Income	PP	CS	3	EP	£144,450	£180,000	▲	£117,806	£160,000	▲
Comment: This is the first year we have trialed the trader incentive where they receive March for free so it was expected that income would be below levels in March. The market is maintaining a steady number of traders throughout each week, we missed two markets at the end of March due to Covid-19 outbreak and some income from trading before this is still due to be invoiced as we stopped cash collections due to the virus in mid-March. Due to developing trends and a stretched target for this financial year, targets for 2020/21 are now being reviewed.										

* This includes income from tickets purchased via the MiPermit app

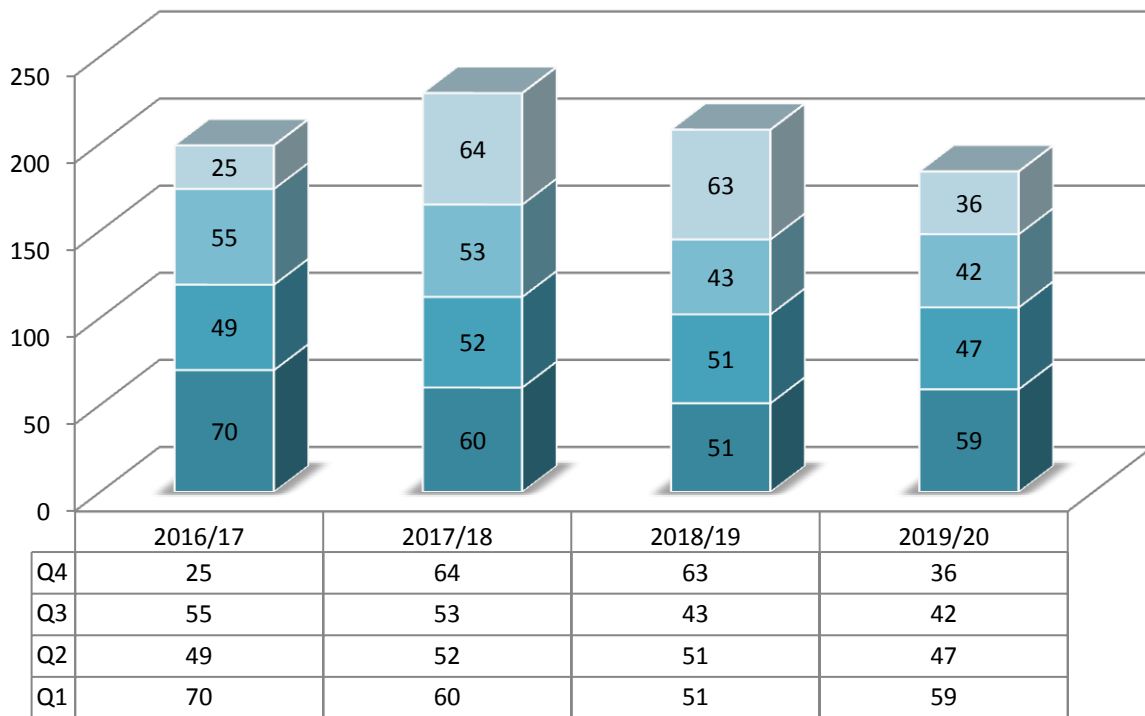
CP3: trend measures

Trend measures	2017/18				2018/19				2019/20			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of Stage 1 Antisocial Behaviour (ASB) letters	14	11	21	26	19	15	22	25	13	9	31	8
Number of Stage 2 Antisocial Behaviour (ASB) letters	7	7	5	7	3	6	1	6	5	5	23	47
Number of Acceptable Behaviour Agreements (ABAs)	1	5	6	0	1	0	0	0	6	0	7	3
Number of Civil Injunctions secured	0	1	1	1	3	0	0	0	0	6	2	0
Number of Community Protection Notice Warnings issued	0	0	0	0	0	5	1	2	0	0	0	2
Number of Community Protection Notices (CPNs)	1	0	0	0	0	1	0	0	2	0	0	0
Number of Criminal Behaviour Orders issued (CBOs)	New measure								2	0	0	0

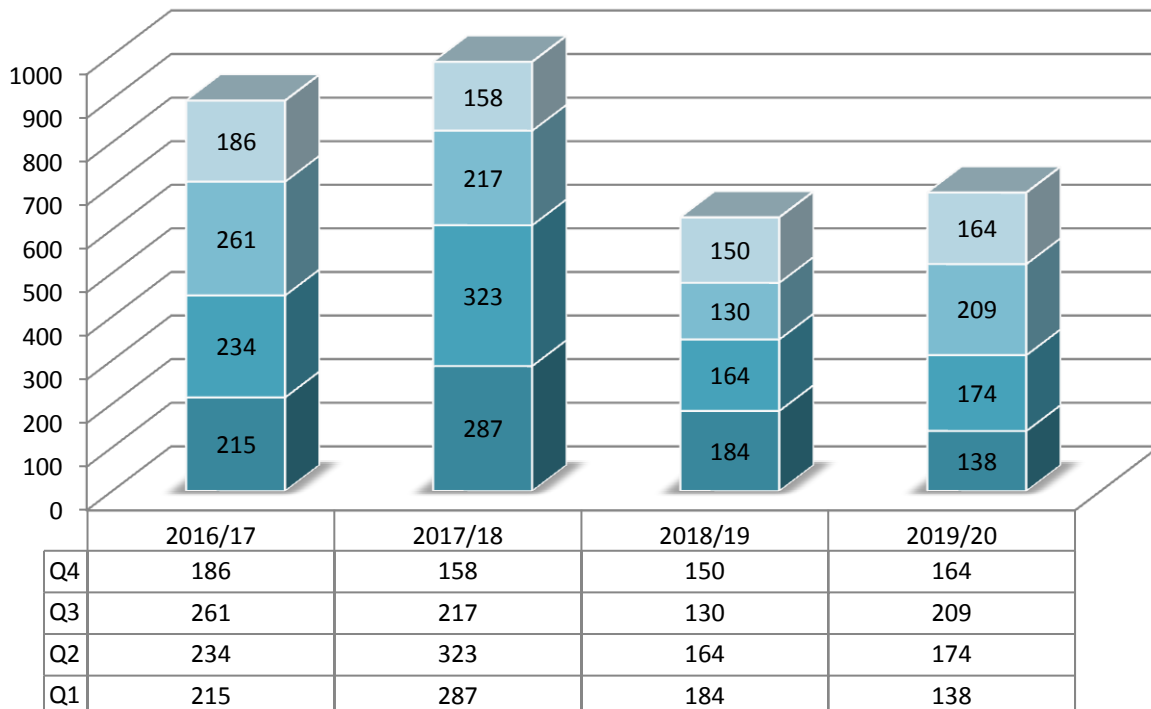
Number of CCTV directed/assisted arrests



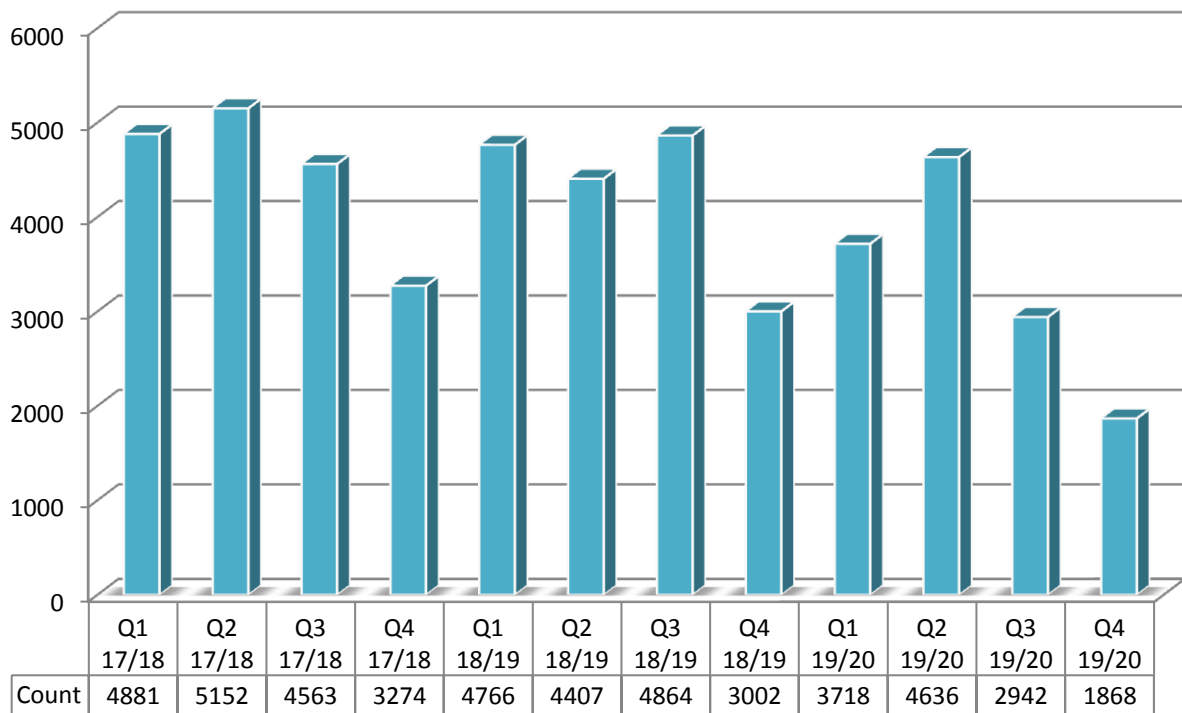
Number of CCTV evidential packages



Number of CCTV incidents recorded



Guildhall Door Count



Christmas Closure dates impacted into January. January, February and March craft workshops not scheduled. Covid19 impacted on March figures due to visitor confidence and closure. All these have contributed to a drop in footfall during Q4.

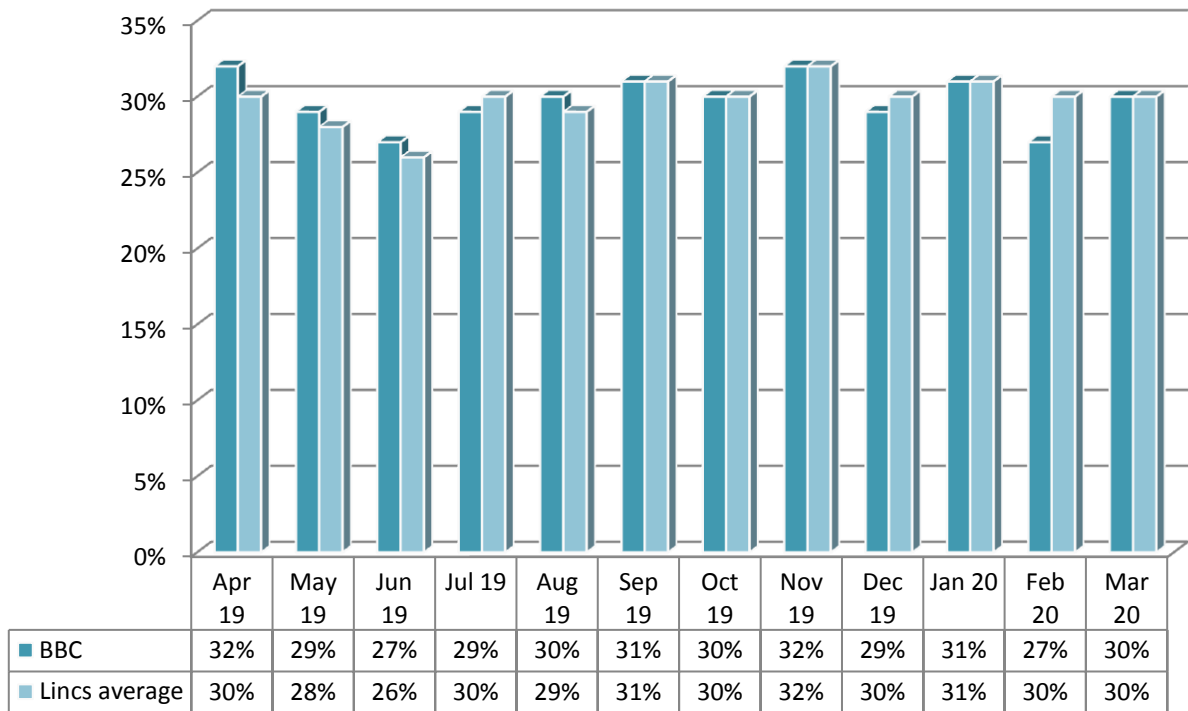
The income for 2019/2020 is up and The Guildhall has been more selective over the events that they have delivered. This does mean that they are operating in a smoother more efficient manner but as a consequence it does mean that footfall is reduced.

Commercial waste:

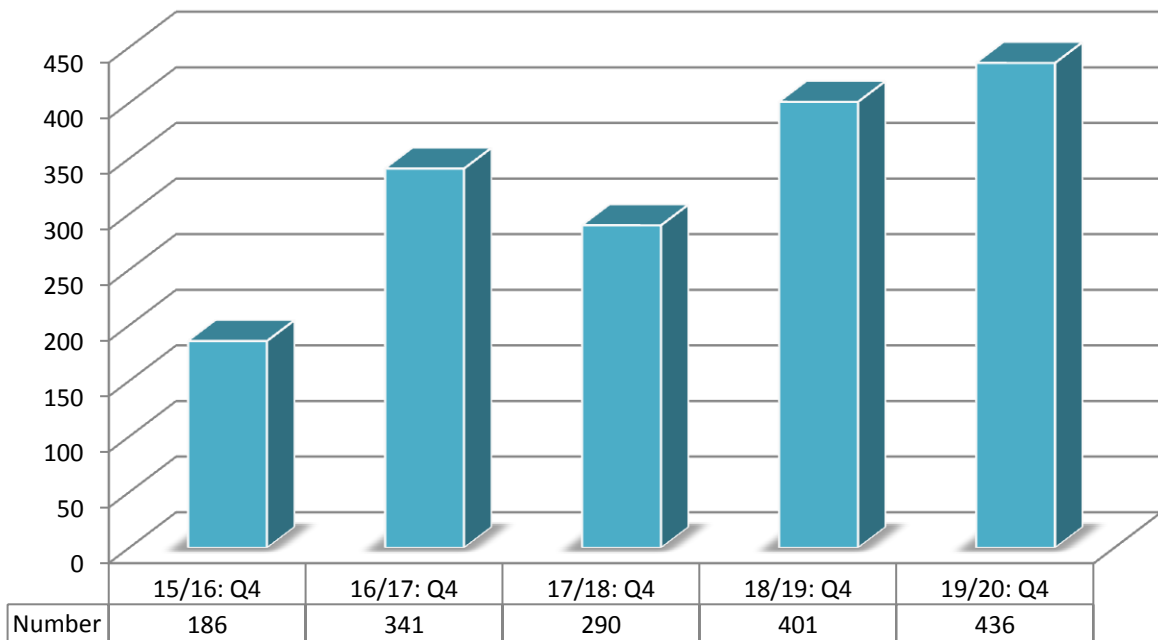
Trend measures	2019/20
% growth in income in commercial waste service compared to previous year	+32%
% growth in number of commercial waste customers compared to previous year	+20%

Contamination:

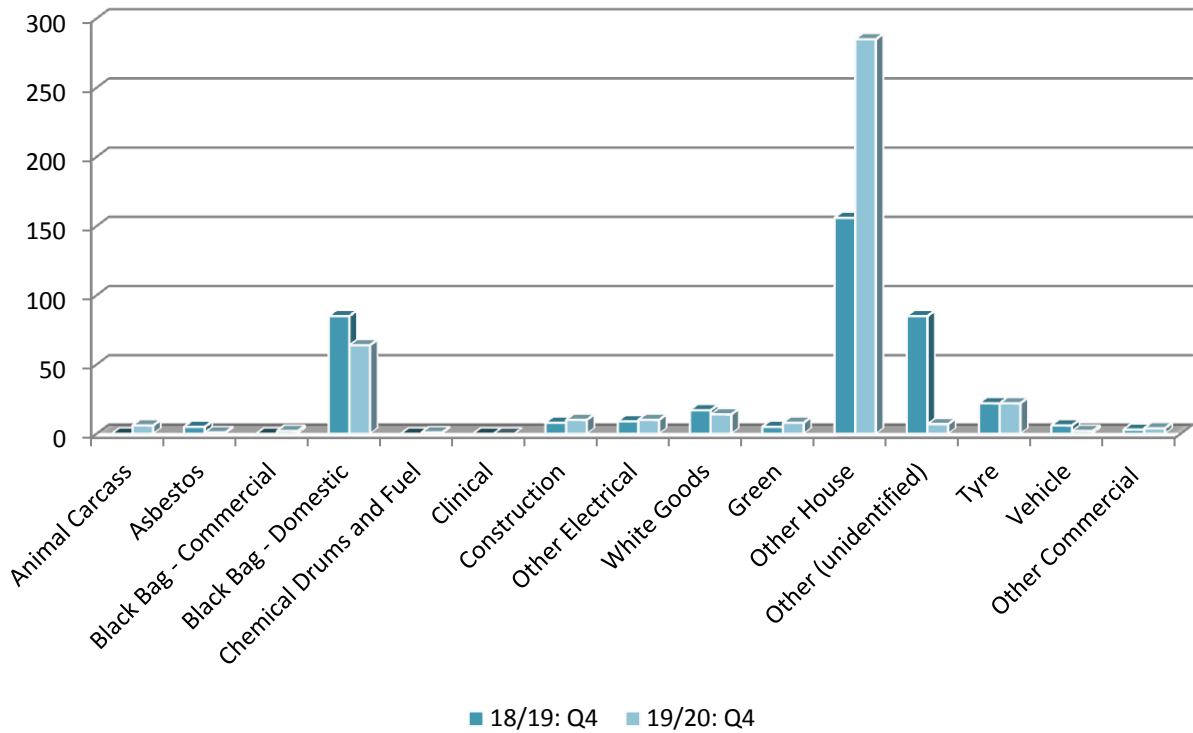
Contamination in Domestic Recycling



Number of fly tip incidents



Fly tip incidents by type

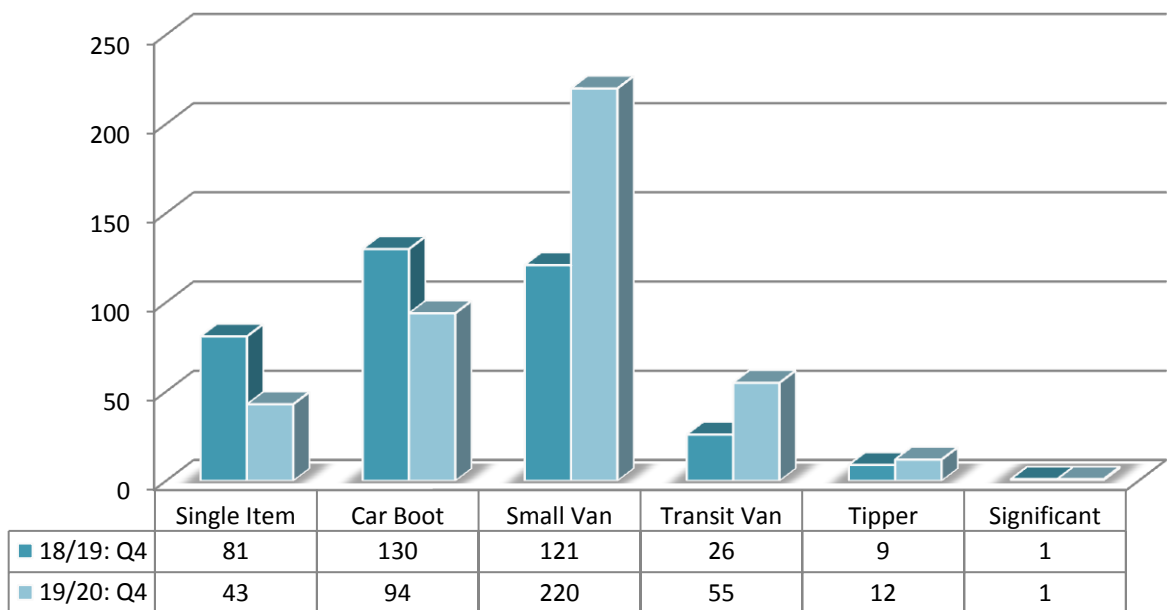


Breakdown of 'other household' items:

- Furniture: 79
- Textiles: 15
- Wood: 18
- Garden: 13
- Toys: 13
- Mattresses: 49

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



Environment enforcement:

New trend measures from commencement of new service in August 2019. We do not have full month figures for March as the service stood down due to Covid-19 lockdown.

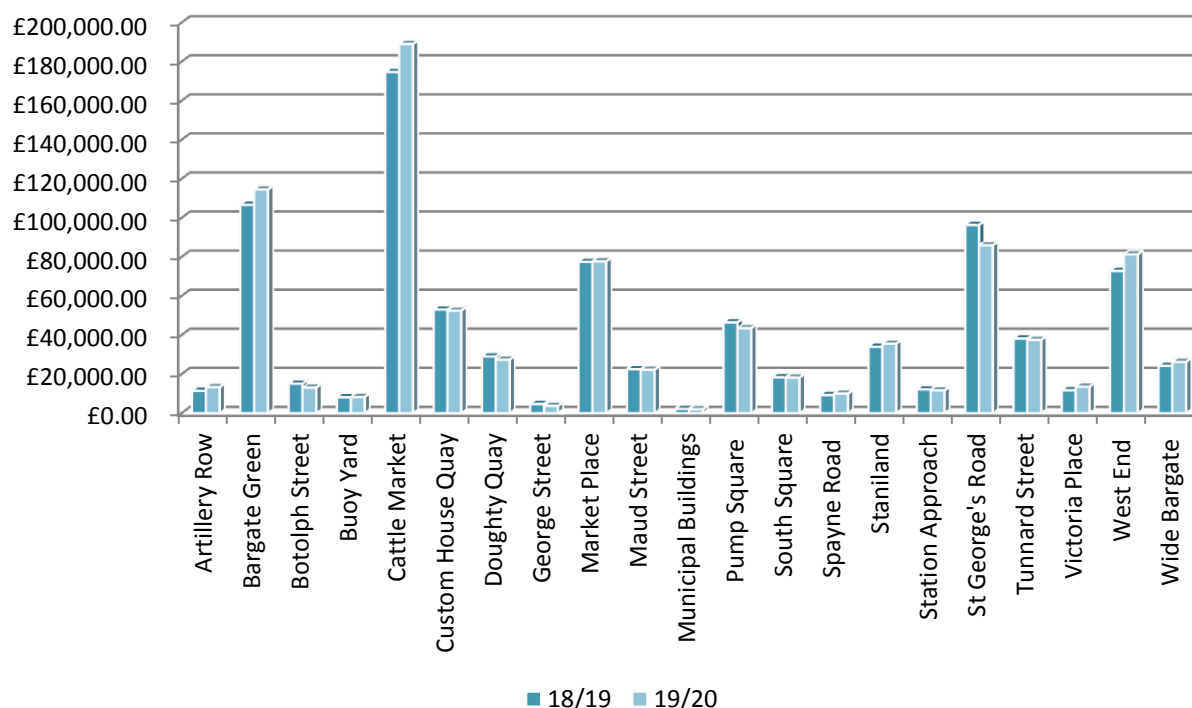
Fixed Penalty Notice (FPN) - trend measures	2019/20						
	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
Number of FPNs issued	20	54	81	128	80	76	94
Number of FPN payments due	13	26	27	44	24	49	53
Number of FPNs paid	5	23	46	79	52	25	34
Income from FPNs	£451	£3,000	£5,600	£9,950	£5,850	£2,850	£5,150
FPNs written off / cancelled	2	5	3	2	2	2	7

FPN by offence - trend measures	2019/20						
	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
Fly tipping	5	15	11	21	5	18	25
Littering – cigarette	11	30	59	87	60	47	33
Littering – vehicle	0	6	3	0	2	1	6
Other	2	0	0	3	2	1	19*
Spitting	1	3	8	17	11	9	11
Total	19	54	81	128	80	76	94

* Other offences in February 2020 were 15x transfer notes, 1x household waste notice, 1x graffiti, 1x food and 1x abandoned vehicle.

FPN by location - trend measures	2019/20						
	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
Kirton & Frampton	2	0	1	0	2	0	4
Old Leake & Wrangle	0	0	0	0	0	0	1
Skirbeck Ward	0	0	0	0	0	0	1
Station Ward	6	42	63	78	72	73	74
Trinity Ward	1	1	0	0	0	0	0
West Ward	4	3	0	3	0	1	3
Witham Ward	6	6	17	47	3	2	11
Wyberton	0	2	0	0	1	0	0
Total	19	54	81	128	80	76	94

Income by car park



Car Park	2018/2019	2019/2020	Difference
Artillery Row	£11,387.82	£13,252.35	£1,864.53
Bargate Green	£106,638.09	£114,466.79	£7,828.70
Botolph Street	£15,054.80	£13,044.20	-£2,010.60
Buoy Yard	£8,091.93	£8,177.66	£85.73
Cattle Market	£174,610.66	£188,981.83	£14,371.17
Custom House Quay	£53,012.35	£52,393.53	-£618.82
Doughty Quay	£28,980.73	£27,274.37	-£1,706.36
George Street	£4,647.50	£3,645.35	-£1,002.15
Market Place	£77,409.40	£77,683.75	£274.35
Maud Street	£22,451.25	£22,170.95	-£280.30
Municipal Buildings	£2,118.32	£1,977.78	-£140.54
Pump Square	£46,407.25	£43,471.10	-£2,936.15
South Square	£18,295.37	£18,169.90	-£125.47
Spayne Road	£9,214.93	£9,922.31	£707.38
Staniland	£33,921.12	£35,490.10	£1,568.98
Station Approach	£12,083.58	£11,590.83	-£492.75
St George's Road	£96,301.76	£85,910.44	-£10,391.32
Tunnard Street	£38,155.17	£37,426.22	-£728.95
Victoria Place	£11,674.12	£13,466.32	£1,792.20
West End	£72,784.92	£81,251.81	£8,466.89
Wide Bargate	£24,176.05	£26,172.55	£1,996.50
Total	£867,417.12	£885,940.14	£18,523.02

Average pedestrian footfall

