

Performance Q1 2020/21 – Environment & Performance 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

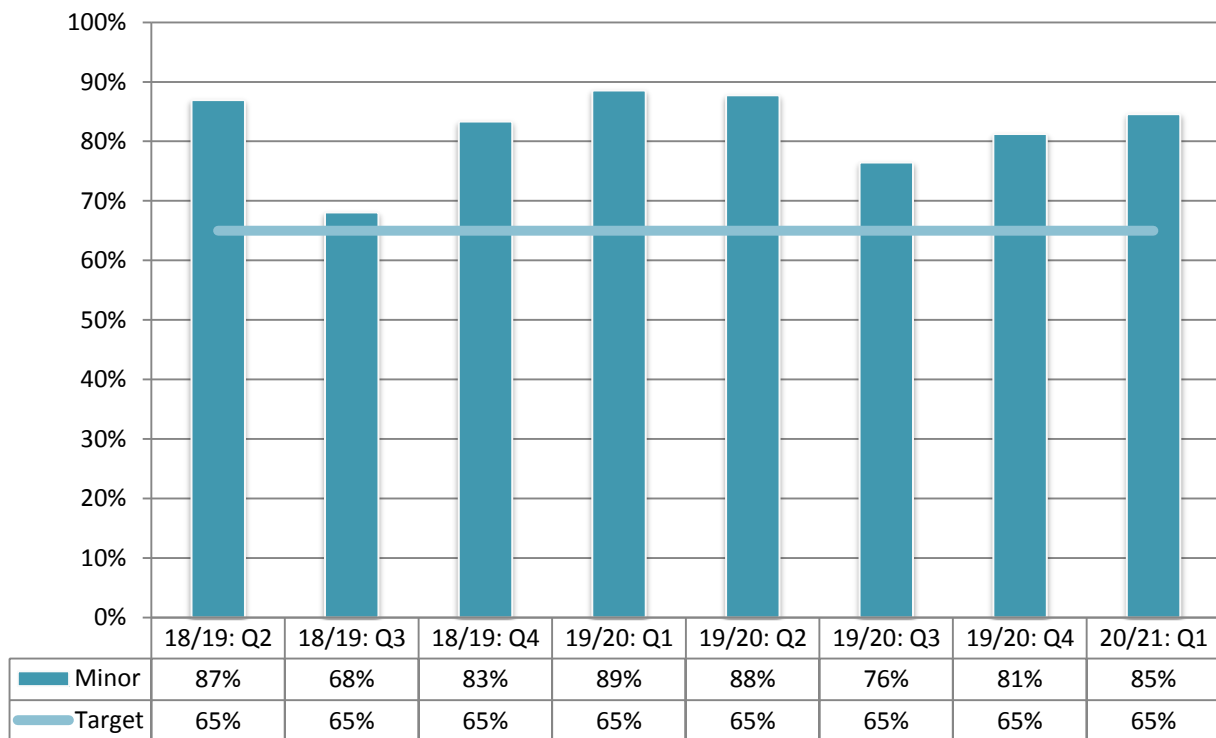
Portfolio: DB: David Brown, Tourism, Arts & Culture; JN: Jonathan Noble, Finance & Commercial; MG: Martin Griggs, Housing and Communities; NW: Nigel Welton, Deputy Leader – Economic Development and Planning; PS: Paul Skinner, Leader; RA: Richard Austin, Heritage; TA: Tracey Abbott, Town Centre; YS: Yvonne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

Corporate Priority 1: Prosperity

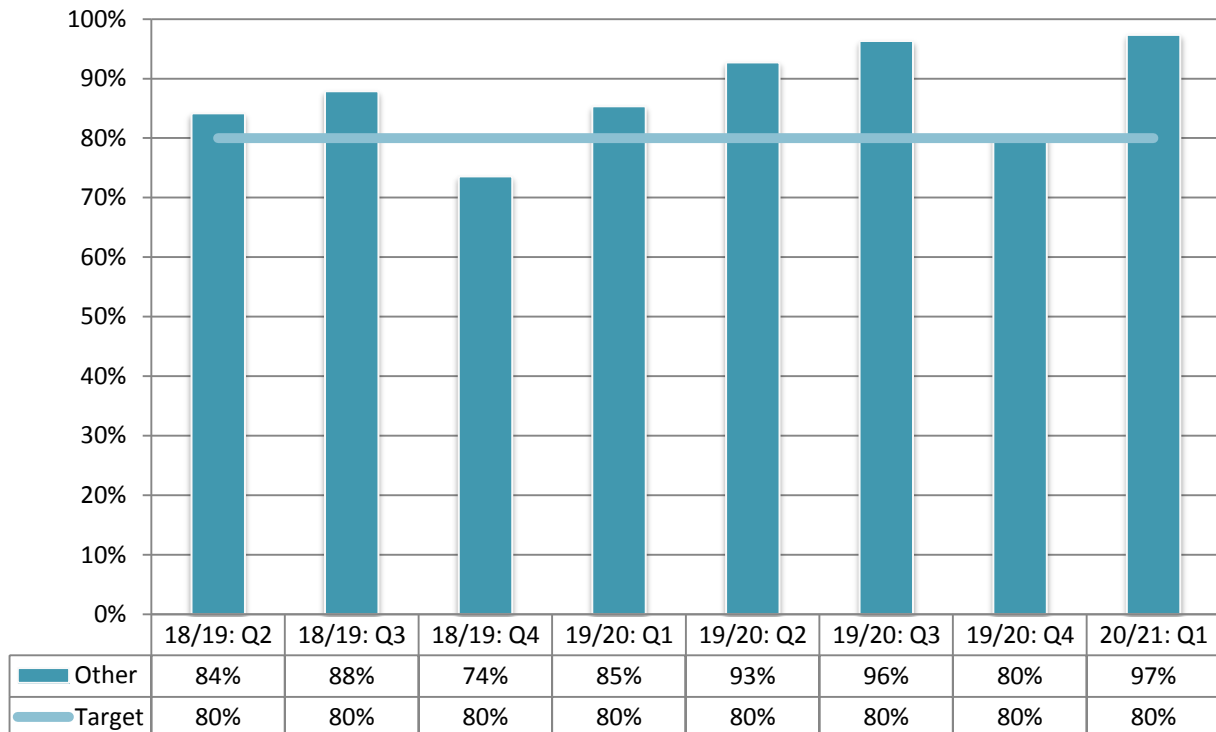
Performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
% of major planning applications determined on time	MS	NW	1	EP	91%	75%	★	92%	75%	★
Comment: The Government tracks planning performance over 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	MS	NW	1	EP	79	50	★	8	12	▲

* ‘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



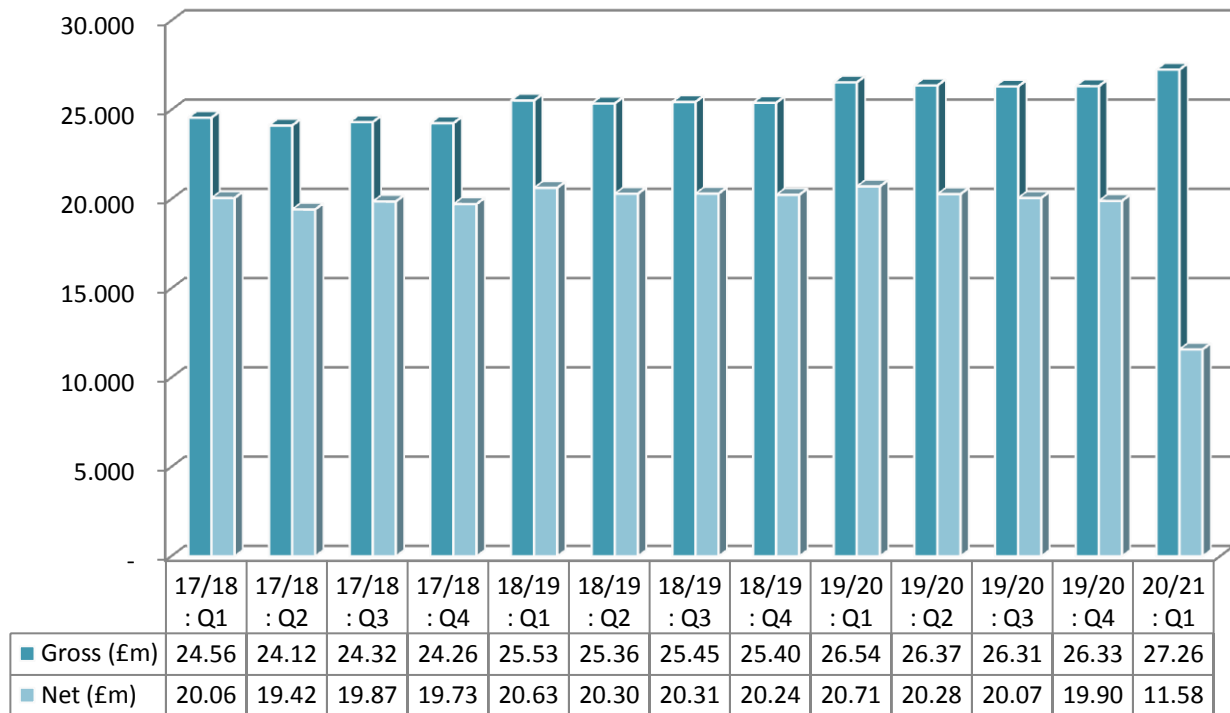
Other planning applications determined on time



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).

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 3: Place

Performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q1)		
					Actual	Target	Performance	Actual	Target	Performance
Household waste reused, recycled, composted	CA	YS	3	EP	41.01%	41.52%	●	44.31%	47.19%	▲
Residual household waste per household	CA	YS	3	EP	569kg	553kg	▲	151kg	137kg	▲
% of fly tip reports responded to within 2 working days	CA	YS	3	EP	69.30%	88%	▲	98.89%	88%	★
Comment: 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										

Car parking income:

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.

Market income:

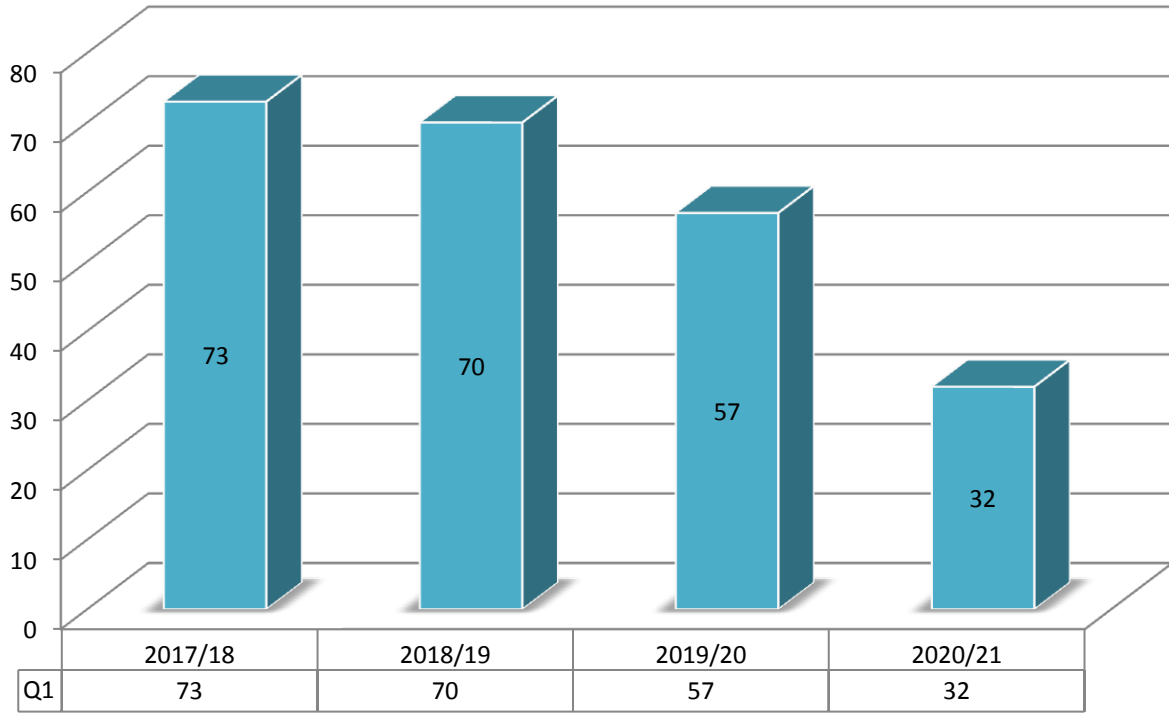
Significant reduction in income as a result of COVID-19. There was only essential food related market stalls during Quarter 1.

CP3: trend measures

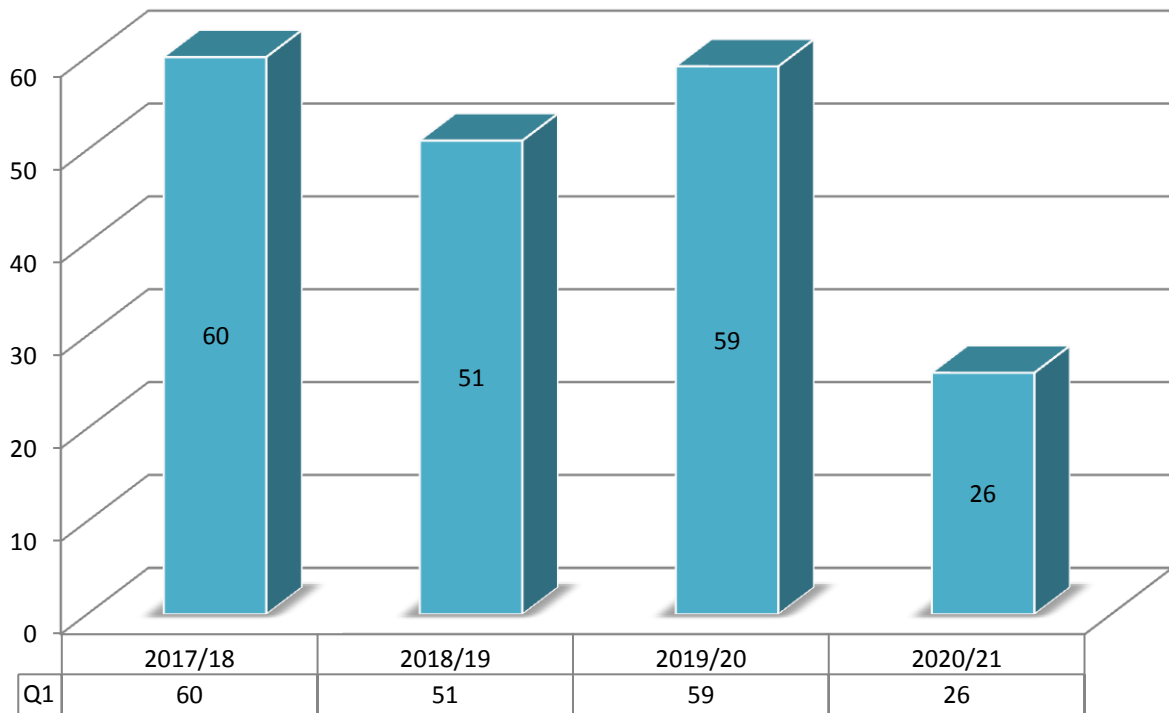
Trend measures	2017/18				2018/19				2019/20				2020/21
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of Stage 1 Antisocial Behaviour (ASB) letters	14	11	21	26	19	15	22	25	13	9	31	8	1
Number of Stage 2 Antisocial Behaviour (ASB) letters	7	7	5	7	3	6	1	6	5	5	23	47	2
Number of Acceptable Behaviour Agreements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

Trend measures	2017/18				2018/19				2019/20				2020/21
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
(CBOs)													

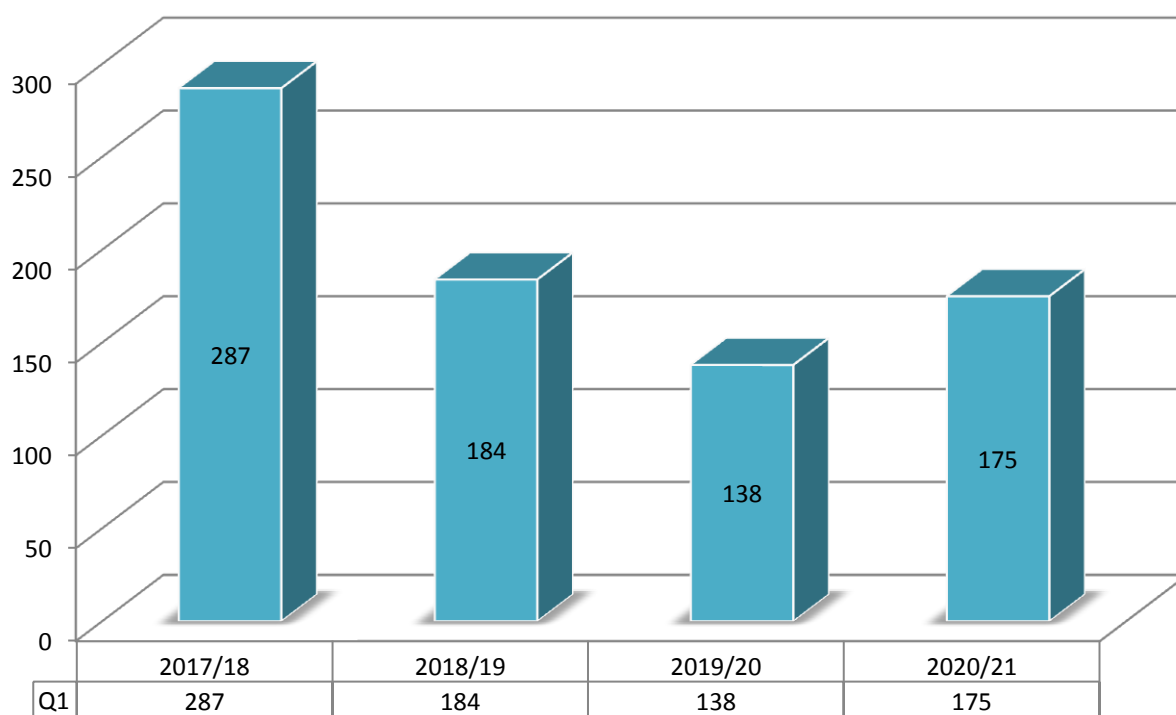
Number of CCTV directed/assisted arrests



Number of CCTV evidential packages



Number of CCTV incidents recorded



Guildhall Door Count

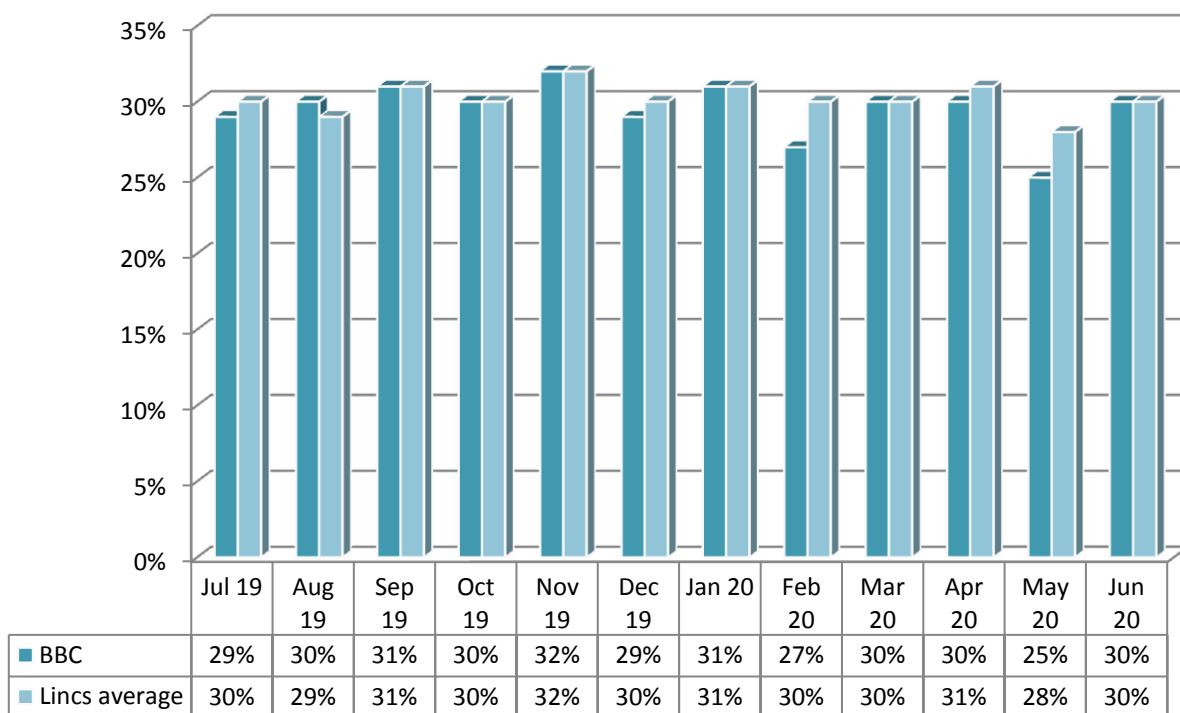
Due to Covid-19 the Guildhall has remained closed throughout the duration of Quarter 1.

Commercial waste:

Trend measures	2020/21
% growth in income in commercial waste service compared to previous year	-15%
Comment: 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%
Comment: 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

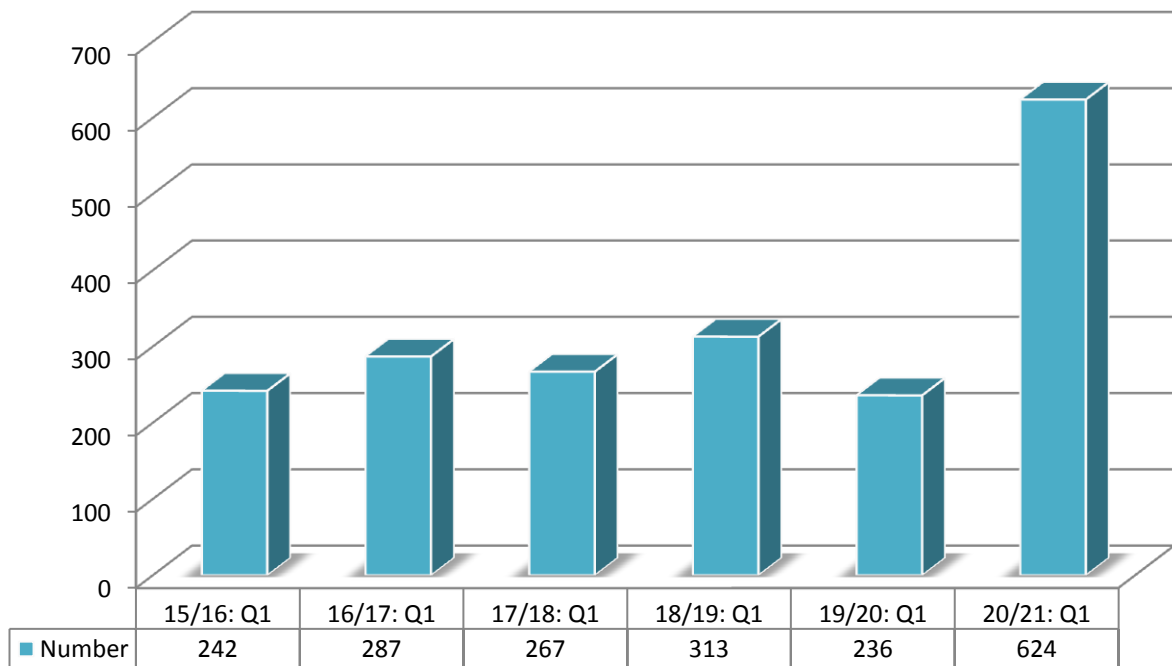


Fly tipping:

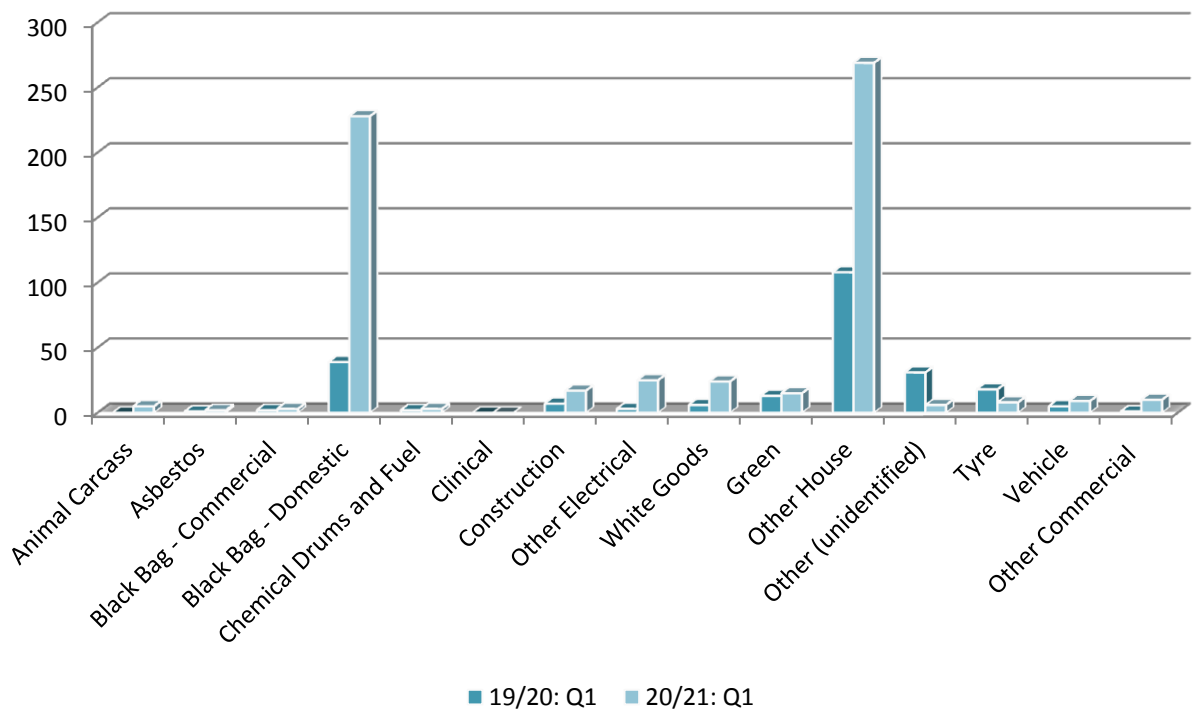
Actions that are currently underway to tackle the increase evident in fly tipping are;

- 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

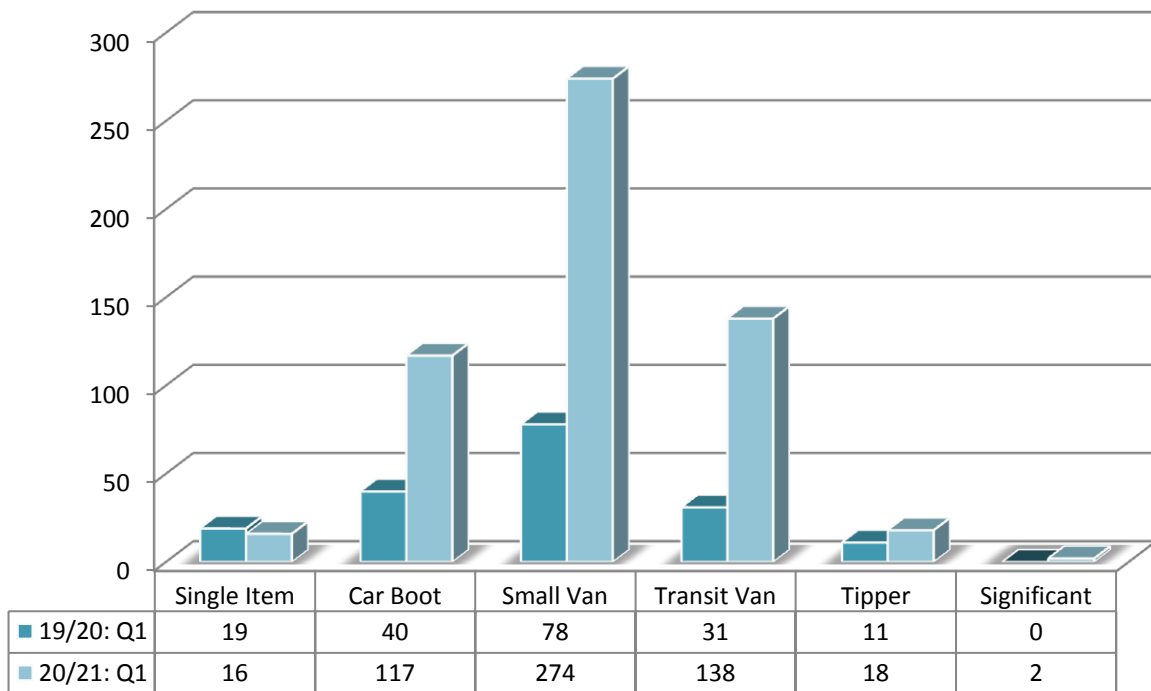


Breakdown of 'other household' items:

- 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

