

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

Assistant Director lead: AF: Andy Fisher, Assets; CA: Christian Allen – Regulation; JG: James Gilbert – Organisation & Corporate Services; LR: Lydia Rusling – Towns Fund; MG: Mike Gildersleeves – Planning; MH: Michelle Howard – Housing and Wellbeing; NC: Neil Cucksey – Economic Growth; PP: Phil Perry – Support Services & Partnerships; VB: Victoria Burgess – Operations

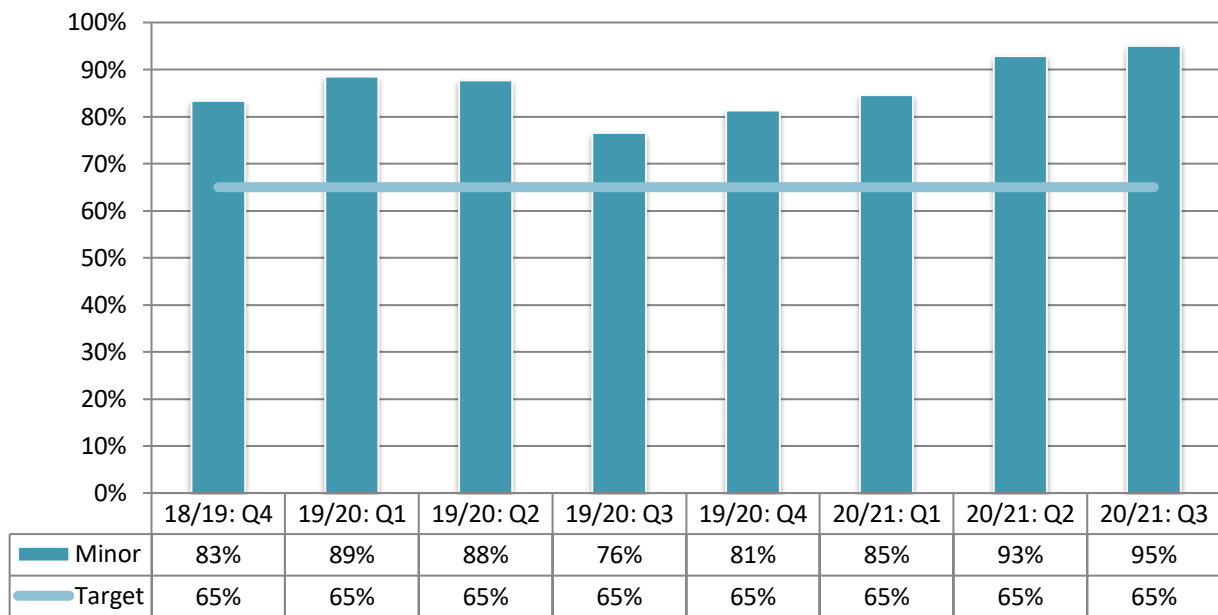
Portfolio: JN: Jonathan Noble, Finance & Commercial; MG: Martin Griggs, Housing and Communities; NW: Nigel Welton, Deputy Leader – Economic Development and Planning; PS: Paul Skinner, Leader; RA: Richard Austin, Heritage; TA: Tracey Abbott, Town Centre; YS: Yvonne Stevens, Environmental Services

Corporate Priority 1: Prosperity

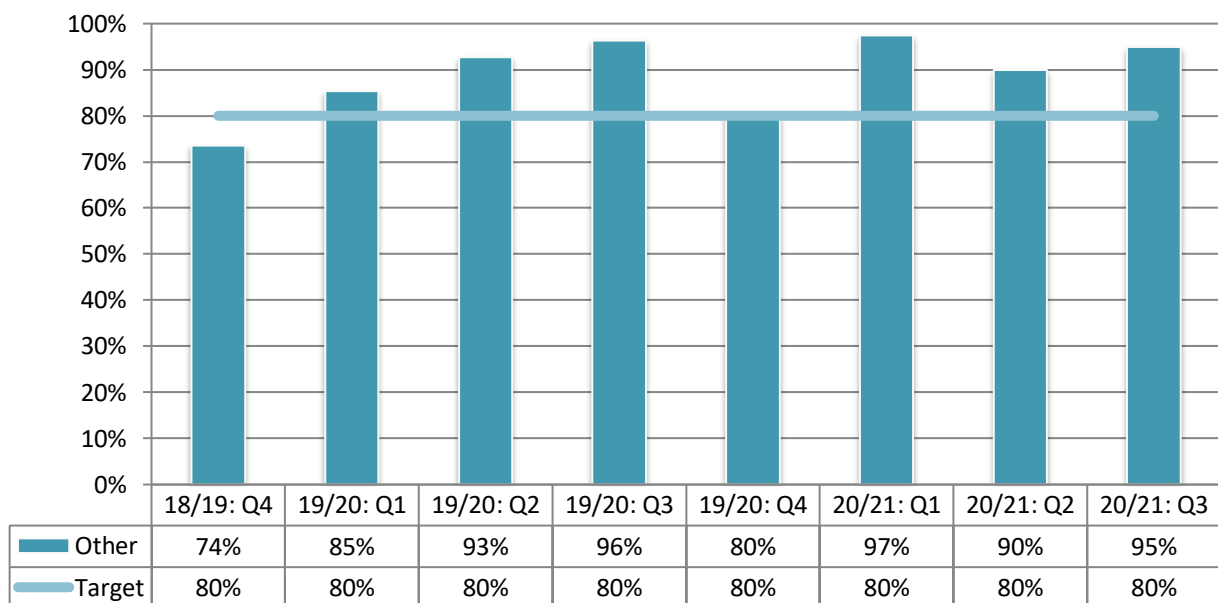
Performance measures	CMT lead	Portfolio	Corporate Priority	Scrutiny	2019/20 (full year)			2020/21 (Q3)		
					Actual	Target	Performance	Actual	Target	Performance
% of major planning applications determined on time*	MG	NW	1	EP	91%	75%	★	91%	75%	★
% minor planning applications determined on time*	MG	NW	1	EP	83%	65%	★	86%	65%	★
% of all other applications determined on time*	MG	NW	1	EP	89%	80%	★	89%	80%	★
% of major appeals allowed against the number of major applications determined by the authority within the previous 2 years	MG	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	MG	NW	1	EP	1.32%	20%	★	1.30%	20%	★
Comment: The Government measure planning performance over a 2 year period. The performance figures above show Boston’s overall performance over the last 2 years against target and the graphs over the page show the trend by quarter.										

* ‘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

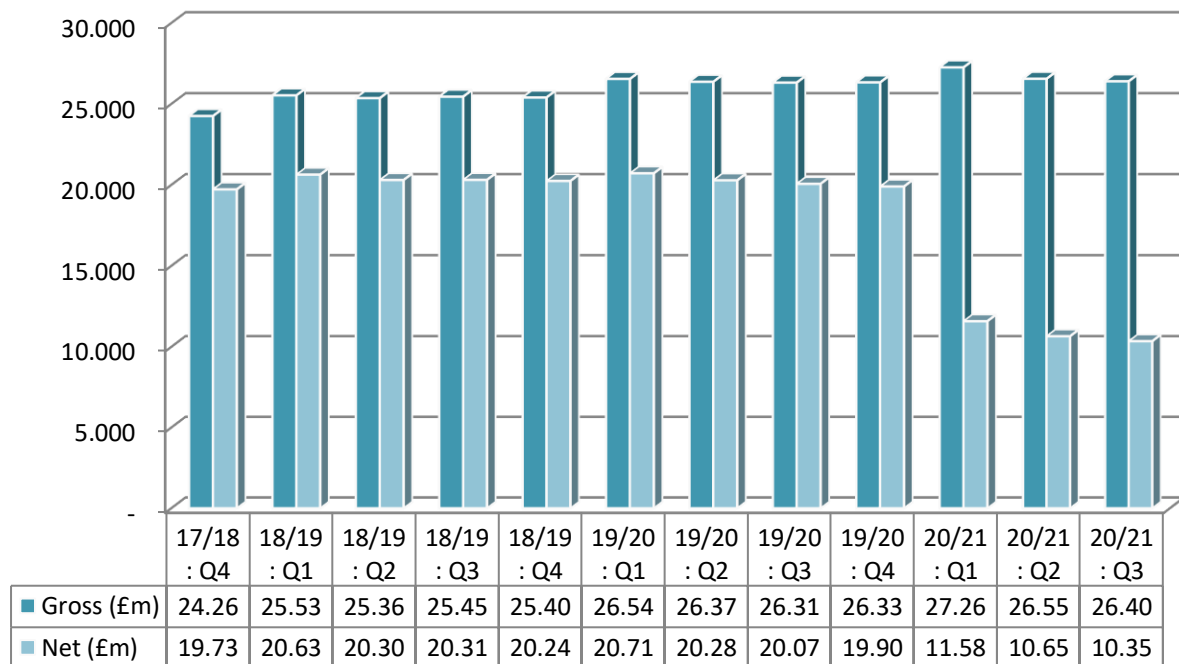


Income from planning applications in Q3 was £147,824.

Income continues to be below target - approximately 30% down year to date. Only 1 or 2 significant sized applications away from meeting target. Overall volume of applications is only marginally lower than equivalent period in 2019. Likely linked to effect of Covid-19.

35 planning applications were determined with time extensions in Q3 (34% of applications determined in the quarter).

Collectable business rates



Collectable debit less than previous years due to reliefs awarded to support businesses in 2020/21 following Covid-19 outbreak.

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 (Q3)		
					Actual	Target	Performance	Actual	Target	Performance
Car parking income against monthly profile*	AF	JN	3	EP	£885,940	£860,000	★	£164,384	£675,230	▲
Car Parking permit income vs budget	AF	JN	3	EP	£99,744	£89,950	★	£31,524	£51,960	▲
Comment: 2.5 hours free shopper parking has been available throughout Q3 with COVID restrictions significantly affecting the use of our car parks.										
Household waste reused, recycled, composted	VB	YS	3	EP	41.01%	41.52%	●	41.98%	43.70%	●
Residual household waste per household	VB	YS	3	EP	569kg	553kg	▲	457kg	420kg	▲
% of fly tip reports responded to within 3 working days	VB	YS	3	EP	69.30%	88%	▲	96%	88%	★
Market Income	NC	TA	3	EP	£117,806	£160,000	▲	£39,697	£97,500	▲
Comment: We returned to normal in October and then ended up back with further trading restrictions in November. December saw full market return but only at half price rent.										

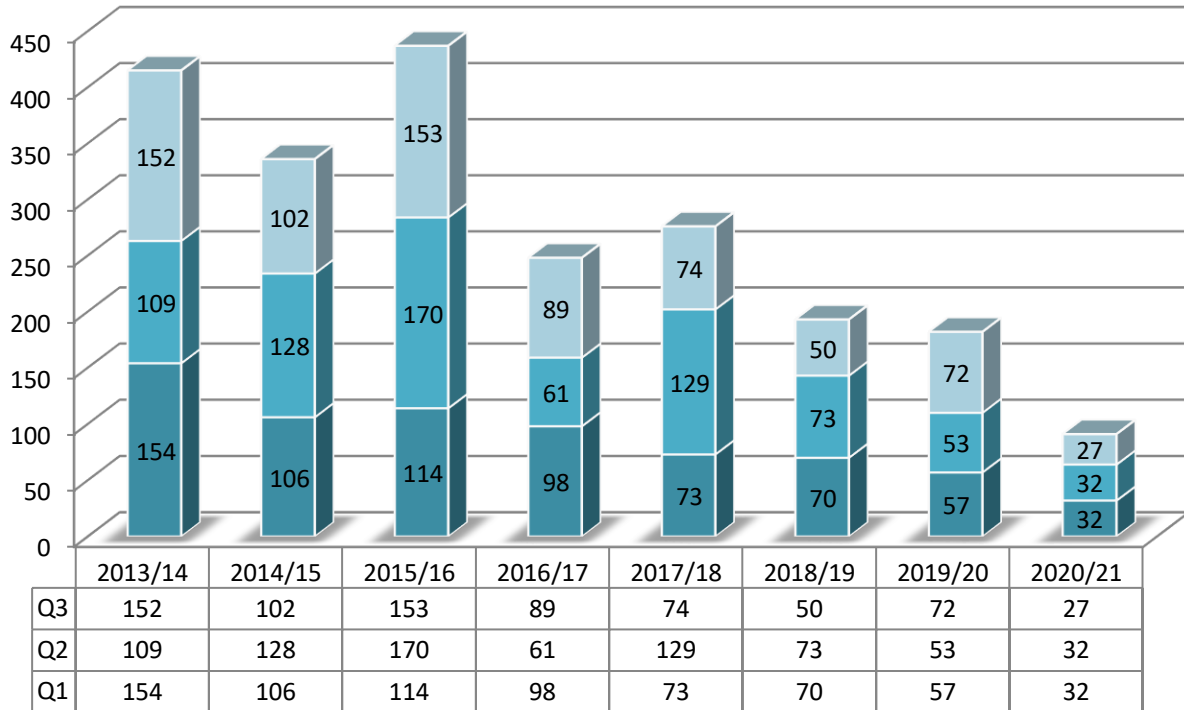
CP3: trend measures

Trend measures	2017/18				2018/19				2019/20				2020/21		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Number of Stage 1 Antisocial Behaviour (ASB) letters	14	11	21	26	19	15	22	25	13	9	31	8	1	23	32
Number of Stage 2 Antisocial Behaviour (ASB) letters	7	7	5	7	3	6	1	6	5	5	23	47	2	4	5
Number of Acceptable Behaviour Agreements (ABAs)	1	5	6	0	1	0	0	0	6	0	7	3	0	0	2
Number of Civil Injunctions secured	0	1	1	1	3	0	0	0	0	6	2	0	0	0	0
Number of Community Protection Notice Warnings issued	0	0	0	0	0	5	1	2	0	0	0	2	0	0	2
Number of Community Protection Notices (CPNs)	1	0	0	0	0	1	0	0	2	0	0	0	0	0	0

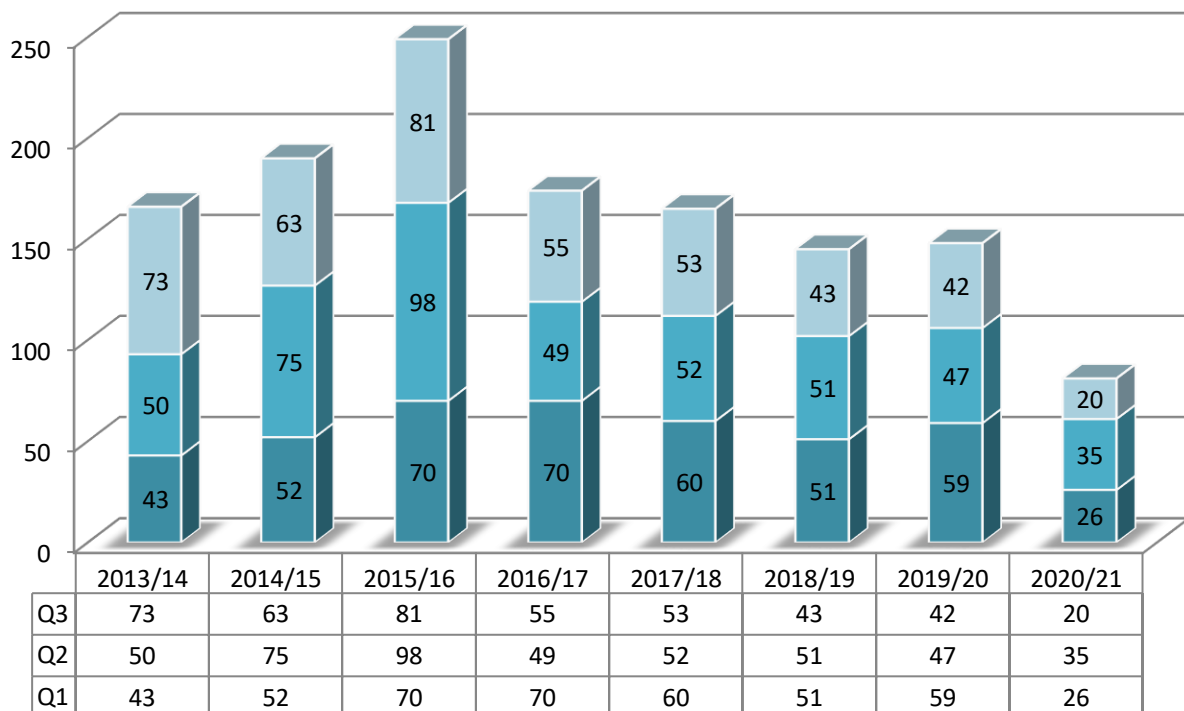
* This includes income from tickets purchased via the MiPermit app

Trend measures	2017/18				2018/19				2019/20				2020/21		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Number of Criminal Behaviour Orders issued (CBOs)	New measure								2	0	0	0	0	0	0

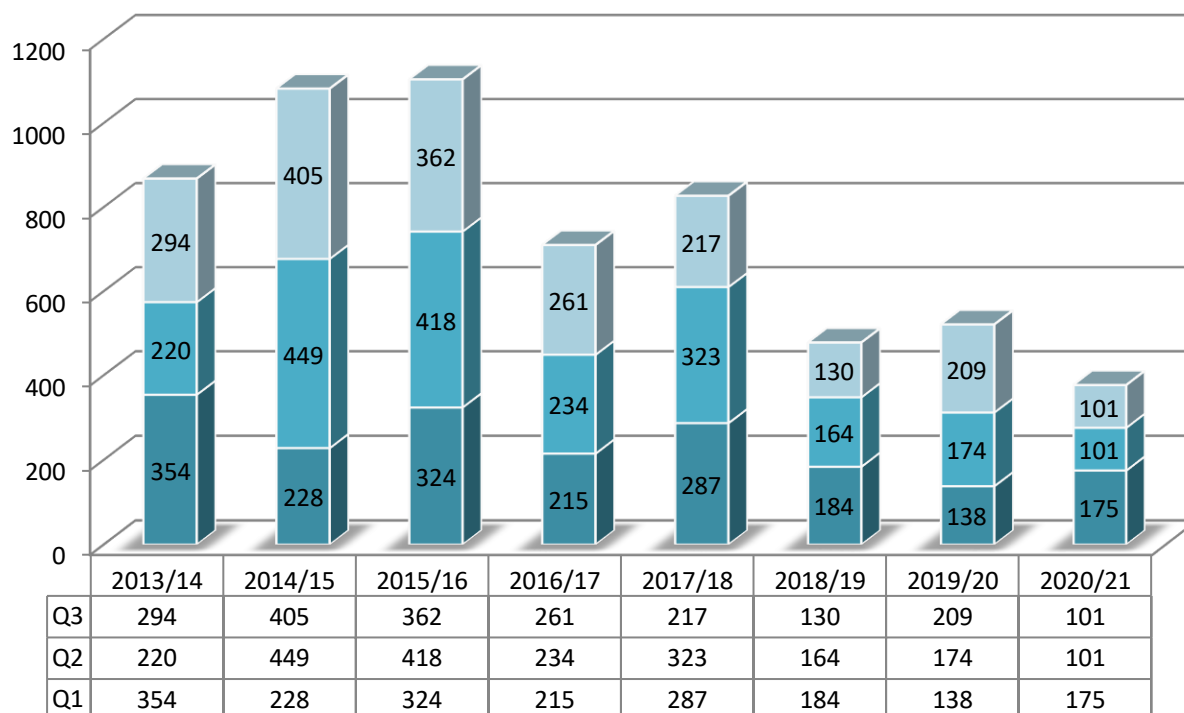
Number of CCTV directed/assisted arrests



Number of CCTV evidential packages



Number of CCTV incidents recorded



Guildhall

Due to Covid-19 the Guildhall was closed throughout the duration of Quarter 3.

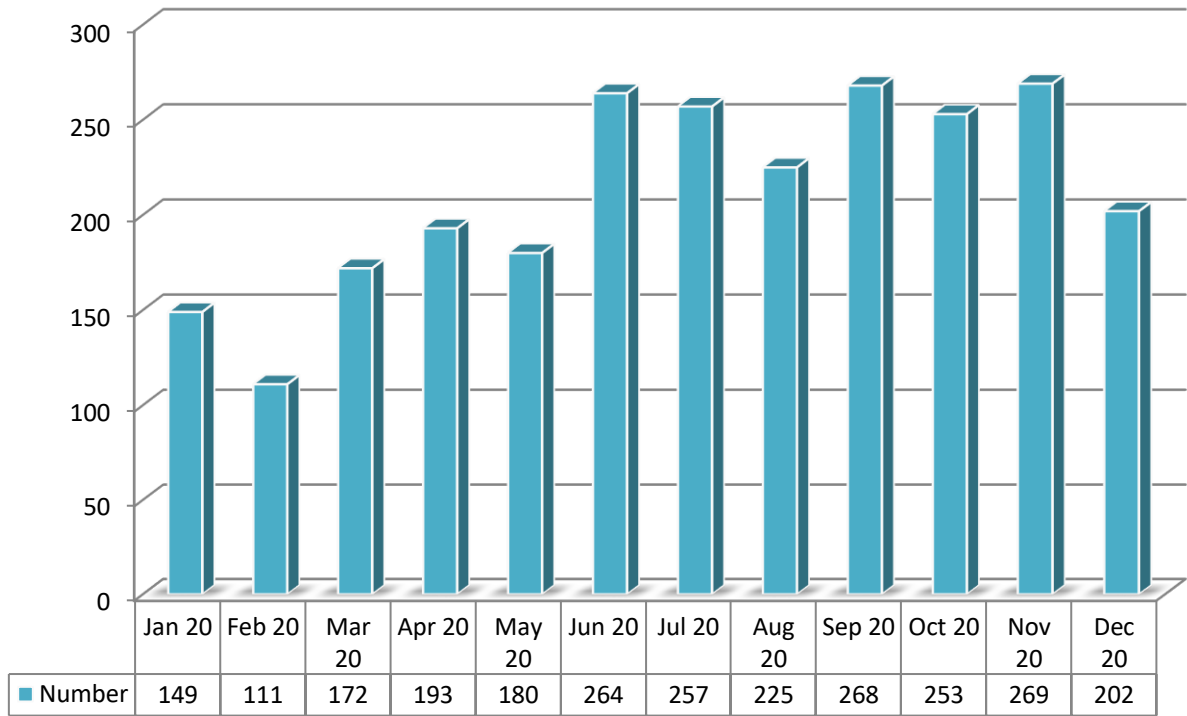
The Guildhall has received its mystery shopper Visitor Attraction Quality Assurance Scheme (VAQAS) assessment by Visit England and not only passed but improved its score from last year with positive comments on the prebooking system we had put in place, access arrangements and staffing.

Commercial waste:

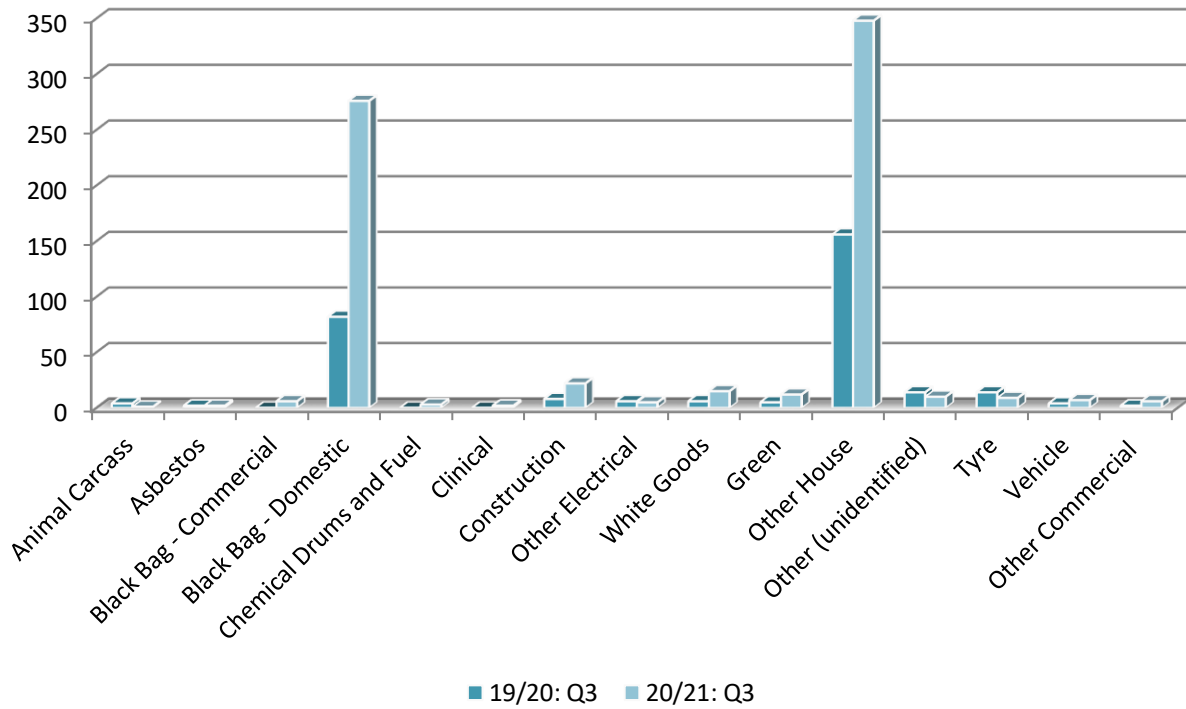
Trend measures	2020/21
% growth in income in commercial waste service compared to previous year	+6%
% growth in number of commercial waste customers compared to previous year	+28%

Fly tipping:

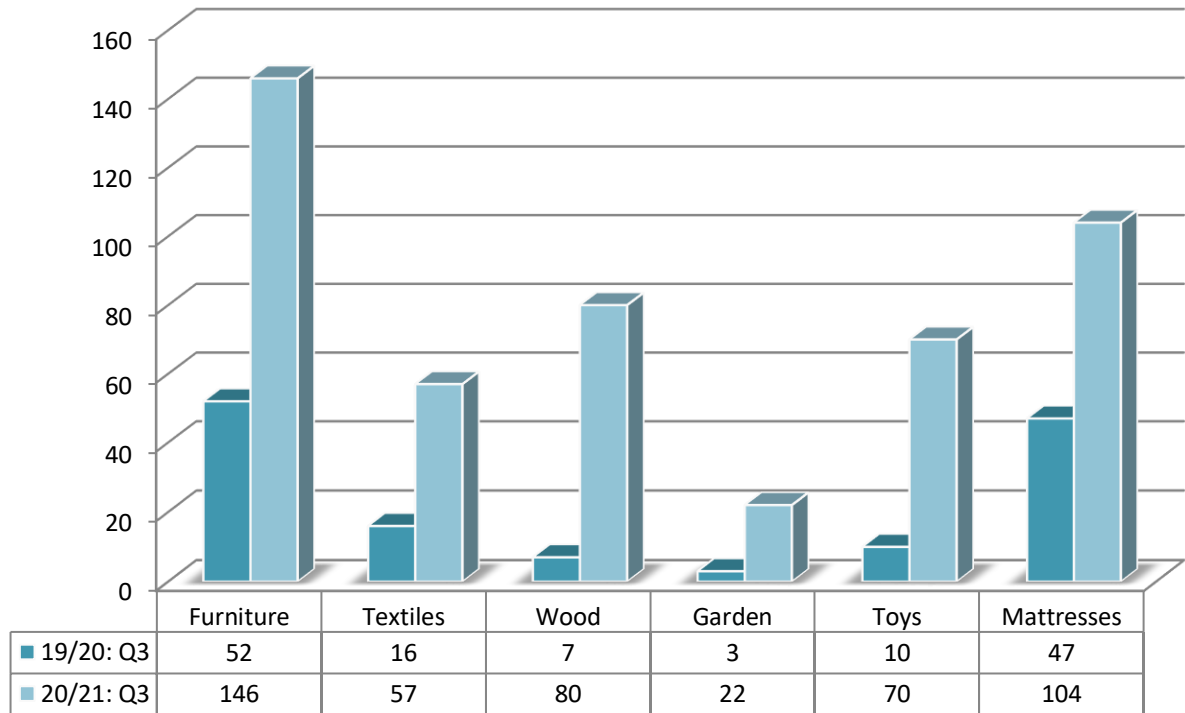
Number of fly tip incidents (by month)



Fly tip incidents by type

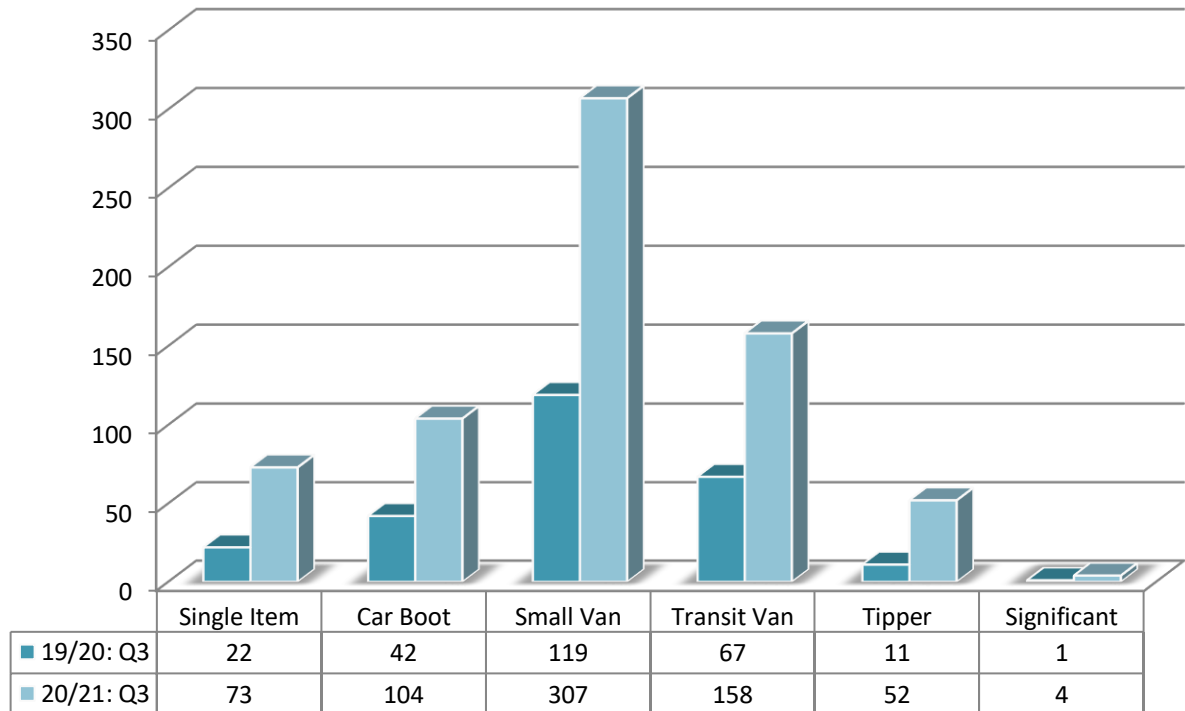


'Other household' items

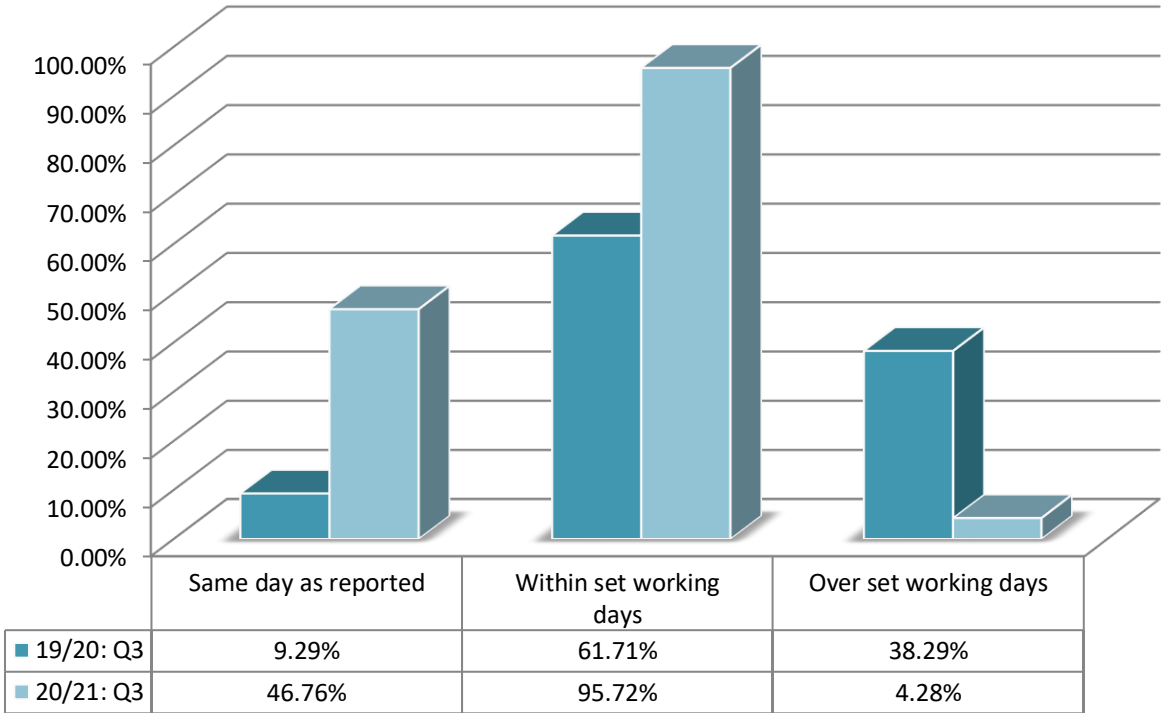


This does not correspond exactly to the number of 'other household' items overall because there may be multiple types of items in one 'other household' incident.

Fly tip incidents by volume



Collection of fly tips



The set working days for collection changed from 2 to 3 in September 2020.