

Appendix A: Q1 Performance 2021/22

Performance Key

Performance			Trend				
Achieved or exceeded target	Within an Agreed Tolerance	Outside of Agreed Tolerances	Numbers have increased	Improvement in trend or service	No significant change	Numbers have decreased	Deterioration in trend or service
			↑	✓	⊖	↓	✗

Performance Overview

Boston Borough Council KPIs						
Assets				Performance	Latest Value	Target
ASB001	Percentage of car parking income received against agreed budget				63.59%	100.00%
ASB002	Percentage of commercial rent received against agreed budget				104.30%	100.00%
Housing and Wellbeing				Performance	Latest Value	Target
HWB001	Number of properties improved through Council intervention				25	20
HWB002	Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)					70.00%
Commentary: This information is not currently available from Boston's housing IT system. A new system is in development and will enable us to report in future.						
HWB003	Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless					70.00%
Commentary: As above – not currently available						
HWB004	Number of verified rough sleepers (quarterly snapshot, verified at street count)				5	0
Commentary: Achieving zero is very challenging but this is the Government's aim, so we are trying to achieve this aspirational target.						
HWB005	Number of families with children placed into B&B for more than 6 calendar weeks					0
Commentary: As above – not currently available						
Organisation and Corporate Support				Performance	Latest Value	Target
OCA001	Percentage of Alliance workforce who said 'yes' when asked if they felt valued at work				61.58%	84.00%
Commentary: This is a new measure so previous data is not available for accurate target setting until year end. Work is underway to drive up completion rates of the survey and to address the issues raised, including the launch of the Values & Behaviours for the Strategic Alliance on 1 st July 2021. This includes a plan of embedding activity currently running up to March 2022.						

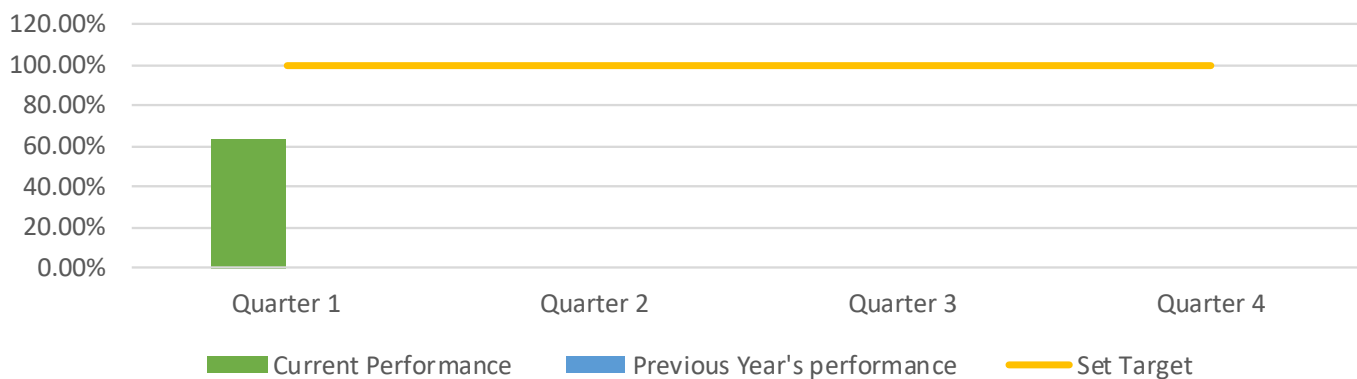
Boston Borough Council KPIs					
Operations			Performance	Latest Value	Target
OPB001	Percentage of household waste collected for recycling and composting			39.73%	41%
OPB002	Percentage of recycling collected that is contaminated and unable to be recycled				28.00%
OPB003	Percentage of fly-tips collected within 3 working days of being reported			95.77%	95.00%
OPB004	Market stall occupancy rate - percentage occupied against the target				70.00%
Planning			Performance	Latest Value	Target
PLB001	Percentage of major planning applications determined within 13/16 weeks			0.00%	65.00%
PLB002	Percentage of minor planning application determined within 8 weeks			54.35%	75.00%
PLB003	Percentage of other planning applications determined within 8 weeks			74.60%	75.00%
<p>Commentary: These are new measures for planning, which relate purely to the statutory deadlines and do not include agreed extensions as previously and as measured nationally. For comparison, these performance measures all exceed the national minimum requirement (major applications 100% (national target 60%); minor applications 93.48% (national target 70%); other applications 93.65% (national target 70%). There are many reasons applications can go beyond their statutory period (e.g. negotiations, amendments, Committee decisions etc). However, most of these are subsequently determined 'in time' through longer periods agreed with agents/applicants. In addition, the ongoing changes and general workloads within the service will impact on performance in the short term.</p>					
Regulations			Performance	Latest Value	Target
RGB001	Percentage of food premises inspections completed against the Food Standards Agency annual inspection plan			62.77%	100.00%
<p>Commentary: During this quarter the covid response has been the focus for our Environmental Health teams, responding to service requests and providing business advice. The focus of the team has shifted to planning and delivering the Food Standards Agency (FSA) Recovery Plan for Local Authorities and re-commencing routine food premises inspections, suspended by the FSA until 30th June, now that businesses are re-opening following the easing of national restrictions.</p>					
PSPS			Performance	Latest Value	Target
PSB001	Time to process new Benefit claims (days) [BR&BIND005a]			22.70	10.00
<p>Commentary: Quarter 1 results reflect the first quarter after a 'lift and transfer' of colleagues and associated services from to PSPS and as such performance is likely to be the same as it would have been if services remained. In due course, and after our respective benefits systems are aligned, PSPS will be able to provide much greater flexibility and resilience to peaks in demand such as those experienced in Q1 of this year. Volumes are unprecedented, with a 38% incoming work increase compared to last year, and this data excludes the Track and Trace processing which is adding further operational demand. PSPS have already implemented an automated process which is speeding up our response rates for many claimants. We have also reduced the inherited backlog down from 11,000 documents to 2,000. We are confident that processing times will improve for the rest of 2021/22, but we also note that in these unprecedented times forecasting is very difficult and we need to consider the possible impact of the furlough scheme ending shortly. Performance in this area is monitored daily.</p>					
PSB002	Time to process Benefit change events (days) [BR&BIND005b]			12.35	14.00
PSB003	Council Tax collection rate [BR&BIND003]			26.94%	26.00%
PSB004	NDR collection rate [BR&BIND002]			34.61%	30.00%

Performance Detail

Assistant Directorate: Assets

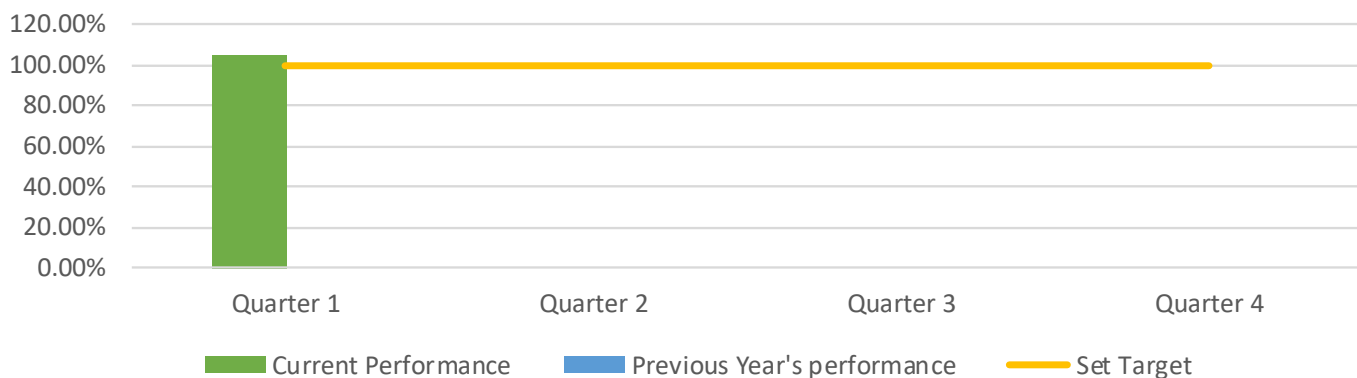
ASB001 - Percentage of car parking income received against agreed budget

Latest	Target	Performance	YoY Trend	Lead
63.59%	100.00%		N/A	Andy Fisher



ASB002 - Percentage of commercial rent received against agreed budget

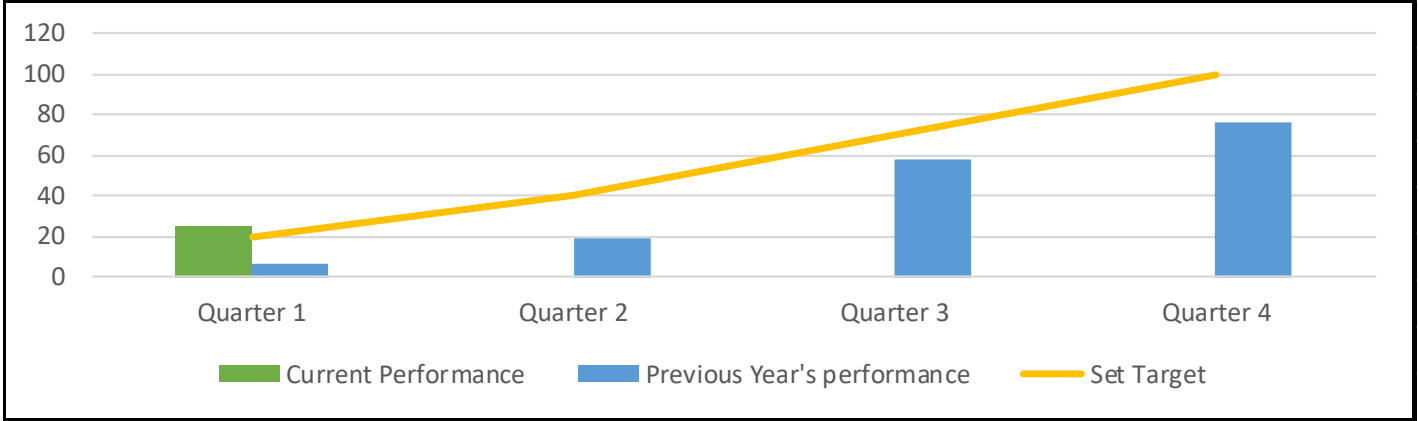
Latest	Target	Performance	YoY Trend	Lead
104.30%	100.00%		N/A	Andy Fisher



Assistant Directorate: Housing and Wellbeing

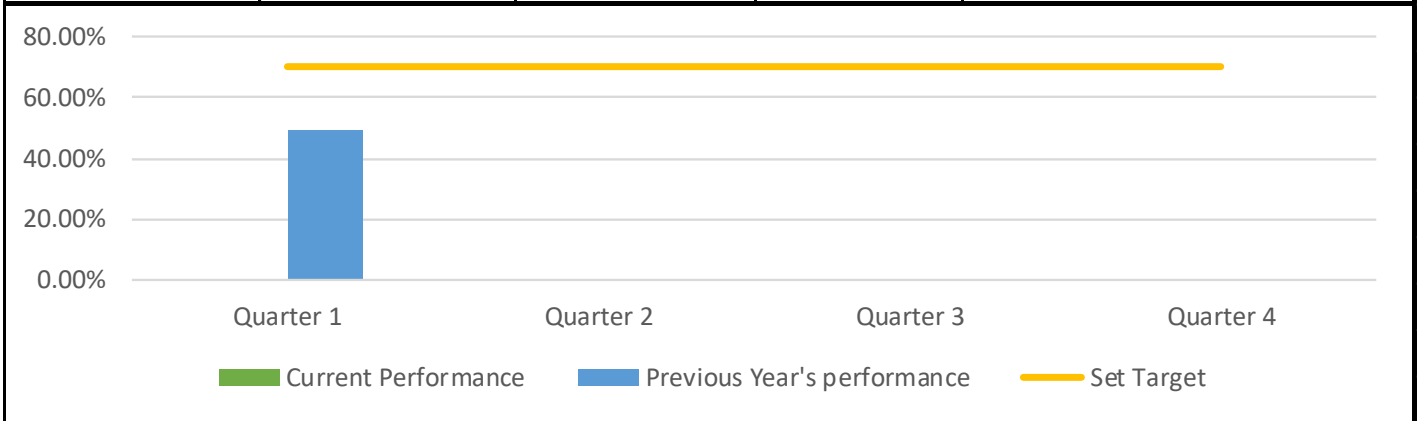
HWB001 - Number of properties improved through Council intervention

Latest	Target	Performance	YoY Trend	Lead
25	20		✓	Jon Challen



HWB002 - Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)

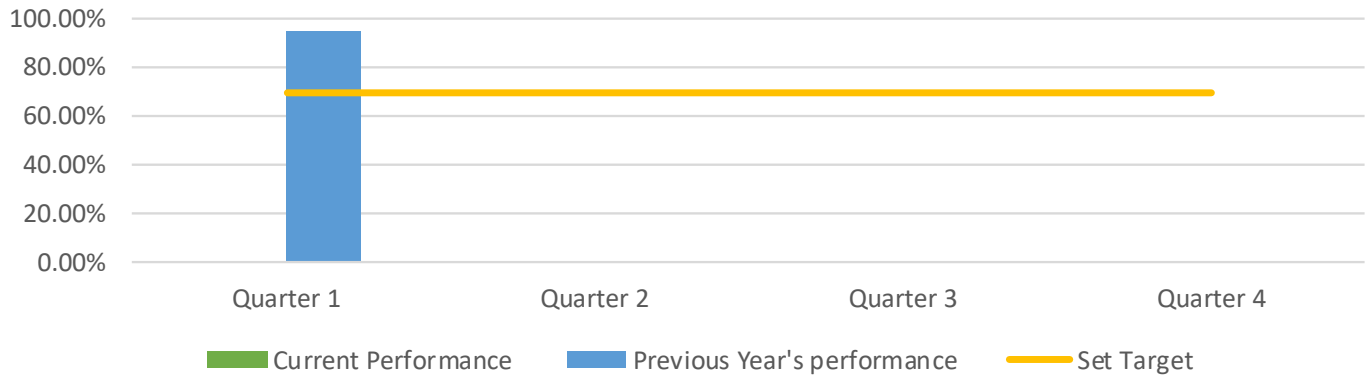
Latest	Target	Performance	YoY Trend	Lead
	70.00%		✓	Jon Challen



Officers are trying to establish whether this information is available from BBC Housing IT system. Cases will be moved onto the ELDC system by the end of September and will then be available. Data could be available sooner depending upon when the HCLIC data is published by MHCLG.

HWB003 - Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless

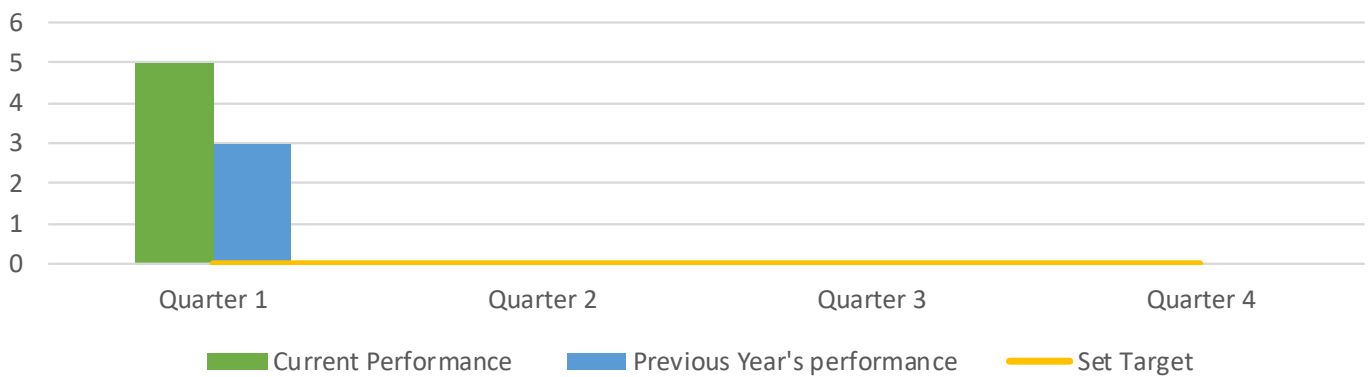
Latest	Target	Performance	YoY Trend	Lead
	70.00%		N/A	Jon Challen



Officers are trying to establish whether this information is available from BBC Housing IT system. Cases will be moved onto the ELDC system by the end of September and will then be available. Data could be available sooner depending upon when the HCLIC data is published by MHCLG.

HWB004 - Number of verified rough sleepers (quarterly snapshot, verified at street count)

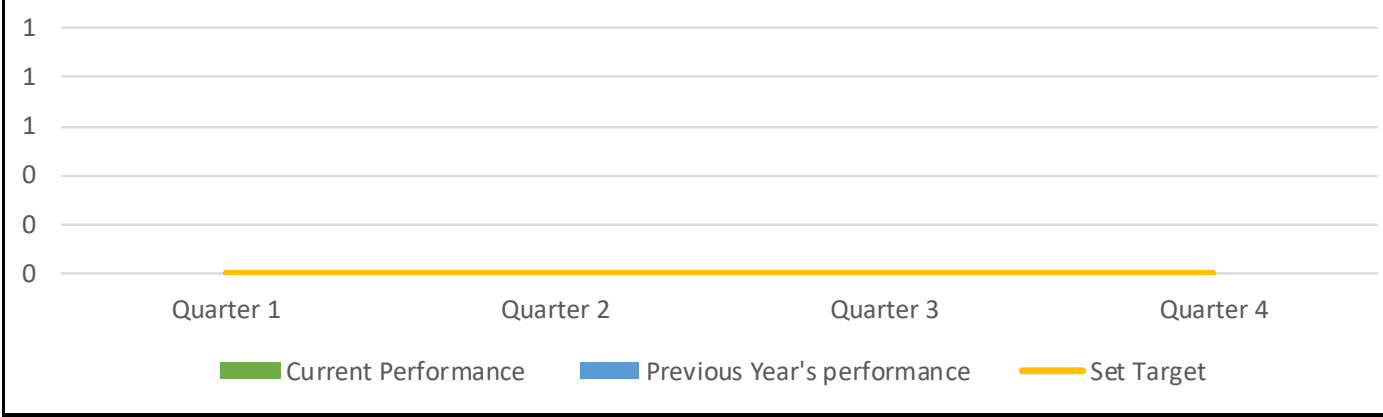
Latest	Target	Performance	YoY Trend	Lead
5	0		×	Jon Challen



For the previous years figure, accommodation was available for all rough sleepers due to Covid and Everyone In initiative including for people with no recourse to public funds. This is no longer available however accommodation is still offered where possible. Some of those on the street were provided with accommodation and were evicted following numerous warnings. Officers are working with Immigration to establish whether the others are eligible for housing. Achieving zero is very challenging but this is the Government's aim so we are trying to achieve this figure.

HWB005 - Number of families with children placed into B&B for more than 6 calendar weeks

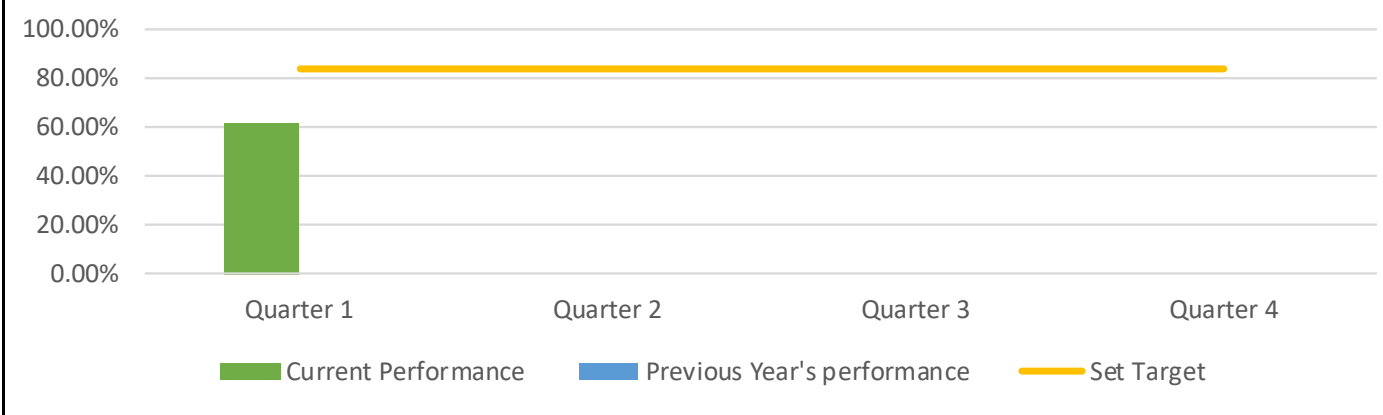
Latest	Target	Performance	YoY Trend	Lead
	0		N/A	Jon Challen



Assistant Directorate: Organisation and Corporate Services

OCA001 - Percentage of Alliance workforce who said 'yes' when asked if they felt valued at work

Latest	Target	Performance	YoY Trend	Lead
61.58%	84.00%		N/A	James Gilbert

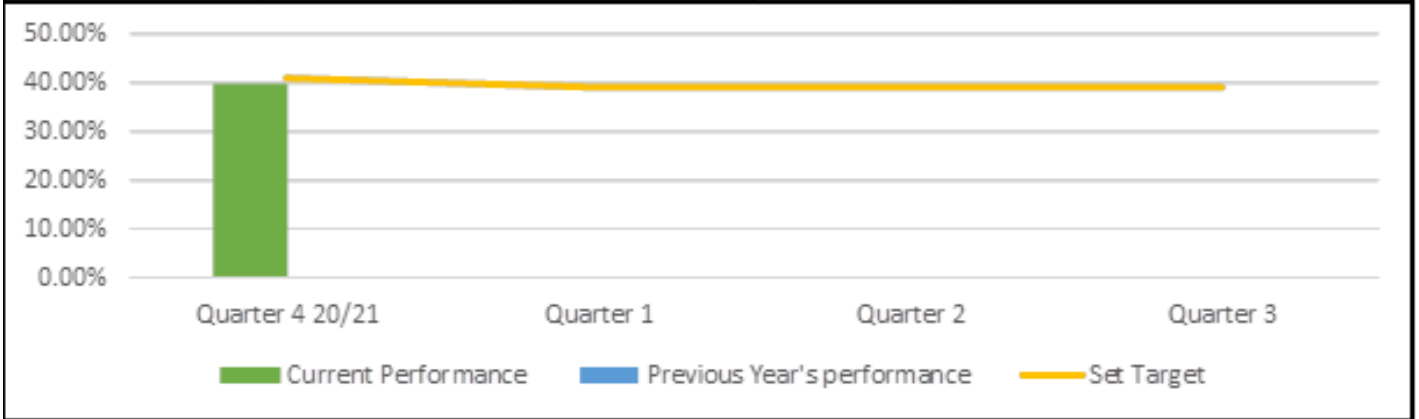


The response rate for this survey was 31% of the workforce. Action was taken to try and drive up completion rates, including attendance at Operations Depots. There was a notable increase in completion in Operations. However, Covid restrictions did limit face-to-face activity on driving up completion of the survey. It is hoped that more activity will be able to be undertaken for the next quarter as national restrictions are lifted. The Values & Behaviours for the Strategic Alliance was launched on 1st July 2021. This includes a plan of embedding activity currently running up to March 2022.

Assistant Directorate: Operations

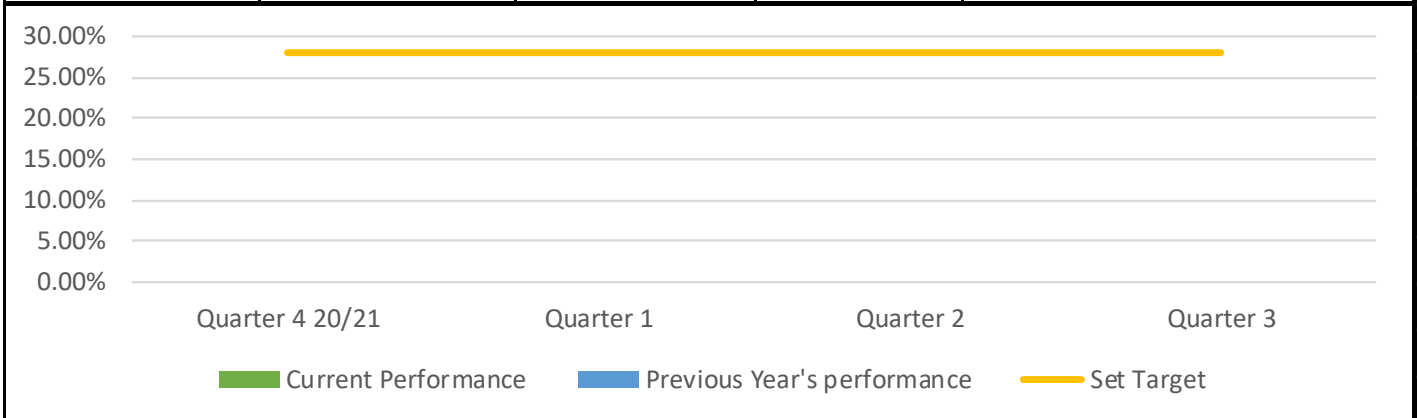
OPB001 - Percentage of household waste collected for recycling and composting

Latest	Target	Performance	YoY Trend	Lead
39.73%	41.00%		N/A	Victoria Burgess



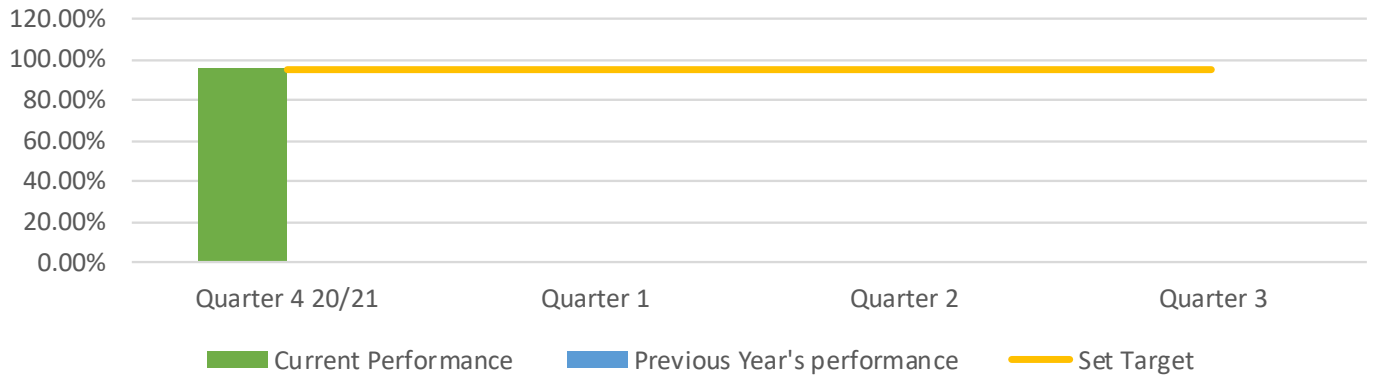
OPB002 - Percentage of recycling collected that is contaminated and unable to be recycled

Latest	Target	Performance	YoY Trend	Lead
	28.00%		N/A	Victoria Burgess



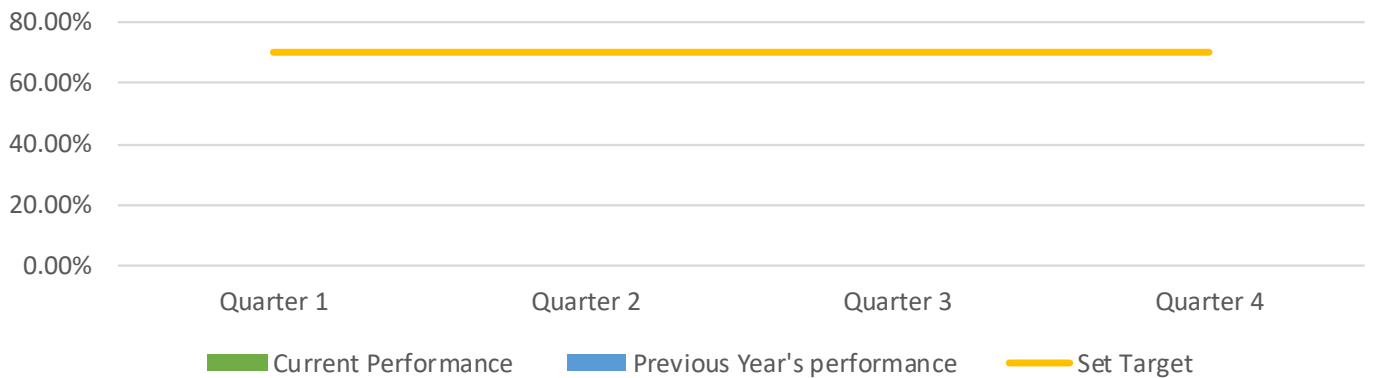
OPB003 - Percentage of fly-tips collected within 3 working days of being reported

Latest	Target	Performance	YoY Trend	Lead
95.77%	95.00%		N/A	Victoria Burgess



OPB004 - Market stall occupancy rate - percentage occupied against the target

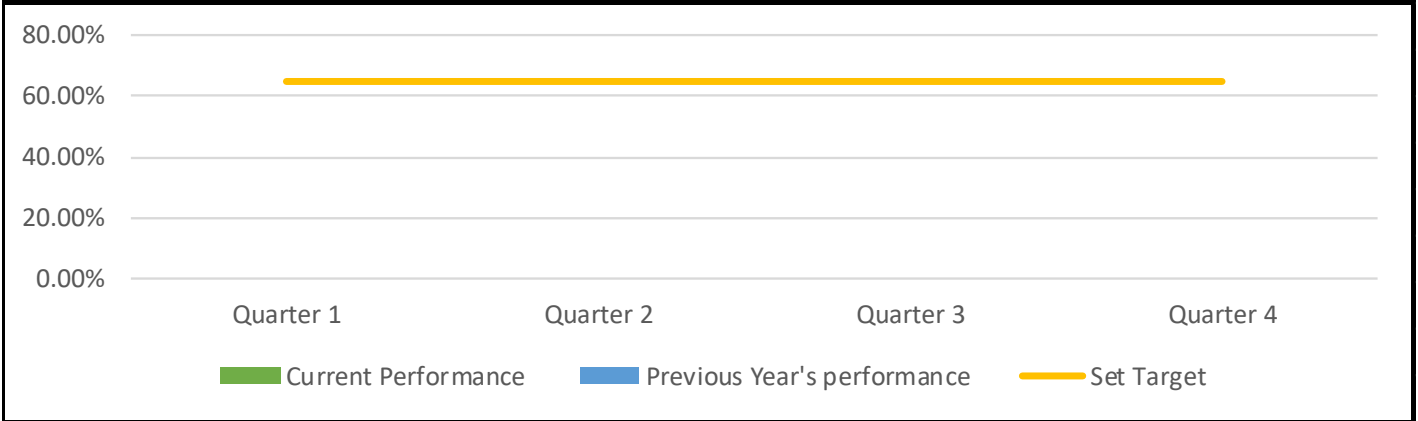
Latest	Target	Performance	YoY Trend	Lead
	70.00%		N/A	Victoria Burgess



Assistant Directorate: Planning

PLB001 - Percentage of major planning applications determined within 13/16 weeks

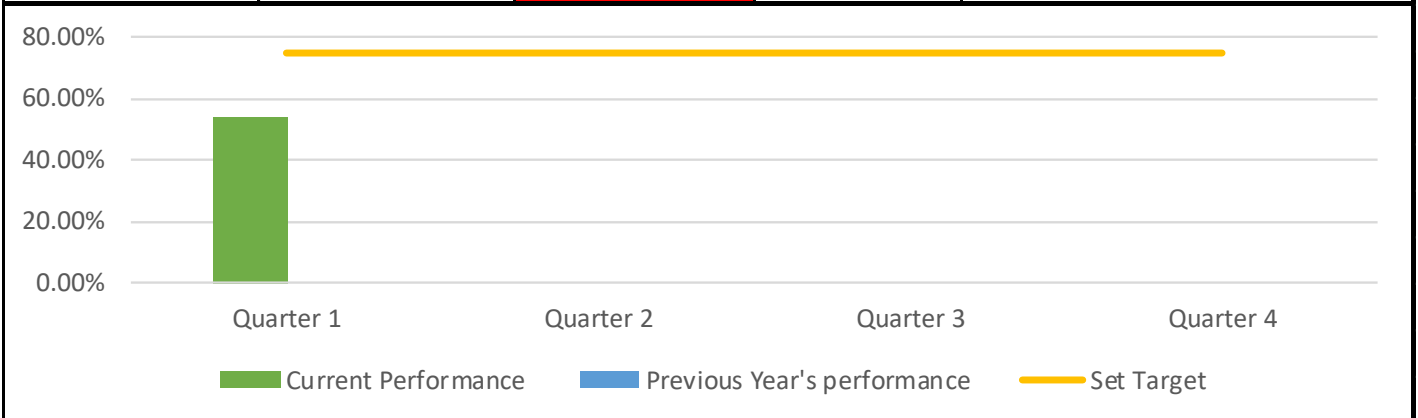
Latest	Target	Performance	YoY Trend	Lead
0.00%	65.00%		N/A	Mike Gildersleeves



This performance measure exceeds the national minimum requirement. Major applications commonly are those which require negotiations, amendments, Committee decisions or legal agreements. Hence a number of the majors going beyond the statutory period, but largely these are determined 'in time' through longer periods agreed with agents/applicants.

PLB002 - Percentage of minor planning application determined within 8 weeks

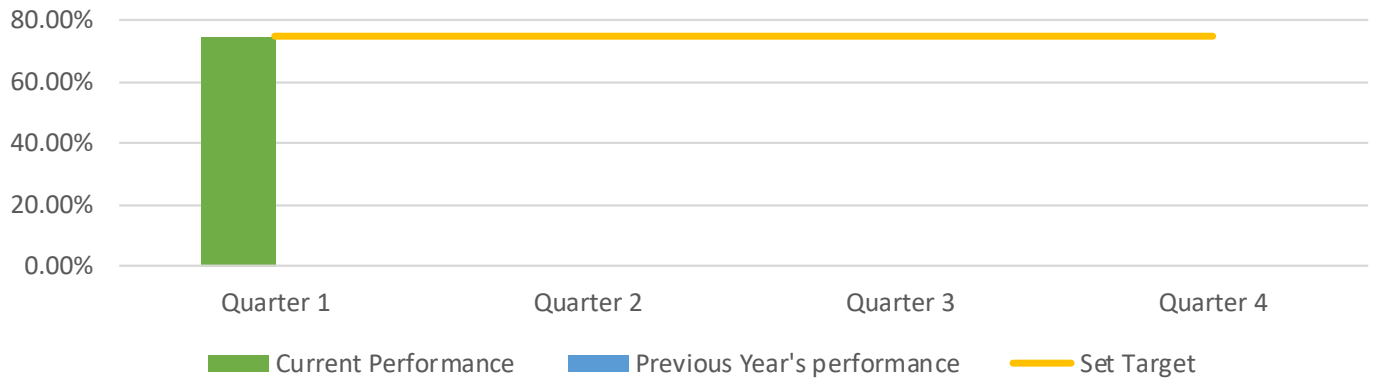
Latest	Target	Performance	YoY Trend	Lead
54.35%	75.00%		N/A	Mike Gildersleeves



This performance measure exceeds the national minimum requirement. There are many reasons applications can go beyond their statutory period (eg negotiations, amendments, Committee decisions etc). However, most of these are subsequently determined 'in time' through longer periods agreed with agents/applicants. In addition, the ongoing changes and general workloads within the service will impact on performance in the short term.

PLB003 - Percentage of other planning applications determined within 8 weeks

Latest	Target	Performance	YoY Trend	Lead
74.60%	75.00%		N/A	Mike Gildersleeves

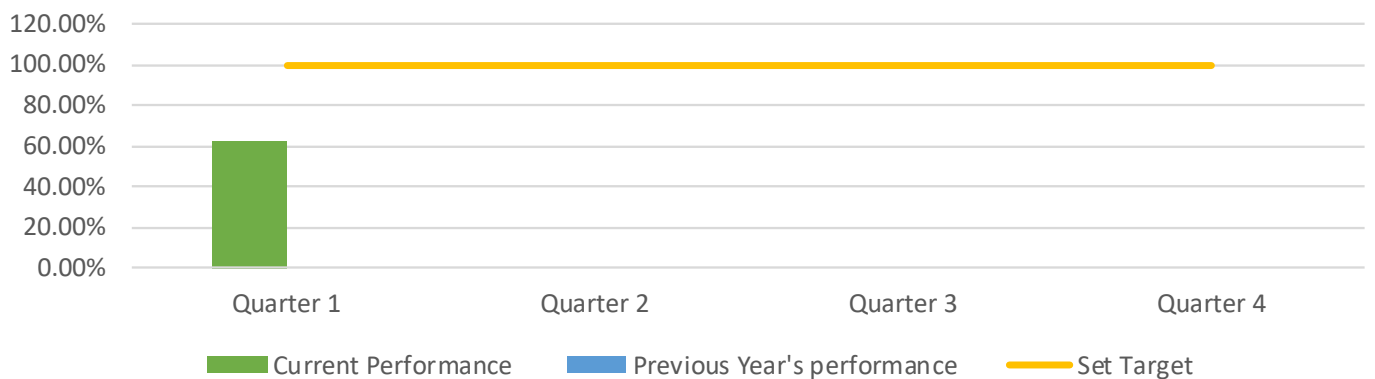


This performance measure exceeds the national minimum requirement. There are many reasons applications can go beyond their statutory period (eg negotiations, amendments, Committee decisions etc). However, most of these are subsequently determined 'in time' through longer periods agreed with agents/applicants. In addition, the ongoing changes and general workloads within the service will impact on performance in the short term.

Assistant Directorate: Regulations

RGB001 - Percentage of food premises inspections completed against the Food Standards Agency annual inspection plan

Latest	Target	Performance	YoY Trend	Lead
62.77%	100.00%		N/A	Christian Allen

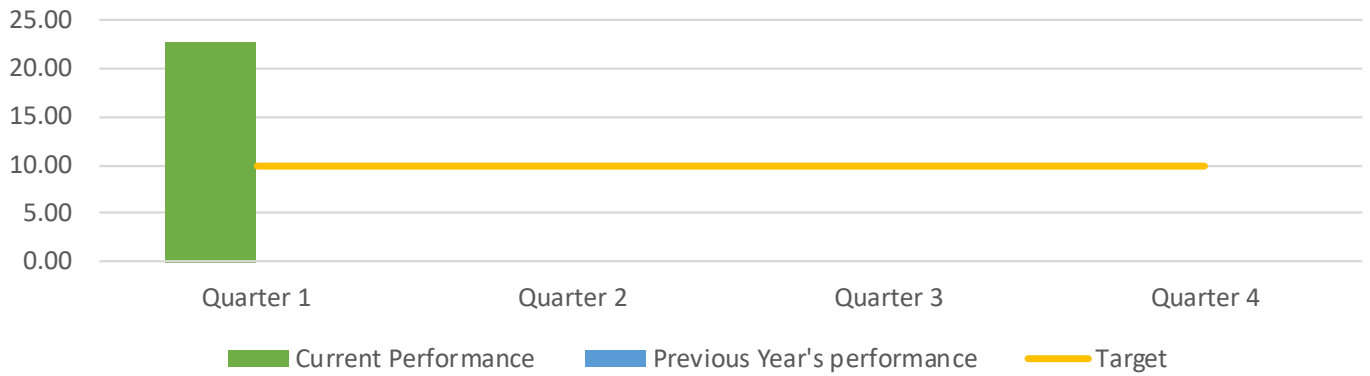


During this quarter the covid response has been the focus for our EH teams, responding to service requests and providing business advice. The focus of the team has shifted to planning and delivering the Food Standards Agency Recovery Plan for Local Authorities and re-commencing routine food premises inspections, suspended by the FSA until 30th June, now that businesses are re-opening following the easing of national restrictions. Recruitment has commenced to fill vacancies in the establishment at East Lindsey with interim support being provided across the alliance team to ensure recovery plans remain on track.

Assistant Directorate: PSPS

PSB001 - Time to process new Benefit claims (days) [BR&BIND005a]

Latest	Target	Performance	Trend	Lead
22.70	10.00		N/A	Phil Perry

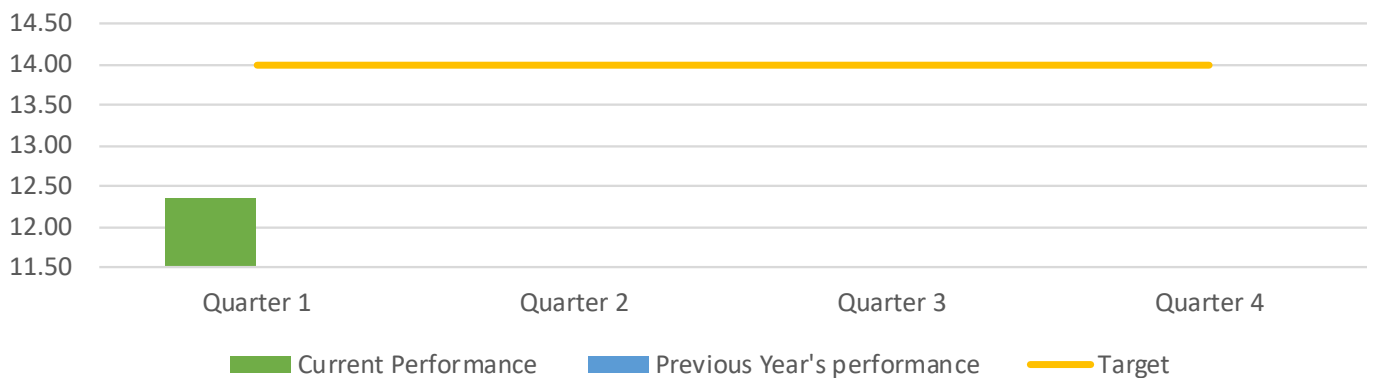


Quarter 1 results reflect the first quarter after a 'lift and transfer' of colleagues and associated services from BBC to PSPS and as such performance is likely to be the same as it would have been if services remained. In due course, and after our respective benefits systems are aligned, PSPS will be able to provide much greater flexibility and resilience to peaks in demand such as those experienced in Q1 of this year. Volumes are unprecedented, with a 38% incoming work increase compared to last year, and this data excludes the Track and Trace processing which is adding further operational demand. PSPS have already implemented an automated process which is speeding up our response rates for many claimants. We have also reduced the inherited backlog down from 11,000 documents to 2,000. We are confident that processing times will improve for the rest of 2021/22, but we also note that in these unprecedented times forecasting is very difficult and we need to consider the possible impact of the furlough scheme ending shortly.

Performance in this area is monitored daily.

PSB002 - Time to process Benefit change events (days) [BR&BIND005b]

Latest	Target	Performance	Trend	Lead
12.35	14.00		N/A	Phil Perry

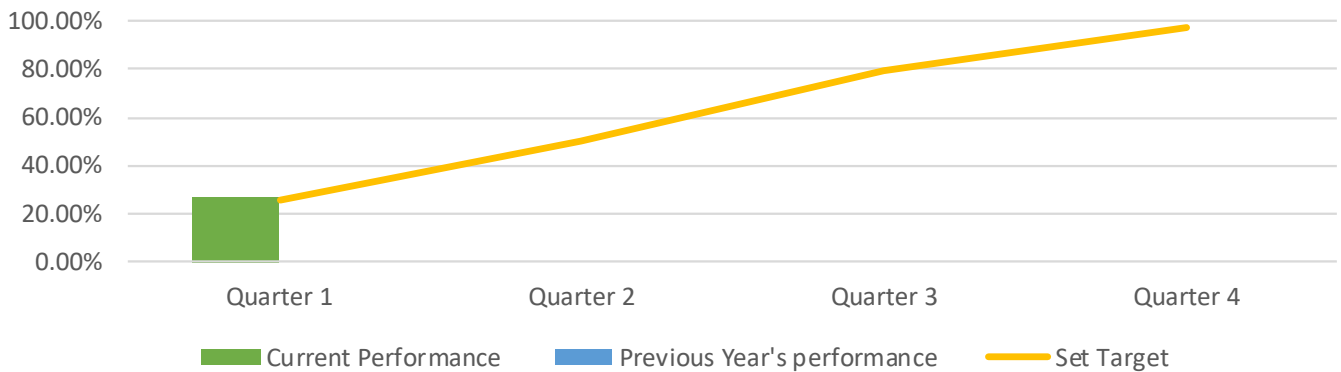


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Performance in this area is monitored daily.

PSB003 - Council Tax collection rate [BR&BIND003]

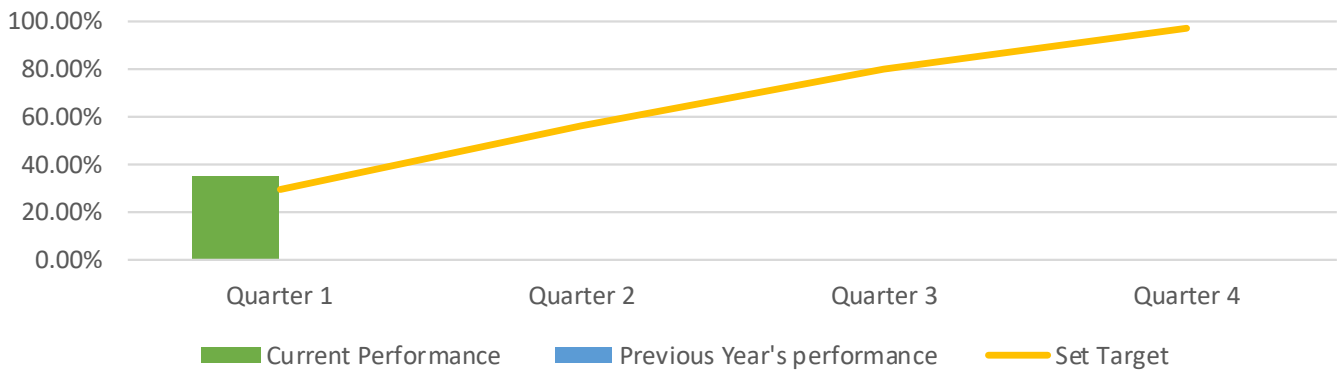
Latest	Target	Performance	Trend	Lead
26.94%	26.00%		✓	Phil Perry



Performance on target.

PSB004 - NDR collection rate [BR&BIND002]

Latest	Target	Performance	Trend	Lead
34.61%	30.00%		✓	Phil Perry



Performance on target.