

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)			Not available		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			Not available		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			Not available		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.						
Operations				Performance	Latest Value	Target

Boston Borough Council KPIs				
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	Not available		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	Not available		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%
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.				
Regulations		Performance	Latest Value	Target
RGB001	Percentage of food premises inspections completed against the Food Standards Agency annual inspection plan		62.77%	100.00%
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.				
PSPS		Performance	Latest Value	Target
PSB001	Time to process new Benefit claims (days) [BR&BIND005a]		22.70	10.00
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.				
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%