

Q2 Performance 2021/22 – Environment & Performance Committee

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
			↑	✓	⊖	↓	✗

Boston Borough Council KPIs						
Assets				Performance	Latest Value	Target
ASB001	Percentage of car parking income received against agreed budget				83.16%	100.00%
Comment: Ticket sales and permit income combined. Continues to be impacted by Covid-19 and lockdown restrictions. However, there has been an improvement from Q1 figure which was 63.59%						
ASB002	Percentage of commercial rent received against agreed budget				91.40%	100.00%
Comment: Figures include most land and property assets. All of these will be included from Quarter 3 onwards						
Housing and Wellbeing				Performance	Latest Value	Target
HWB001	Number of properties improved through Council intervention				56	40
HWB002	Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)				58.93%	70.00%
Comment: Figures starting to improve due to measures which have been put in place to improve performance.						
HWB003	Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless				92.86%	70.00%
HWB004	Number of verified rough sleepers (quarterly snapshot, verified at street count)				5	0
Comment: There were 5 people on the street at the end of September – 2 refusing to engage, 1 passing through, 1 refusing to pay rent or bills and 1 with very specific requirements. The new team continue to support them and are achieving positive outcomes. 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				0	0
Organisation and Corporate Support				Performance	Latest Value	Target
OCA001	Percentage of Alliance workforce who said 'yes' when asked if they felt valued at work				73.03%	84.00%
Comment: Whilst not at target yet, this is a marked improvement from the Q1 return (61.58%) to the Q2 return (73.03%). The Values & Behaviours for the Strategic Alliance was launched on 1st July 2021. The development of the shared Values and Behaviours included wide stakeholder engagement across the workforce. Since the launch on 1st July, the embedding plan has commenced with activity currently running up to March 2022. We will also look to gather staff engagement data from other local authorities to benchmark our results against general employee engagement.						

Boston Borough Council KPIs

Operations		Performance	Latest Value	Target
OPB001	Percentage of household waste collected for recycling and composting			39.00%
Comment: Performance data is not available for the current period. The service is awaiting agreement from the Waste Disposal Authority in relation to changes in how recycling performance is measured.				
OPB002	Percentage of recycling collected that is contaminated and unable to be recycled			28.00%
Comment: Performance data is not available for the current period. The service is awaiting agreement from the Waste Disposal Authority in relation to changes in how recycling performance is measured.				
OPB003	Percentage of fly-tips collected within 3 working days of being reported		97.80%	95.00%
OPB004	Market stall occupancy rate - percentage occupied against the target			
Comment: Accurate occupancy data for the market has not been available to date, due to the impact of Covid-19 restrictions on the base number. Accurate data will be available and reported from Q3.				
Planning		Performance	Latest Value	Target
PLB001	Percentage of major planning applications determined within 13/16 weeks		50.00%	65.00%
PLB002	Percentage of minor planning application determined within 8 weeks		54.17%	75.00%
PLB003	Percentage of other planning applications determined within 8 weeks		70.00%	75.00%
Comment: These local performance measures exceed the national minimum requirement as they do not include agreed time extensions. In addition, the ongoing changes and general workloads within the service will impact on performance in the short term.				
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. Performance against the national measure (including agreed time extensions) for major applications in Q2 is 100% against a national target of 60%.				
Minor applications – performance against the national measure (including agreed time extensions) in Q2 is 97.92% against a national target of 70%.				
Other applications – performance against the national measure (including agreed time extensions) in Q2 is 81.43% against a national target of 70%.				
Regulations		Performance	Latest Value	Target
RGB001	Percentage of food premises inspections completed against the Food Standards Agency annual inspection plan		98.36%	100.00%
Comment: With the exception of a small number of fishing vessels which could not be inspected owing to the seasonal nature of their business, Boston is undertaking its food safety inspection programme as it did before the start of the pandemic. Unlike most, if not all, other local authorities, Boston has not had to implement the Food Standards Agency (FSA) recovery plan to retrieve the food safety inspection programme to where it was before the pandemic. Hence food safety inspections will be reported in the same way as before the service was disrupted by the pandemic, rather than against the FSA Recovery Plan.				

Boston Borough Council KPIs

PSPS		Performance	Latest Value	Target
PSB001	Time to process new Benefit claims (days)		22.52	10.00
Comment: Processing speed is below target, hampered by balancing high workloads and resources, including the diversion of experienced resources to deliver Test and Trace. Also, it is due to the work required to clear the backlog of unprocessed records that accumulated prior to PSPS taking over the service.				
PSB002	Time to process Benefit change events (days)		11.54	14.00
PSB003	Council Tax collection rate		52.18%	52.50%
Comment: Collection is marginally below target but this has been affected by the redirection of resources earlier in the financial year from recovery of unpaid Council Tax to the award of Covid Business Grants.				
PSB004	NDR collection rate		49.64%	56.00%
Comment: This measure is currently below target but comparisons with targets and previous years are not valid, as the partial removal of Covid related reliefs part way through the year has meant that the liability is not distributed evenly throughout the year and is weighted towards the end of the year. A more accurate measure of performance will be available for reporting in Q4.				