

Appendix A: Q3 Performance 2021/22

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			85.51%	100.00%
Commentary: Car parking income remains below base line forecast level because of the impact of Covid-19					
ASB002	Percentage of commercial rent received against agreed budget			111.03%	100.00%
Housing and Wellbeing			Performance	Latest Value	Target
HWB001	Number of properties improved through Council intervention			89	70
HWB002	Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)			76.00%	70.00%
Commentary: Measures put in place to improve performance have been successful. This includes a new IT system, triage of all cases and support and guidance for the staff.					
HWB003	Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless			88.24%	70.00%
Commentary: Percentage performance is similar to previous quarters other than there has been a large increase in the number of people successfully prevented from becoming homeless.					
HWB004	Number of verified rough sleepers (quarterly snapshot, verified at street count)			2	0
Commentary: This is an aspirational target reflecting the national target. The team managed to reduce the number of rough sleepers down to 2. One of these had recently been evicted from accommodation provided by the Council and the other is refusing to engage with the service.					
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		72.26%	84.00%
Commentary: We have seen a reduction in the number of responses in this last quarter which in turn has seen a slight decrease on the previous quarter's performance. This is likely in part due to the timing of the data collection period which was extended to accommodate the Christmas period owing to this being a period of increased annual leave. East Midlands Council have been approached for benchmarking data which has not, as yet, been supplied. The Performance team are also undertaking a more detailed analysis of the data. The January - March focus of the Values and Behaviours is 'we are proud' which will include sharing with colleagues' wider reflections on the work achieved through the Annual Delivery Plans over 2020/21.				
Operations		Performance	Latest Value	Target
OPB001	Percentage of household waste collected for recycling and composting	Not Due	N/A	45.00%
Commentary: Annual figure not due to report until year-end				
OPB002	Percentage of recycling collected that is contaminated and unable to be recycled	Not available	N/A	28.00%
Commentary: 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		73.44%	70.00%
Planning		Performance	Latest Value	Target
PLB001	Percentage of major planning applications determined within 13/16 weeks		50.00%	65.00%
Commentary: This local measure does not include time extensions. Performance against the national government target of 60% including time extensions is 91% which is green rather than red. The use of these local measures is being reviewed for 22/23.				
PLB002	Percentage of minor planning application determined within 8 weeks		54.17%	75.00%
Commentary: As above, performance against the national government target of 70% including time extensions is 94% which is green rather than red.				
PLB003	Percentage of other planning applications determined within 8 weeks		70.00%	75.00%
Commentary: As above, performance against the national government target of 70% including time extensions is 89% which is green rather than red.				
Regulations		Performance	Latest Value	Target
RGB001	Percentage of food premises inspections completed against the Food Standards Agency annual inspection plan		93.51%	100.00%
Commentary: COVID work has increased during this quarter owing to the introduction of plan B legislation by central government and the reactivation of the county emergency plan. Additional work has also been undertaken to ensure Boston's Fishing fleet is compliant with new export requirements.				

PSPS		Performance	Latest Value	Target
PSB001	Time to process Council Tax Support new claims (days)		22.28	22.00
Commentary: This is a marked improvement on the previous month. Online applications have now been implemented and tele claims will be introduced in January.				
PSB002	Time to process Council Tax Support changes (days)		23.22	9.00
Commentary: December has seen an increase in the number of days taken to process. This is due to resources directed at other areas. Concentration will be given to UCDS records in order to improve performance.				
PSB003	Time to process Housing Benefit new claims (days)		15.05	22.00
Commentary: This is a marked improvement on the previous month. Online applications have now been implemented and tele claims will be introduced in January.				
PSB004	Time to process Housing Benefit changes (days)		7.97	9.00
Commentary: This is a marked improvement on the previous month. Both post and Atlas are up to date.				
PSB005	Council Tax collection rate		77.93%	77.93%
Commentary: The collection rate has not returned to pre-COVID levels, therefore presenting some risk to achieving the end of year target.				
PSB006	NDR collection rate		78.20%	78.20%
Commentary: The annual debit takes into account the increase in debit from July as a result of the reduction in rate relief. (With the additional debit payable by ratepayers over the remainder of the year). Central Government has recently announced £1.2m is to be made available to Boston Borough Council to be delivered as a local discretionary rate relief scheme to support businesses most adversely affected by the pandemic but which are ineligible under the Government's existing Covid-19 relief schemes. The scheme is currently being developed. As a result of the factors outlined above, making forecasting with any certainty over final collection rates is difficult at this time. We continue to support and signpost ratepayers to the support available and where necessary make appropriate payment arrangements to best meet their business rates liabilities.				