



Performance and Governance Framework

1 April 2021 – 31 March 2022

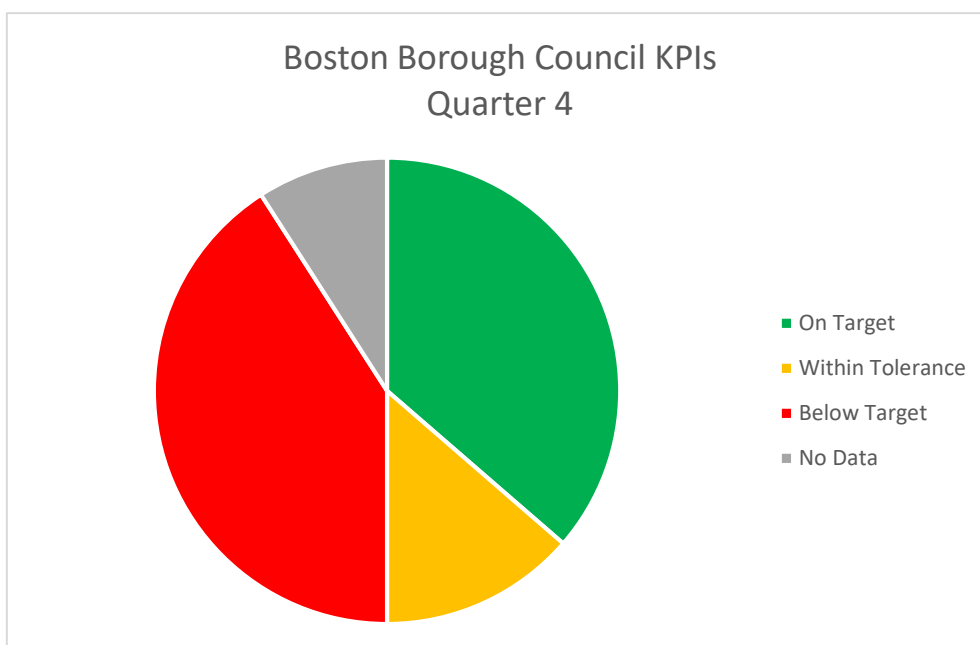
(Quarter 4/End of Year Report)

Section 1: Performance

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 of KPIs in 2021/22



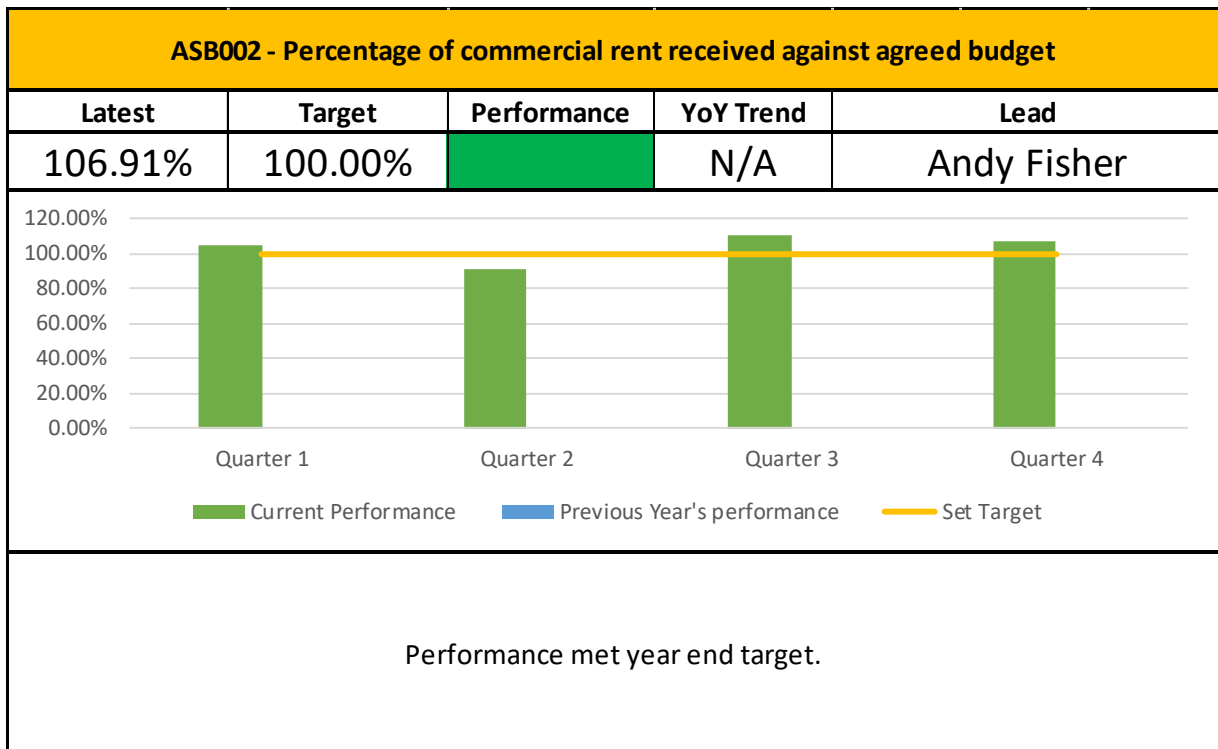
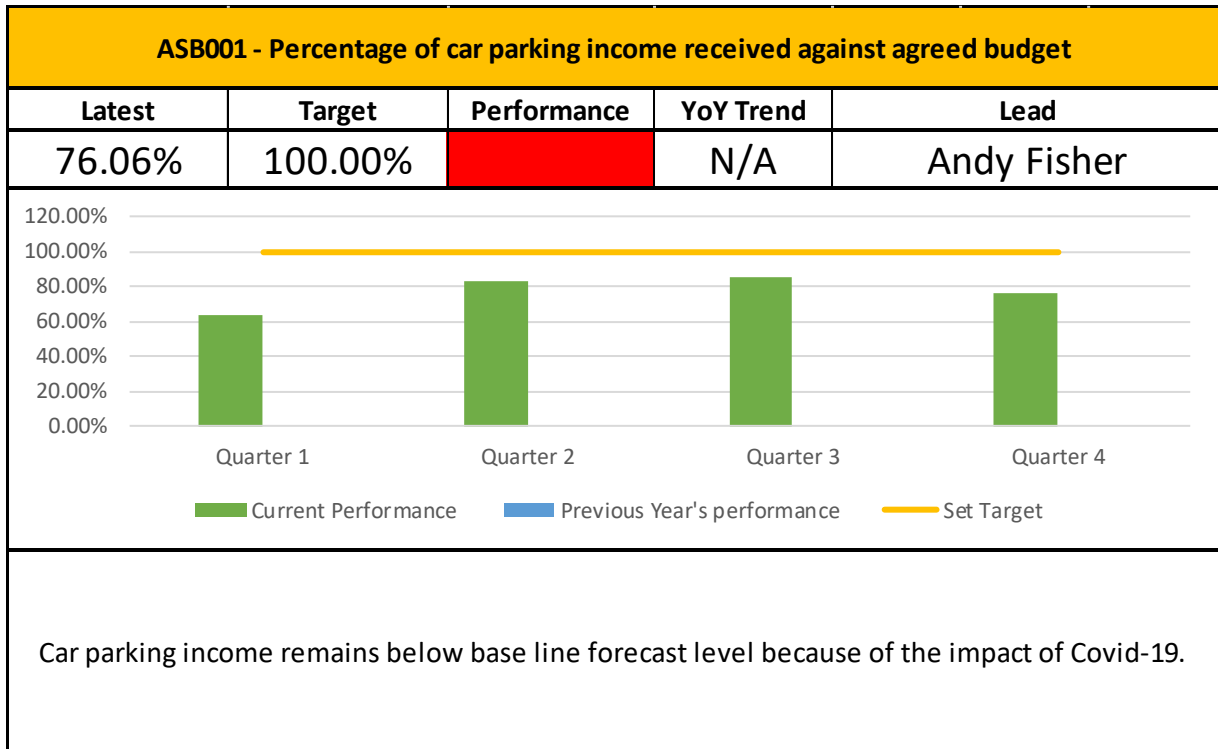
Performance Overview

Boston Borough Council KPIs					
Assets			Performance	Latest Value	Target
ASB001	Percentage of car parking income received against agreed budget			76.06%	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			106.91%	100.00%
Housing and Wellbeing			Performance	Latest Value	Target
HWB001	Number of properties improved through Council intervention			117	100
HWB002	Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)			83.82%	70.00%
HWB003	Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless			86.54%	70.00%
HWB004	Number of verified rough sleepers (quarterly snapshot, verified at street count)			2	0
Commentary: 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			65.85%	84.00%
Commentary: We have seen a decrease in the numbers completing the tracker question survey which has resulted in a reduction in final return for the year. The Partnership has recently agreed a phased roll out for an Annual Review process. Phase 1 is currently live and consists of all staff completing an End of Year Reflection. This will be followed up by a 1:1 between the employee and the manager. A manager guidance has been produced to support the discussion and Service Managers were briefed in the recent two Service Manager briefing sessions. The End of Year Reflection cover achievements over the last two months, aims and key tasks for the coming months, further sharing about the Partnership and also the opportunity to focus on the employees welfare and discuss any support.					
Operations			Performance	Latest Value	Target
OPB001	Percentage of household waste collected for recycling and composting				45.00%
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			99.00%	95.00%
OPB004	Market stall occupancy rate - percentage occupied against the target			63.53%	70.00%
Commentary: Occupancy below target rate.					
Planning			Performance	Latest Value	Target
PLB001	Percentage of major planning applications determined within 13/16 weeks			11.11%	65.00%

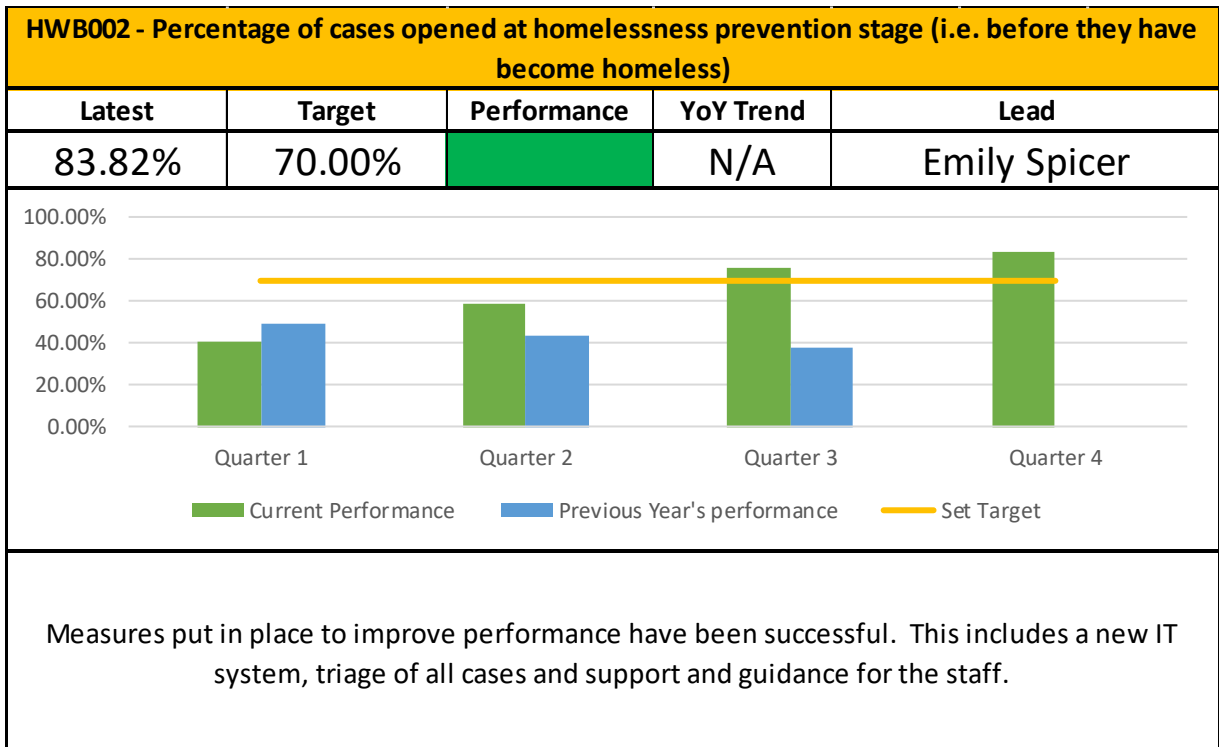
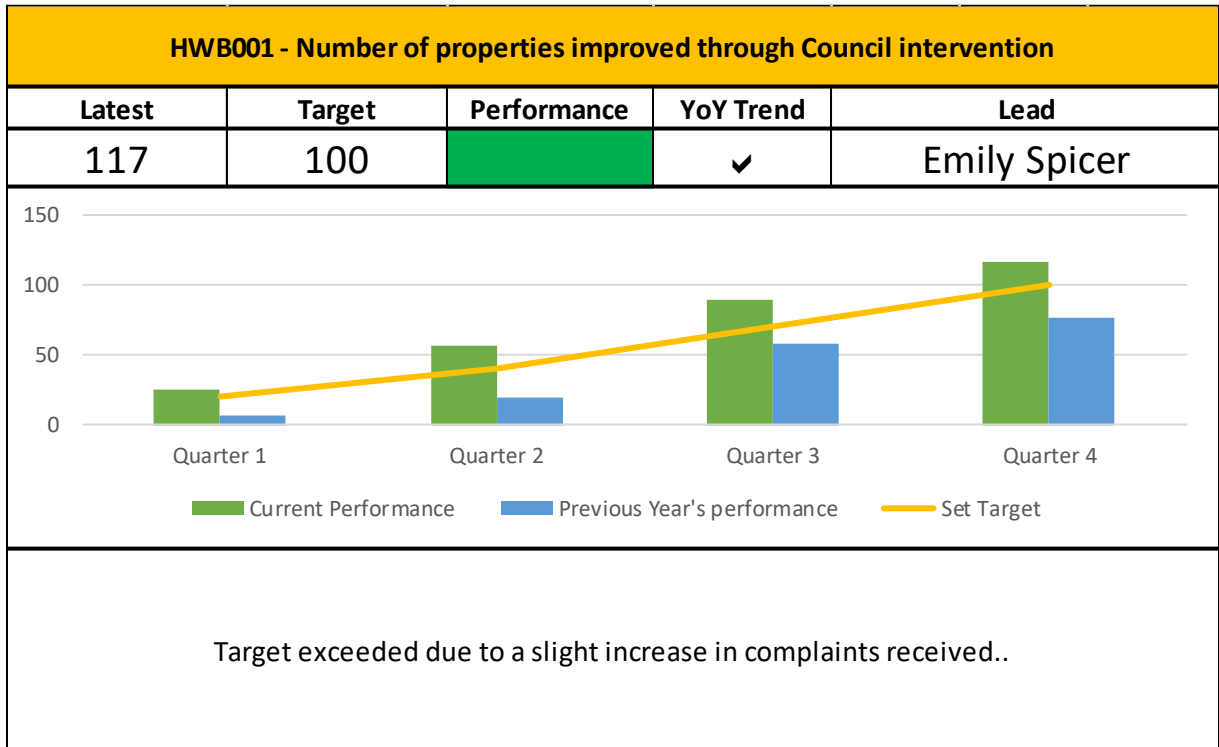
<p>Commentary: This performance measure exceeds the national minimum requirement. There are many reasons applications can go beyond their statutory period (e.g. negotiations, amendments, Committee decisions etc). However, most of these are subsequently determined 'in time' through longer periods agreed with agents/applicants. Ongoing changes and general workloads within the service also impact on performance in the short term.</p>				
PLB002	Percentage of minor planning application determined within 8 weeks		32.14%	75.00%
<p>Commentary: Although below KPI, this performance measure exceeds the national minimum requirement. 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>				
PLB003	Percentage of other planning applications determined within 8 weeks		62.16%	75.00%
<p>Commentary: This performance measure exceeds the national minimum requirement. 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. Ongoing changes and general workloads within the service also impact on performance in the short term.</p>				
Regulations		Performance	Latest Value	Target
	Food Standards Agency (FSA) recovery plan – milestones achieved within deadline		100.00%	100.00%
<p>Commentary: The FSA have suspended reporting of the original performance measure for food premises inspections and replaced it with reporting against recovery plan milestones. In Q4 we have achieved the required milestones within deadline.</p>				
PSPS		Performance	Latest Value	Target
PSB001	PSB001 - Time to process Council Tax Support new claims (days) [BR&BIND004a]		35.91	22.00
<p>Commentary: Cumulative performance for 2021/22 was 27.03 days. We continue to deal with high workloads in Benefits, and our resources are being prioritised, with oldest work being tackled. We continue to divert experienced assessor resources to deliver the test and trace scheme and generally capacity remains a challenge. We have recently introduced a new telephone claim service for customers, alongside an online claim form as alternative to paper claims, this process is still very early in its implementation stage with some adjustments needed in order to reduce processing times further.</p>				
PSB002	PSB002 - Time to process Council Tax Support changes (days) [BR&BIND004b]		10.51	9.00
<p>Commentary: We have seen an improvement in speed of processing statistics for March as part of our backlog recovery plan, and the end of year uprating.</p>				
PSB003	Time to process Housing Benefit new claims (days) [BR&BIND005a]		36.52	22.00
<p>Commentary: End of Year cumulative performance for 2021/22 was 23.17 days. We continue to deal with high workloads in Benefits, and our resources are being prioritised, with oldest work being tackled. We continue to divert experienced assessor resources to deliver the test and trace scheme and generally capacity remains a challenge. We have recently introduced a new telephone claim service for customers, alongside an online claim form as alternative to paper claims, this process is still very early in its implementation stage with some adjustments needed in order to reduce processing times further.</p>				
PSB004	Time to process Housing Benefit changes (days) [BR&BIND005b]		4.54	9.00
PSB005	Council Tax collection rate [BR&BIND003]		94.01%	97.10%
<p>Commentary: We finished 3.09% behind a stretching pre-covid target. This KPI has been significantly affected by COVID19, and in the early part of 2021/22 resources were prioritised on supporting BBC with the delivery of the additional measures introduced by Central Government in it's financial response to Covid-19. We continue to be proactive when dealing with customers in arrears and struggling to pay, ensuring they are made aware and claim any appropriate discounts or exemptions towards their Council Tax liabilities and where necessary make appropriate payment arrangements. We also continue to sign post customers to other financial support that may be available to them where appropriate.</p>				

PSB006	NDR collection rate [BR&BIND002]		94.08%	97.10%
Commentary: We finished 3.02% behind target and 1.08% ahead of previous forecasts. Central Government announced £1.2m has been made available to BBC to be delivered as a local discretionary rate relief scheme against 2021/22 to support businesses most adversely affected by the pandemic but which are ineligible under the Government's existing covid-19 relief schemes. The scheme has just been finalised and we are about to contact potentially qualifying businesses to make them aware of the relief and how to apply during April 22. We continue to support and signpost ratepayers to support available and where necessary make appropriate payment arrangements to best meet their business rates liabilities.				

Assets

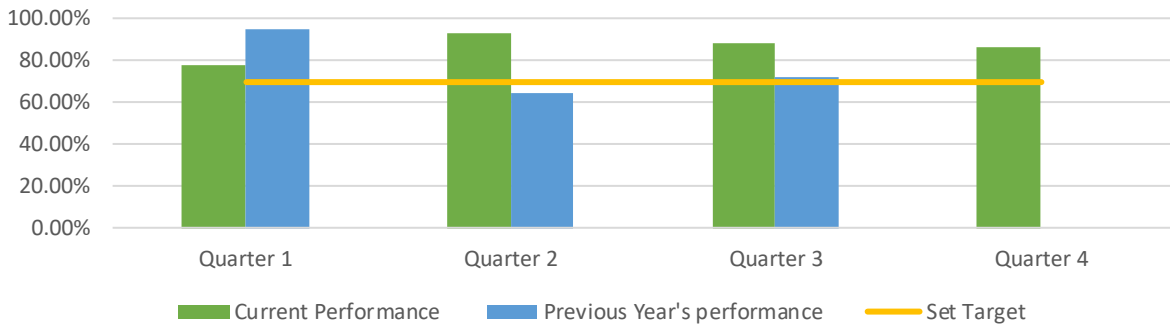


Housing and Wellbeing



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

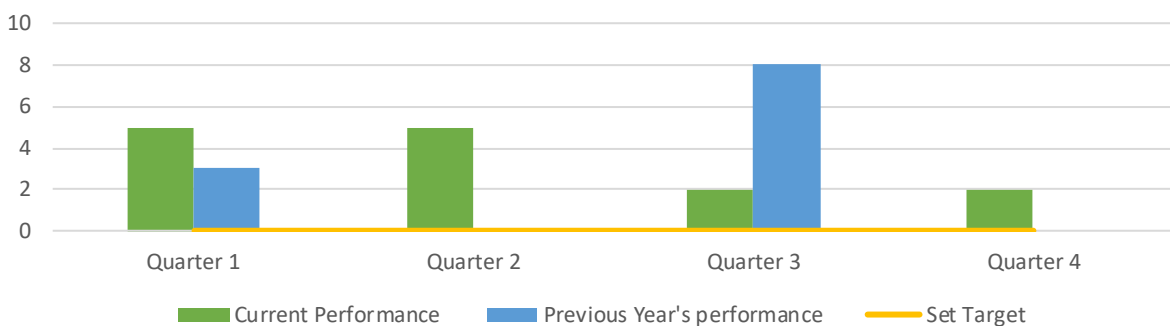
Latest	Target	Performance	YoY Trend	Lead
86.54%	70.00%		N/A	Emily Spicer



Percentage performance is similar to previous quarters other than there has continued to be an increase in the number of people successfully prevented from becoming homeless.

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

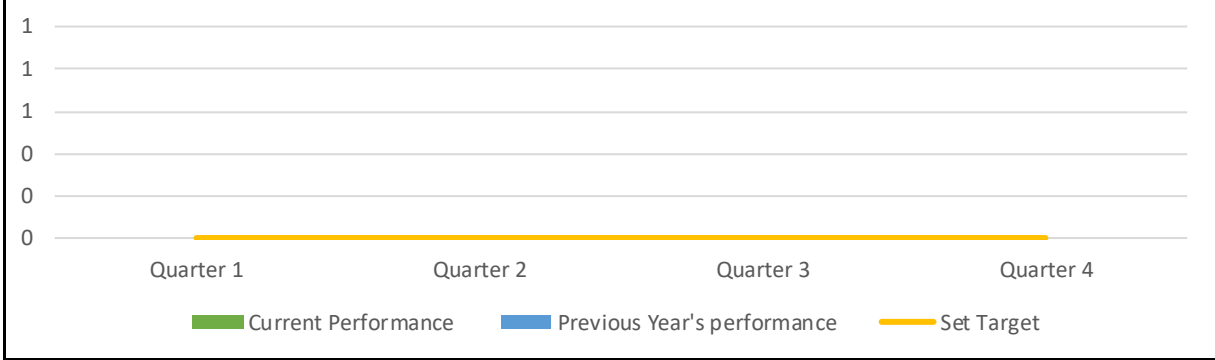
Latest	Target	Performance	YoY Trend	Lead
2	0		N/A	Emily Spicer



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

Latest	Target	Performance	YoY Trend	Lead
0	0		⊖	Emily Spicer

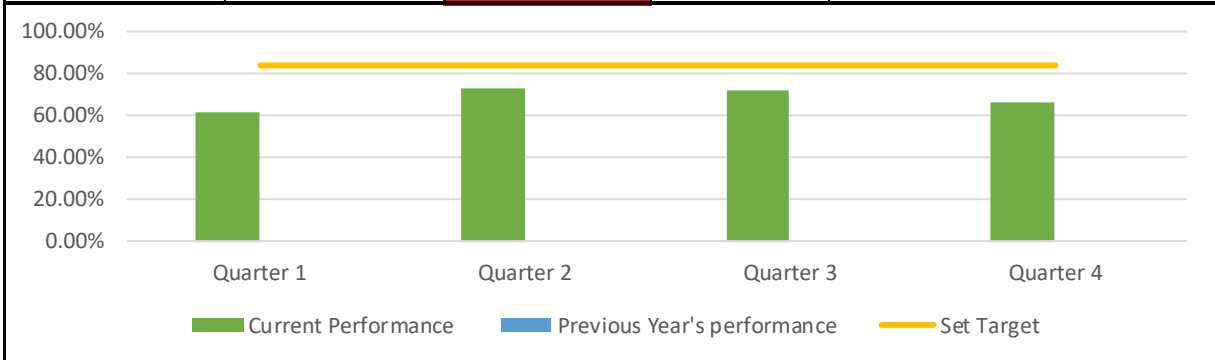


No households with children were placed into B&B for more than 6 weeks.

Organisation & Corporate Support

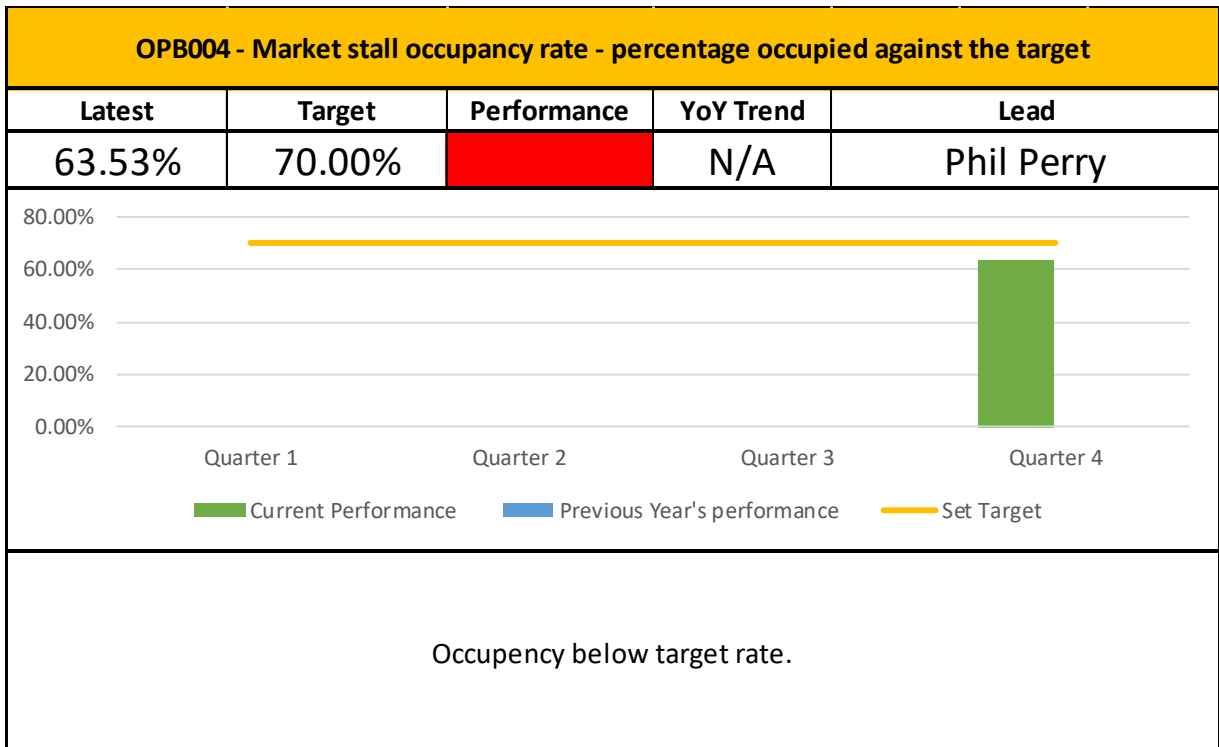
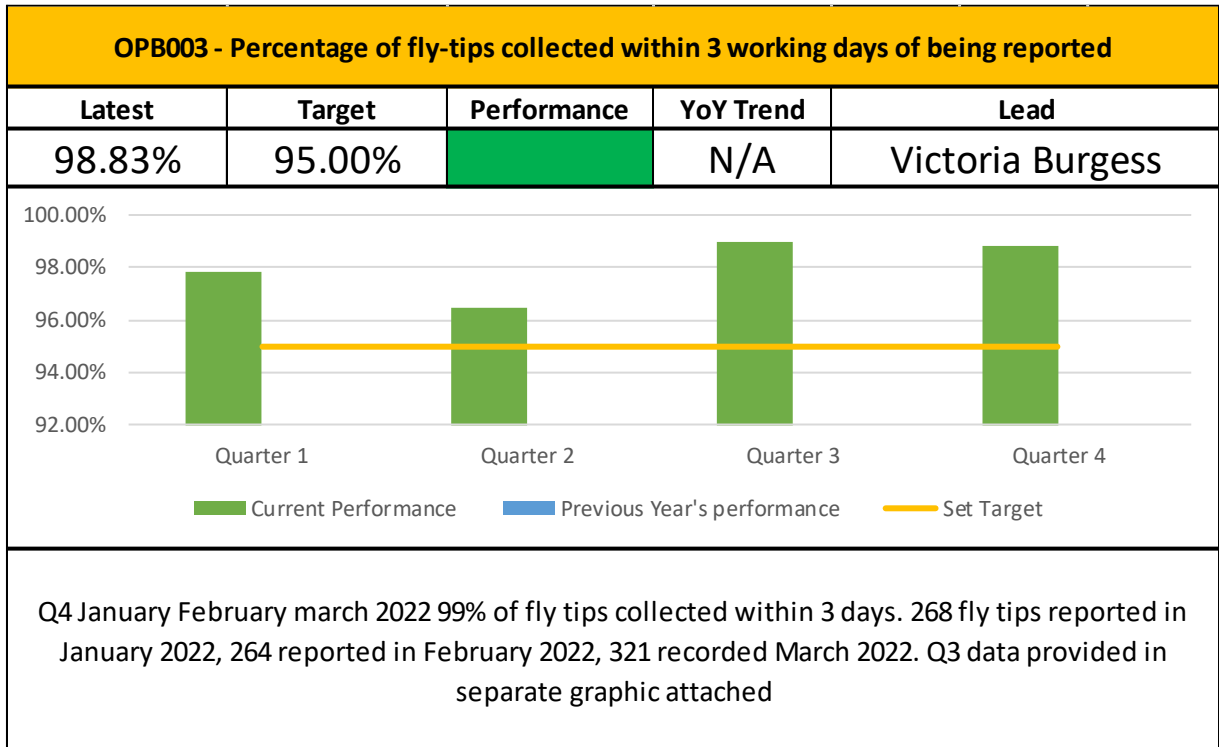
OCA001 - Percentage of Alliance workforce who said 'yes' when asked if they felt valued at work

Latest	Target	Performance	YoY Trend	Lead
65.85%	84.00%		N/A	James Gilbert

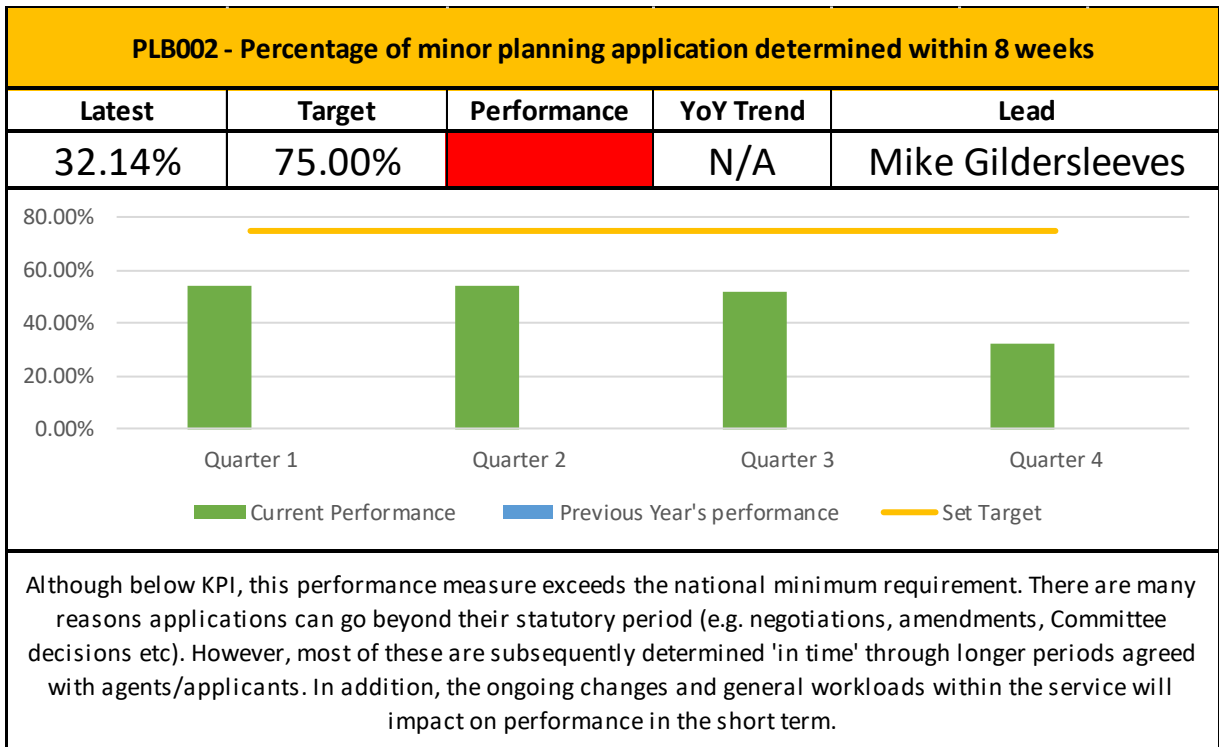
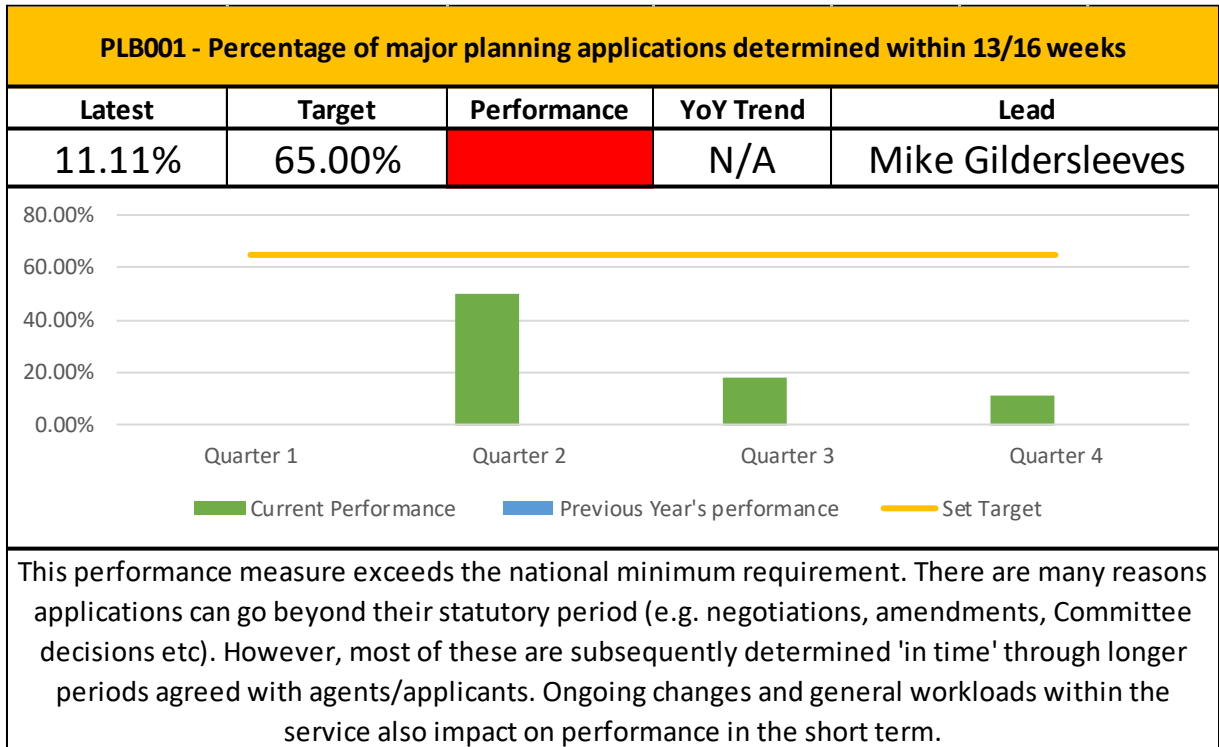


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Operations

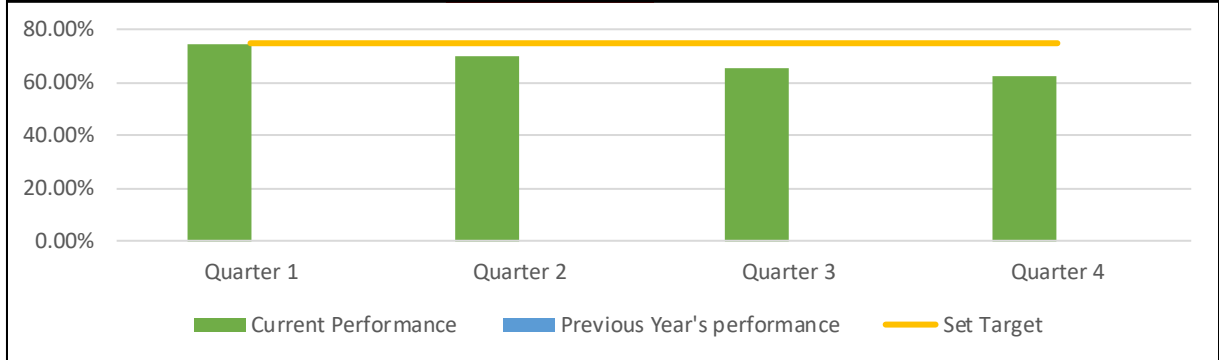


Planning



PLB003 - Percentage of other planning applications determined within 8 weeks

Latest	Target	Performance	YoY Trend	Lead
62.16%	75.00%		N/A	Mike Gildersleeves

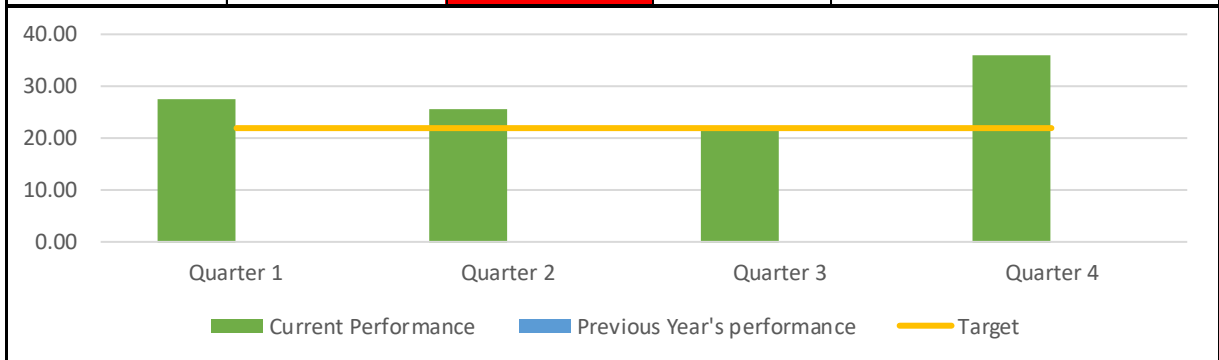


This performance measure exceeds the national minimum requirement. There are many reasons applications can go beyond their statutory period (e.g. negotiations, amendments, Committee decisions etc). However, most of these are subsequently determined 'in time' through longer periods agreed with agents/applicants.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

PSPS

PSB001 - Time to process Council Tax Support new claims (days) [BR&BIND004a]

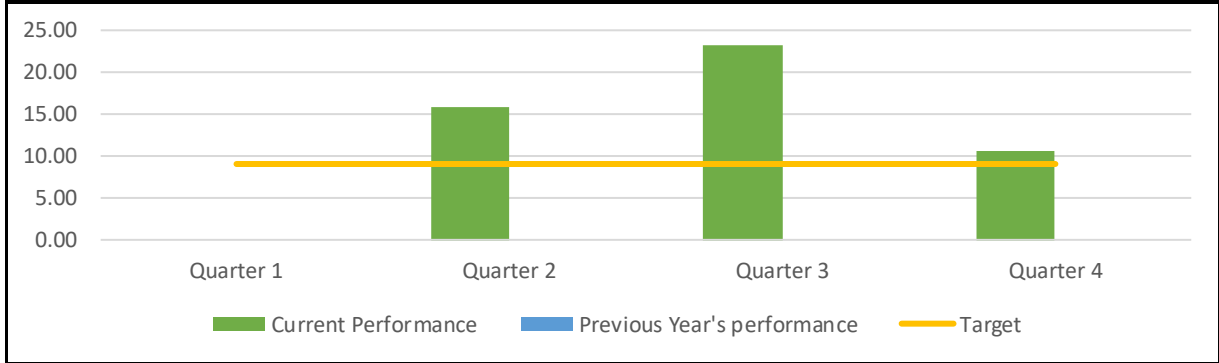
Latest	Target	Performance	Trend	Lead
35.91	22.00		N/A	Samantha Knowles



Cumulative performance for 2021/22 was 27.03 days. We continue to deal with high workloads in Benefits, and our resources are being prioritised, with oldest work being tackled. We continue to divert experienced assessor resources to deliver the test and trace scheme and generally capacity remains a challenge. We have recently introduced a new telephone claim service for customers, alongside an online claim form as alternative to paper claims, this process is still very early in its implementation stage with some adjustments needed in order to reduce processing times further.

PSB002 - Time to process Council Tax Support changes (days) [BR&BIND004b]

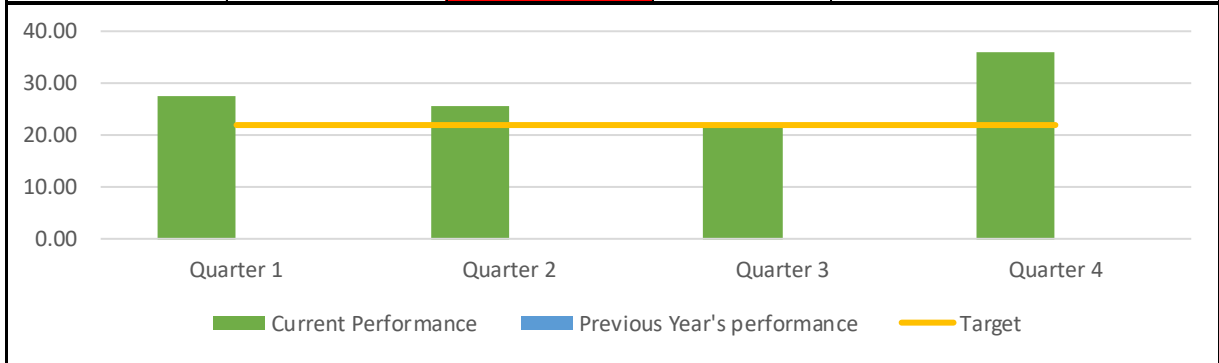
Latest	Target	Performance	Trend	Lead
10.51	9.00		N/A	Samantha Knowles



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PSB003 - Time to process Housing Benefit new claims (days) [BR&BIND005a]

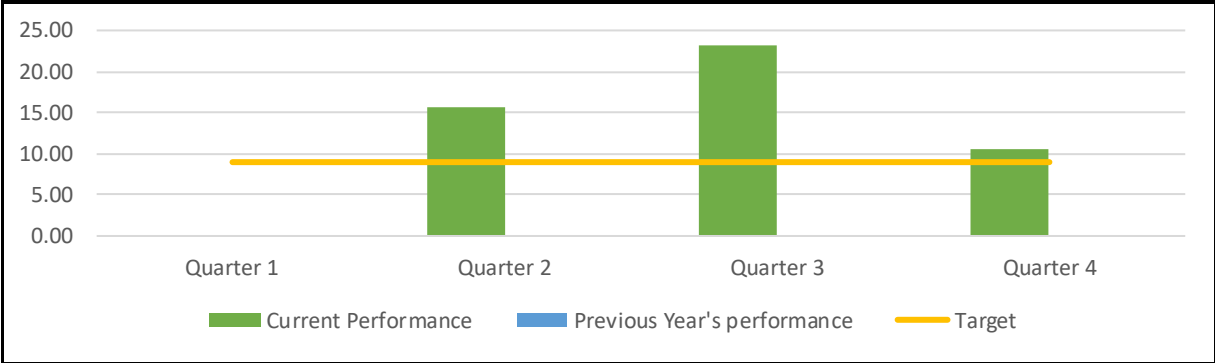
Latest	Target	Performance	Trend	Lead
36.52	22.00		N/A	Samantha Knowles



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PSB004 - Time to process Housing Benefit changes (days) [BR&BIND005b]

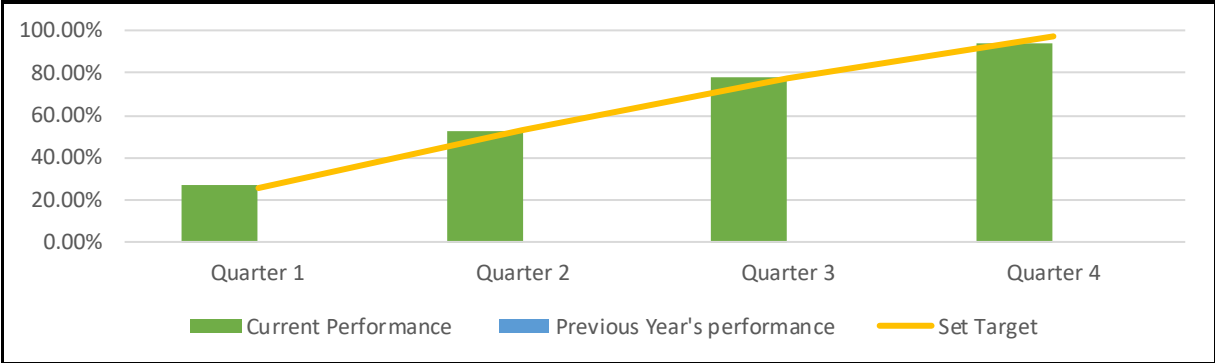
Latest	Target	Performance	Trend	Lead
4.54	9.00		N/A	Samantha Knowles



Housing Benefit changes continue to be actioned within target.

PSB005 - Council Tax collection rate [BR&BIND003]

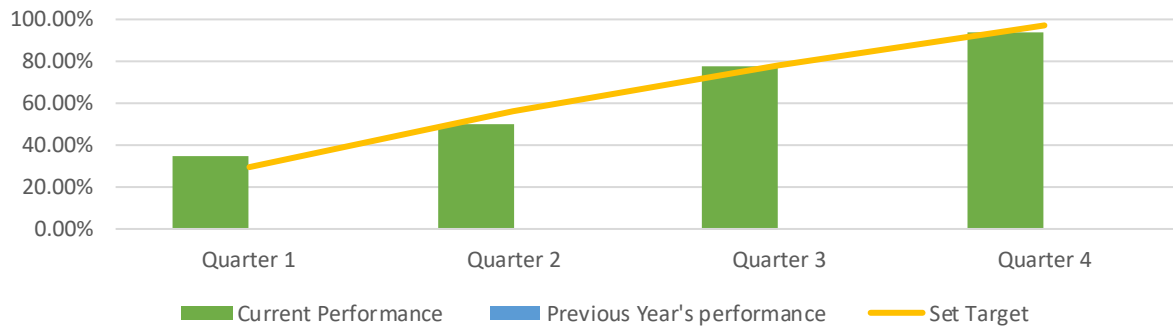
Latest	Target	Performance	Trend	Lead
94.01%	97.10%		N/A	Samantha Knowles



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PSB006 - NDR collection rate [BR&BIND002]

Latest	Target	Performance	Trend	Lead
94.08%	97.10%		N/A	Samantha Knowles



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