

Q4 Performance 2021/22 – Environment & Performance Committee

Performance Key					
Achieved or exceeded target		Within an agreed tolerance		Outside of agreed tolerances	

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%
<p>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.</p> <p>The Partnership has 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. Manager guidance has been produced to support the discussion and Service Managers have been briefed on the process. The End of Year Reflection covers 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 employee's welfare and discuss any support.</p>				

Operations		Performance	Latest Value	Target
OPB001	Percentage of household waste collected for recycling and composting			45.00%
Commentary: Data not available				
OPB002	Percentage of recycling collected that is contaminated and unable to be recycled			28.00%
Commentary: Data not available				
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
REB001	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)		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 an 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)		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)		36.52	22.00
<p>Commentary: End of Year cumulative performance for 2021/22 was 23.17 days. Comments as above PSB001</p>				
PSB004	Time to process Housing Benefit changes (days)		4.54	9.00
PSB005	Council Tax collection rate		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 its 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 signpost customers to other financial support that may be available to them where appropriate.</p>				
PSB006	NDR collection rate		94.08%	97.10%
<p>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.</p>				