

# Quarter 3 2022/23 Boston Borough Council Performance Report

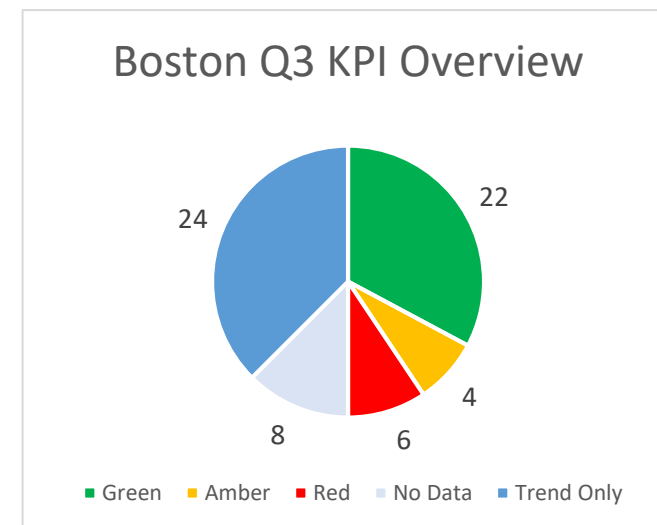
For 2022/23 all three councils which form the South and East Lincolnshire Councils Partnership have their performance data presented in one report to the Senior Leadership Team (SLT).

The tables below show Boston's performance for Quarter 3 (as at December 2022), with each section broken down by assistant directorate.

Boston Borough Council has 64 Key Performance Indicators (KPIs), of which 24 are trend only.

Where explanatory commentary has been received for under-performance or missing KPI data, this is included below the relevant KPI.

The overview chart provides a breakdown of all Boston KPIs in Q3, showing the total number that are on or better than target (green), within tolerance (amber), worse than target (red), trend only (light blue) and those that have not reported data this quarter (dark blue)



<b>Boston: Wellbeing and Community Leadership</b>			
<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	70%	68.00%	Amber
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	70%	68.00%	Amber
Number of verified rough sleepers	Tr	28	Tr
Number of families with children placed into B&B for more than 6 weeks	0	1	Red
Commentary: The cases continue to be reviewed with appropriate support provided.			
Number of properties improved through Council intervention	Tr	24	Tr
Number of long term empty properties brought back into use through council support and intervention	TBC	0	N/A
Percentage of Revenues & Benefits Calls Answered	90%	87.75%	Amber
Commentary: Further improvement made since November, marginally missing target for Q3. Continued focus on performance measures through Q4.			
Percentage of CC Calls Answered	90%	90.24%	Green
Combined Customer Satisfaction - Monthly	90%	98.42%	Green
Quality of Service - Combined	90%	97.68%	Green
Average speed of answer - CC (Seconds)	120	108.78	Green
Average speed of answer – Revenue and Benefits (Seconds)	240	171.11	Green
Percentage tax base vs DD Sign up	60%	64.91%	Green

**Boston: Regulatory**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Land Charges - Average number of days taken to process Local Authority searches (working days)	10	4.31	
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	98%	98.00%	
Food Standards Agency Local Authority Food Safety Inspections Recovery Plan milestones achieved	100%	100%	

**Boston: Leisure and Culture**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Visitor numbers / number of tickets sold, by venue	Tr	52240	Tr
Number of swims	Tr	22805	Tr
Number of swimming lessons	Tr	13436	Tr
Number of gym members	Tr	1384	Tr
Customer satisfaction, by venue / service area	Tr	Due at the end of Q4	Tr
Market stall occupancy rate	Tr	62.00%	Tr

**Boston: Neighbourhoods**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Percentage of household waste collected for recycling and composting - annual measure	45%	N/A	N/A
Percentage of recycling collected that is contaminated and unable to be recycled	20%	N/A	N/A
Number of requests for waste re-collection per 100,000 collections	Tr		Tr
Percentage of fly-tips collected within 3 working days of being reported - BBC	95%	98.14%	

**Boston: Corporate**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Percentage of Partnership workforces (surveyed collectively) who said 'Yes' when asked if they felt valued at work?	Tr	72.00%	Tr
Percentage of the Partnership workforces (surveyed collectively) who said 'yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	Tr	70.00%	Tr
Percentage of the Partnership workforces (surveyed collectively) who said 'yes' they feel the Partnership recognises and supports positive mental health in the workplace	Tr	74.00%	Tr
Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	Tr	0	Tr
Staff Turnover (Percentage)	Tr	2	Tr
Number of working days lost to sickness per FTE	Tr	65%	Tr

**Boston: Governance**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Percentage of corporate complaints responded to within corporately set timescales	95%	88.00%	
Commentary: One late response as a result of receiving the response from the department after the deadline.			
Percentage of subject requests responded to within statutory timescales	100%	100.00%	
Percentage of information requests responded to within statutory timescales	100%	99.00%	
Commentary: Two cases missed by one day.			
Number of instances where service areas have failed to notify the DPO promptly of any identified data breaches	Tr	0	Tr
Number of late reports not made available to the DEMS teams at agenda publication	Tr	2	Tr
Percentage registering to vote by telephone/online v paper	Tr	65%	Tr

**Boston: Finance**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Business rate collection rate (Percentage) (Cumulative)	78.79%	78.79%	
Council tax collection rate (Percentage) (Cumulative)	77.90%	78.11%	
Time to process new Council Tax Support and Housing Benefit claims (days)	22	24.98	
Commentary: Processing continues to below 30 day target within month.			
Time to process Council Tax Support and Housing Benefit change events (days)	9	13.65	
Commentary: Processing continues to below 15 day target within month.			

**Boston: Economic Growth and Strategic Growth and Development**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Inward Investment: number of events attended/hosted	Tr	20	Tr
Inward Investment: enquiries/leads responded to	Tr	14	Tr
Inward Investment: jobs created/new businesses	Tr	4 new businesses	Tr
Inward Investment: external funding achieved	Tr	£2.2million	Tr
High Street Regeneration: number of businesses supported and improved through Town Centre Transformation / Healing the High Street / Towns Fund projects	Tr	Not available	N/A
High Street Regeneration: footfall	Tr	Not available	N/A

**Boston: Strategic Growth and Development**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Number of new homes built by the authority - Partnership target of 80	Tr	0	Tr

**Boston: Planning and Strategic Infrastructure**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period)	65%	90.00%	
Percentage of minor planning applications determined within 8 weeks (or agreed extended period)	75%	90.00%	
Percentage of other planning applications determined within 8 weeks (or agreed extended period)	75%	96.23%	
Percentage of all planning decisions that were subject to extensions of time in period	30%	49.46%	
Commentary: Still sitting above target, but showing a downward trajectory, on previous quarters. Extensions of time still prove to be a valuable agreement to promote proactive approach to working with applications to achieve the right decision.			
Percentage of decisions (major / minor / others) taken under delegation within period	Tr	100.00%	Tr
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	10%	0.00%	
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	10%	0.77%	
Percentage of minor & other planning applications validated within 5 working days against total received	90%	97.70%	
Percentage of major planning applications validated within 10 working days against total received	90%	100.00%	

**Boston: General Fund Assets**

<b>KPIs 2022/23</b>	<b>Target</b>	<b>Performance</b>	<b>Status</b>
Occupancy Rate at end of Quarter: Industrial Units	90%	89.00%	
Commentary: Three units became vacant, with two having lettings agreed to become effective February 2023.			
Occupancy Rate at end of Quarter: Other investment property	95%	100.00%	
Percentage of car parking income received against agreed budget	100%	65.15%	
Commentary: Income does not include PCN data as unavailable from Nottingham County Council at the time of publication and does not include the forecast income foregone as a result of offering free parking for the four busiest days leading to Christmas that is still to be credited into the car parking budget.			
Percentage of commercial rent received against agreed budget	100%	Not available	N/A
Percentage of commercial rent collected against that due	93%	Not available	N/A
Repairs & Maintenance: Percentage committed spend against budget	Tr	Not available	N/A