



COTSWOLD
DISTRICT COUNCIL

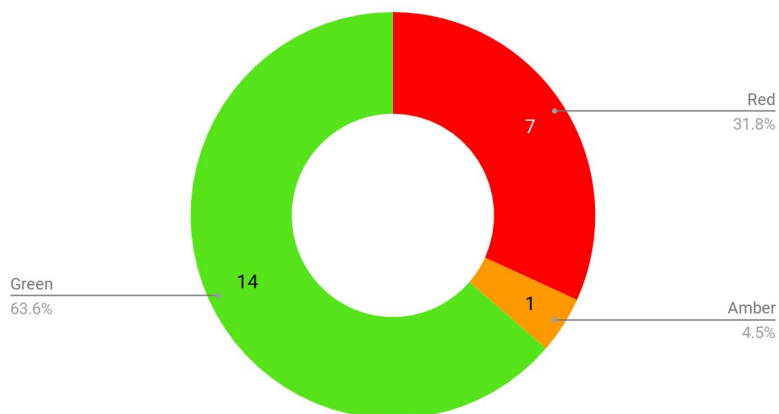
Delivering great services locally

PERFORMANCE REPORT:
April 2020 - June 2020

KEY PERFORMANCE METRICS

At a glance...

Summary of Performance



OVERALL PERFORMANCE

Overall those services that have been able to continue service delivery have performed well, despite the impact of Covid-19 on resources and workloads. Some services have had to cease operation and / or implement new ways of working in order to deliver their services. All the indicators which are 'red' have been affected wholly or partly by Covid-19.

There does not appear to be a significant detriment to limiting the delivery of services to online, virtual or phone; and customer satisfaction for services delivered by phone remains high.

Indicator	Status
Customer satisfaction - phones	Green
Customer satisfaction - F2F	n/a
Customer satisfaction - website	Green
% calls responded within 20 secs	Green
% abandoned calls	Red
CT collection rate	Green
NNDR collection rate	Amber
Average days to process HB new claims	Green
Average days to process HB change events	Green
% HB overpayment	Green
Households in Emergency Accommodation under 28 days	Red
Households in Emergency Accommodation over 28 days	Green
% major applications determined within time	Green
% minor applications determined within time	Green
% others applications determined within time	Green
% appeals allowed	Green
Affordable homes delivered	Red
% land charge searches dispatched within time	Green
% high risk notifications assessed within time	Green
% high risk food premises inspected within time	Red
Residual waste per household (kg)	awaiting data
% overall recycling rate	awaiting data
Missed bins per 100,000	Red
Leisure visits	Red
Parking enforcement hours	Red

CUSTOMER SERVICE

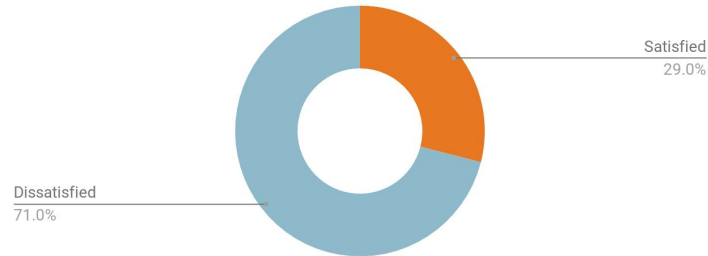
Customer satisfaction

Face to face - no surveys due to Covid19



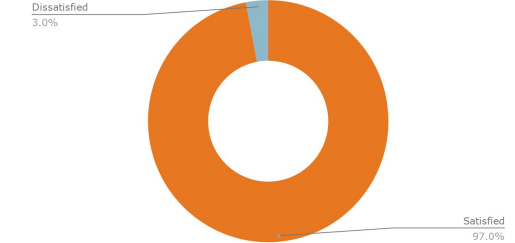
Website

76 Respondents



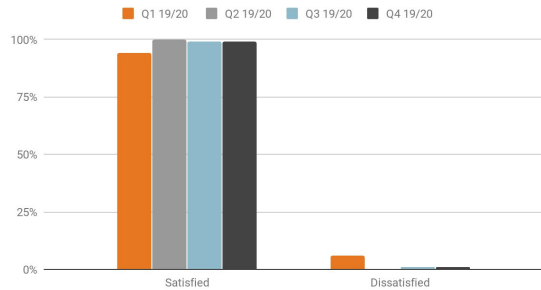
Phone

324 Respondents

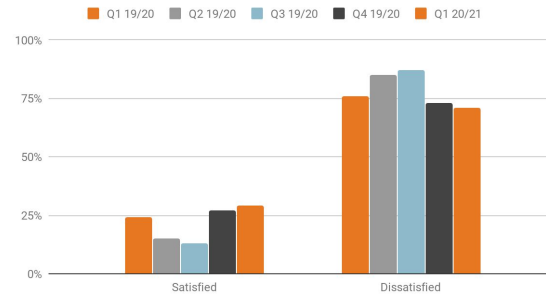


What's the trend?

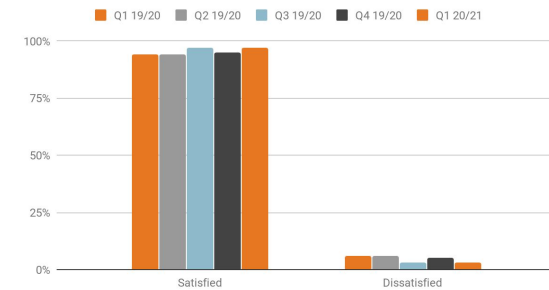
Face to Face



Web



Phone



OBSERVATION

Satisfaction with services delivered face to face and telephone remains high. Due to Covid-19, the Council closed its reception areas and therefore no face to face surveys were completed.

Website data suggested that improvements were needed to ensure Council websites are user friendly and allow people to transact with us, as well as acting as a source of information. Since the new website went live on 30th January, there appears to be small improvements in the satisfaction rating. Furthermore, the website has been rated 'great' by the SOCITM accessibility benchmarking service.

Percentage of calls responded to within 20 seconds



Target



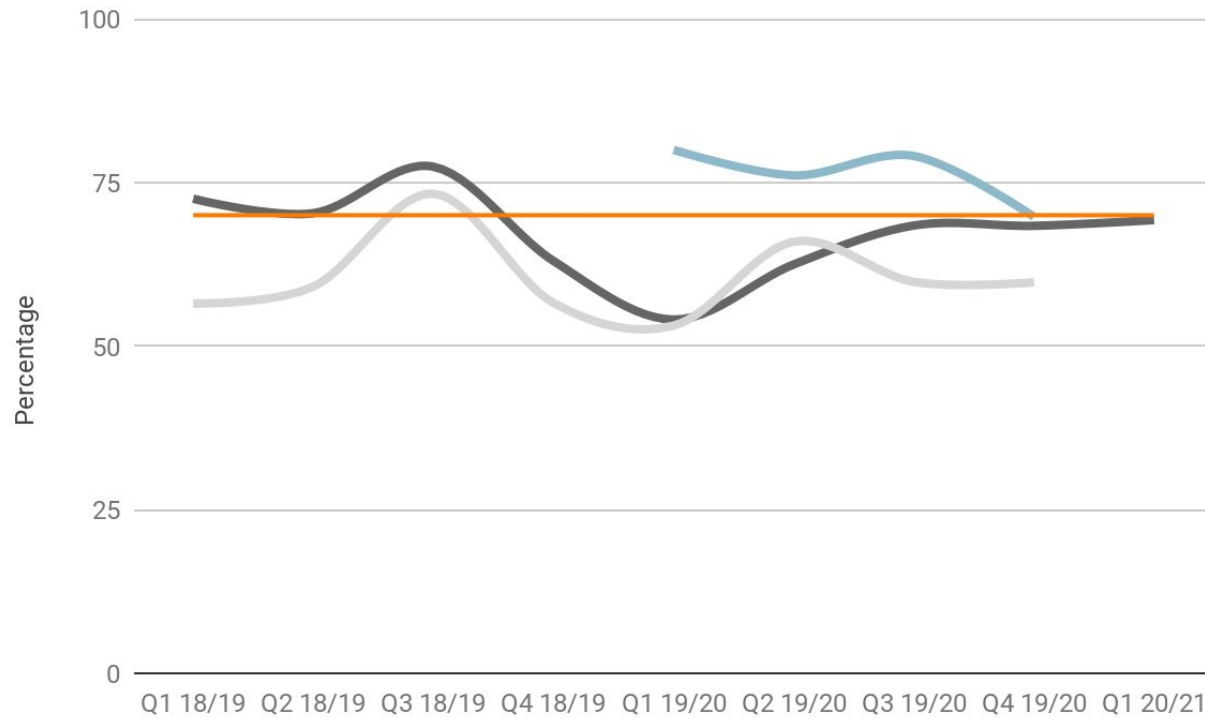
Cotswold



Forest of Dean



West Oxfordshire



OBSERVATION

There was a higher call volume over the last two quarters due to the impact of Covid-19 and the introduction of the new waste service. In addition, the garden waste service renewals were delayed and processed during June, rather than during the whole of Q4.

Some staff who usually provide face to face services have been redeployed to the phones. From 27 July, the Council started to offer some face to face appointments for those customers who cannot access services by other methods

Performance during 2019/20 was affected by the implementation of the new CRM system.

Percentage of telephone calls abandoned by the customer before being answered



Target



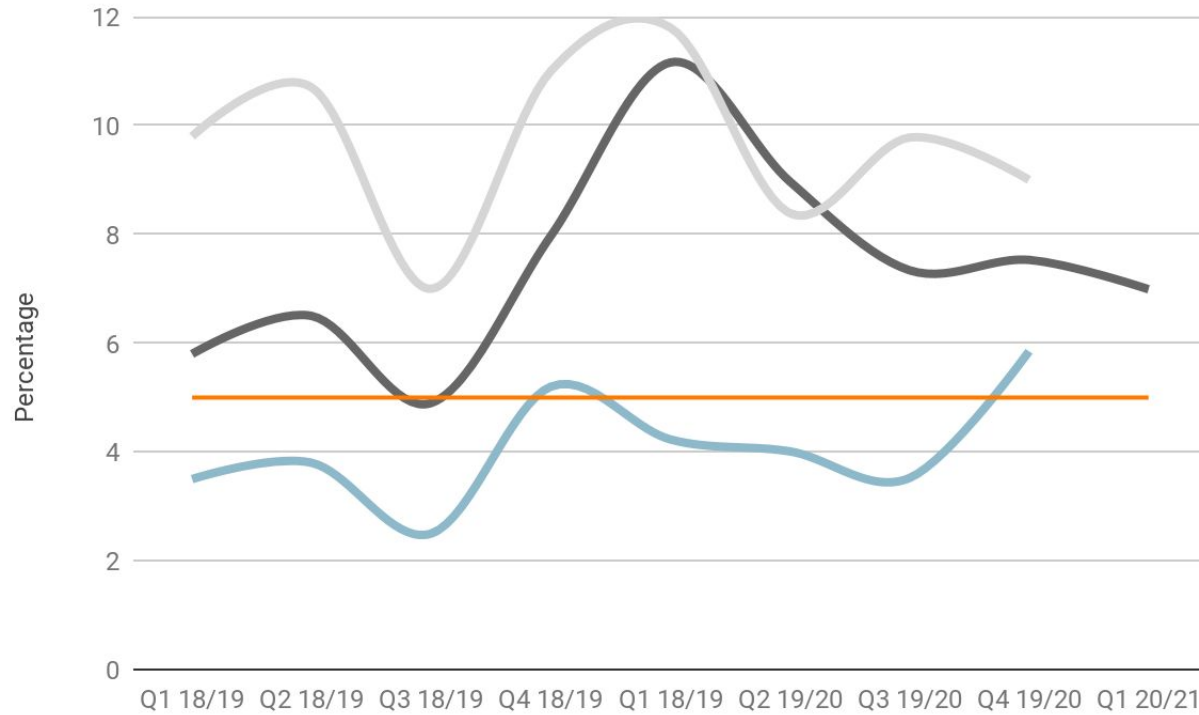
Cotswold



Forest of Dean



West Oxfordshire



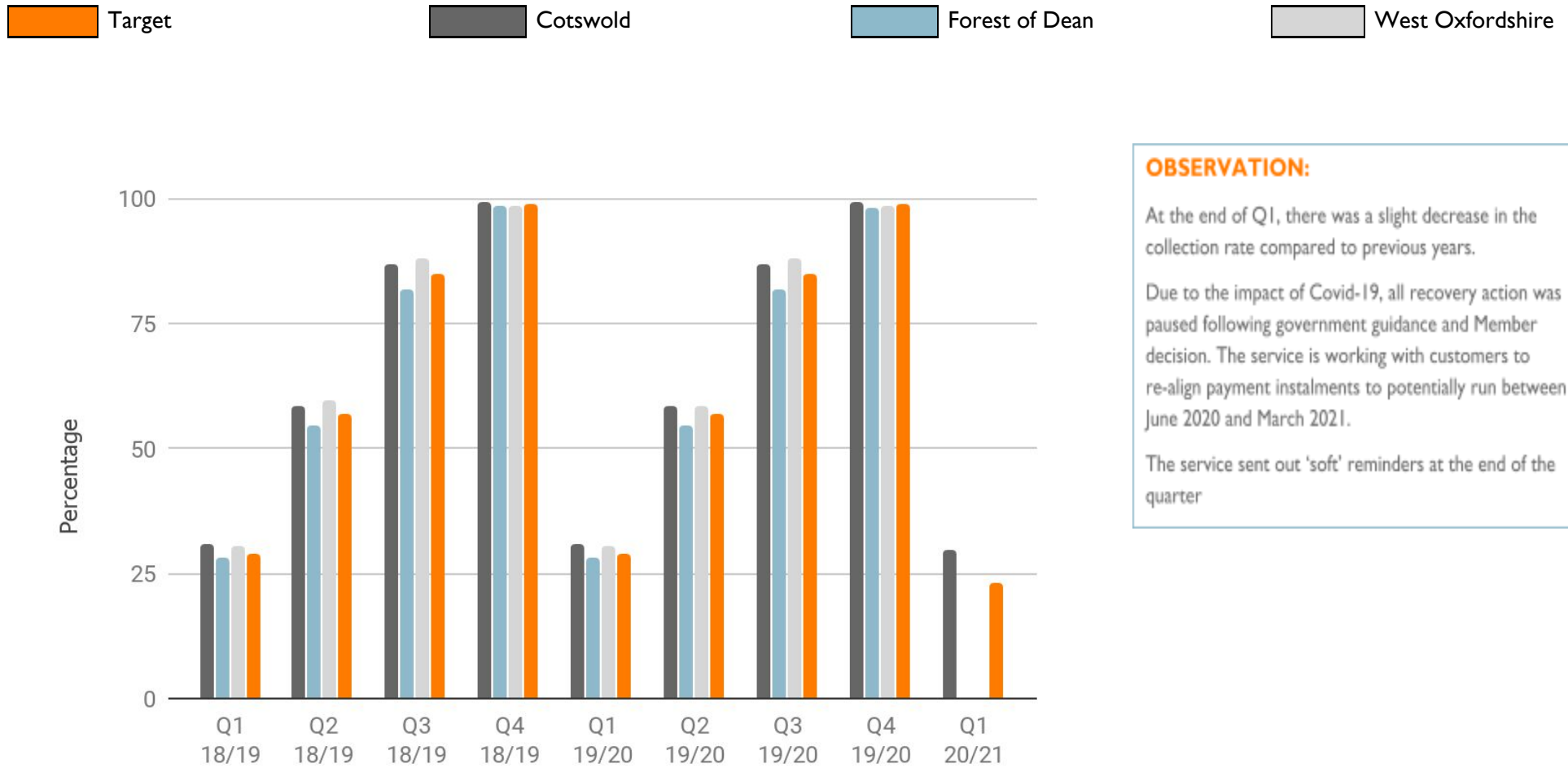
OBSERVATION:

There was a higher call volume over the last two quarters due to the impact of Covid-19 and the introduction of the new waste service. In addition, the garden waste service renewals were delayed and processed during June, rather than during the whole of Q4.

Some staff who usually provide face to face services have been redeployed to the phones.

Revenues and Benefit

Percentage of council tax collected (cumulative)



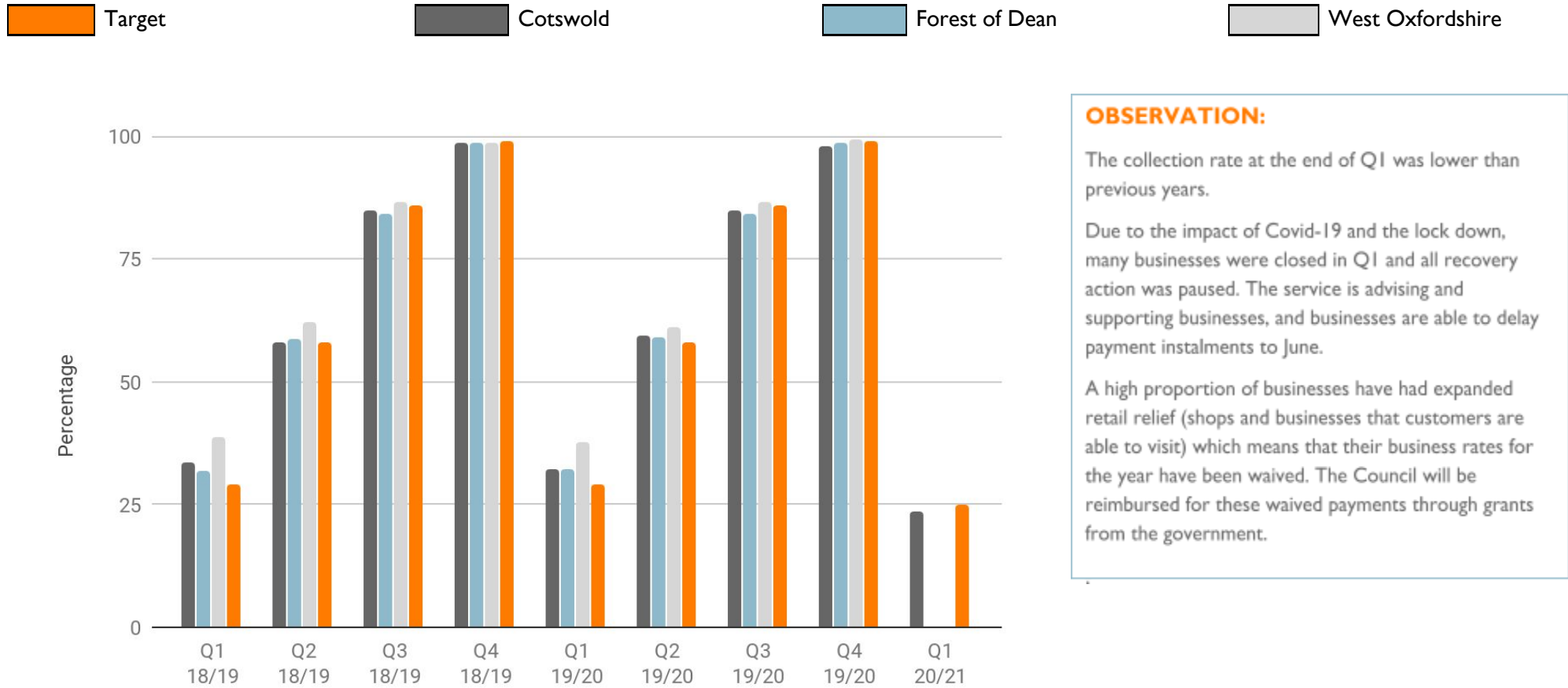
OBSERVATION:

At the end of Q1, there was a slight decrease in the collection rate compared to previous years.

Due to the impact of Covid-19, all recovery action was paused following government guidance and Member decision. The service is working with customers to re-align payment instalments to potentially run between June 2020 and March 2021.

The service sent out 'soft' reminders at the end of the quarter

Percentage of business rates collected (cumulative)



OBSERVATION:

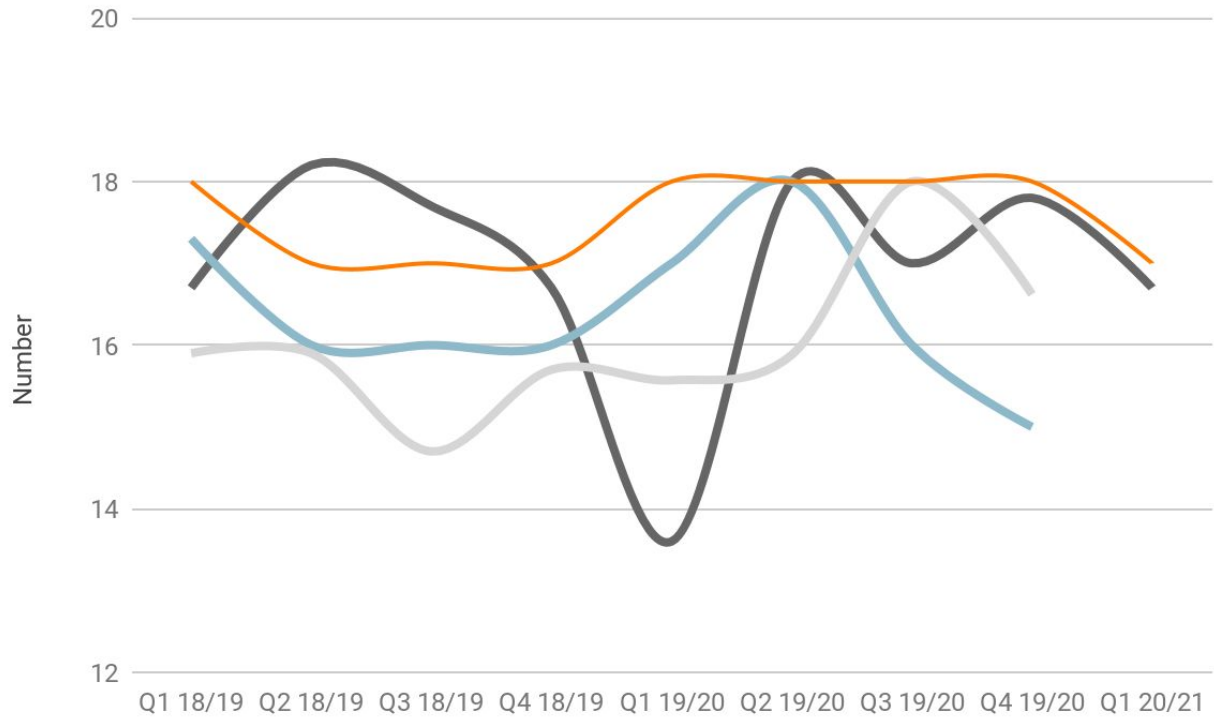
The collection rate at the end of Q1 was lower than previous years.

Due to the impact of Covid-19 and the lock down, many businesses were closed in Q1 and all recovery action was paused. The service is advising and supporting businesses, and businesses are able to delay payment instalments to June.

A high proportion of businesses have had expanded retail relief (shops and businesses that customers are able to visit) which means that their business rates for the year have been waived. The Council will be reimbursed for these waived payments through grants from the government.

Average number of days taken to process new housing benefit claims (cumulative)

Target
 Cotswold
 Forest of Dean
 West Oxfordshire



OBSERVATION:

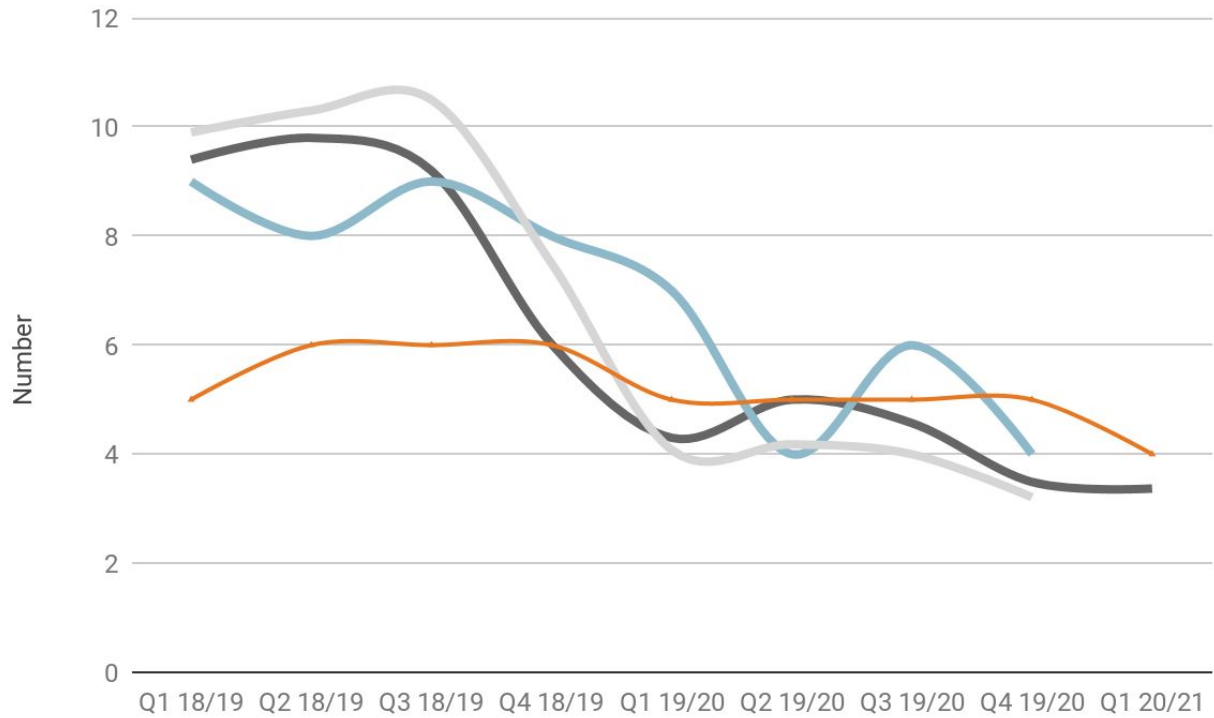
Performance was comfortably within the target of 17 days despite an increase in temporary accommodation claims due to Covid-19. These types of claims are difficult to administer as claimants may be placed outside of the District or have difficulty returning forms to the Council especially during lock down..

The service was able to access external support 'on demand' which helped to manage workloads

Note that historically the quarterly targets have been profiled and have generally been maintained at 17 or 18 days. In comparison the shire average is around 20 days

Average number of days taken to process housing benefit change of circumstances (cumulative)

Target Cotswold Forest of Dean West Oxfordshire



OBSERVATION:

The number of Universal Credit claims has increased due to the impact of Covid-19, which in turn has resulted in an increase in changes that affect housing benefit and council tax support (the latter is not included in this indicator).

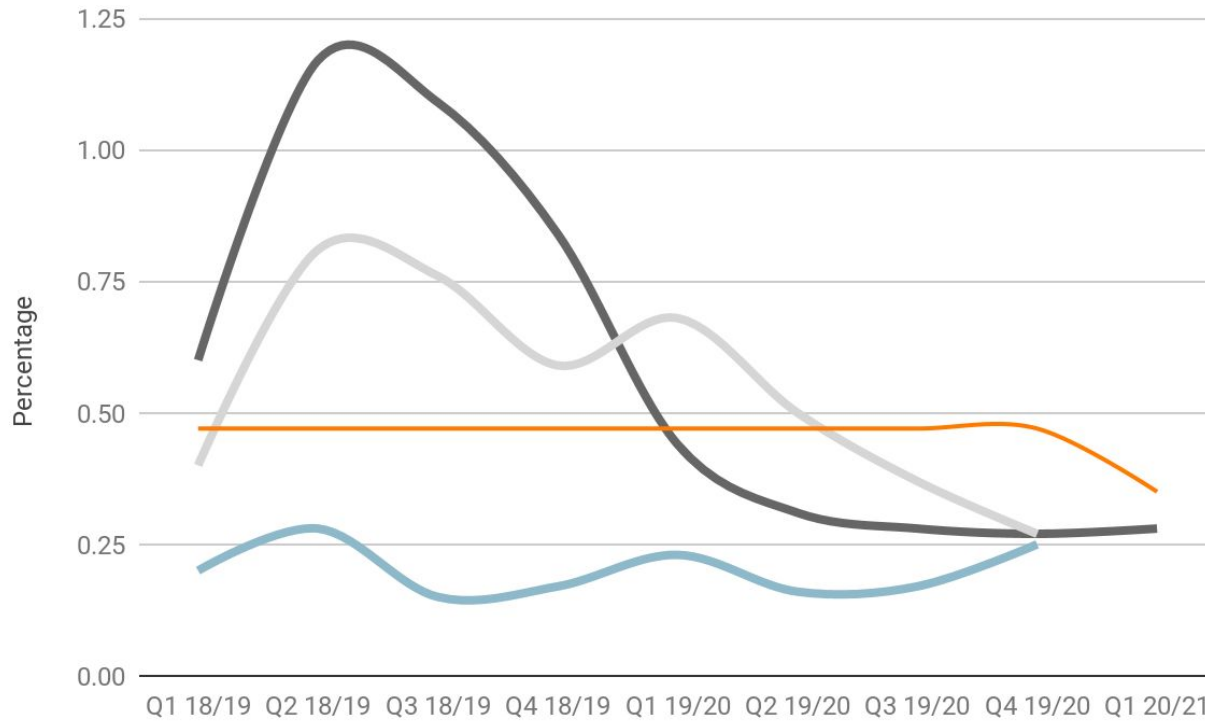
The service was able to access support from an external service 'on demand' which has helped to manage workloads.

Overall, the indicator is currently showing sustained improvements.

Note that historically the quarterly targets have been profiled and have generally been maintained at 5 or 6 days. A more stringent target of 4 days has been set for 2020-21

Percentage of housing benefit overpayment due to LA error/Admin delay (cumulative)

Target Cotswold Forest of Dean West Oxfordshire



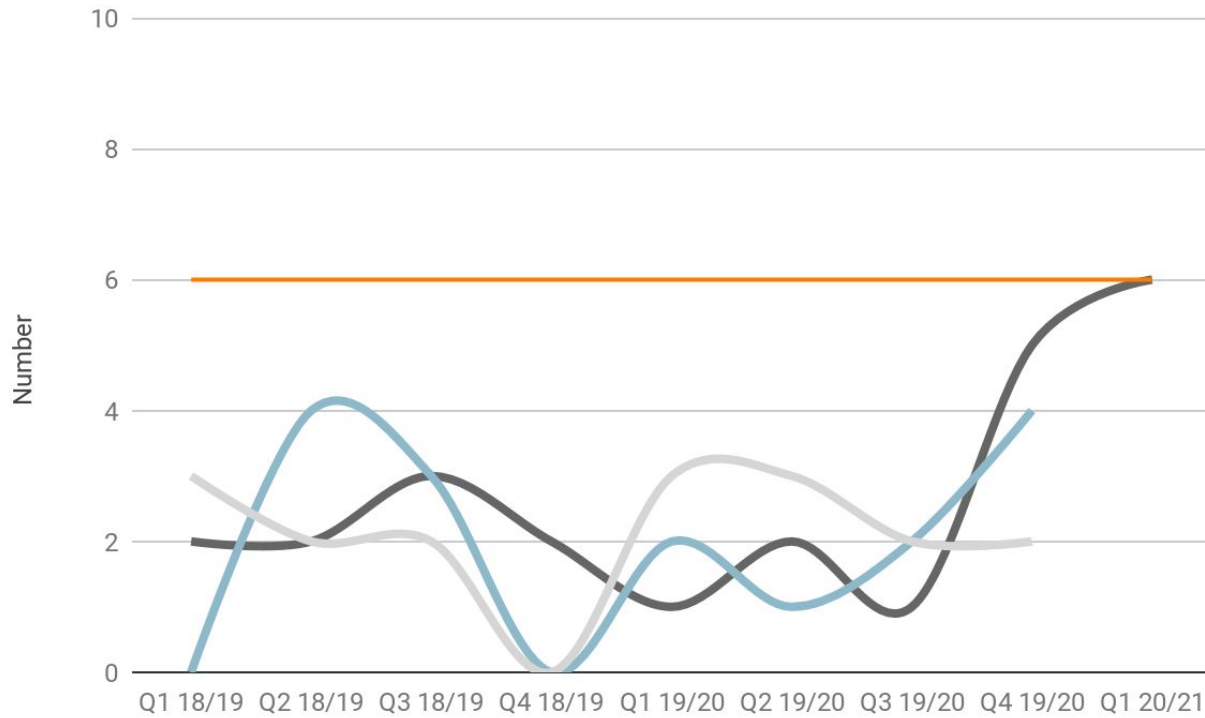
OBSERVATION:

We are continuing to involve a number of staff in quality assurance. Due to the high volume of change of circumstances, we take a sampling approach and target areas which we know have high error rates such as calculation of earnings.

In addition, workloads are being managed to ensure that there is no loss of subsidy due to administrative delay

Housing Support

Number of households living in emergency accommodation for under 28 days

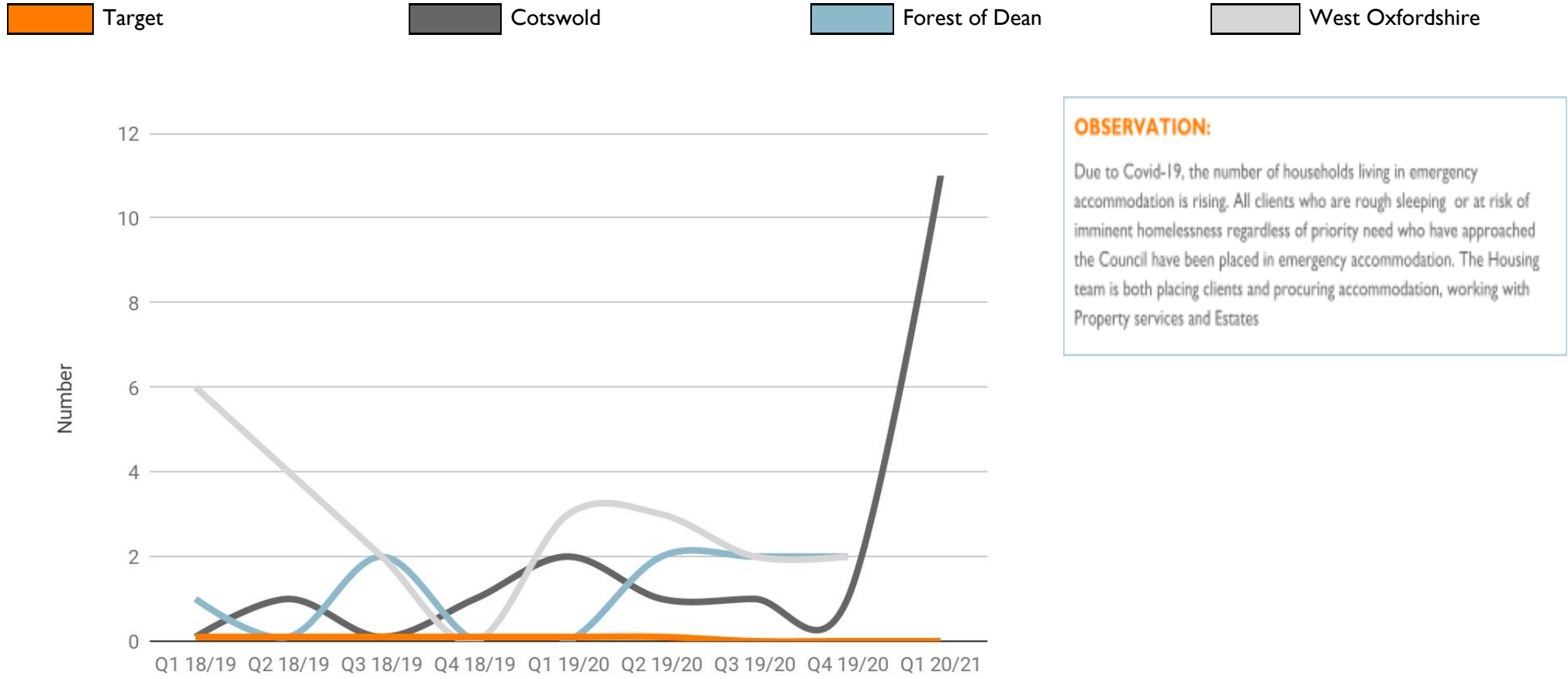


OBSERVATION:

Due to Covid-19, the number of households living in emergency accommodation is rising. All clients who are rough sleeping or at risk of imminent homelessness regardless of priority need who have approached the Council have been placed in emergency accommodation.

The Housing team is both placing clients and procuring accommodation, working with Property services and Estates. The Council is using a mixture of rooms at the Agricultural College, holiday let accommodation, and pubs with B & B accommodation as well as utilising county provision in Cheltenham and Gloucester

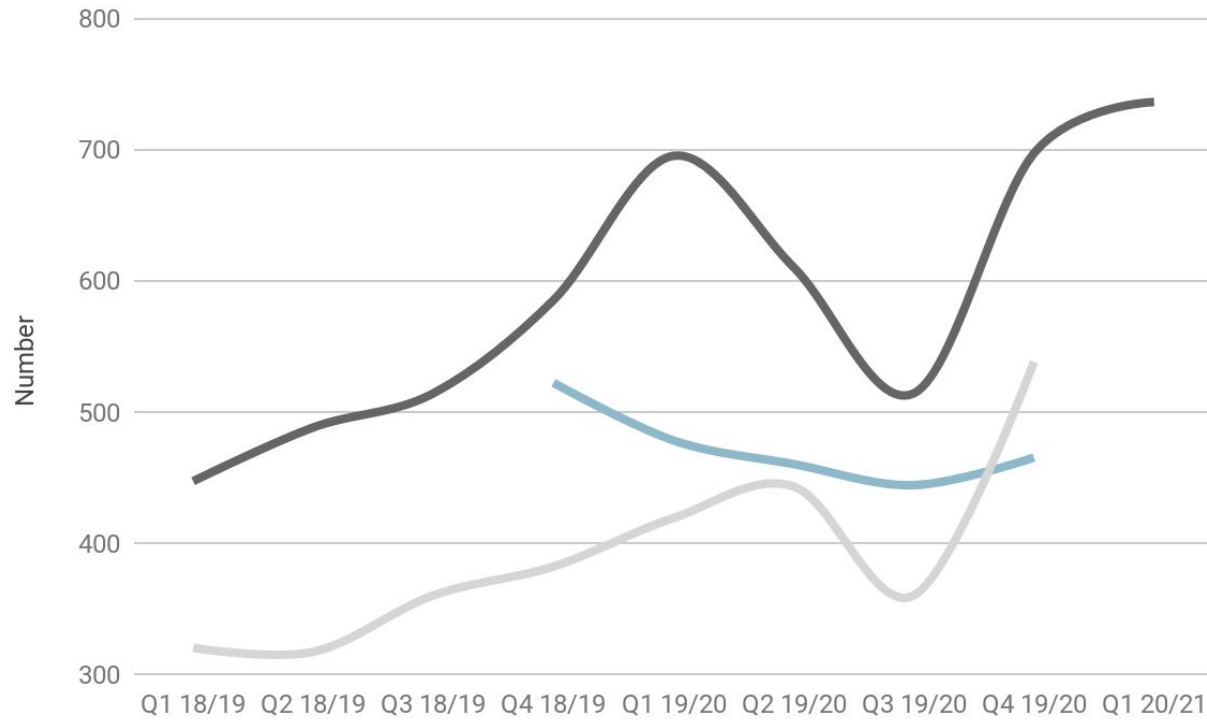
Number of households living in emergency accommodation for over 28 days



OBSERVATION:
Due to Covid-19, the number of households living in emergency accommodation is rising. All clients who are rough sleeping or at risk of imminent homelessness regardless of priority need who have approached the Council have been placed in emergency accommodation. The Housing team is both placing clients and procuring accommodation, working with Property services and Estates

Number of Long Term Empty properties

Cotswold Forest of Dean West Oxfordshire



OBSERVATION:

The number of long term empty properties has increased over the last six months due to government instruction to pause house moves in order to contain Covid-19

The LTE officer monitors and works with landlords to support them to bring their properties back into use, however, there is a reluctance to rent to households on the housing register.

Bromford is undertaking an intensive redevelopment of their older properties so some properties are awaiting demolition, while other properties such as retirement properties remain vacant.

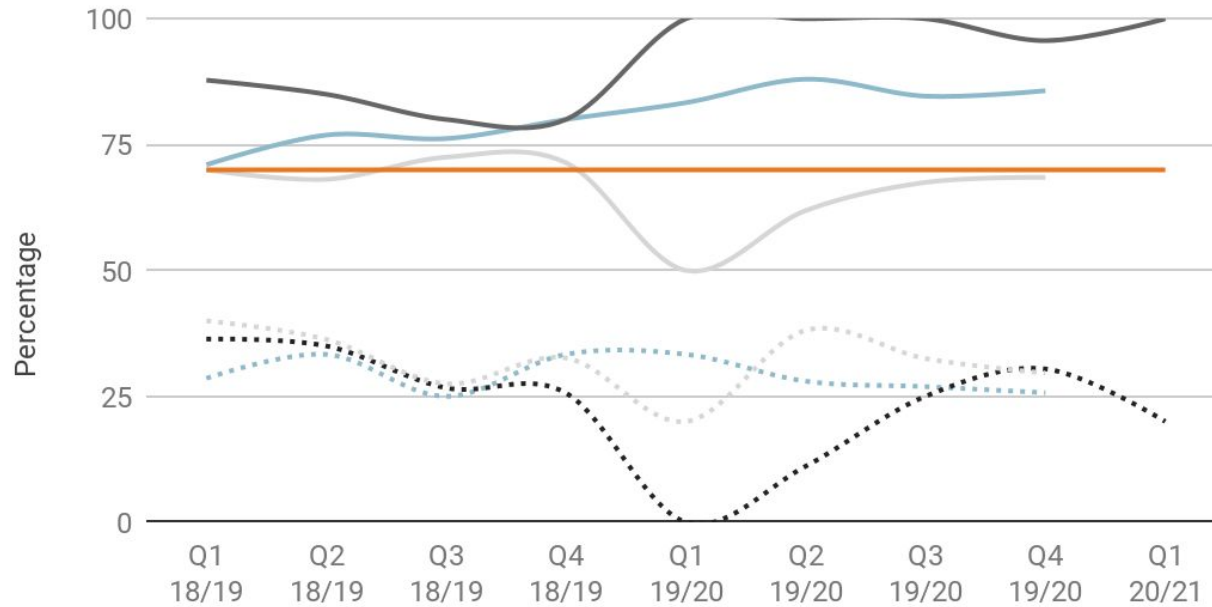
Planning and Strategic Housing

Percentage of major planning applications determined

% of all applications completed within an agreed timeframe



% of all application completed within 13 weeks



OBSERVATION:

Four major applications were determined in the quarter.

Working conditions have been challenging. When the nation went into lock down there was no ability to hold Planning Committees and the schemes of delegation did not enable the applications to be determined. The subsequent move to virtual committees has resolved this issue albeit that the restrictions on site visits, no physical meetings with agents and staff remote working will add delay/complexity to the process

Note that the charts for the planning performance measures have been separated to demonstrate the number of applications that are completed within the set time frames and the number that are completed as a result of an agreed extension of time.

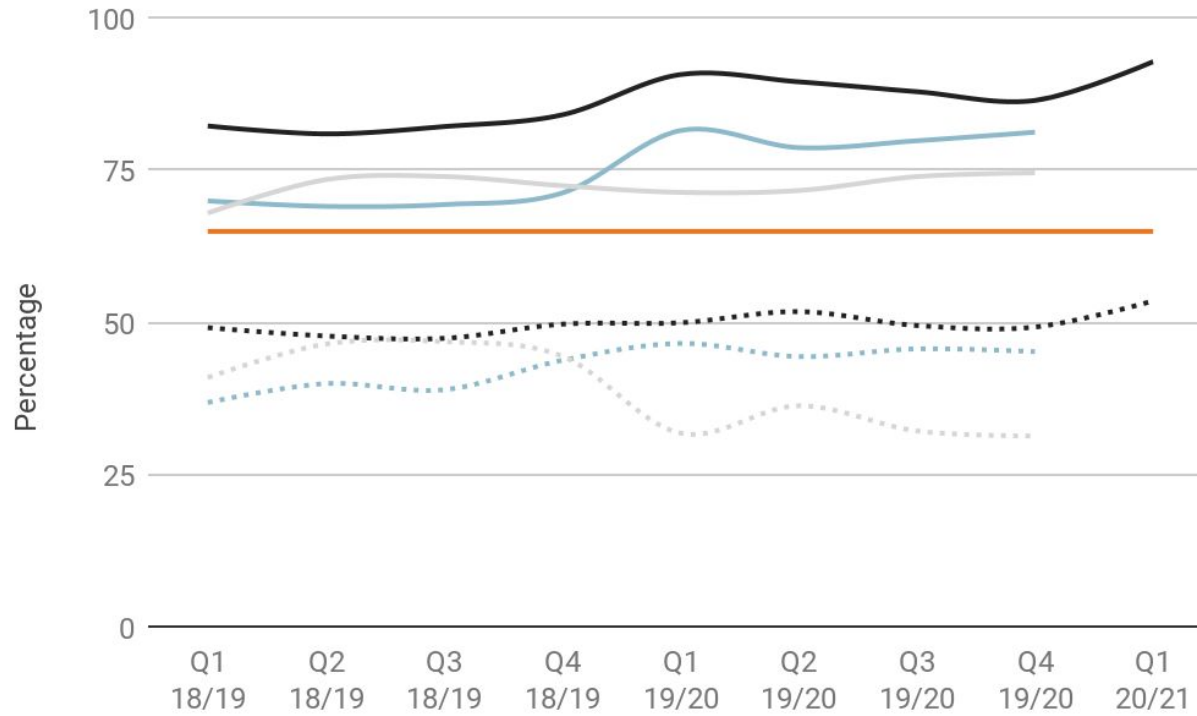
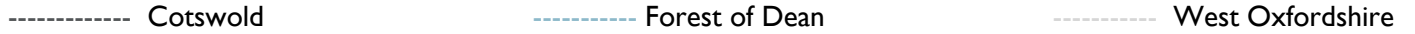
Extensions of times are often a result of consultees requesting changes to the scheme or because the consultee response is essential but has not been received within the timetable. They are also used where officers are working proactively with applicants to improve schemes and make developments acceptable.

Percentage of minor planning applications determined

% of all applications completed within agreed timescales



% of all applications completed within 8 weeks



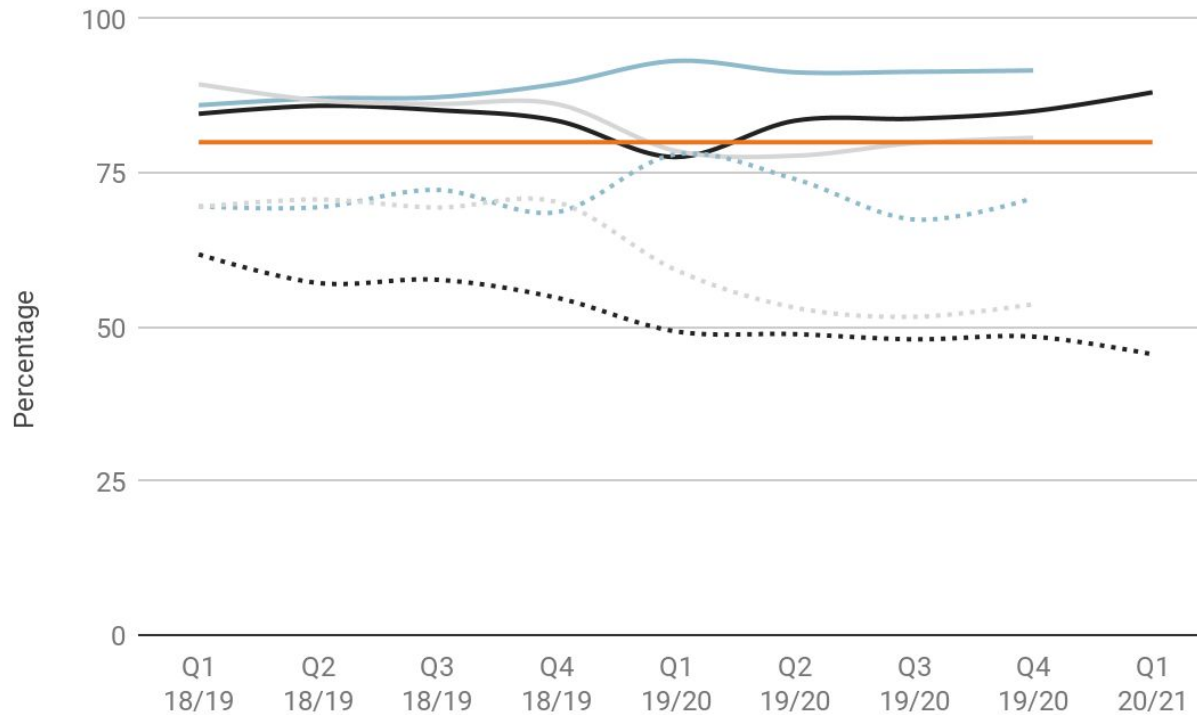
OBSERVATION:
 94 minor applications were determined in the quarter, slightly lower than Q1 of the previous year (107).
 Overall, a good performance in challenging working conditions

Percentage of other planning applications determined

% of all applications completed within agreed timescales



% of all applications completed within 8 weeks



OBSERVATION:

211 other applications were determined in the quarter, a lower number in comparison to Q1 of the previous year (290).

The impact of Covid-19 has restricted site visits and staff working remotely has added some delay/complexities to the process, and is affecting on-going performance now that the volume of applications is returning to normal levels

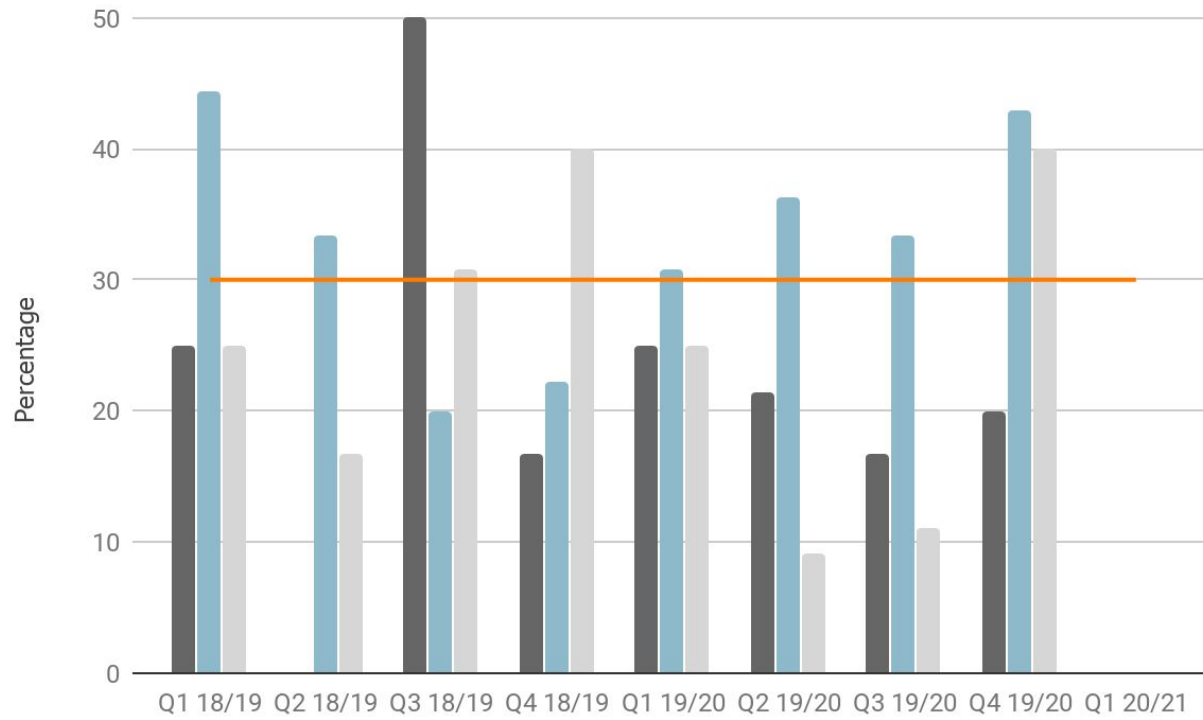
Percentage of appeals allowed

Target

Cotswold

Forest of Dean

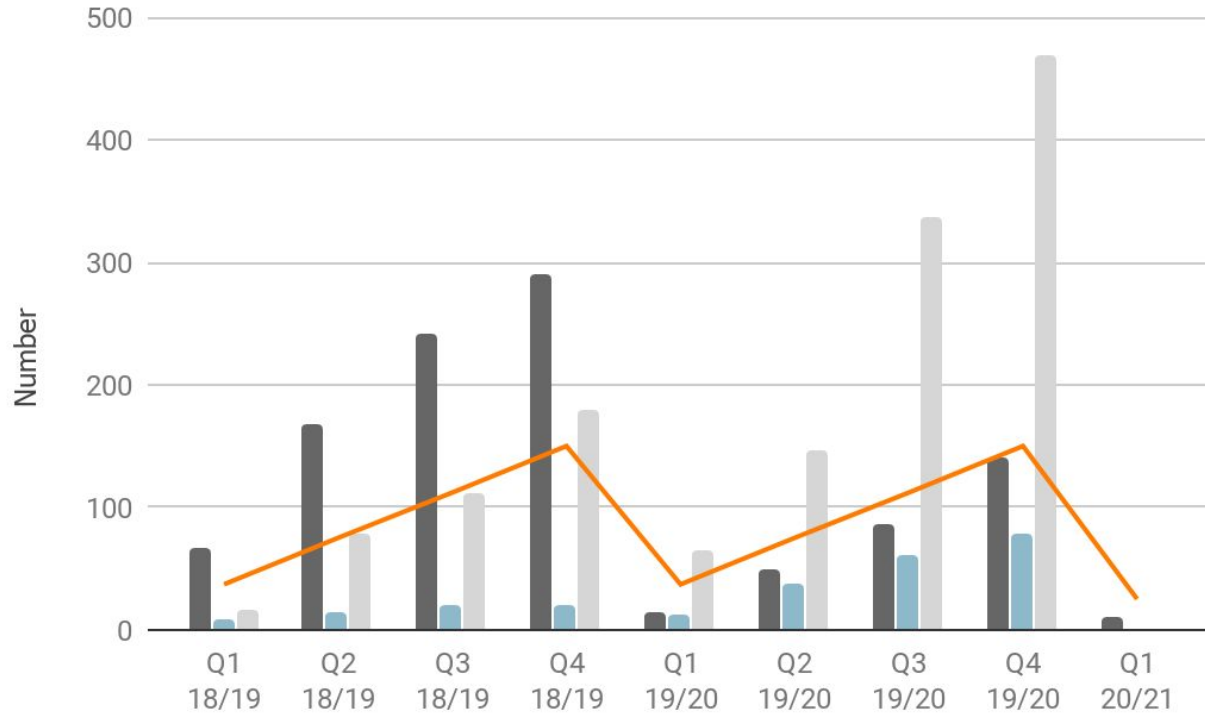
West Oxfordshire



OBSERVATION:

The Council receives a relatively small number of appeals. In Q1, just two appeals were determined, neither appeal was allowed

Number of affordable homes delivered (cumulative)

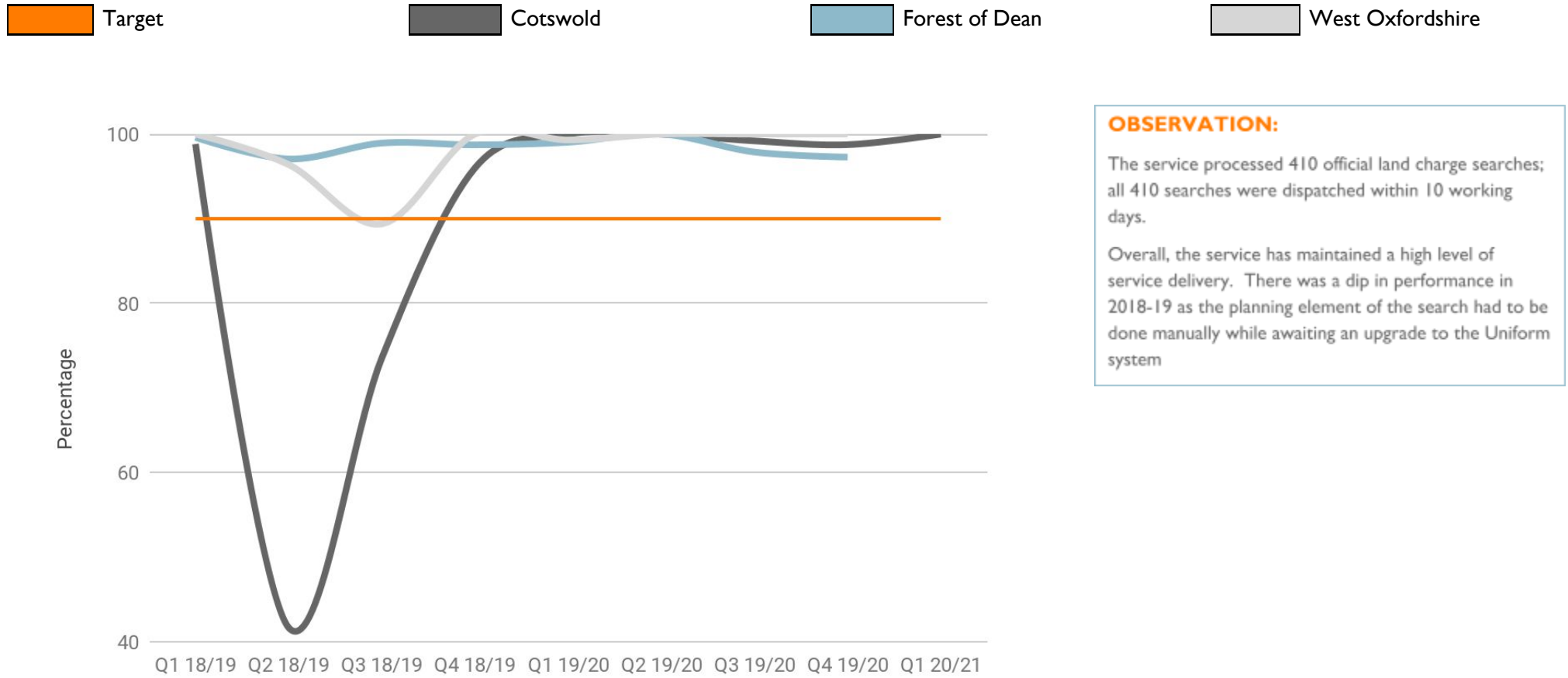


OBSERVATION:

Due to the lock down, no affordable homes were delivered in April and May. Not all the data is in but so far, we have been notified of 10 affordable home for June. All 10 were delivered by Bromford; seven are regens (demolished and rebuilt), and another three in Tetbury which should have come through in March. The units are a mixture of affordable rent and shared ownership.

There is an approx. three month delay in delivery schedules due to the impact of Covid-19

Percentage of land charge searches dispatched within 10 working days



OBSERVATION:

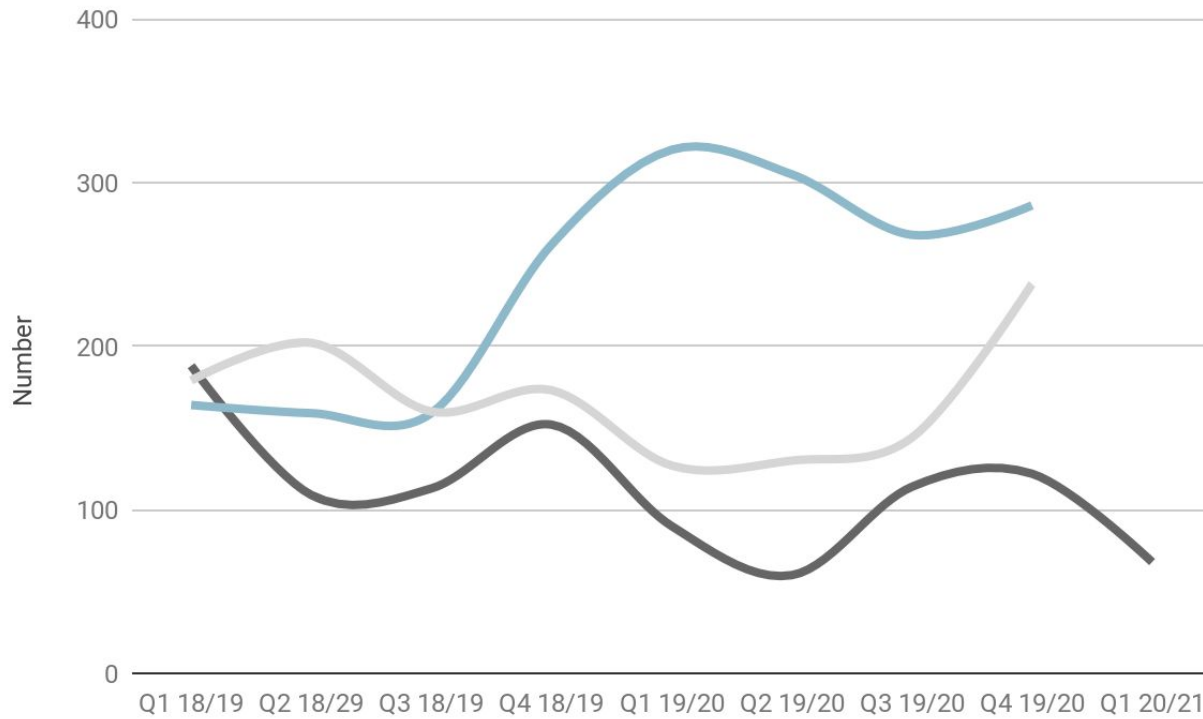
The service processed 410 official land charge searches; all 410 searches were dispatched within 10 working days.

Overall, the service has maintained a high level of service delivery. There was a dip in performance in 2018-19 as the planning element of the search had to be done manually while awaiting an upgrade to the Uniform system

Environmental and Regulatory

Number of fly tips collected

Cotswold Forest of Dean West Oxfordshire



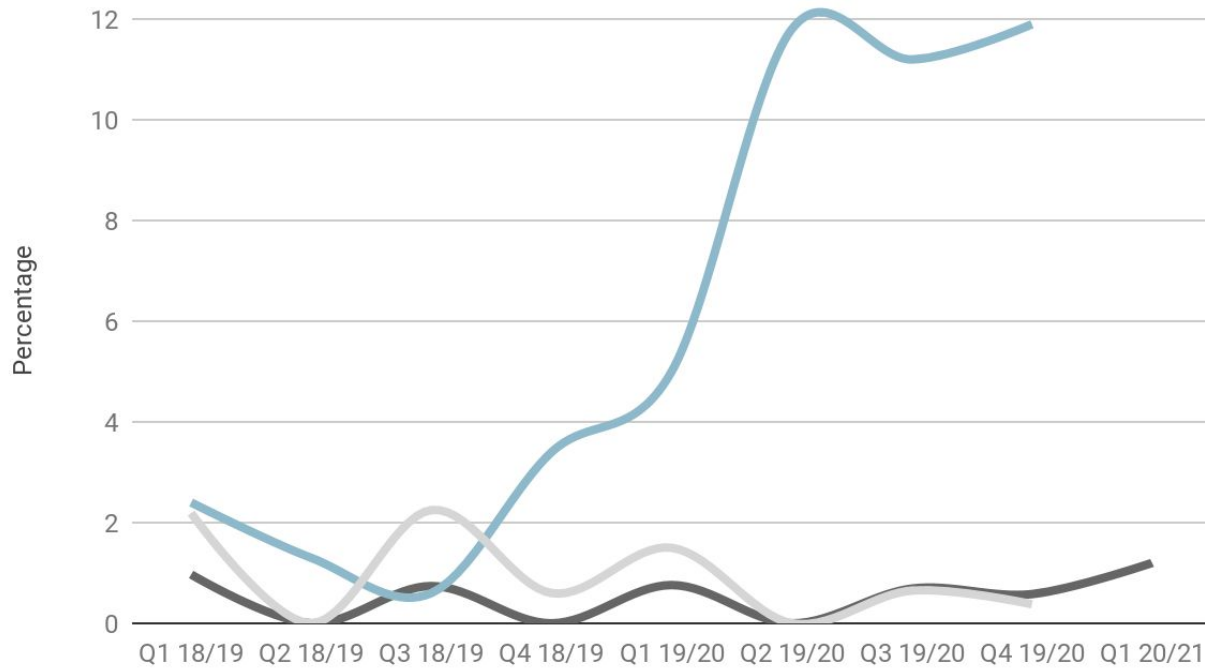
OBSERVATION:

Due to Covid-19, increases in fly tips have been reported nationally, however this is not yet evident in Cotswold's figures

Forest of Dean collects a higher number of fly tips than Cotswold and West as it collects fly tips at recycling sites.

Percentage of fly tips that result in an enforcement action taking place (defined as a warning letter, fixed penalty notice, simple caution or prosecution)

Cotswold Forest of Dean West Oxfordshire



OBSERVATION:

There were 166 notifications of fly tips in Q1 which resulted in two FPNs being served

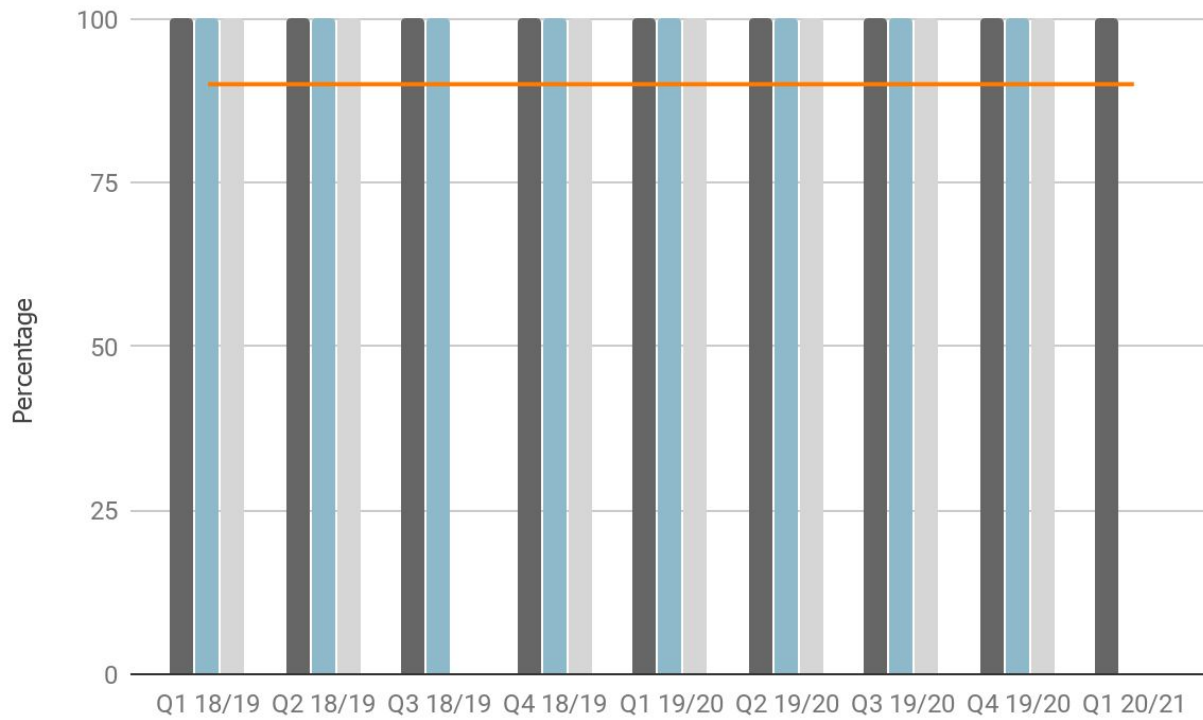
At Cotswold, fly tipping is investigated by ERS who take a risk based triage approach to investigation. Officers use their professional judgement to decide whether it is likely that the fly tip will contain evidence that could lead to enforcement action; this is based on an assessment of the waste type reported, for example, black rubbish bags are likely to contain evidence that could lead to enforcement action being taken while a fly tip of car tyres would be highly unlikely to contain the necessary evidence.

In contrast, at Forest of Dean, the Street Warden team usually investigate all fly tips.

The ERS team visited 13 fly tips, a lower number than usual due to the restrictions of Covid-19. The Council will always take enforcement action if fly tipping is witnessed.

Percentage of high risk notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries) risk assessed within 1 working day

Target Cotswold Forest of Dean West Oxfordshire



OBSERVATION:

Seven notifications were received in Q1 and assessed within one day - four Covid-19 related notifications, one oil tank leak near a private water supply, one gas cannister on a fly tip and one request for advice on a well running dry

Percentage of high risk food premises inspected within target timescales



Target



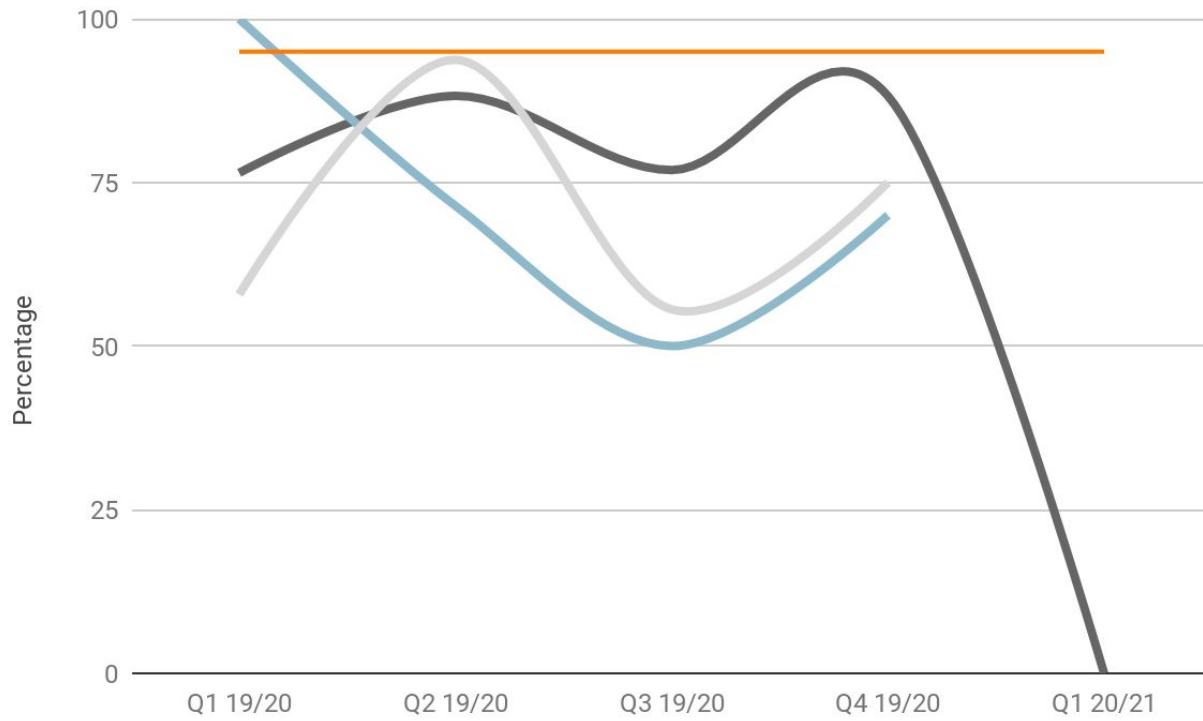
Cotswold



Forest of Dean



West Oxfordshire



OBSERVATION:

In mid March, the service was advised to cease site visits due to Covid-19, which was followed by guidance from the Food Standards Agency to cease all Food Hygiene Interventions until 18th July

Residual household waste per household (kg)



Target



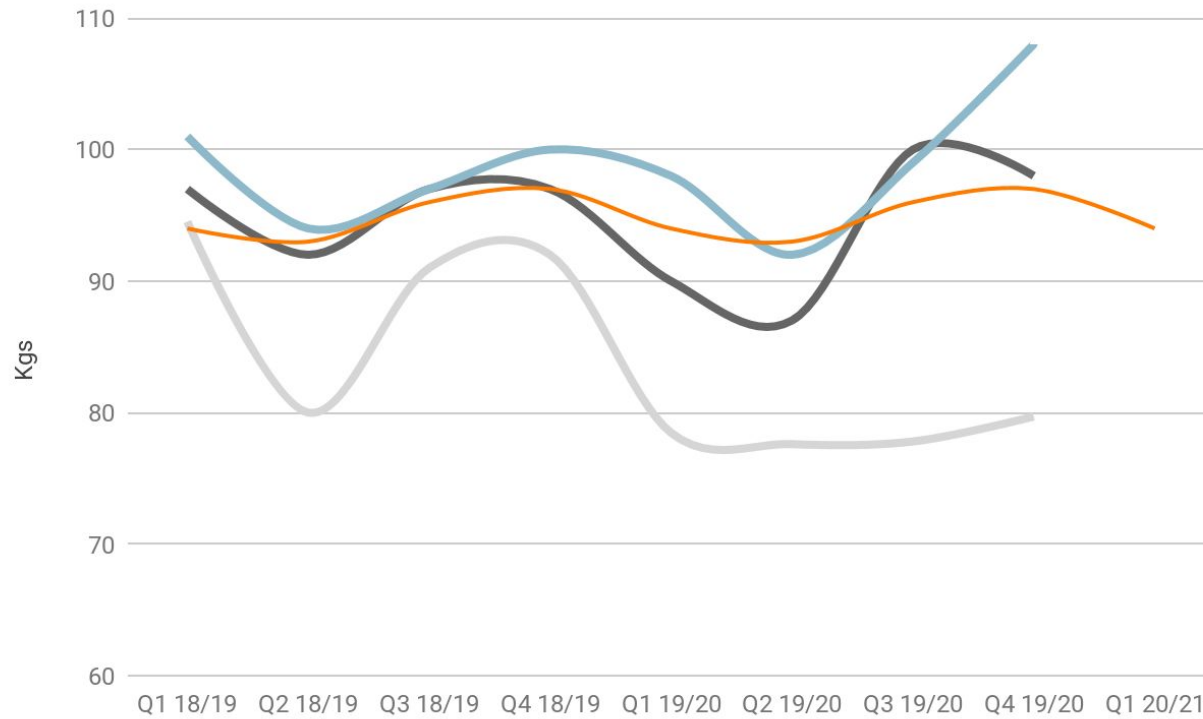
Cotswold



Forest of Dean



West Oxfordshire

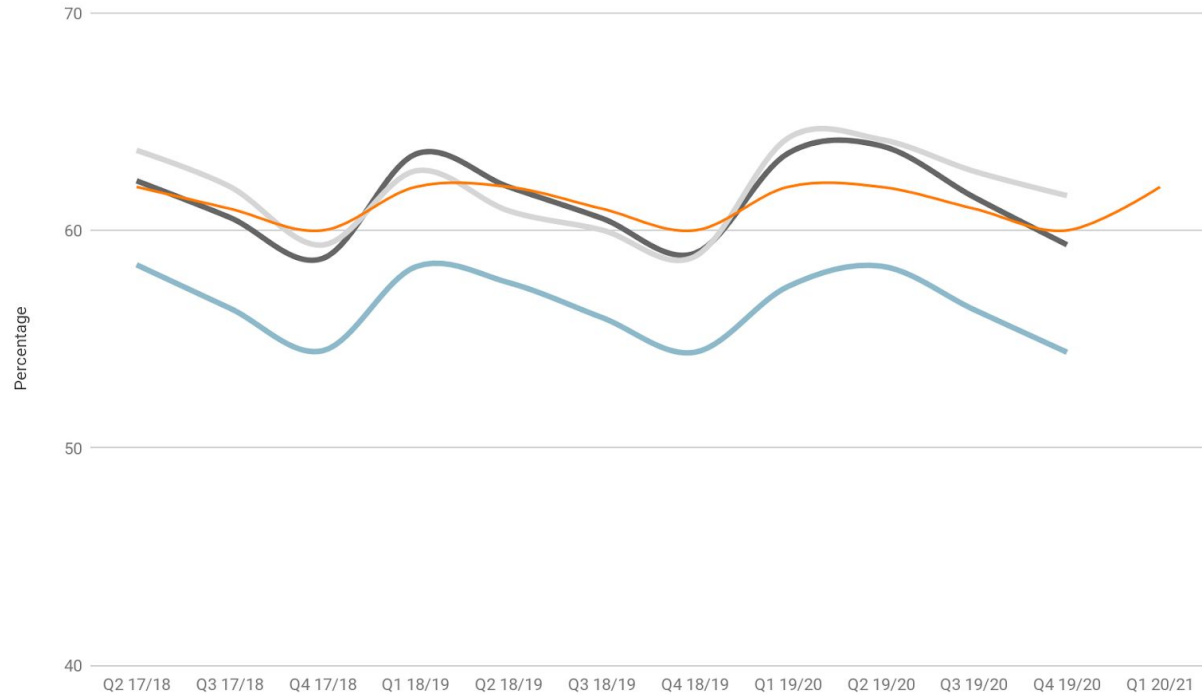


OBSERVATION:

Awaiting data for June 2020.

The amount of residual waste per household for April and May was 60 kg, less than for the same period in 2019-20 (62kg) and 2018-19 (66 kg). The launch of the new service on 18 March is expected to increase the recycling rate and reduce the amount of residual waste

Percentage of household waste recycled (cumulative)



OBSERVATION:

Awaiting data for June 2020.

In March and April 2020, there were higher amounts of both residual waste and dry recycling materials compared to the previous year due to the impact of the Covid-19 and the lock down; and we are continuing to see higher amounts of dry recycling materials in May 2020.

The combined recycling rate during April was much lower than expected at 46.92%; the garden waste service was suspended between 26 March and 12 May due to the impact of Covid-19 and lack of resources to deliver the service.

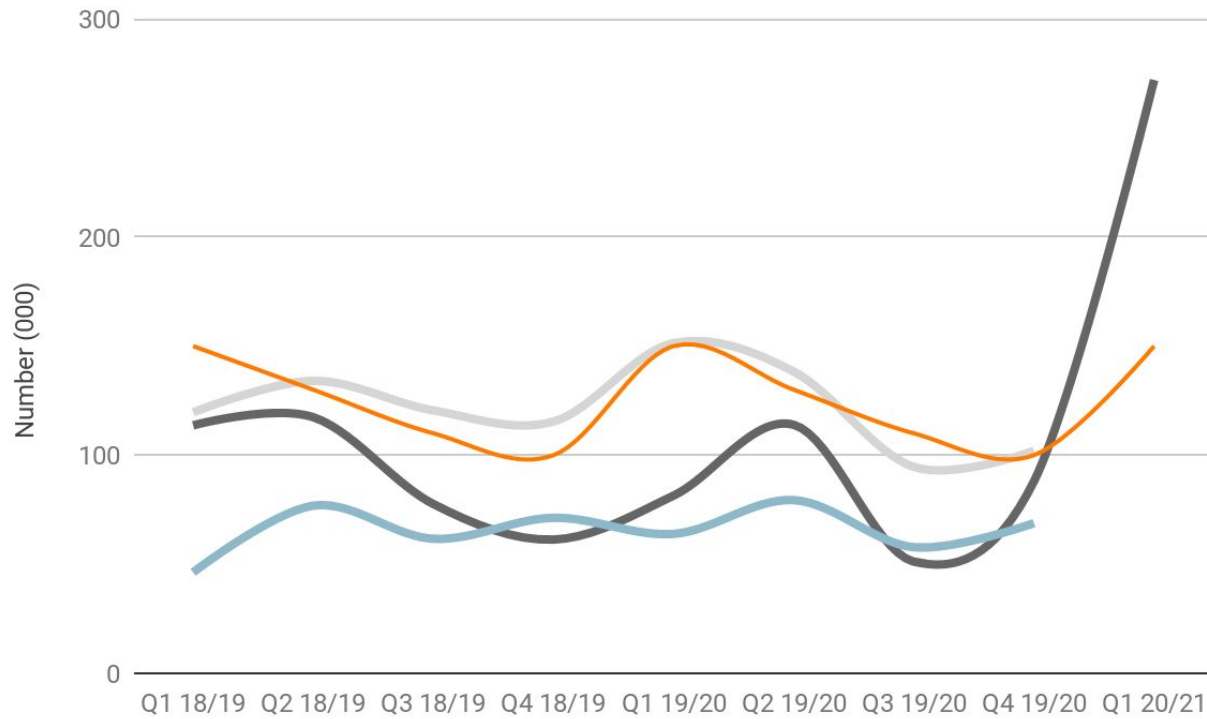
The combined recycling rate recovered in May (65.46%); the composting rate was 33.14%, the anaerobic digestion rate (food) was 8.3%, and reuse and recycling rate was 24.02%.

The new waste service launched on 18 March is expected to boost recycling performance.

Note that the quarterly recycling targets are profiled to account for seasonal differences. The data is also presented cumulatively which will flatten out some of these differences

Number of missed bin per 100,000 scheduled collections

Target
 Cotswold
 Forest of Dean
 West Oxfordshire



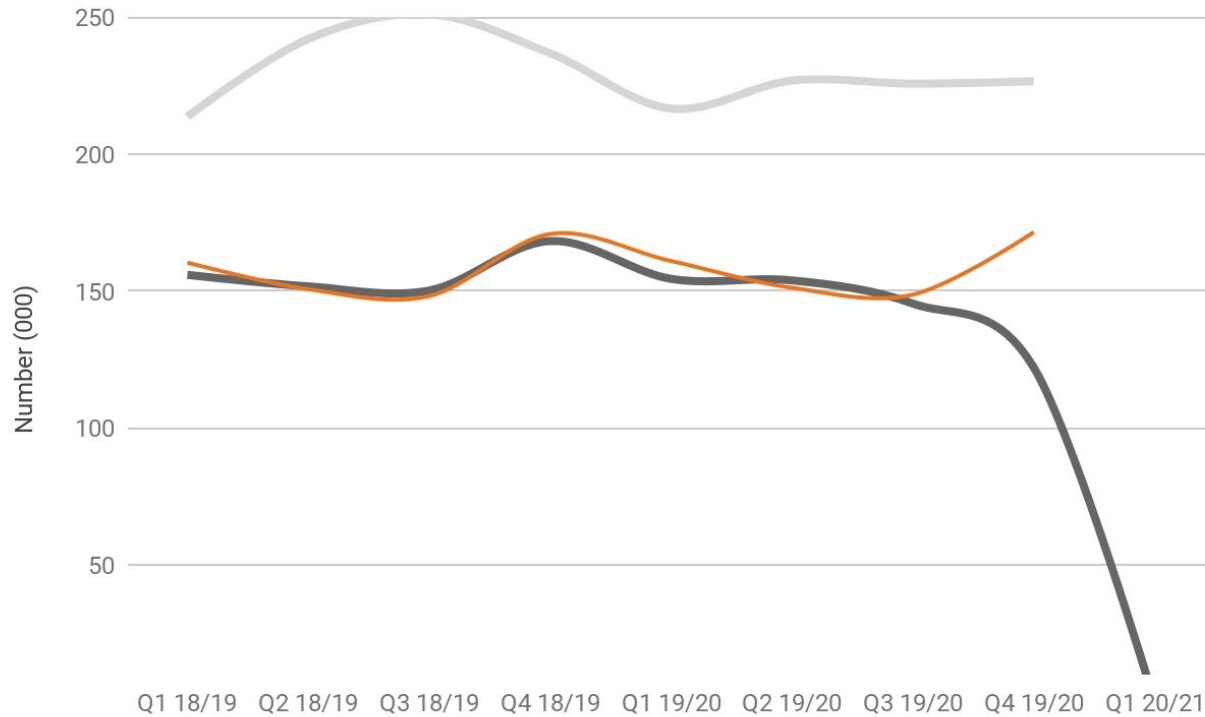
OBSERVATION:

The new waste and recycling service was launched on 18 March and as expected the numbers of missed collections has increased as residents and Ubico staff get used to the changes. We would usually expect changes of this size to bed down after 6-8 weeks. However, the impact of Covid-19 including the large number of home-workers and others self-isolating or shielding has increased the amount of waste and recycling being produced which in turn has increased the number of missed collections and service failures. Mitigation work has been completed to increase capacity on the collection vehicles and improve geographical knowledge of Ubico staff, and this has resulted in the numbers of missed collections starting to return to normal levels.

The in-cab technology procurement for the Waste Service was due to be implemented in May and was expected to result in a reduced number of missed collections; this project is currently on hold due to Covid-19 and the diversion of resources to other priority areas

Leisure

Number of visits to leisure centres



OBSERVATION:

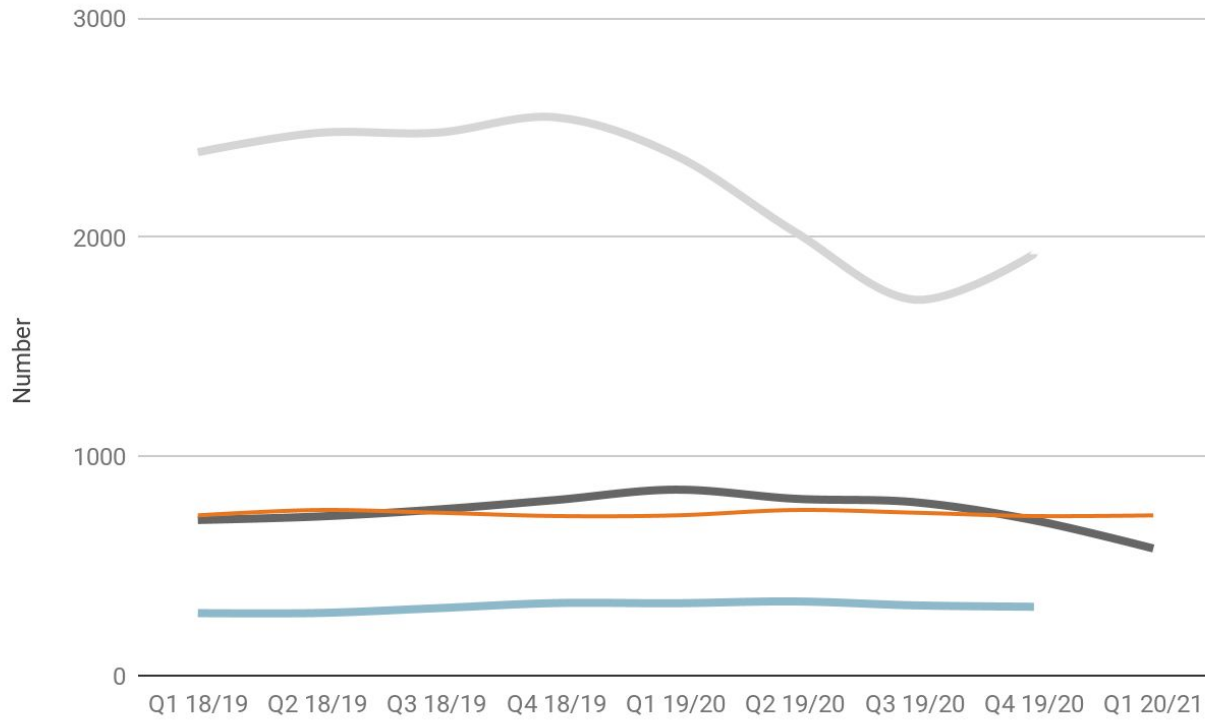
There were no visits to the leisure facilities during the quarter. All facilities were closed and memberships were frozen from 20 March as the nation went into lock down.

At a Special Council meeting held on Wednesday 29 July a financial recovery package was agreed to reopen some of the Council's leisure facilities and the Corinium Museum from 1 August.

SLM Everyone Active will follow Covid-19 protocols including installing hand sanitiser stations, one way systems, social distancing measures, and mandatory pre-booking of sessions to allow a safe reopening

Parking

Total hours spent undertaking on and off-street parking enforcement visits



OBSERVATION:

Enforcement activities were suspended on 23 March until 15 June 2020 due to Covid-19. During the suspension, enforcement staff were regularly checking car parks, ensuring areas were safe and secure, and providing advice

COMPLAINTS - ARE WE DOING THE 'DAY JOB' REALLY WELL FOR OUR COUNCILS?

● Not upheld



Service area	Description	Outcome/learning	Stage	Decision	Response time (days)
Revenues	Complainant was unhappy that property was made liable for council tax before its completion.	The legal council tax process was followed.	I	Not upheld	10 days
ERS, Planning	Complainant unhappy about the operating hours at Westington Quarry.	The operating hours at the site are the agreed and stated operating hours	I	Not upheld	15 days
Housing	Complaint regarding lack of contact with a vulnerable client.	Numerous attempts to contact the client had been made by both the Council and other agencies. Contact has since been made and the issue resolved	I	Not upheld	10 days

