

Performance Report 2018/19 Q1

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Report Type: PIs Report

Generated on: 23 August 2018



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Responsible OUs 1.0 Business Support Services; Finance

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19					Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend			
BSS 1 Percentage of invoices (undisputed) for commercial goods and services paid within 30 days of receipt	93.42%	90%		98.53%	90%		97.05%	90%				No concerns		Lisa Bolster

Responsible OUs 4.0 Environmental & Regulatory Services

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19					Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend			
ERS 1 Licences processed under the Licensing Act 2003 within statutory timescales as a percentage of those issued	N/A	90.00%		100.00%	90.00%		100.00%	100.00%				No concerns		Donna Puddy
ERS 3 % of food premises that are 'poor performing' that receive follow up action	N/A	90.00%		100.00%	90.00%		100.00%	90.00%				No concerns		Donna Puddy

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 4 % of high risk notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries, dangerous structures) assessed within one day	N/A	90.00%	?	100.00%	90.00%	✓	100.00%	90.00%	✓	■	■	Five high risk notifications were dealt with in Q1. The notifications were for two potentially dangerous structures, one potential food related outbreak at Kingsley House, one notification of a gas leak (gas engineers attended but no gas leak was detected), and a death at Masonic Hall. The death at Masonic Hall involved a gentleman working alone. The coroner's report concluded that the death was not work related and therefore did not require any further investigation by the Council	No concerns	●	Donna Puddy

Responsible OUs 4.0 Environmental & Regulatory Services; Building Control

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 7 (PSH 3) Percentage of market share retained by Building Control	64.75%	70.00%	●	60.27%	50.00%	✓	61.51%	50.00%	✓	▲	▼		No concerns	●	Donna Puddy
ERS 8 (PSH 4) Percentage of full plans Building Regulations applications vetted within 21 days of deposit	66.67%	85.00%	●	91.55%	85.00%	✓	88.89%	85.00%	✓	▼	▼		No concerns	●	Donna Puddy

Responsible OUs 5.0 Environmental Services; Flood Management

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 5 Percentage of planning applications which are referred to the Flood Engineering team that are reviewed within the two week period for initial comments							N/A	95.00%	?	?	?	A mechanism is being set up to collect this data. We expect to be able to commence reporting in Q2	No concerns	●	Laurence King; Donna Puddy

Responsible OUs 5.0 Environmental Services; Parking Services

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19						Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend	Note			
EVS 6 Percentage of toilets achieving a satisfactory standard at inspection time for maintenance and cleanliness							90.00%	85.00%				During the quarter, there were over 139,000 visits to our toilets. Each toilet is cleaned and replenished 3 times a day. We assessed 10 out of the 14 sites; of which 9 were assessed as being of a satisfactory standard based on cleanliness, toilet paper and soap	No concerns		Maria Wheatley

Responsible OUs 5.0 Environmental Services; Waste Management













PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19						Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend	Note			
EVS 1 (NI 192) (Cumulative) Percentage of household waste sent for reuse, recycling and composting	62.55%	61.00%		62.21%	62.00%		63.51%	62.00%					No concerns		Scott Williams
EVS 2 (NI 191) Residual household waste per household (kg)	97.0	90.0		96.0	94.0		97.0	94.0				A review of the service is currently underway with any changes likely to be implemented in Autumn 2019. An educational and promotional campaign will accompany service changes aimed at improving recycling rates and reducing residual household waste	No concerns		Scott Williams
EVS 3 Number of all kerbside collections missed per 100,000 collections							120.5	150					No concerns		Gemma Moreing

Responsible OUs 7.0 Land, Legal and Property; Land Charges

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19						Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend	Note			
LLP 1 Percentage of land charge searches received and dispatched within ten days	99.78%	90.00%		99.25%	90.00%		98.83%	90.00%					No concerns		Michaela Salter

Responsible OUs 8.0 Leisure & Tourism

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19						Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend	Note			

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LC 15 (CuS 38) Number of visitors to museum or galleries	12582	12540		13154	13100		11732	14263				Visits to attractions in the Cotswolds in the six months to June 2018 have fallen compared to the six months to June 2017, in particular in April and June. This is likely to be due to the hot weather which is known to keep visitors away from in-door attractions. The Council has received funding from the Heritage Lottery for the Stone Age to Corinium project; the project aims to modernise the Museum and includes a Discovery centre, resulting in increased footfall	No concerns		Martin Holland
LC 20 (Cumulative) Number of visits to the three leisure facilities managed by SLM	155,127	165,595		159,356	157,636		155,918	160,381				Visits to Chipping Campden Leisure are still increasing year on year, while visits to Bourton are consistent with Q1 of the previous year. Visits to Cirencester Leisure have fallen by around 5,000 over the three months, which is largely due to a new gym opening in Cirencester. In addition, Cirencester College opened their own Sports Hall last September which resulted in the loss of a large number of bookings. The lack of car parking at peak times (which losses us custom) is also likely to be a contributory factor	No concerns		Martin Holland

Responsible OUs 9.0 Planning and Strategic Housing; Development Management

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
PSH 2 Speed of decision for major development within the assessment period	88.89%	70.00%		92.31%	60.00%		86.15%	60.00%					No concerns		Kevin Field
PSH 3 Quality of decisions based on proportion of major decisions that are overturned at appeal	0.00%	20.00%		2.06%	10.00%		4.94%	10.00%					No concerns		Kevin Field
PSH 4 Speed of decision for non-major development within the assessment period				82.27%	70.00%		85.01%	70.00%					No concerns		Kevin Field
PSH 5 Quality of decisions based on non-major planning decisions that are overturned at appeal				.51%	10.00%		.42%	10.00%					No concerns		Kevin Field




Responsible OUs 9.0 Planning and Strategic Housing; Housing Strategy

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
PSH 8 (NI 155) Number of affordable homes delivered (gross)	46	42	✓	86	37	✓	66	37	✓	↑	↑		No concerns	●	Anwen Hughes

Responsible OUs 10.0 Revenues, Housing Support & Customer services

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status						
RHS 2 (RB 6) (Cumulative) Speed of processing: New Housing Benefit claims (days)	13.2	14.0	✓	15.0	14.0	●	16.7	18.0	✓	↓	↓		No concerns	●	Mandy Fathers
RHS 3 (RB 2) (Cumulative) Time taken to process Housing Benefit/Council Tax Support change events (days)	4.98	6	✓	7.13	6	●	9.37	5	●	↓	↓	We continue to experience high workloads; we receive data from employers via the DWP, which require checking and manual update of claimants' records. This is to ensure that we assess claims using up to date information. The workload has increased as more employers sign up to the service (compulsory), which increases the number of data transfer files we receive. We are working to address this concern and where possible, automate the transfer of files from DWP into our management information systems.	Some concerns	●	Mandy Fathers
RHS 5 (RB 4) (Cumulative) Percentage of council tax collected	30.94%	30.00%	✓	30.72%	30.00%	✓	30.79%	29.00%	✓	↓	↑		No concerns	●	Mandy Fathers
RHS 6 (RB 5) (Cumulative) Percentage of non-domestic rates collected	31.92%	31.00%	✓	30.58%	31.00%	▲	33.51%	29.00%	✓	↑	↑		No concerns	●	Mandy Fathers
RHS 7 (Snapshot) Number of households living in Emergency Accommodation for over 28 days							0	0	✓	?	?		No concerns	●	Lisa Firstbrook
RHS 8 (Snapshot) Number of households living in Emergency Accommodation for under 28 days							2	6	✓	?	?		No concerns	●	Lisa Firstbrook

Responsible OUs 10.0 Revenues, Housing Support & Customer services; Customer Services

PI Code & Short Name	Q1 2016/17			Q1 2017/18			Q1 2018/19						Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Long Trend	Short Trend	Note			
CS 1 % of telephone calls answered within 20 seconds	73.05%	80.00%		72.24%	70.00%		72.52%	70.00%					No concerns		Sarah Cantwell
CS 2 Customer Satisfaction rate for users of the Council (%)	88.88%	90.00%		87.00%	90.00%		80.68%	90.00%				Numbers surveyed were relatively low for the quarter. Only one response was rated as poor - this response was in relation to a refund for a payment; the person surveyed believed she had not received notification of the refund, although the system automatically emails a receipt on payment/refund. We are receiving a higher number of responses rated in the middle ground of 'satisfactory' which are not counted	No concerns		Sarah Cantwell
CS 3 % of complaints responded to within 10 working days (council wide)	85.71%	90.00%		100.00%	90.00%		100.00%	90.00%					No concerns		Sarah Cantwell