

BASSETLAW DISTRICT COUNCIL

CABINET

27 MARCH 2018

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

PERFORMANCE INDICATOR OUTTURN REPORT – Q3 2017/18

Cabinet Member: Policy, Strategy
& Communications
Contact: Stephen Brown
Ext: 3767

1. Public Interest Test

- 1.1 The author of this report has determined that the contents are not of a confidential nature.

2. Purpose of the Report

- 2.1 To present the analysis of the Performance Indicator Outturn for Q3 2017/18 to Members which was presented to Cabinet on 13th March 2018.
- 2.2 For Members to consider the analysis of our performance in Q3 2017/18 against our suite of 'required returns'. This information is usually reported on an annual basis, however due to the finalisation of the monitoring of the new Council Plan 2017-20 this alternative report is being presented on this occasion.

3. Background and Discussion





General Analysis

- 3.1 This report focusses on statutory performance standards and 'required returns' to government as noted on the Single Data List. This provides Members with a streamlined report focussed on core responsibilities which we have a duty to deliver on.
- 3.2 The report attached at Appendix A covers 40 indicators in total, across four of the five service areas:
- Corporate Services;
 - Finance & Property;
 - Neighbourhoods;
 - and Regeneration
- 3.3 It should be noted that 17 annual PIs have been omitted from this report as they are not required to return data until after 31 March 2018.

3.4 All of the 16 'Data Only' PIs have returned data for Q3. When comparing performance against Q2 2017/18 there has been no change:

Improvement	No Change	Deteriorating	No comparable data
9	3	4	0

3.5 Of the four indicators with an 'Unknown' status, the following additional information should be noted:

PI Code & Name	Comment	Performance at Q2 2017/18	Status at Q2 2017/18	Trend compared to Q2 2016/17
CPI043 – Residual household waste per household	Awaiting data from Nottinghamshire County Council.	324.17kg		341.04kg in 2016/17 –same target as 2017/18
CPI044 – Percentage of household waste sent for reuse, recycling and composting	Awaiting data from Nottinghamshire County Council.	25.83%		19.73% in 2016/17- same target as 2017/18
CPI049 – Household waste collected per head, in kilos	Awaiting data from Nottinghamshire County Council.	197.25kg		192.26kg in 2016/17 - same target as 2017/18
SPI026 – % contamination rate of WCA Dry Recyclables	Awaiting data from Nottinghamshire County Council.	9.62%		9.1% in 2016/17 - same target as 2017/18

Analysis of Exceptions

3.6 The following bullet points provide a précis of the PIs which failed to meet target:

PIs at Red

- CPI016 The statutory time limit for dealing with data protection requests was not met with 7 out of 38 requests taking longer than 10 days, due to staffing issues. YTD 26 have exceeded the designated time limit.
- CPI017 The statutory time limit for dealing with FOI requests was not met, due to increased demand across a range of service areas. 28 requests have not met designated time YTD.
- CPI102a and CPI102b The average number of days to process both a new claim and change of circumstance for Housing Benefit/Council Tax Reduction has exceeded the target set. The service is currently putting in place a range of measures to try and turn performance around. A more stretching target has been agreed for 2017/18 to push better performance and additional staff are being recruited. Recovery should

be on track by the first quarter of 2018/19.

- CPI033 The council is currently measuring performance in relation to planning appeals in two ways due to a change in government definitions. Under the original definition we are now exceeding target. However, it is important to note that calculations based on the new definition show that we are performing at the target level.
- CPI072b Decent Homes – There is a technical increase in the number of non-decent properties which is based on the projection in April for all of the 2017/18 year. This is the highest proportion since completion of the decent homes programme.

Pls at Amber

- CPI102 Benefits processing is currently failing to meet targets set but plans are in place to improve performance and recovery should be on track by the first quarter of 2018/19.
- CPI073a Re-letting of Standard Voids – Slight improvement in Q3. We are starting to see the effect of the changes to the Allocations Policy, introduced in September 2017, which has led to reduced re-let times.
- CPI063 Our fly-tipping enforcement remains at a high level, increased by 22% compared to the same period last year and we have taken a number of successful prosecutions. Performance has remained the same as last quarter at level 3.

- 3.7 It should be noted that during Q2, our planning processing figures had deteriorated with the outturn for processing of major applications at its lowest level in the last two and half years. However, in Q3 the service was achieving above target performance levels.

In relation to benefits processing, performance has deteriorated significantly since year-end. Work plans are in place to improve performance and although there is an improvement to Q3 figures for new claims, there has been a slight deterioration in the response time for change of circumstances. We are still significantly underperforming in this area but are aiming to be reaching target by Q1 2018/19.

We are currently experiencing an increase in service demand for Data Protection and FOI requests, both of which are under-performing against their targets due to the combined impact of levels of demand and staff absence.

4. Implications

- a) For service users

It is important for us to understand how our services are performing, if we are delivering our ambitions and making a positive difference in our communities. We first need to measure performance and then understand and manage that information, taking corrective action where necessary. As a District Council we are customer focussed. Either directly or indirectly our actions should be having a positive impact on our service users and citizens.

- b) Strategic & Policy

Our approach to performance management allows us to focus on the delivery of our key ambitions set out in the Council's Corporate Plan and a suite of performance indicators that are most critical to the overall delivery of our ambitions.

However, the presentation of this suite of Council indicators enables Members to robustly scrutinise statutory areas of performance, thus making it easier to make strategic decisions about performance management issues

c) Financial - Ref: 18/8128

None from this report.

d) Legal – Ref: 247/03/2018

None from this report.

e) Human Resources

None from this report.

f) Community Safety, Equalities, Environmental

None from this report.

g) Whether this is a key decision, and if so the reference number.

This is Key Decision No. 644.

5. Options, Risks and Reasons for Recommendations

5.1 In presenting performance reports to Members we ensure Portfolio-holders take responsibility and are committed to ensuring the Council is properly managing corporate performance.

5.2 Effective monitoring of performance allows us to respond to both under-performance and over-performance. The risk associated with the failure of this monitoring is that poor performance may be adversely affected without regular scrutiny.

6. Recommendations

6.1 That Members note the contents of the report and appendices analysing our performance for Q3 2017/18.

6.2 That Members determine if any further action is required to address areas of performance that are currently off target.

Background Papers

Location

Covalent reports

Policy and Communications, Corporate Services

PI Outturn - Q3 2017-18




A summary of statutory performance standards and required returns monitored as part of the Council's Performance Management Framework.















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

Corporate Services, Cllr K. Duker







PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
CPI015 % of data protection subject access requests dealt with in the designated time (40 day rule)		100.00 %	100.00 %	2/2 requests received and assessed as not meeting required criteria for DP. No valid requests received in Q1.		100.00 %	100.00 %	YTD 3/3 requests dealt with in scheduled time. For Q2 1/1 request dealt with in designated time.		100.00 %	100.00 %	In Q3 no subject access requests were received. YTD 3/3 requests dealt with in scheduled time	Aim to Maximise
CPI016 % of data protection requests dealt with in designated time (10		72.73%	100.00 %	24/33 completed within the 10 working days. Nine were delayed due to staffing issues		86.71 %	100.00 %	YTD 124 out of 143 dealt with in designated time. During Q2 100 out of		85.64%	100.00 %	YTD 155 out of 181 dealt with in designated time. During Q3 31 out of 38 dealt with in 10	Aim to Maximise

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
day rule)								110 dealt with in 10 days. The 10 requests exceeding 10 days have all since been completed.				days. The 7 requests exceeding 10 days have all since been completed. The delays have been due to staff sickness.	
CPI017 % of FOI requests dealt with in the designated time		95.70%	100.00 %	Of 116 FOI requests received in Q1, the Council responded to 111 within 20 working days. Of the 5 that the Council did not respond to within 20 working days, 2 received a response on the 21st day.		94.42 %	100.00 %	YTD 220/233 requests dealt with in time (94.42%). In Q2 the Council received 117 FOI requests, of which it responded to 109 within the statutory limit of 20 working days (93.16%). Of the remainder (8), the latest response was sent on the 29th working day. Of those 8, a number involved large volumes of data which was not held in a readily accessible format. The Council may only refuse a request where responding to that particular request would involve more than 20 hours of Officer time. So providing a response within 20 days can involve a considerable amount of Officer time.		87.30%	100.00 %	In Q3, of 118 FOI requests received, 103 were answered within the statutory 20-day time limit. Of the 15 that were not answered within the time limit, they were answered between 22 to 29 days of receipt of the request. The requests that were not answered within the time limit are not attributable to a particular service area, but are spread across a range of service areas.	Aim to Maximise















PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
CPI102 Time taken to process Housing Benefit/CTR new claims and change events		14.35 days	13.00 days	Recent recruitment to 2 officer posts, one officer currently being trained and still waiting for start date for external candidate. One officer on long term sick and post now being covered by agency worker. Performance is being measured weekly and work plans adjusted to ensure improvements in performance.		14.98 days	13.00 days	Recruitment taken place and external candidate due to start as soon as possible. One officer on long term sick. Off site processing centre being used to cover vacancies and loss due to sickness. Performance is being measured weekly and work plans adjusted to ensure improvements in performance.		15.98 days	13.00 days	Staff sickness, vacancies and delays in recruitment have hindered performance throughout the year. Year to date will not meet target but work plans are in place to improve performance. Recovery should be on track by the first quarter of 2018/19. Off site processing is a contingency.	Aim to Minimise
CPI102a Average number of days to complete and process new Housing Benefit/Council Tax Reduction claims		52.70 days	30.00 days	Recent recruitment to 2 officer posts, one officer currently being trained and still waiting for start date for external candidate. One officer on long term sick and post now being covered by agency worker. Performance is being measured weekly and work plans adjusted to ensure improvements in performance.		49.44 days	30.00 days	Recruitment taken place and external candidate due to start as soon as possible. One officer on long term sick. Off site processing centre being used to cover vacancies and loss due to sickness. Performance is being measured weekly and work plans adjusted to ensure improvements in performance.		46.61 days	30.00 days	Staff sickness, vacancies and delays in recruitment have hindered performance throughout the year. Year to date will not meet target but work plans are in place to improve performance. Recovery should be on track by the first quarter of 2018/19. Off site processing is a contingency.	Aim to Minimise
CPI102b Average number of days to complete and process Housing Benefit/Council Tax Reduction changes in		11.68 days	9.00 days	Recent recruitment to 2 officer posts, one officer currently being trained and still waiting for start date for external candidate.		12.30 days	9.00 days	Recruitment taken place and external candidate due to start as soon as possible. One officer on long term sick. Off site		13.52 days	9.00 days	Staff sickness, vacancies and delays in recruitment have hindered performance throughout the year. Year to date will not	Aim to Minimise

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
circumstances				One officer on long term sick and post now being covered by agency worker. Performance is being measured weekly and work plans adjusted to ensure improvements in performance.				processing centre being used to cover vacancies and loss due to sickness. Performance is being measured weekly and work plans adjusted to ensure improvements in performance.				meet target but work plans are in place to improve performance. Recovery should be on track by the first quarter of 2018/19. Off site processing is a contingency	
NEW140 Total amount of Discretionary Housing Payments awarded (DATA ONLY)		£47070.81	N/A	Ongoing promotion of DHP by Benefits Unit and A1 Money Advisors will ensure that awards are made to those who qualify and are in need.		£109765.64	N/A	Take up is increasing as the fund is continuing to be promoted		£149321.32	N/A	Continuing promotion and creation of Welfare Team has seen an increase in applications.	Aim to Maximise

Economic Development, Cllr J. White

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
CPI028 Processing of planning applications: Major applications		85.71%	75.00%	Apr-June: 12 out of 14 Major Applications decided within 13 weeks or agreed extension of time		61.54%	75.00%	16 out of 26 Major Applications decided within 13 weeks or within agreed extension of time between 01/04/2017 and 30/09/2017		79.17%	75.00%	38 out of 48 Major Applications decided within 13 weeks or within agreed extension of time = 79.17%	Aim to Maximise
CPI029 Processing of planning applications: Minor applications		79.27%	80.00%	Apr-June: 65 out of 82 Minor Applications decided within 8 weeks or agreed extension of time		78.57%	80.00%	121 out of 154 Minor Applications decided within 8 weeks or within agreed extension of time between 01/04/2017		81.17%	80.00%	194 out of 239 Minor Applications decided within 8 weeks or within agreed extension of time = 81.17%	Aim to Maximise

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
								and 30/09/2017					
CPI030 Processing of planning applications: Other applications		89.76%	85.00%	Apr-June: 114 out of 127 Other Applications decided within 8 weeks or agreed extension of time		86.85 %	85.00 %	218 out of 251 Other Applications decided within 8 weeks or within agreed extension of time between 01/04/2017 and 30/09/2017		89.18%	85.00%	346 out of 388 Other Applications decided within 8 weeks or within agreed extension of time = 89.18%	Aim to Maximise
CPI033 Planning appeals allowed		11.11%	19.00%	9 Appeal Decisions made between 01/04/201 and 30/06/2017: 8 appeals dismissed 1 appeal allowed		22.22 %	19.00 %	Discrete data for Q2 is 3 out of 9 Appeals Allowed Against refusal of planning permission (33.33%). YTD position is 4 out of 18 appeals allowed (22.22%).		28.57%	19.00%	7 Appeal Decisions made between 01/10/2017 and 31/12/2017: 6 appeals dismissed (included 1 split decision) 2 appeals allowed (includes 1 Split decision which is counted within allowed decisions total).	Aim to Minimise
CPI034 Building Control – % of Full Plans applications processed within the statutory time		100.00 %	100.00 %	Officers have become more pro-active in encouraging applicants and agents to respond in a timely manner so that targets can be met.		100.00 %	100.00 %	Applicants and agents have been made aware of the requirement to respond in a timely manner. This has resulted in officers being able to decide applications within the statutory time limits.		100.00 %	100.00 %	Officers have been successful in impressing agents and owners to respond in a timely manner so that decisions can be made within the statutory time limit.	Aim to Maximise
NEW033a % of appeals allowed against all applications determined		0.45%	9%	9 Appeals decided against 223 application decided (as per PS2) for 01/04/2017 to 30/06/2017. Only 1 appeal allowed during Q1 1/223 = 0.45%.		0.93%	9%	YTD cumulative figure is 4 appeals allowed (18 appeals decided in total) out of 431 applications decided 01/04/2017 - 30/09/2017 = 0.93%.		8.9%	9%	YTD cumulative figure is 6 appeals allowed (25 appeals decided in total) out of 675 applications decided 01/04/2017 - 31/12/2017 = 0.89%. Discrete data for Q3 is 7	Aim to Minimise




PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
								Discrete data for Q2 is 9 Appeals decided against 208 application decided (as per PS2) for 01/07/2017 to 30/09/2017. Only 3 appeal allowed during Q2 3/208 = 1.44%.				Appeals decided against 243 application decided (as per PS2) for 01/10/2017 to 31/12/2017. Only 2 appeals allowed (includes 1 split decision) during Q3 2/243 = 0.82%	
SPI009a Number of Level 1 Enforcement Complaints		2	N/A	Data amended following quality check in Oct 2017. 2 Level 1 complaints received during Q1 (previously reported as 0).		6	N/A	YTD, 6 Level 1 complaints have been received. During Q2, 4 level 1 complaints were received.		0	N/A	0 allocated as level 1 in Q3	Aim to Minimise
SPI009b Number of Level 2 Enforcement Complaints		5	N/A	Data amended following quality check in Oct 2017. 5 'Level 2' complaints received in Q1 (previously reported as 1).		7	N/A	YTD 7 'level 2' complaints have been received. During Q2, 2 'level 2' complaints were received.		3	N/A	3 allocated as level 2 in Q3	Aim to Minimise
SPI009c Number of Level 3 Enforcement Complaints		47	N/A	Data amended following quality check in Oct 2017. 47 'Level 3' complaints received during Q1 (previously reported as 9).		87	N/A	YTD 87 Level 3 complaints received. During Q2, 40 Level 3 complaints were received.		167	N/A	167 allocated as level 3 in Q3	Aim to Minimise
SPI009d Number of Enforcement Complaints Closed Total		25	N/A	25 complaints closed during Q1.		56	N/A	YTD 56 cases closed. During Q2, 31 cases were closed.		93	N/A	93 Enforcement Cases closed in Q3	Aim to Maximise
SPI010a Enforcement Prosecutions Successful		2	N/A	2/2 prosecutions in Q1 were successful.		2	N/A	YTD 2 prosecutions have been completed successfully in Q1. No additional prosecutions		0	N/A	0 prosecutions in Q3	Aim to Maximise

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
								in Q2.					
SPI010b Enforcement Prosecutions Unsuccessful		0	N/A	All prosecutions in Q1 were successful.		0	N/A	YTD no prosecutions have been unsuccessful.		0	N/A	0 prosecutions in Q3	Aim to Minimise
SPI012 Applications Determined Total		223	N/A	223 Planning Applications Decided under Planning PS2 report between 01/04/2017 and 30/06/2017		208	N/A	208 Planning Applications Determined under Planning PS2 report between 01/07/2017 and 30/09/2017. YTD 431 applications determined 01/04/2017-30/09/2017.		243	N/A	243 Planning Applications Determined under Planning PS2 report between 01/10/2017 and 31/12/2017. YTD 675 applications determined 01/04/2017-31/12/2017.	Aim to Minimise




Finance, Cllr J. Evans

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
CPI104 % of Council Tax collected		25.30%	24.25%	The total Council Tax levy for the 2017/18 year is £62.178m, this is an increase of £3.3m compared to 2016/17. In QTR 1, we have collected £15.729m, an increase of £0.9m compared to 2016/17.		50.94 %	48.50 %	The total Council Tax levy for the 2017/18 year is £62.253m, this is an increase of £3.3m compared to 2016/17. In QTR 1 & 2, we have collected £31.711m, an increase of £1.6m compared to 2016/17.		76.75%	72.75%	We have collected 47.8m against a Council Tax levy of £62.25m. Where customers have not paid reminders, court and enforcement action are taken promptly.	Aim to Maximise
CPI105 Percentage of Non-domestic Rates (NNDR) Collected		27.02%	24.75%	Due to the revaluation of all business rates premises, comparison to		54.92 %	49.50 %	Due to the revaluation of all business rates premises, comparison		79.63%	74.25%	Collection continues above target levels, however as this is the	Aim to Maximise

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
				previous years has to consider all changes. Overall, of the £51.9m billed, we have collected £14m in QTR 1.				to previous years has to consider all changes. Overall, of the £50.6m billed, we have collected £27.8m in QTR 1 & 2.				first year post revaluation, we are expecting as re-alignment of payment profiles. Income will reduce in qtr4 due to customers payment plans	
CPI106 Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period		85.99%	75.00%	Recovery project ongoing and continues to result in increased recovery		90.68 %	75.00 %	Introduction of Direct Earnings Attachments as part of last years overpayment project is resulting on an increase in sundry debtors being repaid		79.31%	75.00%	Increase in information from HMRC relating to working claimants has resulted in an increase of overpayments due to undeclared changes in circumstances. There will be a project starting after year end, in conjunction with Transactional Finance team, to recover Housing Benefit overpayments direct from state benefits.	Aim to Maximise
NEW104a Amount of Council Tax collected - BDC Income		£1,431,355.83	£1,386,174.99	Data quality check in December 2017 - YTD figure amended from £1,421,335.05 to £1,431,355.83. Over the full period for QTR 1, we are above the targets set each month. This is due to differing instalment schemes. Les people pay in April, February and March, so we expect to be above target collection in the		£2,885,691.71	£2,772,349.98	Data quality check December 2017, YTD figure amended from £2,875,670.93 to £2,885,691.71 Council Tax collection fluctuates on a monthly basis. Its is expected that more income will be collected May to January and less in April, February & March due to how installment plans are		£4,347,398.45	£4,158,524.97	Monthly income continues to exceed the budgetted target, however, income will reduce during qtr 4 as some customers have 10 monthly payment plans.	Aim to Maximise







PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
				other 9 months. QTR 1 has shown a very positive start to the years collection. Discrete collection amount for June is £493,452.29 against a target of £462,058.33				created. Discrete collection amount for September is £486,178.77 against a target of £462,058.33.					
NEW106b HB overpayments recovered as % of the total amount of HB overpayment debt outstanding		11.49%	N/A	This figures will increase throughout the year as each quarter is reported on		20.91 %	N/A	will increase each quarter		27.27%	N/A	Increase in information from HMRC relating to working claimants has resulted in an increase of overpayments due to undeclared changes in circumstances. There will be a project starting after year end, in conjunction with Transactional Finance team, to recover Housing Benefit overpayments direct from state benefits.	Aim to Maximise










Health & Community Wellbeing, Cllr S. Shaw







PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
CPI069 Number of premises rated at 3 or above by the National Food Hygiene Rating Scheme (DATA)		860	N/A	There are currently 860 premises rated 3-5 under the Food Hygiene Rating Scheme. 780 of these are rated 5, which are		864	N/A	There are currently 864 food businesses rated 3 and above. There are 17 rated at 3 (Generally		864	N/A	There are currently 864 food businesses rated at 3 (Generally Satisfactory) and above by the National Food	Aim to Maximise

PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
ONLY)				"very good", 61 are rated 4, "good" and 19 are rated as 3, "generally satisfactory". This represents a positive picture across the food premises within Bassetlaw.				Satisfactory), 60 rated at 4 (Good) and 787 at 5 (Very good). This is a very positive situation with the majority of businesses achieving the top rating of 5.				Hygiene Rating Scheme within Bassetlaw. There are 791 rated 5 (Very good), 58 rated at 4 (Good) and 15 rated at 3 (generally satisfactory). This indicates a very positive picture across Bassetlaw as the majority of food businesses are broadly compliant with food law.	

Housing, Cllr S. Scotthorne



PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
CPI072b % of properties which do not currently meet the agreed decency standard		6.74%	5.00%	There is a technical increase in the number of non-decent properties which is based on the projection in April for all of the 2017/18 year.		5.96%	5.00%	Keystone - based on 20-09-2017 Asset Level Report = 407 non decent properties. Stock as of 1st April 2017 =6823 407 divided by 6823 = 0.0596 x100 = 5.96% currently non decent. Reduction of 0.78% from first quarter.		7.51%	5.00%	Keystone- based on 11-01-2018 assest level report = 513 non- decent properties. Stock as of 1st April 2017 = 6823 513 divided by 6823 = 0.0751 x 100 = 7.51% of stock currently non-decent. An increase of 1.55% from the 2nd quarter. This is due to number of properties falling into non-decency in the third quarter.	Aim to Minimise
CPI073a Average		24.62	21	Re-let time is being		22.05	21	Improvements made in		21.98	21	Improved slightly despite	Aim to



PI Code & Name	Q1 2017-18				Q2 2017-18				Q3 2017 -18				Gauge Format Type
	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
time taken to relet Standard Voids		days	days	delayed by low demand which is increasingly resulting in multiple advertisements. Low demand is most affecting 1&2 bed flats and maisonettes.		days	days	the last quarter.		days	days	poor first quarter.	Minimise
CPI075 Number of homelessness preventions achieved through casework (DATA ONLY)		39	N/A	40 pretentions achieved during Q1, this is comparable with Q1 in 2016/17 (41) and shows that demand is not decreasing. Amended figure for Q1 to 39 preventions		33	N/A	33 preventions achieved during Q2 (ie 1DHP/32 Housing Needs cases) - although this is a reduction when compared to Q1, it is comparable to the same quarter during 16/17. YTD there have been 72 preventions.		30	N/A	30 prevention cases achieved during Q3 - ie 27 housing needs cases/3 DHP cases. This is a slight reduction when compared to Q2.	Aim to Maximise
CPI076 Number of cases of homelessness accepted by the Council (DATA ONLY)		28	N/A	19 acceptances during Q1 which is slightly fewer than the same quarter in 2016/17. Figure for Q1 amended from 19 to 28 homeless acceptances (17 Families/8 SP's/3 other). This is an increase when compared to previous quarter ie Q4 16/17 and same quarter 16/17		17	N/A	17 homeless acceptances (13 families/3 SP/1 other) during Q2 - this is a marked reduction when compared to Q1but is comparable to the same quarter from 16/17		9	N/A	A total of 18 homeless decisions were taken during Q3, of these 9 were accepted as homeless. This is a reduction when compared to Q2 this year and Q2 16/17. All acceptances were families with dependent children	Aim to Minimise
CPI080 Current Rent Arrears (£'s)		£361,103.00	£300,000.00	It is projected that delays in processing of housing benefit accounts for more than £30k of arrears with		£408,568.00	£300,000.00	Significant delays in the processing of HB claims. Staff vacancies from January to		£284,689.00	£300,000.00	Significant delays in the processing of HB claims with some claims outstanding at 11 weeks.	Aim to Minimise






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				claims made as early as 4th April still not in payment (13 weeks). Discretionary Housing Payments (DHP) received by tenants has reduced by 11.4% when compared to the same period last year. A staff vacancy during the earlier months of the year has had a longer-term impact. However successful recruitment is expected to aid collection performance for the next quarter.				present.				HB receipts have declined from 60% in 2013 to 49% today making collection more resource intensive.	
CPI085 Number of households living in temporary accommodation (DATA ONLY)		4	N/A	4 households in temporary accommodation on the last day of the quarter, this is the highest return in the last four years and is an indication of the increased demands being placed on the service.		1	N/A	1 Household (Family) in temporary accommodation on the last day of the quarter - this is a marked reduction when compared to Q1 and the same quarter from 16/17		6	N/A	6 Households were living in temporary accommodation on the last day of the quarter ie 31 December 2017. Of these, 4 were families with dependent children of which 1 was placed in BDC's own unit of temporary accommodation and 3 in B+B. There were 2 vulnerable single people placed in B+B. This is a marked increase compared to the figure for the snapshot for Q2	Aim to Minimise
CPI086 Number of households placed in		10.00	N/A	10 households placed in B + B during the quarter,		12.00	N/A	12 households placed in temporary		11.00	N/A	11 households were placed in temporary	Aim to Minimise




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temporary accommodation during the quarter (DATA ONLY)				this is consistent with Q1 last year and shows service demand is maintaining.				accommodation during Q2 (6 families/6 SP), this is an increase when compared to Q1 but a reduction when compared to same quarter last year.				accommodation during Q3 - of these 6 were families with dependent children (2 accepted and rehoused/2 still awaiting decision/1 accepted still awaiting rehousing/1 not accepted) and 5 were Single People (Vulnerable) of which 3 were not accepted/2 accepted and rehoused. 10 households placed in B+B, 1 household placed in BDC's own temporary accommodation. This is a slight reduction in the number of households placed when compared to Q2.	

Neighbourhoods, Cllr J.Leigh

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CPI043 Residual household waste per household		161.93 kg	167.5k g	Quarter 1 data will not be available until September 2017 (may possibly be earlier) due to information required from external sources.		324.17 kg	335kg	Quarter 2 data will not be available until December 2017 (may possibly be earlier) due to information required from external			502.5k g	Quarter 3 data will not be available until March 2018 (may possibly be earlier) due to information required from external sources.	Aim to Minimise




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	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
				<p>This PI Return has now been submitted and has met/is under the target set for the reduction of residual waste for this Qtr.</p> <p><i>Cumulative data for this Qtr is APR = 50.33KG APR - MAY = 106.49 KG APR -JUN = 161.93KG.Calculated using household figure of 51,847 properties. Monthly data for this Qtr is APR = 50.33KG, MAY =56.16KG, JUN = 55.44KG.</i></p>				<p>sources.</p> <p>This PI Return has now been submitted and has met/is under the target set for the reduction of residual waste for this Qtr.</p> <p><i>Cumulative data for this Qtr is APR - JUL = 214.78KG APR - AUG = 271.90KG APR -SEP = 324.17KG.Calculated using household figure of 51,847 properties. Monthly data for this Qtr is JUL = 52.85KG, AUG =57.12KG, SEP = 52.28KG.</i></p>					
CPI044 Percentage of household waste sent for reuse, recycling and composting		25.51%	22.50%	<p>Quarter 1 data will not be available until September 2017 (may possibly be earlier) due to information required from external sources.</p> <p>This PI Return has now been submitted and has met the target set for the improvement of reuse, recycling and composting for this Qtr. <i>Cumulative data for this Qtr is APR = 24.12% APR-MAY = 24.73% APR-JUN = 25.51%.Monthly data for this Qtr is APR = 24.12%, MAY =25.28%,</i></p>		25.83%	22.50%	<p>Quarter 2 data will not be available until December 2017 (may possibly be earlier) due to information required from external sources.</p> <p>This PI Return has now been submitted and has met the target set for the improvement of reuse, recycling and composting for this Qtr. <i>Cumulative data for this Qtr is APR-JUL = 25.90% APR-AUG = 25.87% APR-SEP = 25.83%.Monthly data</i></p>			22.50%	<p>Quarter 3 data will not be available until March 2018 (may possibly be earlier) due to information required from external sources.</p>	Aim to Maximise



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	June 2017				September 2017				December 2017				
	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
				JUN = 26.96%.				for this Qtr is JUL = 27.08%, AUG =25.77%, SEP = 25.57%.					
CPI049 Household waste collected per head, in kilos		98.11k g	91.25k g	<p>Quarter 1 data will not be available until September 2017 (may possibly be earlier) due to information required from external sources.</p> <p>This PI Return has now been submitted and has not met the target set for the reduction of household waste collected per head (kg) for this Qtr. Cumulative data for this Qtr is APR = 29.92KG APR-MAY = 63.85KG APR-JUN = 98.11KG. Calculated using population figure of 114,847. Monthly data for this Qtr is APR = 29.92KG, MAY = 33.92KG, JUN = 34.26KG.</p>		197.25 kg	182.50 kg	<p>Quarter 2 data will not be available until December 2017 (may possibly be earlier) due to information required from external sources.</p> <p>This PI Return has now been submitted and has not met the target set for the reduction of household waste collected per head (kg) for this Qtr. Cumulative data for this Qtr is APR -JUL = 130.82KG APR-AUG = 165.55KG APR-SEP = 197.25KG. Calculated using population figure of 114,847. Monthly data for this Qtr is JUL = 32.71KG, AUG = 34.73KG, SEP = 31.70KG.</p>			273.75 kg	<p>Quarter 3 data will not be available until March 2018 (may possibly be earlier) due to information required from external sources.</p>	Aim to Minimise
CPI058 The number of 7 - day reportable injuries in a year		3	N/A	<p>There have been 3 "Reportable Accidents" during this quarter. "Reportable Accidents" are those that must be reported to the Health & Safety Executive (HSE). 1 occurred as a result of</p>		3	N/A	<p>There have been zero "Reportable Accidents" during this quarter. "Reportable Accidents" are those that must be reported to the Health & Safety Executive (HSE).</p>		5	N/A	<p>There have been 2 "Reportable Accidents" during this quarter. "Reportable Accidents" are those that must be reported to the Health & Safety Executive (HSE). 1 occurred as a result of</p>	Aim to Minimise

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				a Road traffic collision (Finance & Property). 2 occurred as a result of Manual Handling (1 in Parks and 1 in Street Cleaning). The total to date for the year is therefore 3 "Reportable Accidents".				The total to date for the year therefore remains at 3 "Reportable Accidents".				a slip and fall on ice (Parks & Grounds) and one as a result of Manual Handling (Refuse Services). The total to date for the year is therefore 5 "Reportable Accidents".	
CPI063 Improved street and environmental cleanliness – fly tipping		4	2	The rating for this PI is the result of a calculation comparing the number of flytipping incidents received by the Council against the number and type of enforcement actions which have been implemented in the same period. In relation to enforcement actions taken, it does account for actions ranging from investigations, formal letters etc. through to FPN's and prosecution cases. While it is a useful tool, it can sometimes be misinterpreted with regards to the amount of work and effort put into this issue by the teams and officers concerned. The number of reported flytipping incidents for the quarter rose to 454 (the same quarter in the previous year being 360) - Flytipping is increasing nationally therefore an		3	2	The performance over this quarter has been accurately reecorded and noted here. Flytipping remains a key topic and an area where problems continue to occur. The department has pursued enforcement as and where it can to tackle this problem, however is often frustrated by a lack of useable evidence found at flytipping sites. The department is employing an Environmental Warden to help increase the enforcement capabilities of the team and are working with other departments to bring other measures to bear such as CCTV cameras.		3	2	The rating for this PI is the result of a calculation comparing the number of fly-tipping incidents received by the Council against the number and type of enforcement actions which have been implemented in the same period. In relation to enforcement actions taken, it account for actions ranging from investigations, formal letters etc. through to FPN's and prosecution cases. A good score is achieved when, and if, the level of fly-tipping reduces. Unfortunately in Bassetlaw, as in nearly every other District on the Country, the level of fly-tipping has again increased when compared to the same period last year. It is, due to the mechanism of the scoring system, not	Aim to Minimise

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	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
				<p>increase was not unexpected. Environmental Health take all cases seriously, however, out of those 454 cases only 59 had any articles or other evidence potentially linking the fly-tipped waste with an individual or company. It must be noted that all cases reported to the Council are addressed either by Env. Health and/or Env. Services. In all cases work is done to clear the waste, and where there is usable evidence investigations are undertaken to identify offenders. Given the amount of cases where enforcement action was possible was relatively low, 85 enforcement actions were recorded in this quarter. While this is a drop from the previous quarter, it needs to be taken into consideration that officers can only take action where there is evidence to support such action. In relation to enforcement actions, it also needs to be recognised that often the investigations and subsequent legal actions</p>								<p>possible to achieve better than a level 3 – “not effective” score. However, as in previous months this year, staff have been able to increase the level of enforcement when compared to last year, indeed the increase in enforcement this December when compared to last is 22%. This is a very promising outcome so far this year, and staff should be congratulated on their efforts. It is also encouraging to note that a significant number of successful prosecutions for fly-tipping and waste offences have taken place in recent months – and have been widely reported in the local press – which demonstrate the commitment of the Environmental Health staff in clamping down on fly-tipping. It is hoped that this effort will, finally, turn the tide and reduce the level of fly-tipping.</p>	

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				<p>can take significant lengths of time to resolve. Investigations are often complex involving detective work to trace a potential offender as well as being subject to legal procedures/courts and their timescales.</p> <p>Despite the drop in score, it needs to be noted that the department is taking action in relation to flytipping. We have issued our first £400 FPN for flytipping with an additional 2 more in the process of being issued and fines being recovered. Additionally cases are being processed with the legal team which are leading to fines being issued by the courts. Furthermore, the department is also working to strengthen the tools available for enforcement via the purchase of remote camera systems. A system has been purchased and trailed in the Red Lane area – reductions in the levels of flytipping in that area was noted during its</p>									

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				deployment. The department is also working with other departments to explore other camera options where the remote camera system is not usable.									
CPI128a Number of interventions in private sector housing (DATA ONLY)		23	N/A	<p>During Q1 23 houses have been improved - these may be category 1 and/or 2 hazards. 16 residents were also offered advice in relation to disrepair - this could be due to the new deregulation act which requires them to contact the landlord/agent in writing before contacting environmental health or people requesting verbal advice about what to do. There were also 10 complainants who did not respond to contact from members of the team - this could be by not responding to telephone calls and/or letters.</p>		43	N/A	<ul style="list-style-type: none"> During Q2 a further 20 properties were improved - these could have been category 1 and/or 2 hazards. 4 residents were given advice under the deregulation act which requires them to contact their landlord. 3 residents didn't require any further action after they were given verbal advice. 7 residents contact the Environmental Health Dept but failed to respond to contact made by officers. 17 Notices were served by the housing standards team during Q2 including 2 improvement notices, 6 prevention of damage by pests act notices, 2 environmental protection act notices, 2 miscellaneous 		50	N/A	<p>During Q3 a further 7 properties were improved. 4 of these were improved without taking any action with officers giving advice to tenants. 2 residents were also required to send written detail of repairs to the landlord before EH could become involved and 1 disrepair issue was resolved by having telephone conversations with the landlord without the need to write to them formally.</p>	Aim to Maximise

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	Status	Value	Target	Note	Status	Value	Target	Note	Status	Value	Target	Note	
								provisions act notices, 2 building act notices, 2 sec.16 notices and one community protection notice.					
SPI026 % contamination rate of WCA Dry Recyclables		8.87%	7.00%	<p>Quarter 1 data will not be available until September 2017 (may possibly be earlier) due to information required from external sources.</p> <p>Cumulative data for this Qtr is APR = 9.18%, APR - MAY = 9.01%, APR - JUN = 8.87%. This PI has not met/is above the target set for % contamination rate of WCA dry recyclables.</p> <p>Monthly data for this Qtr is APR = 9.18%, MAY = 8.85%, JUN = 8.61%.</p>		9.62%	7.00%	<p>Quarter 2 data will not be available until December 2017 (may possibly be earlier) due to information required from external sources.</p> <p>Cumulative data for this Qtr is APR-JUL = 9.21%, APR - AUG = 9.72%, APR - SEP = 9.62%. This PI has not met/is above the target set for % contamination rate of WCA dry recyclables.</p> <p>Monthly data for this Qtr is JUL = 10.17%, AUG = 11.68%, SEP = 8.74%</p>			7.00%	<p>Quarter 3 data will not be available until March 2018 (may possibly be earlier) due to information required from external sources.</p>	Aim to Minimise