



# **Progress and Delivery Report**

**Quarter Two 2020/21**

**July - September**

# Executive Summary

## Introduction

This report presents a detailed summary of Council performance for Quarter Two, 2020-21 (July - September). In line with the Council's recent senior restructure, performance information in this report is grouped by portfolio. Each section of the report begins with an overall summary of portfolio performance, including measures which have been above or below target for at least two consecutive quarters. This is followed by a one page performance summary for each service within that portfolio. Key information includes performance by exception (above or below target) and narrative relating to service activity for the quarter. Where performance is below target, additional information has been included to explain: why this is the case, what remedial action is being taken to improve performance and when performance is expected to be back on track.

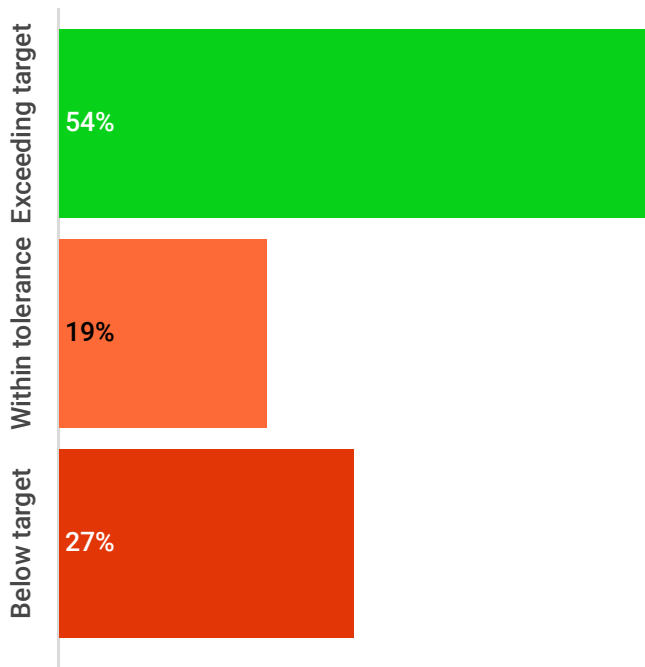
For those key performance indicators (KPIs) where it has been identified that significant remedial action is required to improve performance, action plans have been created. In order to monitor progress, these action plans will be included in Progress and Delivery reports on a rolling basis until all actions have been completed. It has not been necessary to include any action plans within the quarter two report.

## The Impact of COVID-19 on Council Performance

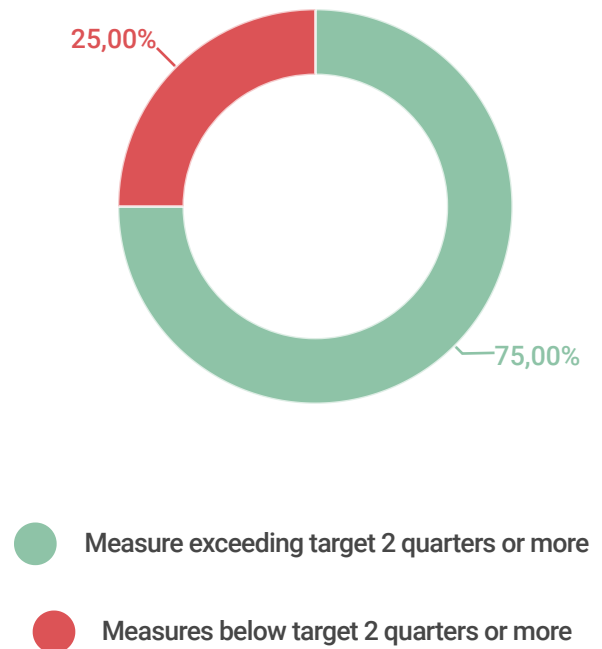
The Coronavirus pandemic has had a significant impact on Council performance in quarters one and two. In some cases, this has led to improvements, for example, more people at home for longer periods of time has led to increased waste recycling rates. In other cases, the effects of COVID-19 have had a negative impact with some services unable to operate fully, or at all for lengthy periods of time, such as the Leisure Centre, Town Centre Markets or Trinity Arts Centre. Where this is the case, it is unlikely that performance will meet the target by year end. Some services, such as Housing Benefit and Council Tax Support have experienced unprecedented spikes in demand which have placed additional strain on capacity. With the easing of lockdown at the end of June, performance in some areas will begin to improve although it is too early to say whether and when it will return to pre-COVID levels. Updates and analysis will continue to be provided on a rolling basis through Progress and Delivery reporting.

Those KPIs directly impacted by the COVID-19 pandemic are indicated by "C-19" within the report.

# Overall Summary of Council Performance



Overall Performance Summary - Q2



## Performance by Portfolio

Portfolio	No of measures	Measures exceeding target	Measures within tolerance	Measures below target
Corporate Services	8	7	0	1
Finance and Property	2	1	0	1
Homes and Communities	8	2	1	5
Operational and Commercial	17	6	8	3
Planning and Regeneration	3	3	0	0
Regulatory Services and Change Management	17	9	2	6

# Corporate Health

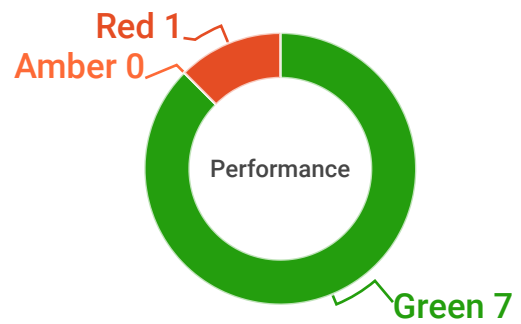
- Customer satisfaction remains high and improving at 3.9 stars out of a possible 5 stars. This is equivalent to a satisfaction rate of 79%. A total of 147 compliments were received during the quarter, with Waste Services and Planning receiving the highest proportion.
- A total of 68 complaints were received which is an increase of 106% compared to the same period last year. The highest proportion of complaints relate to a traveller settlement in the district, with complaints directed to planning enforcement and the planning service. A recent virtual mail room data breach also generated a number of complaints for the Council tax service.
- Staff sickness absence has risen during quarter two, though it remains within agreed tolerance level. There has been a slight increase in stress/ anxiety related absence and staff are being provided with the appropriate support to enable a return to work. Significant resources have been put in place to support staff during the pandemic; including the recent launch of 'One', a health and wellbeing initiative designed to support staff through the next stages of the pandemic.
- 100% of staff who can work from home continue to do so in line with government guidance.
- Two data breaches were reported to the Information Commissioner's Office (ICO), however, neither of these resulted in further action from the ICO.

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Time taken to pay invoices	10 days	14 days	10 days	<span style="color: green;">■</span>	⤵
Average Customer satisfaction rating out of 5 stars	3.5 stars	3.5 stars	3.9 stars	<span style="color: green;">■</span>	⤴
% of complaints where the Council is deemed at fault	44%	45%	32%	<span style="color: green;">■</span>	⤴
Average number of days to resolve a complaint	6.1 days	21 days	7 days	<span style="color: green;">■</span>	⤵
% of calls answered within 21 seconds	79%	80%	73%	<span style="color: red;">■</span>	⤵
Average number of staff sickness absence days per FTE	0.53 days	0.6 days	0.69 days	<span style="color: orange;">■</span>	⤵
Recorded Health and Safety incidents	19	NTS	10	-	⤴
Server and system availability	98%	98%	100%	<span style="color: green;">■</span>	⤴
Data breaches resulting in action by the Information Commissioner's Office	0	0	0	<span style="color: green;">■</span>	⤵

# Corporate Services Performance Summary

## Services included:

- Democratic Services & Contracts Management
- ICT
- Systems Development











## Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2020/21)	Target	Q2 (2020/21)	Perf
% of FoI requests processed within the statutory limit	100%	100%	100%	■
Number of subsequent challenges to FoI requests	0	0	0	■
Challenges to the procurement exercise that are subsequently upheld	0	0	0	■
LLPG Standard	Gold	National standard	Gold	■
Website availability	100%	98%	100%	■
% of systems development requests completed on time	98%	80%	98%	■

# Democratic Services and Contracts Management

- Virtual Member training and development events have resumed; focusing on effective chairing of meetings, carbon literacy and the Statement of Accounts.
- The Democratic Services Team continue to make great efforts to implement arrangements and protocols to ensure vital committee meetings can be held; all of which have run successfully so far.
- A total of 161 Freedom of Information Requests were received during the quarter, a reduction of 39% on the same period last year. All requests continue to be processed on time.
- All Civic events remain cancelled as a result of the pandemic and the Civic Officer continues to be redeployed at Lea Fields Crematorium.
- Since April, a number of contracts have been awarded by the Council but none of these went to local suppliers due to the nature of goods and services required. New contracts relate to a new computer system, virtual mail room provision, the undertaking of an empty homes review, and the renewal of the Council's Carbon Management Plan.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
% of FoI requests processed within the statutory limit	100%	100%	100%		
Number of subsequent challenges to FoI requests	0	0	0		
% of contracts awarded to local suppliers	25%	25%	0%		
Challenges to the procurement exercise that are subsequently upheld	0	0	0		

# ICT

- New performance measures were introduced in September 2019 following a performance workshop with the Team Manager and Chief Executive. Baselining continues to take place in order that targets can be set from 2021/22 onwards. Performance against all ICT measures will continue to be reported on until targets have been agreed.







## ICT Performance Measures

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Number of helpdesk requests received	N/A	NTS	289	...	N/A
Average number of hours taken to action a helpdesk request	N/A	NTS	17 hrs, 2 mins	...	N/A
Number of change management requests received	N/A	NTS	244	...	N/A
Number of change management requests completed	N/A	NTS	191	...	N/A

# Systems Development

- All KPIs continue to perform above target.
- Constant proactive monitoring ensures good quality data.
- Quick reallocation of tasks ensures there are no delays in dealing with requests.

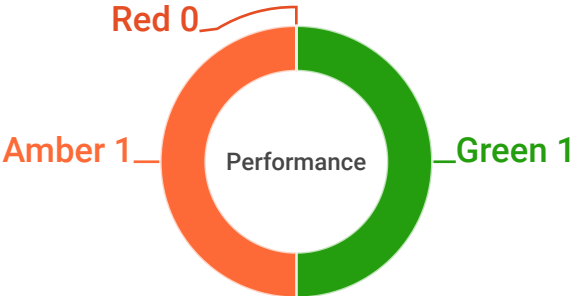
## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
LLPG Standard	Gold	National standard	Gold		
Website Availability	98%	98%	100%		
% of systems development requests completed within target time	97%	80%	96%		

# Finance & Property Performance Summary

Services included:

- Property and Assets



## Measures where performance is above target for at least two consecutive quarters





KPI	Q1 (2020/21)	Target	Q2 (2020/21)	Perf
Portfolio voids	5%	12%	10%	■



# Property and Assets

- Car parking income continues to suffer as a result of the pandemic. After initially offering free car parking during quarter one, there has been some income recovery during quarter two though this is still 48% down compared to the same time last year.
- Income from assets remains positive, with an increase of £21k compared to the same point last year.
- The split between planned and responsive maintenance is below target, however, this is expected as more planned work is procured and undertaken in the second half of the year.
- Rental portfolio voids continue to perform well, though they are at a higher level than usual due to units (particularly retail units) struggling with COVID restrictions.

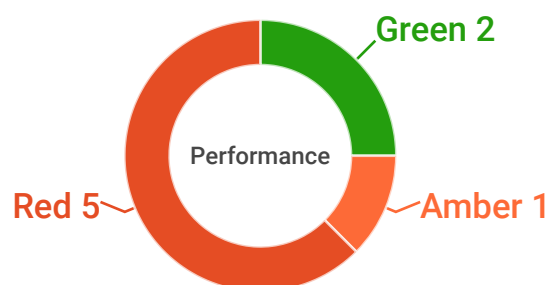
## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Rental portfolio voids	4%	12%	10%		
Planned maintenance	71%	70%	60%		

# Homes & Communities Performance Summary

## Services included:

- Home Choices
- Housing
- Communities



## Measures where performance is above target for at least two consecutive quarters

KPI	Q1(2020/21)	Target	Q2 (2020/21)	Perf
Average number of nights spent in temporary accommodation	45.5	56	45.5	Green
Number of households housed from the Housing Register	8	19	48	Green

## Measures where performance is below target for at least two consecutive periods

KPI	Q1 (2020/21)	Target	Q2 (2020/21)	Perf
Number of households relieved from homelessness	47	45	39	Red
Number of nights spent in B&B accommodation	101	0	280	Red
Number of households prevented from becoming homeless	42	90	44	Red
Number of long-term empty properties	726	540	787	Red
Number of long-term empty properties brought back into use	1	25	2	Red

# Home Choices

- Housing providers have been able to return their maintenance staff to work which has led to improvements in performance across the service.
- The service continues to reach out to partner agencies to encourage individuals with housing issues to contact the Council as early as possible.
- There has been a high demand for temporary accommodation as a result of three complex cases which have now been successfully resolved.
- The team continues to achieve excellent outcomes for both homeless prevention and relief and this trend is expected to continue as the team builds on positive relationships with private landlords.
- The nights spent in B&B accommodation target is a government target and not set by WLDC
- New Public Health commissioned housing related support contracts mean that all referrals to the Home Choices service must be made by district housing teams. This will give us a greater insight into demand for the service. In addition, the new Change 4 Lincs initiative launches on 12th October which will increase resources and options for dealing with recurring street homelessness.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Average number of days spent in temporary accommodation	21 days	56 days	13 days	<span style="color: green;">■</span>	⬆️
Number of households relieved from homelessness	47	45	39	<span style="color: red;">■</span>	⬇️
Number of households housed from the Housing Register	19	19	48	<span style="color: green;">■</span>	⬆️
Number of nights spent in Bed and Breakfast accommodation	58	0	280	<span style="color: red;">■</span>	⬇️
Number of households prevented from becoming homeless	37	90	44	<span style="color: red;">■</span>	⬆️

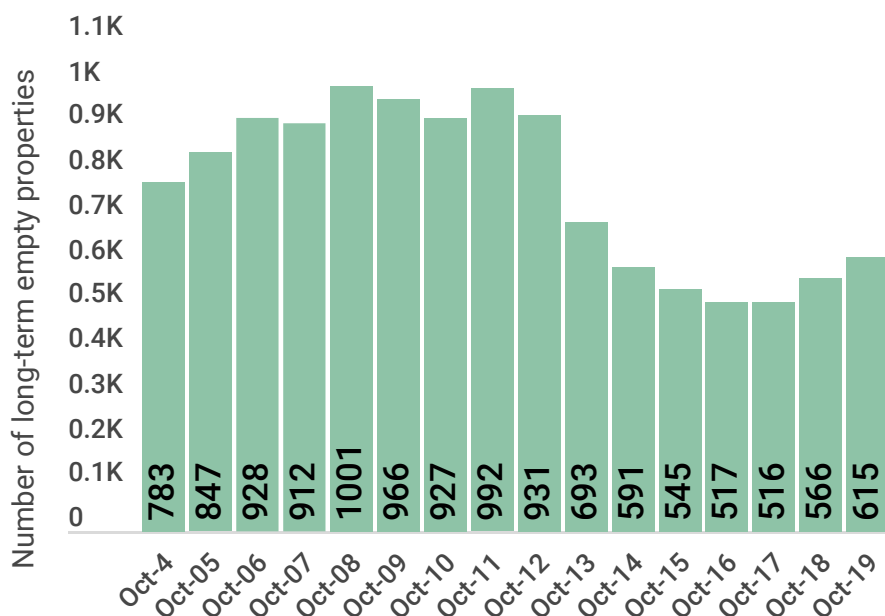
# Housing

- Timescales for Disabled Facilities Grants (DFGs) have been severely impacted by the lockdown period. No work to progress grants was able to be undertaken for 90 days, therefore adding 90 days to the completion period and although there has been an improvement in August and September, performance for the year as a whole is unlikely to meet target.
- The number of empty properties has risen again though further analysis has not identified a pattern or specific reason for this increase. While the data shows an increase in empty properties, the overall number remains low as a percentage of all properties in the district (1%). The Council continues to prioritise empty property enforcement where there is a high risk of harm and there are no plans to change this approach given that the Viable Housing Solution is due to be in place imminently.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
The number of long-term empty properties in the district	563	540	787	■	⊙
The number of long-term properties brought back into use	3	25	2	■	⊙
Average number of days from DFG referral to completion	170	120	196	■	⊙

## Performance over time - number of long-term empty properties in the district



The chart shows long-term empty homes in the district from Oct 2004 to Oct 2019. There was a peak in long-term empty properties in Oct 2008 at 1,001 however remedial works has seen this number steadily decrease until Oct 2018 when the number began to rise.

# Communities



All KPIs within this service area are performing within expected tolerance levels.

## Community Grant Funding

- The Councillor Initiative Fund and Match Grant Funding Schemes have re-opened to new applications. New applications have been lower than expected as many projects and services continue to deal with the impact of the pandemic.
- Funding awarded from the Hardship Relief Fund has covered the Council's Community COVID Community Fund to a total of £100k. Approximately half of this remains available and will continue to support individuals and groups with COVID recovery up to March 2021. Any remaining funds at that point will be carried over to 2021/22 when new demand is expected to rise significantly.

## RAF Scampton Community

- Community engagement activity continued with delivery supported by Community Lincs using One Public Estate Funding.
- A range of virtual events have been held to bring residents together, as well as a COVID compliant community litter pick.

## Employment & Skills

- Work has been ongoing with local employers during quarter two to help identify challenges as a result of COVID-19.
- Initial work is taking place to prepare for providing redundancy support in the area.
- The Council is working in partnership with ACIS to deliver the Kick Start Programme and officers are also exploring opportunities to support apprentice roles with local employers.

## CCTV

- Shoplifting has increased during quarter two following the re-opening of non-essential retail.
- An initial surge in public order and violence related incidents occurred in the three weekends following the re-opening of pubs, however, numbers of these types of offences have now fallen back to normal levels.
- Delivery of the Safer Streets funded CCTV expansion in Gainsborough is underway with final grant agreements and works set to begin in quarter three.

## Local Access

- The development plan for the programme has been approved by the funders which includes initial spend on engagement work and the recruitment of a Programme Co-ordinator.

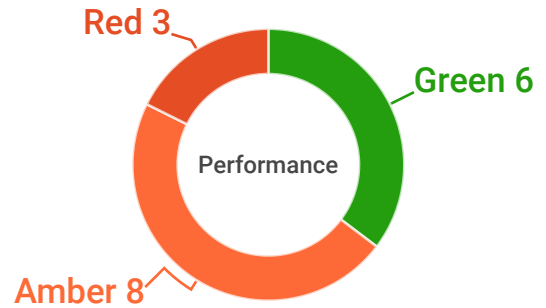
## Hemswell Cliff

- The managed estate contract continues to realise improvements and work is ongoing to develop normalisation actions, including proposals for the adoption of street LED lighting and play parks.

# Operational & Commercial Performance Summary

## Services included:

- Building Control
- Crematorium
- Garden Waste
- Leisure Contract
- Trinity Arts Centre
- Operational Services
- Street Cleansing
- Markets



## Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2019/20)	Target	Q2 (2020/21)	Perf
% of missed black and blue bin collections collected within target time	98%	95%	98%	■

## Measures where performance is below target for at least two consecutive quarters

KPI	Q1 (2020/21)	Target	Q2 (2020/21)	Perf
Average number of stalls on a Tuesday	16	37	29	■

# Building Control

- All KPIs for this service are performing within agreed tolerance levels.
- Income, application levels and market share all remain buoyant.

## Performance exceptions



All KPIs within this service area are performing within expected tolerance levels

# Crematorium

- KPIs have been introduced for the Crematorium but no targets have been assigned while these measures are baselined. These measures will be included for information in each P&D report.
- In line with other crematoria locally, quarter two has seen fewer services than expected, following a spike in quarter one as a result of COVID-19.
- The Crematorium continues to adapt to changing COVID regulations. This includes allowing people who are COVID positive, or who have been in close contact with somebody who has COVID to attend the funeral of a close family member. Whilst this does not directly affect our staff, the team has been split into two bubbles to ensure resilience and continuity of service with one bubble able to take over the running of crematorium should the other bubble be required to isolate.

## Crematorium Performance Measures

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Number of services held	N/A	N/A	112	...	N/A
Income received	N/A	N/A	£80,038.00	...	N/A

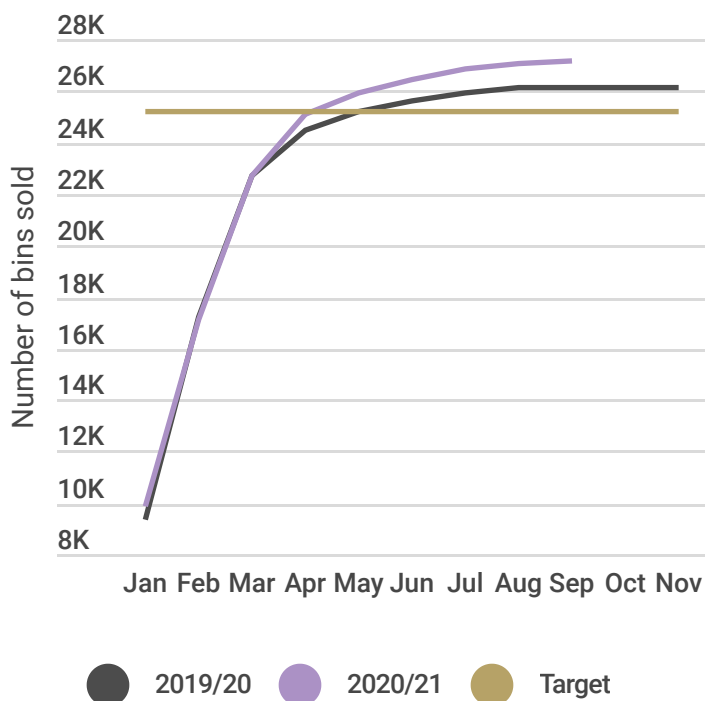
# Garden Waste

- The service received a higher than expected number of subscription requests in quarter two. Appropriate communications were put out making it clear that those residents subscribing late in the year would only receive collections for the current calendar year and would be required to re-subscribe at the beginning of 2021 service, should they choose to do so.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Number of bins sold	26,148	25,197	27,145	■	⤴
Subscription take-up	55.5%	57%	57.5%	■	⤴
Missed garden waste collection collections	0.07%	0.2%	0.06%	■	⤴

## Number of Bins Sold - 2019/20 performance compared to 2020/21









The number of bins sold has exceeded the target with 666 more bins sold in quarter two than at the same point last year.



# Leisure Contract

- Both the Gainsborough and Market Rasen Leisure Centres opened their doors on 25th July following the easing of COVID restrictions. Usage was limited to gym, dance and spin classes.
- The swimming pool re-opened on 22nd August for lane and swim sessions only.
- In September, bookable casual swim sessions commenced, along with squash at Gainsborough and badminton and football at Market Rasen, which is proving very popular.
- Usage at the gym remains steady with customers finding their experience favourable and no negative comments being received from users of either centre.
- The outreach service has not yet recommenced, though Active Seniors is starting again at Gainsborough from 12th October.
- Usage of the Market Rasen Leisure Centre stands at 4,882 for the quarter. This measure is being baselined during 2020/21 so that a target can be assigned for 2021/22.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Satisfaction with the Leisure Centres (C-19)	95%	75%	99%		
West Lindsey Leisure Facilities Usage (C-19)	80,372	78,750	36,000		
Number of Outreach Users (C-19)	116	116	0		



# Trinity Arts Centre

- Government restrictions on public performances and gatherings continue to affect the Arts Centre's ability to host film or live performances. To adhere to social distancing regulations, the auditorium is limited to 36 people, rendering any public performances financially unviable.
- Great effort has gone into making the Centre COVID safe in order to maximise on secondary income through venue hire. New weekly hires have been secured with more to be confirmed in quarter three, including sports classes, dance classes, a playgroup, a youth theatre and two theatre schools. More than 100 young people are benefitting from attending creative workshops on a weekly basis.
- A bid has been submitted to the Cultural Recovery Fund for a total of £208,000. The centre is still awaiting the outcome from Arts Council England and the deadline has been extended due to the volume of bids received.

## Markets

- The market was able to re-open to non-essential traders on 9th June and quarter two has seen a steady return of traders with a stall take-up of 376 stalls on the Tuesday market and 179 stalls for the Saturday market. Some stall holders remain cautious and are yet to return.
- Stall income remains at zero due to the decision not to charge stallholders rent for the remainder of 2020/21.
- At 14, the average number of stalls on a Saturday is within expected tolerance levels for the quarter, which is within agreed tolerance levels.
- The Gainsborough Farmers' Market has been relocated to the town centre on an interim basis to allow for appropriate social distancing measures.
- A three day continental market was held in the town centre in August 2020 which was well attended by traders and the public.



### Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Average number of stalls on a Tuesday	34	37	29		

# Street Cleansing

- COVID restrictions have meant that many planned litter picks have not been able to go ahead, including the Great British Spring Clean initiative. However, litter picks have begun to resume during quarter two with 23 such events being held during the period, compared to 12 in quarter one.
- There has been a continued increase in fly-tipping in quarter two, with 847 instances in total. Of these, 99.6% were collected and disposed of within the target time. Whilst household waste and recycling centres have re-opened, these are subject to restrictions such as customers needing to book slots for different waste streams on different days. This, coupled with the internal drive to report fly-tips within the district are likely to have contributed to the rise.



## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
% of reported fly-tipping cases collected within target time	99%	90%	99.6%		

# Waste Services

- Recycling rates remain within agreed parameters though there has been an increase in contamination of mixed dry recycling streams with current contamination levels at 30%. The Council is working with the Lincolnshire Waste Partnership to be able to offer a more comprehensive recycling service and to reduce the amount of contamination.
- Trials of both food waste and separate paper and card collections have begun in several districts as a fact finding mission. Indications are that the paper and card trials have been successful and the Lincolnshire Waste Partnership are in talks with the Department for the Environment, Food and Rural Affairs regarding a food waste collection roll out before the 2023 deadline.
- Commercial waste has suffered a considerable loss of income as a result of customers in industries affected by COVID-19 suspending the service. This has mainly affected the catering industry.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
% of missed black and blue bin collections collected within target time	98%	95%	98%		

# Planning & Regeneration Performance Summary

Services included:

- Development Management



## Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2020/21)	Target	Q2 (2020/21)	Perf
% of major planning applications determined on time	100%	90%	100%	■
% of non-major planning applications determined on time	99%	80%	100%	■

## Measures where performance is below target for at least two consecutive quarters



There are no measures where performance is below target for two consecutive quarters.

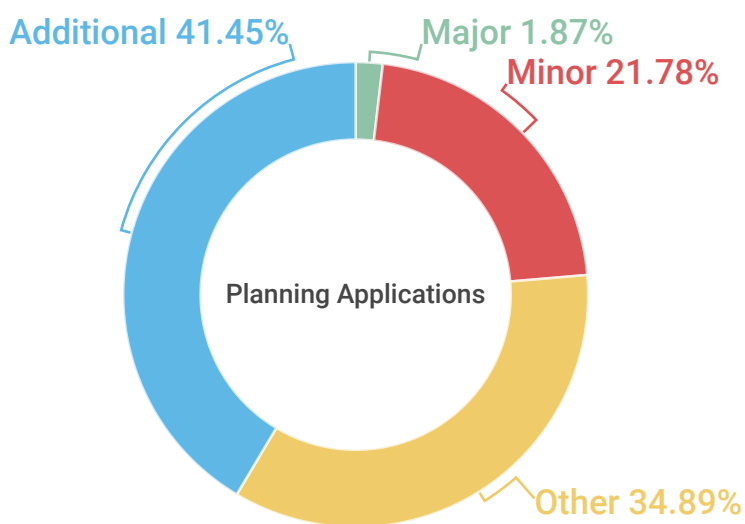
# Development Management

- At 427 in total, the number of planning applications has increased by 13% compared to the same period last year, and an 11% increase on quarter one of this year.
- Total fee income from planning and pre-application services has also increased, up 27% compared to the same period last year. Total income for the quarter stands at £221,007.
- The service has recruited additional resource to cover the second half of the year in order to cope with expected demand.
- Team performance remains resilient despite increased demand with 100% of major applications, and 99% of other applications determined on time.
- Planning appeals recommenced in June and of the seven appeals received, six were dismissed and one was allowed.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
% of major planning applications determined on time	100%	90%	100%	■	⊸
% of non-major applications determined on time	100%	80%	99%	■	⊸
Appeals allowed as a % of all decisions	1%	5%	1%	■	⊸

## Breakdown of Planning Applications by Type for Quarter Two



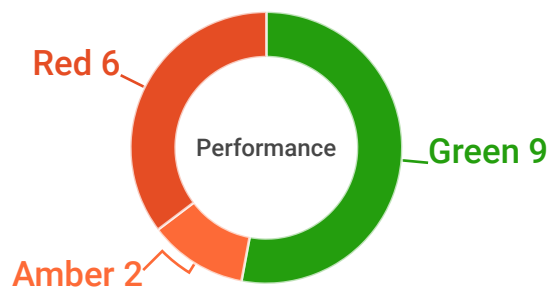
During quarter one, 427 planning applications were received in total; broken down as follows:

- 8 major applications
- 93 minor applications
- 149 other applications
- 177 additional applications

# Regulatory Services & Change Management Performance Summary

## Services included:

- Council Tax and NNDR
- Enforcement
- Housing Benefit and Council Tax Support
- Local Land Charges
- Licensing
- Regulatory Services



## Measures where performance is above target for at least two consecutive quarters

KPI	Q1 (2020/21)	Target	Q2 (2020/21)	Perf
No of properties on the Council Tax base per FTE	5,527	5,000	5,533	■
% housing enforcement cases closed within 6 months	96%	75%	92%	■
% of licensing applications processed within target time	100%	96%	100%	■
% of registered food premises rated 3* or above	98%	95%	98%	■
number of environmental protection requests received	270	125	272	■

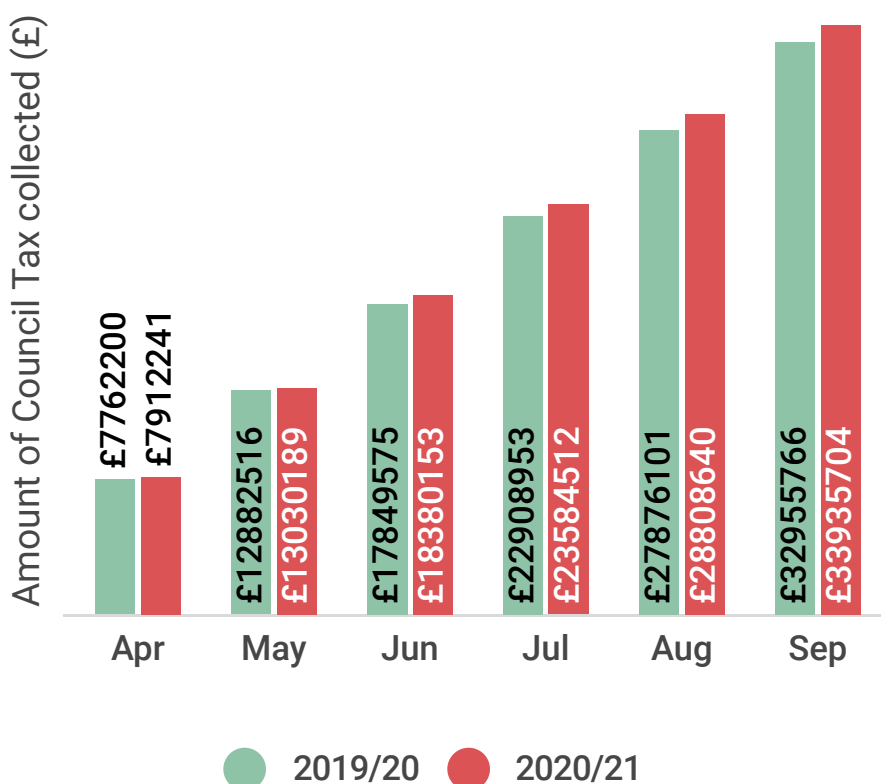
# Council Tax and NNDR

- The issuing of statutory reminder notices resumed in August, however, Lincoln Magistrates Court have confirmed that they will not hear any Council Tax or Business Rate Liability Order hearings until at least December 2020. This will impact recovery collection rates as regulations state that recovery action can only be undertaken once Magistrates have granted a Liability Order.
- The team continues to support customers who have requested deferred payments; as well as signposting these customers to debt management organisations where necessary.
- Applications have begun to be received for the Discretionary Hardship Fund, with payments made to help reduce the Council Tax Liability of those most financially affected by the pandemic.
- Business Rate collection remains consistently below that of last year as a result of the pandemic. Work is ongoing to identify those businesses at risk of closure due to the pandemic.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Number of properties on the Council Tax base per FTE	4,488	5,000	5,533	■	⬆️
NNDR in year collection rate	58.8%	58.8%	56.2%	■	⬇️

## Amount of Council Tax collected - Q2 2019/20 compared to Q2 2020/21









The in year Council Tax collection rate is 0.57% lower than the same time last year, however, the team have been able to collect over £2.5m more Council Tax than at the same point last year.

# Enforcement

- Performance within the enforcement service continues to be adversely impacted by COVID-19. The planning enforcement service continues to experience a backlog of open cases accrued as a result of lockdown during quarter one. During 2019/20, there were an average of 69 open cases and this figure has risen to 111 during the first half of 2020/21. This impacts on the ability to investigate, close and respond to cases quickly and means that lower priority cases are delayed. Whilst performance remains above target at this current time, the service is working to manage increased demand accordingly.
- Within housing enforcement, whilst case numbers are low and performance is currently within target, it has become more difficult to close cases effectively due to restrictions on visiting properties which has made it more difficult for landlords to deal with matters expediently.
- The percentage of licensed properties within the Gainsborough South-West ward remains on target at 92%.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q1 (2020/21)	Perf	DoT
% of planning enforcement cases closed within 6 months	86%	75%	84%		
Number of community safety cases closed following compliance	72	60	21		
% of planning enforcement cases given an initial response within 20 working days	74%	90%	76%		

# Housing Benefit and Council Tax Support

- The team have continued to work from home during quarter two and our customers continue to supply supporting evidence and apply for new claims digitally where possible. Despite the restrictions and additional pressure created by the pandemic, all targets have been met or exceeded during quarter two.
- The level of Council Tax support claims experienced during quarter one have now receded as people have returned to work, however, this may change as COVID-19 infection rates begin to rise again.
- Whilst new claims are half the level seen in quarter one, processing times are being impacted by the processing of Universal Credit applications by the Department for Work and Pensions. Despite this, processing times remain above target and better than at the same time last year.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Cost per live claim	£5.70	£5.52	£4.85		
End to end processing times	4 days	5 days	3.8 days		



# Local Land Charges

- There has been a higher than average number of searches received during the quarter following a rapid recovery in the housing market, with 920 searches received during the quarter compared to 662 in the same period last year.
- Along with the challenges on the team caused by working from home, additional challenges have been created by having to process searches on behalf of the search companies who have been unable to access their officer as a result of the pandemic. The team has worked with Human Resources and Customer Services to allow personal search companies to access the Guildhall from 5th October in a COVID safe way so that they can complete their own searches. This will result in a reduction in turnaround times by December when this measure should be back on target. This work will also be supported through the training of an apprentice to assist with basic searches.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
Average time taken to process a search	13.3 days	10 days	21.2 days		
Market Share	65%	65%	73%		

# Licensing

- Whilst the number of licensing applications received is steadily recovering, numbers remain significantly lower than expected with 180 applications during the first half of 2020/21 compared to 516 at the same point last year.
- The team continues to focus on providing advice to premises in regard to operating safely and in a COVID secure way, and ensuring that as many of the licensable activities as possible are running at a level that enables the sector to function properly.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
% of licensing applications processed within target time	100%	96%	100%		

# Regulatory Services

- COVID-19 restrictions meant that no food inspections were carried out during quarter one and only a limited number during quarter two. This means that the target for this measure will not be met by year end.
- Officers within this work area have been redeployed to focus on work relating to outbreak management and control, illegal operation of businesses and to provide advice and guidance to businesses to enable them to become COVID secure.
- A total of 450 service requests have been received so far in 2020/21, higher than the total for the whole of the previous year (354). This is a result of increased responsibilities placed on the Council relating to COVID-19. It is unlikely that this level of demand will decrease and work is underway to underensure demand can be managed appropriately going forward.

## Performance exceptions

KPI	Q2 (2019/20)	Target	Q2 (2020/21)	Perf	DoT
% of food premises rated at 3* or above	97%	95%	98%	<span style="color: green;">■</span>	⤴
Number of environmental protection requests received	195	125	272	<span style="color: green;">■</span>	⤴
% of environmental protection cases closed within 6 months	99%	75%	99%	<span style="color: green;">■</span>	⤴
% of Food Standard Agency scheduled inspections completed	27%	98%	1%	<span style="color: red;">■</span>	⤵



**The target for the number of food safety inspections will not be met this year due to COVID-19 restrictions on the service impacting performance for the remainder of the year.**