



**Corporate Policy and
Resources Committee**

**Thursday, 11th February
2021**

**Subject: Progress and Delivery Measures and Targets 2021/22 - Change
Management and Regulatory Services**

Report by:

Assistant Director – Change Management &
Regulatory Services

Contact Officer:

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Purpose / Summary:

To present for approval the Council's proposed
2021/22 Progress and Delivery measures and
corresponding targets for Change Management
and Regulatory Services.

RECOMMENDATION(S):

1. To approve the proposed set of 2021/22 Progress and Delivery measures and targets for the Change Management and Regulatory Services Portfolio.

IMPLICATIONS

Legal: N/A

There are no legal implications as a result of this report

Financial : FIN/135/21/A/SL

Any financial measures and targets will be based on the approved budgets within the MTFP for 2021/22 and will be monitored through the budget monitoring process during the financial year.

Staffing :

There are no staffing implications as a result of this report

Equality and Diversity including Human Rights :

Data Protection Implications : N/A

Climate Related Risks and Opportunities: N/A

Section 17 Crime and Disorder Considerations: N/A

Health Implications: N/A

Title and Location of any Background Papers used in the preparation of this report :

Progress and Delivery Performance Measures and Targets 2021/22 – CPR Committee January 14 2021

Risk Assessment : N/A

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

X

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

X

Executive Summary

This report is intended as a follow on to the Progress and Delivery (P & D) measures and targets paper considered by this committee on 14th January 2021. This report specifically focuses on those performance measures within the Change Management and Regulatory Services portfolio. Members are asked to approve the proposed measures and targets within this portfolio for 2021/22. The services that sit within this portfolio are as follows:

- Council Tax and National Non-Domestic Rates (NNDR)
- Enforcement
- Housing Benefit and Council Tax Support
- Licensing
- Local Land Charges
- Regulatory Services

Introduction

During January 2021, the newly appointed Assistant Director of Change Management and Regulatory Services has reviewed all of the existing performance measures in these services, alongside the relevant Team Manager and supported by the Performance and Programmes Team. The proposed measures and targets are contained in the tables below, along with the justification for change where applicable.

As outlined in the main paper, this was a light touch review with the recommendation to carry over all P&D measures and targets unless there is a strong business case to make amendments. Where changes are recommended, these are outlined in the tables. A full review of all the Council's Progress and Delivery measures will be undertaken in the autumn of 2021 ready for implementation in 2022/23. This review will include all key stakeholders, including the Progress and Delivery Member Working Group.

Council Tax and NNDR Scorecard				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
Number of properties on the Council Tax base per FTE	5,000	5,000	No change	• It is proposed that these measures and the targets are carried over unchanged.
Council Tax in-year collection rate	98%	98%	No change	
NNDR in-year collection rate	98.9%	98.9%	No change	
Amount of Council Tax collected	£34,144,625	To be confirmed	New target	• In line with previous years, the target will be determined in March 2021, based on the year end out-turn.
Amount of NNDR collected	£16,995,376	To be confirmed	New target	

Housing Benefit and Council Tax Support				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
Cost per live claim	£5.52	£5.52	No change	<ul style="list-style-type: none"> It is proposed that these measures and the targets are carried over unchanged.
End to end processing times	5 days	5 days	No change	
The number of claims older than 30 days	12 per quarter	12 per quarter	No change	

Enforcement				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
% of planning enforcement cases where an initial response was provide to the customer within 20 working days	90%	90%	No change	<ul style="list-style-type: none"> It is proposed that these measures and targets are carried over unchanged
% of planning enforcement cases closed within 6 months	75%	75%	No change	
% of housing enforcement cases closed within 6 months	75%	75%	No change	
% of properties that are licensed within the Gainsborough South-West ward	95%	95%	No change	
The number of community safety cases closed following compliance	240	240	No change	

Regulatory Services				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
% of registered food premises rated at 3 stars of above	95%	95%	No change	<ul style="list-style-type: none"> It is proposed that this measure and target is carried over unchanged

Regulatory Services				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
% of Food Standards Agency scheduled inspections completed	98%	98%	No change	<ul style="list-style-type: none"> It is proposed that these measures and targets are carried over unchanged
Number of environmental protection requests received	500	500	No change	
% of Environmental Protection cases closed within 6 months	75%	75%	No change	

In addition to the Licensing performance indicator outlined below, Members will also continue to receive information relating to the number of licensing applications received, and the amount of income received in the narrative of each P&D report for additional context.

Licensing				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
% of licensing application processed within the target time	96%	96%	No change	<ul style="list-style-type: none"> It is proposed that this measure and target is carried over unchanged

Local Land Charges				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
Time taken to process a search (average number of days)	10 days	10 days	No change	<ul style="list-style-type: none"> This measure currently includes all searches received and doesn't allow for differentiation in the average time taken to process straightforward and complex searches. For example, one complex search can significantly affect the average overall processing time. In addition to this measure, additional information will also be provided in the narrative of the P&D report, breaking down the time taken to process searches by type. The target is set at 10 days in line with statutory guidelines from MHCLG.

Local Land Charges				
Name of Measure	Current Target	Proposed Target	Proposed Change	Reason for change
% of searches processed within target time (10 days)	N/A	To be confirmed	New measure	<ul style="list-style-type: none"> • This measure is designed to show the percentage of searches that are processed within the target time of 10 days. It gives an indication of compliance in this work area. • Target time is defined as 10 days, in line with the statutory target set by central government. • Performance will be baselined over the next 12 months and the data will be used to set an appropriate target for 2022/23. Performance returns will therefore be included in all P&D reports throughout 2021/22.
Market Share	80%	40%	New target	<ul style="list-style-type: none"> • The definition of this measure has been changed to exclude Environmental Information Regulation searches which can only be conducted by the Council and therefore do not form part of the market base. • Market share includes all paid for searches (defined as personal searches and local land charges searches). The target has been amended to reflect the Council's level of market share throughout 2020/21, and based on benchmarking data from other local authorities to ensure it is a stretch based target.