Corporate Performance Measures Dashboard
SLT Headline Report

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2019-20 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	TREND	KEY EXPLANATORY COMMENTARY
Helping People												
1. Excellent services positively impacting on our communities												
SERVICE												
Satisfaction with Council services	High is good	Whether residents are satisfied with the Council's services				62%					new measure	Results from 2019 Residents Survey and used for a baseline for future measurement
% of demand resolved at first contact in customer services	High is good	We want to resolve customer demand at first contact whenever possible								n/a	new measure	We are still working on collecting this data so that we can report on it. This has been escalated within IEG4 to develop the required reporting mechanisms.
Proportion of value demand coming in to Customer Services	High is good	Value demand delivers what the customer wants - we want to minimise contact that does not give value								n/a	new measure	The interim Covid arrangements for the telephony system has impacted on the service's ability to report on this. Following the removal of the Covid related elements, we will be able to better report on this indicator
% of customer demand accessed through digital channels	High is good	To identify customer contact through our website so we can ensure								20.33	new measure	
% of complaints to MBC upheld	Low is good	How many complaints are being upheld and in which areas to enable a more focused approach when improving services					0	0	13.6	0	decrease	
No. of ombudsman complaints upheld	Low is good	To identify how many complaints are not resolved internally and subsequently upheld by the Ombudsman to enable a more focused approach when improving services				1				1	unchanged	
Homelessness - % cases where homelessness was prevented	High is Good	This shows how effective we are at preventing homelessness, which is beneficial for the individuals and the community	31	20	15	16	14	14	n/a	pending	information not supplied for Q3 or Q4	Awaiting finalising of the H-CLIC report. Once finalised will input into the service PI's.
Average time spent in temp accommodation (calendar days)	Low is good	This measure helps us understand how effective we are at helping people to exit homelessness								pending	new measure	Awaiting finalising of the H-CLIC report. Once finalised will input into the service PI's.
Number of Households living in temporary accommodation	Low is Good	This measure helps us understand how effective we are at helping people to exit homelessness rapidly	41	41	34	35	48	52	46	42	decrease	This figure includes 12 households residing at Westbourne House. We have a continued focus on utilising our own housing assets as Temporary Accomodation with responsive decisions taken on a weekly basis to ensure that our homeless needs are met.
% benefit claims processed within 5 working days of all information received	High is good	To identify how efficient and effective we are at processing benefits claims	96.00	97.67	98.67	98	98	99	97.67	98.7	broadly unchanged	
Number days taken for payment to be made after initial application for Housing Benefit	Low is good	To monitor how quickly we are able to make a payment of Housing Benefit, this assists with preventing resident debt	13	11	11	10	14	7	9	8	broadly unchanged	
Attendance at Council Leisure facilities (WLC and MSV combined)	High is good	To monitor the use of leisure facilities as a key part of helping residents stay fit and healthy	74503	87908	80853	76107	0	16945	15534	0	figures impacted by COVID-19	Leisure Centres have been closed under the COVID19 restrictions.

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Attendance at physical activity outreach programmes within the community	High is good	To identify the take-up of activity classes taking place in the community, part of helping residents stay fit and healthy	4334	4467	4011	4154	0	2510	3508	888	figures impacted by COVID-19	Unable to deliver face to face, however engaged with schools and via campaigns digitally and within other areas of the Action Plan.
% of ASB cases resolved	High is good	To monitor how many antisocial behaviour cases are closed to understand the effectiveness of the					81.4	80.2	82.53	91.11	⬆ improvement	

ACTIVITIES/PROJECTS

Implementation of customer digital self-service platform (IEG4) and improved processes and customer journeys	To monitor progress in delivery of the Council's offer of digital services that meet the needs of residents	Over 10,000 accounts are now live on the My Account system. Full advertising of the platform will coincide with the launch of the new corporate website.		
Upgrade Council website	New and up to date CMS which meets the assess ability standards. It supports the priority for improving digital services for the community and offers ongoing savings due to the reduced cost for support and hosting	The project is underway and due to be completed by September 2021. The design has been agreed and the new site is currently being built in Umbracco. Migration of all the content from the old site to the new version is due to be completed by July ready for testing and snagging in August.		
Implement new Finance system	A modern supported finance system that is easy for all staff to utilise and provides accurate user friendly information	The project team were busy preparing in the final quarter in readiness for the new system launching successfully in early April 2021		
Development of integrated supporting people offer across the Council	To ensure the Council is improving its offer to residents in providing effective support when needed	Looking to rebrand MML and its offer to the Community Support Hub brand and hashtag. This will allow us to capture and build as a Council on the incredible goodwill and community spirit that we have witnessed over the last 13 months as a fitting tribute to the residents of Melton.		
Narrative on outcomes from supporting people with complex needs	To demonstrate and give examples of how the Council's support offer impacts on the life opportunities of residents	Addressing the impact of COVID-19 has meant that we have not been able to deliver services in the same way from Phoenix House over the last 13 months.		

Helping People

2. Providing high quality Council homes and landlord services

SERVICE

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US									TREND	KEY EXPLANATORY COMMENTARY
% decent Homes (public)	High is good	This helps us understand the quality of the Council's housing stock when tested against the Decent Homes Standard	71	72.5	74.5	75.86	70.13	76.11	77.79	77.84	⬆ improvement to Q3	The Decent homes figure is compiled from largely historic data. We have Stock Condition Surveys planned for completion on the majority of our properties this year, with all properties to be completed within two years. Our stock condition surveying shall then move forwards on a periodical basis to ensure effective capital programme planning.
Average void time (Excluding Development Voids) in days *[monthly averages expressed as quarterly averages]*	Low is good	This measure shows how quickly we re-let the Council's dwellings when a tenancy ends, preventing income loss	49.01	57.77	50.22	28.36	16.94	34.61	30.38	79.02	⬆ deterioration	The calculation of this Performance Indicator was refined in January 2021 in line with best practice ensuring consistency moving forwards. We currently have a number of long term legacy void properties which we are working to complete with external stakeholders most notably utilities companies. There is continued focus on voids with weekly meetings taking place and we expect to see continued improvement as we move forwards.
% of stock with a current valid gas safety check	High is good	This shows how well the Council is managing gas safety in its housing stock, which is a key landlord responsibility							100	100	⬌ unchanged	This is a real positive and bucks the national trend where landlords have seen a reduction in performance as a result of COVID.

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Satisfaction with housing repairs	High is good	This measure tests how satisfied Council tenants are with the repairs that are needed to their homes								91.40	new measure	This information has been supplied by our contracor. A new methodology is being developed, with calls to carry out sample testing being made to tenants by Council Officers
Rent collected as % of the rent due (in year)	High is good	The Council's rental income pays for the repair and maintenance of the housing stock - this measure shows how effective we are at collecting the rent					75.03	87.48	91.56	97.92	within tolerance	The restructure of the Housing Service will allow keener focus on this key income stream. The performance that we have achieved is slightly below target but considering the uncertainty of COVID this performance is positive in comparison to the impact that other landlords have seen.
% new tenants satisfied with their new home (overall)	High is good	This helps us understand the experience of new Council tenants								n/a	new measure	This is a new Performance Indicator and has been developed alongside TFEC. A gov.metric process to capture responses is to be launched for all new tenancies from the 1st April 2021.
Number of new Council homes provided	High is good	This shows how well the Council is delivering against its ambition to increase its social								5	new measure	This is constituted of 4 acquisitions and a conversion of a meeting room back into a flat for let.

ACTIVITIES/PROJECTS

Progress towards implementation of Housing Improvement Plan	To report on progress to improve the housing and asset management of the Council's housing stock	The adoption of the new tenancy agreement following extensive consultation provides the firm foundation to enable consistent tenancy management combined with the new Tenancy Handbook and associated key policies. We have maintained the 100% completion of gas servicing through this quarter. The Income Improvement and Transformation action plan is now a working document with the meetings gathering pace and direction.
Implementation of new integrated housing system (Northgate)	To report on progress and business improvements through improvements to the Council's integrated housing management system	The work is continuing with good progress being made. We have a number of queries with our supplier for resolution. We have finalised the majority of settings with regards to system set up. There are a number of pressure points which we are aware of and resolving.
Update on Delivery of programme of new Council Homes	To provide information on the Housing Revenue Account development programme	The purchase of a property has been provisionally agreed, there have also been amendments to the RTB spend timeframes increasing from 3 to 5 years. This enables us to refocus our efforts through our own development plans.
Delivering better temporary accommodation for those who need it	To monitor the supply and quality of temporary accommodation offered to those who need it	We are continuing to use our stock for self-contained accommodation for those households in need. We are due to advertise the Development Managers role in early May which shall aid future development of this key strand of work.

Shaping Places

3. Delivering sustainable and inclusive growth in Melton

SERVICE

SERVICE	POLARITY	WHAT THIS MEASURE TELLS US	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	TREND	KEY EXPLANATORY COMMENTARY
Number of new homes delivered through the planning process	High is good	Whether we are meeting, exceeding or falling below the targets set for housing growth in the area to accommodate the growing population and support economy				334				310	slight decline	This is down slightly on last year where we reported 334, although still a good place in the light of Brexit/Covid etc. Closing the gap on the historic shortfall, although full impacts of Brexit/Covid may not be felt yet as numbers of dwellings under construction are lower than expected which will show itself in next years figures.
Number of new affordable homes delivered through the planning process	High is good	Whether the number of affordable homes - and the share of overall homes they represent - is increasing to keep up with need				73				90	improvement	Excellent performance for the same reasons as above demonstrating the benefits of having an adopted Local Plan and robust negotiation on affordable housing, including some examples achieving higher than policy requirements.
% Major planning decisions taken within 13 weeks, or agreed timetable	High is good	End to end processing times for major applications (those over 10 houses and equivalents for industry, retail etc.) - service efficiency	80	100	100	89	100	67	80	80	unchanged	8 out of 10 Major Planning applications were determined in time this quarter, meaning performance remains at 80%. Major planning applications continue to consume considerable time and input as negotiations are carried out to secure better physical outcomes in terms of design and layout, and secure developer contributions for strategic and local infrastructure

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% Non-major planning decisions taken within 8 weeks, or agreed timetable	High is good	End to end processing times for most applications - service efficiency	85	88	88	88	96	90	89	70	some decline	Performance has dropped slightly to 70% this quarter; however this remains well in excess of the national target. Though smaller in scale many applications are controversial in their own right and require careful negotiation for design improvements.
% applications that are invalid	Low is good	Whether recent changes to how we validate planning applications has broken through delays at this traditional 'bottleneck' - service efficiency							10	6	improvement	On average this quarter 6% of applications were invalid
% applications that are approved first time	High is good	Whether we are being able to overcome problems and negotiate improvements to planning submissions to bring them to a standard able to be approved					94	90	94	100	improvement	No applications have been received for this quarter in the form of resubmission or retrospective - this is an indication that amendments are being secured as part of the first submission.
Applicant satisfaction (from questionnaire): % of total 'satisfied' or 'very satisfied'	High is good	Whether, and the degree to which, those paying for planning applications are satisfied with the service they have received .								n/a	new measure	The questionnaire will be formed and sent out once the Planning Review has been implemented this will also allow monitoring of the review and the changes that have been made.
Community Satisfaction with planning service	High is good	Whether the community are satisfied with the outcomes being produced by planning decisions			37%						new measure	Results from 2019 Residents Survey and used for a baseline for future measurement
Land Charges: Average turnaround time	Low is good	End to end processing times for searches. To measure service efficiency and highlight fluctuations needing intervention					22.83	24.64	28.95	20.3	improvement	There is improvement in turnaround time, which is now meeting the national target of 10 days. A new post has been created on one year basis to help improving the performance. The quartely figure disguises the strohg progress made duting the period whereby service levels improved from in excess of 20 days (average) in January (including dealing with backlog due to Christman office closure) to 7 days in March 2021. Performance has subsequently continued to improve.
Corporate Assets - Level of compliance to health and safety regulations (%)	High is good	Percentage of non-housing assets meeting the legal requirements for health and safety compliance						90	94.3	99	improvement	The internal audit to Corporate Assets H&S has concluded, with no red lights. The 2 recommendations have been implemented and compliance remains near 100%.
% of occupied commercial units in Council ownership	High is good	Efficiency at letting commercial units and generating income for the Council	95	95	90	90	89	95	95	95	unchanged overall	With 18 Snow Hill units available to lease, 100% was achieved in the last quarter, but with converting unit 74 into a lettable unit (to date used operationally as the council's archive store), the available units to lease increased to 19 and while unit 74 is not yet leased it is under offer.
% of proactive Environmental Health inspections undertaken as planned	High is good	The proportion of Environmental Health inspections we have completed as planned								52.33	new measure	During the pandemic the FSA's guidance to LAs was to prioritise for inspection high risk, non-compliant premises. Melton has only a few of these and so was able to target resources to the lower priority premises that remained. We have achieved more interventions than many other authorities.
% Food businesses Broadly Compliant at inspection [monthly figures averaged for the quarter]	High is good	We inspect food premises on an annual basis to make sure that they are preparing food safely. This measure tells us who has complied with legislative requirements.	96.9	97.2	96.6	96.3	95.4	95.27	96.20	94.93	deterioration	The decrease in the compliance figure reflects the impact of an increase in food business registrations for home caterers combined with the effect of COVID-19 on the Council's ability to carry out the relevant inspections. This should improve with the easing of lockdown conditions
Licensing - % of payments made online		The proportion of payments for licences we have processed online.								7 payments	new measure	This is not a percentage but actual. Temporary Event Notices are the only form established to date with this functionality. With Covid restrictions there were virtually no events taking place in the last year.

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ACTIVITIES/PROJECTS												
Implementation of planning services review update		To measure and monitor progress against our ambitions to improve planning services										A revised process for registration, validation the engagement of stakeholders and determination of planning applications is ready for a soft launch on 17th May 2021. over the next three months, comments and observations from agents and applicants will be captured in order to make amendments to the system if required before final launch in August 2021. Following an overhaul of the structure and roles within the development management team, all vacant planning officer posts have been now recruited to. A politically balance group of members (Planning reference group) is set up to focus on application of procedures and policy in planning process and has mde recommendations for improvments.
Supplementary Planning Documents (Developers contributions, Design, Open Space, Neighbourhood plans)		To report the progress on the key building blocks of planning policy intended to improve the quality and content of new developments (developer contribution, open space and design).										Developers contributions SPD - this is scheduled to seek approval by Cabinet for consultation to commence as soon as possible. Design SPD - Consultation is due to commence following the May 2021 election period, having had pre-consultation sessions with officers and members in Q4. Open Space SPD - Adopted by Cabinet in Q3 2020. Neighbourhood plans - Various NP's (4) were successful at referendum in May 2021, others at various stages leading towards completion, e.g. . Bottesford & Stathern are at Examination.
Progress update on delivering the Northern and Southern Sustainable Neighbourhoods and Melton Mowbray Distributor Road		To report the progress on the key planning policy documents intended to guide the quality and implementation, including provision of new infrastructure and its timing) of the town's main growth areas (north and south 'sustainable neighbourhoods')										North Sustainable Neighbourhood Masterplan - Ongoing - has proved more complex beacus sites are at different stages of the planning process, complicated by changes proposed to the location of the school by LCC site promoters Morris Homes. Consultation has taken place with Ward Members and Friends of the Country Park. Consultants have been contracted to undertake the work to attach to the existing masterplan and design code drawn up by developers to the east of Scalford Road. South Sustainable Neighbourhood Masterplan - On hold whilst LCC conclude the contract with Homes England for HIF award for the MMDR (south). The revised masterplan is associated with this award and will be pursued once concluded.
Launch new Discover Melton brand, website and supporting events and prepare a tourism sector support package												A new website for Discover Melton is being prepared in readiness to be launched in mid-May 2021. The website will promote and attract people to visit, live and invest in Melton, promoting Melton 'The Rural Capital of Food' as a go-to destination. This website will help promote Melton as a place where families want to live, employers and employees want to work, students want to learn, tourists want to visit and all will want to stay.
Develop a package for support to rural pubs and farming sector												Following Government announcements in March 2021, the Council has made a decision to utilise the remaining Additional Restrictions Grant (ARG) funding to deliver a Comprehensive Economic Recovery Package. The council is expecting to commit £100k to this project until the end of March 2022 for businesses in rural areas that are looking to diversify their business into more areas to either bring in additional income to make their business more resilient, provide additional employment opportunities or provide an additional service to visitors or residents of that area.
Establishment of Food Enterprise Centre												The Council was successful in receiving £100,000 grant money for the development and promotion of the 'Rural capital of food' concept. Matched by the Council's own funding, this project is well underway for delivery. technical advisor is appointed to provide valuable technical advice to food production businesses. Feasibility for strengthening events infrastrcutre on the scattle market site is underway.
Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision												In order to deliver the vision for enhanced health and leisure hub in Melton, the Council has committed funding to match the £100,000 grant funding received from LLEP and working with the local CCG to plan for delivery. Procurement of consultants is underway. A detailed project plan will be prepared by the appointed consultants in July 2021.
Update on utilisation of assets to generate capital and build homes and establishment of a housing company												Following cabinet approval in December 2020 for the launch of the 'Asset development programme' for rationalisation of council's assets and explore the full development potential for them. In addition to the £500,000 grant funding received from LLEP, the Council has committed match funding and resources to deliver this programme. Due to delays from LLEP regarding post-brexit subsidy control checks, the grant agreements are not signed and hence the progress on this is slightly delayed.

Shaping Places
   4. Protect our climate and enhance our rural natural environment
   SERVICE

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	TREND	KEY EXPLANATORY COMMENTARY
Tonnes of carbon emissions produced by MBC operations	Low is good	In order to measure the progress the council is making (from its own operations) to its carbon neutral target in 2030								n/a	new measure	A baseline survey is now commissioned and the data will be available for Q3 onwards subject to receipt of information from a range of suppliers and partners.
Satisfaction with waste service	High is good	Biennial Place Survey question to the public				82%					new measure	Results from 2019 Residents Survey and used for a baseline for future measurement
Satisfaction with cleanliness	High is good	Biennial Place Survey question to the public				56%					new measure	Results from 2019 Residents Survey and used for a baseline for future measurement
% waste recycled/composted *[rolling average of 4 quarters]*	High is good	Recycling and composting keeps materials out of landfill	43.87	45.77	43.52	44.45	45.19	43	43.38	Available in Q1 2021-22	broadly unchanged from Q2	
Kg of residual waste per household - quarterly *[rolling average of 4 quarters]*	Low is good	Reducing waste keeps materials out of landfill and helps protect our climate	122.72	125.47	125.79	124.85	129.81	132.09	135.07	Available in Q1 2021-22	deterioration	
Number of reported fly tips	Low is good	Fly tipping is illegal dumping of waste in land or in water. This measure tells us how many of these incidents have been reported to the Council.					83	114	90	184	deterioration from Q3	Increase in incidents has been as a result of two elements - 1) the ongoing restrictions on entry to the LCC household waste site and 2) increased reporting of fly tips by community groups which has been acute in the last three months.
Number of dog fouling requests	Low is good	How many requests for dog fouling we have received.							0	4	new measure	Based on reports sent through to Biffa to clear

ACTIVITIES/PROJECTS

Update on education campaigns and enforcement activity to improve the environment and tackle anti-social behaviour	The new Community Safety Partnership Strategic Plan was approved by Council in March 2021. CSP now developing annual action plan to meet strategic priorities.
Update on progress made through the Climate Emergency Working Group	A statement of intent for preparing the Climate change strategy for Melton is prepared. A baseline survey for mapping carbon emissions through the Council's operations is commissioned jointly with Oadby & Wigston Council. An all members briefing session is to be arranged by the end of June to provide an update on a range of activities being undertaken by the Climate Emergency Working Group

Great Council

5. Ensuring the right conditions to support delivery

SERVICE

SERVICE	POLARITY	WHAT THIS MEASURE TELLS US									TREND	KEY EXPLANATORY COMMENTARY
Staff satisfaction - overall % who are very or quite satisfied working for MBC	High is good	Whether staff are satisfied in their employment at the council								75	new measure	75% of people surveyed in 2018 said they enjoyed working for Melton Borough Council
Staff turnover – annual	Low is good	The level of staff turnover is an indication of staff satisfaction with terms and conditions and working practices within the Council.			11					12	slight increase	23 leavers in total due to resignation. This is an increase from 21 last year. Evidence that the employment market is moving despite the pandemic
Staff absence – days sickness per employee (cumulative)	Low is good	Whether sickness is being managed well within the council and welfare support is at a good level to help ensure a healthy workforce.	1.81	3.57	5.43	7.5	0.9	2.2	4.0	5.8	improvement on previous year	The rate for final quarter remains unchanged. There are no particular areas of concern despite the lockdown and Covid. The end of year total is 5.8 days per employee
% increase in followers on Facebook and Twitter compared to previous quarter	High is good	How effective our digital communications is at attracting interest from the public					6.22	2.64	4.33	3.95	new measure	The engagement over the year has seen a steady increas in followers and interation via social media

Measure	Polarity	What this measure tells us					Q1	Q2	Q3	Trend	Key Explanatory Commentary
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.					78	77	71	new measure	Work is underway to transfer the current website to a new accessible platform by September 2021. Options for improving the current site have been considered and no further development can take place without considerable investment. The new site is expected to improve the score.
% Variance between forecast outturn and actual outturn	Low is good	Effectiveness of budget setting and monitoring and delivering services in line with the finances provided.							pending	new measure	This is annual indicator which will be completed following the financial outturn calculations in June 2021.

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Council tax collection efficiency (%)	High is good	Efficiency at collecting council tax payments due in a timely manner thereby reducing long term debt.	30.34	58.3	86.60	98.33	29.09	57.26	85.66	97.90	remains above target	Although the collection rate is lower in comparison to last year. Covid has had a huge impact on collection. For large parts of the year we have been unable to persue debts via the formal recovery route. Soft reminnders were sent but the decision was made corporately not to send statutory reminders. We were also in a position where we were unable to issue summonses as liability order hearings were not being heard by the court. Also the pandemic has had a huge impact on residents of the borough financially which should not be overlooked. All things considered I think the collection rate is positive. We have also changed the calcualtion slightly in comparison to previous years to credits on accounts are takne into cosndieration which has reduced the % accordingly. This was done after consultation with other LAs in Leicestershire. We will continue to work with residents to reduced arrears and avoid recovery action where possible.
NNDR Collection efficiency (%)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	33.50	60.86	85.96	99.12	25.56	58.53	84.24	97.62	% figure is within the tolerance bandwidth	
Total Sundry Debtor arrears (£)	Low is good	Efficiency at collecting sundry debt payments due in a timely manner thereby reducing long term debt.					£1.149m	£1.2178m	£1.003m	£1.116m	new measure	This measure has fluctuated throughout the year as it has in previous years. As with the Council Tax & NNDR collection rates. Sundry Debtors arrears have been impacted by Covid. Recovery was put on hold corporately which has impacted collection of arrears. We will continue to work with residents to reduce arrears and avoid recovery action where possible. There is also a review of aged debts under way to see where write offs are applicable.
% Undisputed invoices paid within 30 days [monthly figures averaged for the quarter]	High is good	How many suppliers are paid in a timely manner ensuring the council does not create cashflow issues for its suppliers.	90.4	86.6	88	85.73	84.1	86.73	88.87	90.03	modest improvement	Performance continues to improve steadily following the initial dip in May as the Council moved to remote working coupled with the departure of key staff within the housing team. Finance are continuing to work closely with the service area with a number of actions being put in place by the relevant Director to address the issues.
% Requests for information responded to within statutory deadlines	High is good	How well the Council complies with its responsibility to respond to information requests in a timely manner.	100	100	99.83	99.33	100	100	95.1	93.24	deterioration	Decentralisation of the process commenced 22.2.2021, with the intention of improving request handling and response times.

ACTIVITIES/PROJECTS

Developing a new operating model - redefining how we work to be more flexible and responsive	A draft model has been developed and links to the Melton Deal; however due to the ongoing impact of Covid work it has been put on hold.
Progress to establish new ICT provision post-December 2021	Work continues on the transition towards an in house service post December 2021; a project plan is in place.

Great Council
6. Connected with and led by our community
SERVICE

| The percentage of respondents who believe the Council listens to concerns of local residents (annual) | High is good | Whether people feel listened to by the Council | | 50.5 | | | new measure | The Resident Survey suggests that residents thought the Council listened to concerns - a great deal (3.9%) or a fair amount (46.6%) (combined total 50.5%) The Resident Survey 2019 was designed to feed into the new Corporate Strategy 2020-2024 and provide a baseline from which we can assess the Strategy. Preparations for the next Resident Survey will begin, funding permitting, in the Autumn of 2021 with the survey being sent out in this financial year. |

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2017-18 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	TREND	KEY EXPLANATORY COMMENTARY
Number of decision making meetings which are digitally accessible	High is good	Tells us how many of our formal meeting we have streamed on You Tube						14	13	12	new measure	The impact of Covid-19 has required the Council to review the way in which it promotes democracy to enable community involvement in its decision making. During the COVID-19 pandemic the government introduced the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 to enable all local authority meetings before 7 May 2021 to be held remotely. The regulations were brought in specifically to help local authorities deal with the challenges of holding in-person meetings during the coronavirus pandemic and the Council implemented this very successfully by continuing to hold its meetings virtually and also being streamed online to enable members of the public to be involved in decision making. With the Regulations having ended on 06 May 2021 and the outcome of the recent High Court challenge, the Council is now reviewing the way in which meetings are held to enable face to face meetings to take place in a safe and secure way whilst continuing to allow public involvement.
% Agendas and reports to be published 5 working days before the meeting [monthly figures averaged for the quarter]	High is good	Tells us whether we have complied with legislative requirements	100	100	100	100	100	100	100	100	unchanged	This indicator has not been affected by Covid and the Council continues to publish it agendas in line with statutory requirements

ACTIVITIES/PROJECTS

Establishment of the Melton Deal and implementation of local pilots	Whether the Council and communities have agreed to a deal on how we can work together for the benefit of our communities.	The impact of the COVID-19 and resource issues has put this project on hold. Once resources are put in place this project will recommence.
Impact of community grants scheme	What benefit has been delivered to the community through the grants scheme	Cabinet agreed to allocations. All applicants have been advised and payment will be processed to successful organisations by end of April 2021.

EXPLANATORY NOTES

1 RAG RATING OF TREND — The RED, AMBER, and GREEN colours used for each quarter's performance are based on the detailed definitions of the performance measures provided by the directorates

2 TREND ARROWS — The size of the trend arrow is NOT related to the size of the performance trend, and only indicates the direction of the trend

3 POLARITY AND TREND ARROWS — The direction of the TREND arrow reflects the POLARITY of the performance measure, or the Activity/Project risk trend

For example: Where a performance measure has the POLARITY equal to **Low is Good**, improvement will be a GREEN arrow pointing DOWNWARDS towards LOW (which is GOOD in this case)

improvement

Where a performance measure has the POLARITY equal to **Low is Good**, deterioration will be a RED arrow pointing UPWARDS towards HIGH (which is BAD in this case)

deterioration

And: Where a performance measure has the POLARITY equal to **High is Good**, improvement will be a GREEN arrow pointing UPWARDS towards HIGH (which is GOOD in this case)

improvement

and so on

An UNCHANGED trend is indicated by a horizontal double ended arrow. The colour of the arrow shows the (unchanged) trend

For example: unchanged

Corporate Complaints Measures Dashboard
SLT Headline Report

DIRECTORATE	SERVICE AREA	POLARITY	No. of Complaints Received				TREND	KEY EXPLANATORY COMMENTARY	No. of Complaints Upheld				Compliments			
			Apr-Jun 2020-21 Q1	Jul-Sept 2020-21 Q2	Oct-Dec 2020-21 Q3	Jan-Mar 2020-21 Q4			Apr-Jun 2020-21 Q1	Jul-Sept 2020-21 Q2	Oct-Dec 2020-21 Q3	Jan-Mar 2020-21 Q4	Apr-Jun 2020-21 Q1	Jul-Sept 2020-21 Q2	Oct-Dec 2020-21 Q3	Jan-Mar 2020-21 Q4
Housing & Communities	Tenancy Management	Low is Good	3	15	7	4	⬇ Improvement - reduction from last Qtr.		1partially	1part	1, 2part		3			
	Voids	Low is Good														
	Rent Arrears	Low is Good														
	Housing Repairs	Low is Good	4	6	4	3	⬇ Improvement - reduction from last Qtr.		3part	2part	2		2	6	2	
	Housing Capital Programme Work	Low is Good														
	Landlord Health & Safety	Low is Good				1	⬆ Warning - Increase from last Qtr									
	Intensive Housing Management (incl. Gretton Court)	Low is Good	1	0												
	ASB	Low is Good	2	2	0	1	⬆ Warning - Increase from last Qtr									
	Housing Options	Low is Good	1	3	5	1	⬇ Improvement - reduction from last Qtr.									
	Customer Services	Low is Good				1	⬆ Warning - Increase from last Qtr						2	3	2	1
	Community Support	Low is Good			2	0	⬇ Improvement - reduction from last Qtr.									
	Safeguarding	Low is Good														
	Private Lifeline	Low is Good														
	Revenues (Council Tax)	Low is Good	1	2	2	0	⬇ Improvement - reduction from last Qtr.									
	Revenues (Debt Recovery)	Low is Good														
	Benefits	Low is Good														
	Leisure	Low is Good														
	Waste Management	Low is Good	1	3	1	1	↔ Unchanged						1			
	Environmental Maintenance & Cemetaries	Low is Good	0	1	0											
Growth & Regeneration	Planning	Low is Good	9	8	0	3	⬆ Warning - Increase from last Qtr								3	
	Building Control	Low is Good	1	1	1	1	↔ Unchanged									
	Land Charges	Low is Good	0	1												
	Licensing	Low is Good														
	Environmental Health	Low is Good	2	0												
	Local Plans & Planning Policy	Low is Good													3	
	Emergency Planning	Low is Good														
	Corporate Property & Assets	Low is Good				1	⬆ Warning - Increase from last Qtr						1			
	Regeneration	Low is Good														
	HR & Comms	Low is Good														
	Democratic Services	Low is Good												1		
	Elections	Low is Good	0	1	0											
Corporate																

Corporate Services		Low is Good	0	1	0													
	Legal inc RFI/Complaints																	
	Finance	Low is Good												2	1		
	ICT	Low is Good															
TOTAL COMPLAINTS RECEIVED		Low is Good	25	44	22	17	⬇	Improvement - reduction from last Qtr.			4part	3part	3, 2part		12	10	10	1