

**Corporate Performance Measures Dashboard**  
**SLT Headline Report**

**EXPLANATORY NOTES ARE AT THE END OF THE REPORT**

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	TREND	KEY EXPLANATORY COMMENTARY
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**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						n/a	n/a	73.0		new measure	First quarter we have been able to report - this reporting capability is due to improved system developments. Too soon to set a target, to be monitored over next two quarters to enable us to set a benchmark.
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						n/a	n/a	83.3		new measure	First quarterly reporting due to improved reporting mechanisms. Data sets a baseline for future comparison. Target to be set in the future.
% of customer demand accessed through digital channels	High is good	To identify customer contact through our website so we can						20.33	26.33	23.00		new measure	This measure shows customer interaction with council services via online forms. Customer service staff continue to encourage and support customers to access via online forms, and provide support as needed.
% 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	5.7	18.75		deterioration	The Council has seen an increase in complaints in Housing Repairs (from 2 to 9) and Regeneration (from 0 to 2).
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	One ombudsman complaint was upheld in Q2
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	15	16	14	14	n/a	pending	19.4	30.8		significant improvement	This measure has been updated - 81 homelessness presentations, prevented 25 cases = 30.8% Increased homelessness demand, increase capacity for case management. Reinforced focus on prevention of homelessness.
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 rapidly						pending	27.69	24.65		improvement on previous quarter	Figures are average time in days per month - Total days for the quarter 3550 = 51 placements in July, 53 in August & 41 in Sep, 24.65 days for the quarter. Some longstanding temporary accommodation placements. A number of service actions in place to reduce demand for temporary accommodation and to improve move on (voids management, move on officer, action)
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	34	35	48	52	46	42	46	32		improvement on previous quarter	Action is being taken to reduce the number of people being placed into temporary accommodation and to improve throughput and move on from temporary accommodation. Role of voids management group and improved voids performance is important to enable move on. Move on officer in post to pilot a case management and support role to support move on outcomes. This remains a high priority area of work. Temporary accommodation audit to commence November / December 2021.
% 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	98.67	98	98	99	97.67	98.7	97.67	97.00		broadly unchanged - performance maintained	[Target is 95%] Service is exceeding target and has been able to do so throughout pandemic.
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	11	10	14	7	9	8	8.33	10.33		slight decline compared to previous 4 quarters	[Target 21 days] Slight decline is not creating concern and is well within tolerance.
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	80853	76107	0	16945	15534	0	73919	75222		improvement	We have seen a plateau in attendances at both sites to similar levels to pre-Covid. Once the sports hall and studio are released from the vaccination centre, we will see a further increase.

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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.	4011	4154	0	2510	3508	888	869	1696	improvement	We have managed to re-establish a number of programmes face-to-face over this quarter, however have still been mindful of numbers especially in indoor environments. Also a big jump with the recommencement of school engagement.
% 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	77.43	78.56	some improvement on Q1	September figure 80.30% Recent increase in ASB reports and case complexity.

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	<b>Although phase 3 is still being discussed around contract changes. Work has re commenced with service areas on building forms taking into account the customer journey. Some significant progress with planning, environmental health and licensing. Community safety demand now also being managed through IEG4. Example: pre application advice and payment for this service online. Teams are reviewing commonly requested services and prioritising their move to online. One third of demand now being received via online access. 'Contact us' capability on website to replace default position of customers emailing their requests.</b>
Upgrade Council website	New and up to date CMS which meets the assessability 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	<b>New website launched on 2 September 2021. In October it scored 100% for accessibility.</b>
Implement new Finance system	A modern supported finance system that is easy for all staff to utilise and provides accurate user friendly information	<b>Phase 1 has been closed down as agreed by the customer and digital improvement board in Aug. Phase 2 will commence in 2022/23 focusing on the budget management module and further enhancements to reporting.</b>
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	<b>Health &amp; Leisure project currently underway. Will continue to be a work in progress over the longer term. The re-branding of MML has been deferred pending Corporate Asset team feasibility work. Housing Options and Homelessness is moving into the Leisure, Culture and People area to provide more focus on prevention and case management. Over the next three months we will be in a position to define an integrated people offer.</b>
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	<b>The majority of core partners have returned to Phoenix House, we will see an increase with our performance measures in the next quarter to reflect this. Complex cases are still increasing post COVID-19, Mentor caseloads have decreased as the majority of cases are red with multiple issues, therefore we have been operating a priority waiting list to manage referrals and allocation of referrals to Mentors. We have recruited two new Mentors each with a background of complex case work, as their caseloads increase we should be able to accept more referrals without a waiting list in place. Rationale for transition of housing option service to sit alongside case management is to enable complex case management and triage where appropriate.</b>

**Helping People**  
**2. Providing high quality Council homes and landlord services**

SERVICE												
% 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	74.5	75.86	70.13	76.11	77.79	77.84	77.84	77.84	unchanged	Status as reported at previous year-end. This is due to the work currently underway regarding upgrading of Northgate & the currently running programme to carry out stock condition surveying of our homes to provide condition data. Project progress is such that it is anticipated DHS reporting will again be in place by the end of this current year
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	50.22	28.36	16.94	34.61	30.38	79.02	68.33	58.70	improvement on previous quarter	The re-let time is actively being monitored through our weekly void meetings. The figures are being impacted by some of the major works voids that we are dealing with combined with delays of new gas/utilities supplies required to bring the properties in line with our void relet standard.
% 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	100	99.99	marginal change	1 property has expired; the matter is with Legal Services and a warrant has been applied for.
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	91.83	93	improvement on previous quarter	Statistics provided by Axis Europe








CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	TREND	KEY EXPLANATORY COMMENTARY
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	89.41	93.22	outside of tolerance (95.5%)	
% new tenants satisfied with their new home (overall)	High is good	This helps us understand the experience of new Council tenants						n/a	84.00	87.77	improvement on previous quarter	For the satisfaction of new tenants with their homes this quarter shows improved performance on last quarter by 4.77 percentage points. There is more work underway to understand tenant satisfaction. A tenant satisfaction survey has recently been carried out by specialists Acuity. The findings are currently being analysed and benchmarked with other landlords before being published. Hearing from and working with tenants to improve our services is important and will form a key part of our future engagement strategy.
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	<b>We are continuing at pace with our focus on improving our performance and delivery of the HIP plan. Recent member briefings and scrutiny updates have been well received providing assurance of our continuing positive progress in all aspects of delivering the best housing and landlord function that we can. Our stock condition surveys continue at a pace, we have also recently engaged an external provider Acuity to deliver a full tenant survey to benchmark our performance and customer satisfaction levels.</b>
Implementation of new integrated housing system (Northgate)	To report on progress and business improvements through improvements to the Council's integrated housing management system	<b>We are continuing to deliver our system implementations both on time and on budget. We have launched our Assets module and Asbestos module in readiness to accept our stock condition data. Work now continues at a pace to deliver our planned, compliance and mobile solutions. Work to develop and configure housing advice and homelessness module is now in progress and will be ready to launch in January 2022. Configuration of new choice based lettings module will be finalised after a review of the housing allocations policy, aim to launch by April 2022.</b>
Update on Delivery of programme of new Council Homes	To provide information on the Housing Revenue Account development programme	<b>The new Housing Development Manager started with us on the 1st September 2021 and has drafted a Council Housing Development Strategy which shall soon be taken to Cabinet for approval. Once this is agreed he shall compile a development plan identifying a number of small sites that are currently in HRA ownership.</b>
Delivering better temporary accommodation for those who need it	To monitor the supply and quality of temporary accommodation offered to those who need it	<b>We have implemented the trial use of a move on officer to case manage the transition of individuals and families from temporary accommodation into secure tenancies. We have a pool of 15 council properties that are being used for temporary accommodation across the Borough. A number of actions to reduce demand and increase throughput are being progressed. A temporary accommodation audit will commence November / December 2021.</b>

## Shaping Places

### 3. Delivering sustainable and inclusive growth in Melton

SERVICE												
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. and substantially in excess of the target within the Local Plan housing trajectory. 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		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	100	89	100	67	80	80	100	83	decline on Q1, but better than Q3 & 4 in previous year	83% 5 out of 6 Major applications were determined in time which is well above the national requirement.
% Non-major planning decisions taken within 8 weeks, or agreed timetable	High is good	End to end processing times for most applications - service efficiency	88	88	96	90	89	70	83	70	decline back to Q4 previous year	70% of applications were determined in the agreed timescale and is above the national average.

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% 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	6.35	4.8	 improvement	Percentage of invalid applications is reducing. The new system and process in place for validation is showing result.
% 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	85	66	 decline from previous quarter	On average 66% of applications are approved first time, this number has reduced significantly from the first quarter. This has meant more deferrals and less refusals.
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	n/a		new measure Survey not yet sent out
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	5.27	3.28	 improvement	Overall quarterly figure is 3.28 days (average) which shows further improvement from historically high levels in Q1 and well above the desired national standard (10 days; average). This is achieved as a result of improved process and focussed performance management.
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	100	100	 performance maintained from Q1	The high standard is retained for two consecutive quarters now. The renewed focus in this area is showing positive results and the team are meeting regularly with the new Health and Safety officer to ensure all compliance regulations are met.
% of occupied commercial units in Council ownership	High is good	Efficiency at letting commercial units and generating income for the Council	90	90	89	95	95	95	95	95	 unchanged	The lease negotiations for the last vacant unit at Snowhill are still on going with prospective tenant with a view to complete by the end of year.
% of proactive Environmental Health inspections undertaken as planned	High is good	The proportion of Environmental Health inspections we have completed as planned						52.33	13	72	 improvement on previous quarter	The summer holiday period impacted on inspections. The programme to catch up is being implemented and as a result 100% of inspections was achieved in September.
% 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	96.6	96.3	95.4	95.27	96.20	94.93	95.3	96.7	 improvement on previous quarter	This equates to a 'score on the door' of 3 and above (5 being best). The number of new businesses has an impact on the result as the percentage is based on the number of businesses registered.
Licensing - % of payments made online		The proportion of payments for licences we have processed online.						7 payments	n/a	n/a		new measure IEG4 system for payments still being developed

**ACTIVITIES/PROJECTS**

Implementation of planning services review update	To measure and monitor progress against our ambitions to improve planning services	<b>The Planning Service Review has made some significant changes to the way that the team work, improvements to technology have taken place. Recruitment to vacant posts has been successful, however there remains a vacant post. Further work is required in terms of IT that will take place once the Lead Planning Admin post is filled in December 2021.</b>
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/decisions	<b>Developer Contributions SPD - SPD adopted following Cabinet on 21/09/2021 and Council on 23/09/2021. Design SPD - Approved at Cabinet on 13/10/21. As SPD it must be adopted at Council, the next one is December 2021. Neighbourhood plans - Bottesford successful referendum. NP has been 'made' in Q3. Stathern s288 at high court on 07/10/21. NP can continue examination when outcome of s288 is known</b>

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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 was approved by Cabinet in October 2021. South Sustainable Neighbourhood Masterplan is on track to be approved by Cabinet in Dec 2021. Viability testing is being undertaken for both plans. An agreement to share risk and financial burdens to help LCC accept the HIF funding to deliver the southern link of MDR was approved by Council in November 2021.
Launch new Discover Melton brand, website and supporting events and prepare a tourism sector support package												The new Discover Melton website was launched in July to support the re-opening of the hospitality and tourism sector. Destination maps are being produced following engagement with all members in October 2021.
Develop a package for support to rural pubs and farming sector												This is being supported by the ARG funding which is open for businesses to apply for. The funding is to be spent by the end of March 2022.
Establishment of Food Enterprise Centre												The Technologist service is going well in terms of business response and ability to deliver real technical solutions. 19 businesses have given a Technical brief to work on, 61 businesses on the network now. A networking event is being planned in January 2022. Cost and specification have been worked up for a container unit fitted out for development kitchen purpose for a 6 months trial identify business demand (scale, type and budget) to ensure we have a potential market over and above the initial clients and a fit to market needs. The Stockyard brand development for cattle market site is complete and the final toolkit has been delivered.
Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision												A stakeholders session was planned on the 9th November with involvement from all internal and external partners. A members' session is to be arranged in December 2021. Programme for country park masterplan is to be developed by the end of 2021.
Update on utilisation of assets to generate capital and build homes and establishment of a housing company												Grant agreement with LLEP is executed in October 2021. Project documentation is being prepared. Portfolio holder briefed- November 2021. Procurement of consultants for key work packages to be completed by January 2022. All members briefing to be arranged in Spring 2022.

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

SERVICE														
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	Baseline Climate Emergency Working Group is set up. Baseline study to assess carbon emissions through council services is underway. Statement of intent to prepare a climate change strategy is due for consultation- November 2021. Approx £900,000 received for LAD 2 and 3 grant funding from the Government to support low-income households with improving energy performance. A joint business case with Leicestershire authorities explored for installation of electric vehicle charging points in Council car parks. Assessments are due to commence shortly. Climate Change Officer is due to start in November 2021.
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. Some follow up will be needed to understand the detail of this feedback and enable action to be considered.
% waste recycled/composted [rolling average of 4 quarters]	High is good	Recycling and composting keeps materials out of landfill	43.52	44.45	45.19	43.00	43.38	43.35	42.88	Available in Q3 2021-22		deterioration	Update to be provided in next performance report.	
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	125.79	124.85	129.81	132.09	135.07	136.55	135.34	Available in Q3 2021-22		slight improvement	Update to be provided in next performance report.	
Number of reported flytips	Low is good	Flytipping is illegal dumping of waste in land or in water. This measure tells us how many of these incidents have			83	114	90	184	94	92		improvement	Peaks in data reflect anomaly in litter pick activity being recorded as flytips. There is now a form on IEG4 for people to report flytips. Community litter pick collection forms can now be registered on IEG4, or collection can be arranged directly with the service.	

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Number of dog fouling requests	Low is good	How many requests for dog fouling we have received.					0	4	3	3	unchanged from Q2	Based on reports sent through to Biffa to clear. Form available online for people to report dog fouling.



ACTIVITIES/PROJECTS
Update on education campaigns and enforcement activity to improve the environment and tackle anti-social behaviour
Update on progress made through the Climate Change Task Group

Officers and partners will continue to have a presence at Fairmead community centre. Two listening events have taken place to understand what matters to local people. This identified a need / wish for holiday activities. Some community groups have expressed a wish to utilise Fairmead community centre for community activities. 10 key community members identified for more detailed conversations to understand what matters.

A Climate Emergency Working Group of members is set up. A baseline study to assess carbon emissions through council services is underway. The statement of intent to prepare a climate change strategy is due for consultation in November 2021. Over 700 referrals signed off by the Council for instalment of energy efficiency measures in private sector homes since 2018. Approx £900,000 received for LAD 2 and 3 grant funding from the Government to support low income households with improving energy performance. A joint business case with Leicestershire authorities explored for installation of electric vehicle charging points in Council car parks.

Great Council  
5. Ensuring the right conditions to support delivery  
SERVICE

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	80		improvement	Employee surveys completed show that 80% of employees enjoy working at Melton compared to 75% last time the survey was completed.	
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.	5.43	7.5	0.9	2.2	4.0	5.8	2.0	4.4	deterioration	This is an increase from 1.3 for the same period last year (2.2 cumulatively). There is an increase in the number of long term sickness absence days. HR are working with line managers to support individuals.	
% 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	0.87	3.74		new measure	
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.				78	77	71	70	100	improvement	Significant improvement compared to the old website	
% 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.							4			new measure	There was an increase in the provisional year end forecast variance of 7% (£425k) compared to the estimated underspend of 3% (£207k) compared to the net of circa £5.1m. This was due to further underspends being generated and income shortfalls not being as great as predicted.
Council tax collection efficiency (%)	High is good	Efficiency at collecting council tax payments due in a timely manner thereby reducing long term debt.	86.60	98.33	29.09	57.26	85.66	98.59	30.30	58.01	remains above target	Cumulative figure.	
NNDR Collection efficiency (%)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	85.96	99.12	25.56	58.53	84.24	97.62	26.95	56.58	% figure is within tolerance	Cumulative figure.	
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	£0.079m	£1.167m	£0.979m		new measure	This is a priority within the emerging revenues action plan. A target will be developed around this. A further update will be provided within future performance report. Issue of historic debt needs to be reviewed as part of this work.

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% 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.	88	85.73	84.1	86.73	88.87	90.03	n/a	95.75	 improvement	Following implementation of new functionality within the new finance system of the Purchase Invoice Manager module has lead to improved payment performance in comparison to the old system in the previous year.
% 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.	99.83	99.33	100	100	95.1	93.24	84	90.96	 improvement, but remains outside tolerance	The new process and structure continues to be embedded across the organisation and compliance is now on an upward trajectory. Each Directorate has implemented a mechanism to review compliance for their areas regularly which is increasing compliance in this area. This will continue to be monitored

**ACTIVITIES/PROJECTS**


Developing a new operating model - redefining how we work to be more flexible and responsive
Progress to establish new ICT provision post-December 2021

<b>The Ways of Working Strategy is in its final format and will be submitted to Cabinet for approval in November 2021. Work is required to scope out the associated supporting work and the budget required to deliver this. The behaviour framework has been consulted on and work is in hand to roll this out. Work has commenced on identify working styles for teams and individuals which will define the office requirements at Parkside. The associated asset work will need to be undertaken in conjunction with the asset development programme. Microsoft Teams a key component required to support hybrid working is being rolled out in early November 2021.</b>
<b>The new helpdesk is in the final stages of being implemented. A operating model has been agreed with HBBC and an in-house structure. HBBC are progressing the TUPE implications and pulling together the necessary job descriptions. Project on track for a 1 Jan 2022 commencement.</b>

**Great Council**

**6. Connected with and led by our community**

**SERVICE**

MEASURE	POLARITY	WHAT THIS MEASURE TELLS US	2019-20 Q3	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	TREND	KEY EXPLANATORY COMMENTARY
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%)
Percentage of people who feel they can influence decisions in their local area (annual)	High is good	Whether people within Melton feel able to influence where they live or work									new measure	
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	11	13	new measure	In Quarter 3, 13 statutory meetings were held all of which were digitally accessible
% 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	In Quarter 3, 13 statutory meetings were held, all agendas were published in accordance with statutory requirements

**ACTIVITIES/PROJECTS**

Establishment of the Melton Deal and implementation of local pilots
Impact of community grants scheme

Whether the Council and communities have agreed to a deal on how we can work together for the benefit of our communities	<b>This is on hold as a result of the engagement officer post being vacant</b>
What benefit has been delivered to the community through the grants scheme	<b>We were able to provide funding to a number of different organisations across the Borough, ranging from mental health and wellbeing services, services helping elderly residents with social isolation, Sports clubs, mentoring and a number of other diverse services including in rural areas of the community.</b>

## 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

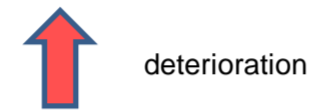
**3 POLARITY AND TREND ARROWS** The direction of the TREND arrow reflects the POLARITY of the performance measure, or the Activity/Project risk trend

**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)



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)



**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)



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:**





**Corporate Complaints Measures Dashboard  
SLT Headline Report**

			No. of Compliments Received				EXPLANATORY NOTES ARE AT THE END OF THE REPORT		No. of Compliments Received			
DIRECTORATE	SERVICE AREA	POLARITY	Apr-Jun 2021-22 Q1	Jul-Sept 2021-22 Q2	Oct-Dec 2021-22 Q3	Jan-Mar 2021-22 Q4	TREND	KEY EXPLANATORY COMMENTARY	Apr-Jun 2021-22 Q1	Jul-Sept 2021-22 Q2	Oct-Dec 2021-22 Q3	Jan-Mar 2021-22 Q4
<b>Housing &amp; Communities</b>	Tenancy Management	Low is Good	15	10			Improvement reduction from last Qtr.	Decrease from 15 complaints in Q1, but 1 upheld & 3 partially upheld				
	Voids	Low is Good										
	Rent Arrears	Low is Good		1			Deterioration from Q1	Increase of 1 from Q1				
	Housing Repairs	Low is Good	2	9			Deterioration from Q1	Increase from 2 complaints in Q1, 1 upheld, 3 partially upheld		2		
	Housing Capital Programme Work	Low is Good										
	Landlord Health & Safety	Low is Good										
	Intensive Housing Management (incl. Gretton Court)	Low is Good								1		
	ASB	Low is Good	0				Improvement reduction from last Qtr.	Reduction from 1 in Q4 2020-21				
	Housing Options	Low is Good	4	2			Improvement reduction from last Qtr.	Decrease from 4 in Q1				
	Customer Services	Low is Good	0							3		
	Community Support	Low is Good										
	Safeguarding	Low is Good										
	Private Lifeline	Low is Good										
	Revenues (Council Tax)	Low is Good										
	Revenues (Debt Recovery)	Low is Good										
	Benefits	Low is Good										
Leisure	Low is Good											
Waste Management	Low is Good		1	1			Unchanged	Unchanged from Q1				
Environmental Maintenance & Cemeteries	Low is Good											
<b>Growth &amp; Regeneration</b>	Planning	Low is Good	8	5			Improvement reduction from last Qtr.	Decrease from 8 in Q1, ut 2 upheld		1		
	Building Control	Low is Good	1	0			Improvement reduction from last Qtr.					
	Land Charges	Low is Good										
	Licensing	Low is Good							1			
	Environmental Health	Low is Good		1			Deterioration from Q1	Increase to 1 complaints in Q2 from 0 in Q1				
	Local Plans & Planning Policy	Low is Good							3			
	Emergency Planning	Low is Good		1				Deterioration from Q1	Increase to 1 complaints in Q2 from 0 in Q1			
	Corporate Property & Assets	Low is Good	1	2			Deterioration from Q1	Increase of 1 on Q1, and both upheld				
Regeneration	Low is Good		1			Deterioration from Q1	Increase to 1 complaints in Q2 from 0 in Q1					
<b>Corporate Services</b>	HR & Comms	Low is Good										
	Democratic Services	Low is Good										
	Elections	Low is Good										
	Legal inc RFI/Complaints	Low is Good							1			

Finance	Low is Good										
ICT	Low is Good										
<b>TOTAL COMPLAINTS RECEIVED</b>	Low is Good	32	33	0	0	 Unchanged	No increase from Q1, but 6 upheld, and 6 partially upheld	5	7	0	0

**Reason for Complaint**

Quality of Service	7
Treatment & Behaviour	6
Unreasonable Delay	8
Issue not resolved informally	3
Processes & Procedures not followed	6

**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.

**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

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

**For example:**



unchanged