















CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	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									 new measure	Last figure was 62% in 2019-20. The Residents Survey which collects this data will take place in June/July 2022 and data will be available to report at the end of Q2 2022/23
% 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	n/a	73.0	71.3	66.3	 new measure	Higher % means more resolved without being passed to back office services. The % is very much dependant on what communications are sent out by back office services.
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	n/a	83.3	84.7	85.3	 new measure	Consistent figures showing high value in a high proportion of calls coming into Customer Services. Value calls are calls where customers require an interaction with us to complete their enquiry and without it, they wouldn't be able to. Failure calls also known as avoidable contact are calls which we have been instigated due to a letter being sent out not being understood, failing to return calls or emails from customers who have contacted us previously, where something could be transacted online, and we haven't provided the information to enable the customer to do this for themselves and where there has been a failure in service for example a miss bin. Customer Services lead is working with service areas to reduce failure by working collaboratively on letters and introducing Service Level Agreement on call backs to customers.
% of customer demand accessed through digital channels	High is good	To identify customer contact through our website so we can ensure our digital offer is working for residents				20.33	26.33	23.00	24.70	32.00	 new measure	We saw the percentage of overall customer demand that is coming through Implementing Electronic Government (IEG) 4 increase to 30% for the month of March from the previous average monthly demand of 24% (this is based on the previous 6 months of data). The rise has been due to Council Tax annual billing with an increase in the number of Direct Debit forms being completed online as this is up by 266 forms from an average of 42 per month.
% 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	5.26	3.13	 improvement on previous quarter	1 of 32 complaints upheld (1 partly upheld)
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	Ref: 21004376
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	14	14	n/a	pending	19.4	30.8	18.6	15	 deterioration from previous quarter	The service for 2022/23 is to focus its efforts on homeless prevention and be proactive rather than reactive. This cannot be done without increasing our partnership working. A recent case meant the team with external agencies managed to engage with someone who has been rough sleeping in excess of 20 years, and secure accommodation. This involved being flexible around process and procedure, working with the DLUHC funded rough sleeping initiative, the council's case management and tenancy services team and The Storehouse, a voluntary organisation based in Melton Mowbray. We used established relationships, persistence and lots of experience to engage our customer. This is an ongoing case as we know it doesn't stop with securing accommodation but we hope with the partnerships and understanding formed we can prevent this accommodation from failing.
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	27.10	10.67	 improvement on previous quarter	

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	48	52	46	42	46	32	26	18	 improvement on previous quarter	
% 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	99	97.67	98.7	97.67	97.00	99.33	96.33	 slight drop back towards Q2 levels	Performance across the quarter is positive overall. Drop in January performance was due to increased pressure on resources as a result of Test & Trace. This was also impacted by both the Christmas break and annual billing preparation. During Q4 it is normal to see an increase in demand as this is when both annual billing and annual benefits uprating take place. There are a number of activities that are required to be done in preparation for and as part of this process, which often means resources are directed away from business as usual tasks such as new claims and change or circumstances.
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	14	7	9	8	8.33	10.33	9.67	11.67	 some deterioration in performance	
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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	0	16945	15534	0	73919	75222	65652	85130	 significant improvement	Attendance are quarterly for each site combined. Q4 we were now back to Pre-Covid Levels in terms of attendance and membership.
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	0	2510	3508	888	869	1696	1660	1875	 improvement on previous 2 quarters	Steadily seeing an increase in participation in our outreach sessions, returning to pre-pandemic levels, as residents take up our mixed offer.
% of ASB cases resolved	High is good	To monitor how many antisocial behaviour cases are closed to understand the effectiveness of the Council's management of community safety	81.4	80.2	82.53	91.11	77.43	78.56	86.4	87.18	 improvement on Q3	We consistently maintained a high resolution of cases throughout Q4

#### 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	Contract change meeting has now happened and has been checked by Legal. Just waiting to be signed off. Form progression with other services is still progressing well.
Upgrade Council website	New and up to date CMS which meets the accessibility 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 website project has been closed and is now being managed by services areas as business as usual. Accessibility continues to be monitored through Silktide and customer feedback on the site measured through Govmetric. Both remain high and positive.
Implement new Finance system	A modern supported finance system that is easy for all staff to utilise and provides accurate user friendly information	Initial discussions have been held with the supplier around approach and timing to Phase 2. Initial system design workshop is being set up with an initial target of Sept 2022 for soft Go Live linked to budget setting.
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	Health & 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.



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

Most core partners have returned to Phoenix House, reflected in some of our performance indicators. Complex cases are still increasing, with a sharp increase in customers requesting support with food and fuel as we transition from the COVID-19 crisis into the cost-of-living crisis. Mentor caseloads have decreased as most cases are red with multiple issues, therefore we are still operating a priority waiting list to control referrals and allocation of referrals to Mentors. We have re-opened the digital suite at Phoenix House which means those who can self-serve do not need an allocated Mentor. The team continue to support Housing Options with homelessness prevention and the temporary accommodation project.

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

SERVICE												
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	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	70.13	76.11	77.79	77.84	77.84	77.84	77.84	77.84	unchanged	Part of the recent stock condition survey included a review of our properties against the decent homes standard. This data has recently been put into Northgate and has returned a revised figure of 91.3% decent homes. We now have accurate information to help us determine a programme of work to reduce the number of non decent homes. The government is planning a review of the decent homes standard, however, this is still out for consultation and the impact is not known at this stage. Our stock data will help us determine compliance with the revised standard once the detail is known.
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	16.94	34.61	30.38	79.02	68.33	58.70	76.47	88.78	deterioration from previous quarter	Q4 saw the return of several voids that were difficult to let and so had long 'non-repairs' time (Granby House). We also changed our KPI calculations to align with the LAHS return which changes what we can exclude from re-let time. The changes mean that there are less reasons for exclusions, however, the exclusion periods are longer. As a result, the impact on the average figures has been minimal. We have not updated the last three quarters figures. LAHS allows for local, regional and national benchmarking against other LA's and this can be included in future reports.
% 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	99.99	100	improvement to full performance	The housing team have continued to work closely, specifically the Compliance Officer and Tenancy Services, to ensure that appointments are kept for gas servicing appointments. The team have worked hard to maintain the high percentage of compliance across the stock. This has been particularly important when working with vulnerable tenants who have needed additional support.
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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	91.83	92.75	97.57	97.53	as previous quarter	97.53% average for Q4. 95.12% average for the year. Statistics as reported by Axis Europe Ltd.
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	93.54	94.85	remains outside of tolerance (96.5%)	The tenancy services team has faced considerable pressures over the last financial year, most notably the absence of the income officer for two years, which has meant that the tenancy services team have been managing rent collection as an additional duty. This difficult situation has clearly impacted on our performance, in this key area. The former income officer officially left the authority in April 2022, and a new more robust job description and person specification is currently being appraised by HR. This more senior post will ensure that MBC has appropriately skilled, trained and senior staff which will improve our management of rent arrears. Reference also needs to be made to  a. The continued impact of universal credit which reduced the options for the rent to be paid directly to the landlord( which is an excellent means of managing rent arrears) b. The significant hike in the cost of living which is impacting on our tenants and their ability to pay their rent c. The enduring financial impact of the pandemic, which again affected our tenants ability to pay their rent and other financial obligations.  Once the new post has been approved and appointed to, there is confidence that we will see a significant improvement in our performance and also the support and assistance we can provide to our tenants.




% 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	68.00	87.50	 improvement	January - 3 sign ups (all 3 responded); February - 13 sign ups (6/13 responded and were all satisfied); March - 18 sign ups (7/18 responded 2/7 very dissatisfied); total of responses 16, of which 14 satisfied (87.5%)
Number of new Council homes provided	High is good	This shows how well the Council is delivering against its ambition to increase its social housing stock				5				0	 new measure	Finalising Affordable Housing Development Plan which will be going to Scrutiny Committee on 6th June 2022 and Cabinet on 16th June 2022. Negotiating with Rippon Homes to acquire 8 affordable houses at Old Dalby.










#### ACTIVITIES/PROJECTS

Progress towards implementation of Housing Improvement Plan (HIP)	To report on progress to improve the housing and asset management of the Council's housing stock	As the HIP comes to the end of the original timescales, we are starting to implement plans for the future. The new Business Plan is key to this and consultation with scrutiny and members has been positive. 1,400 properties in the stock have been completed and the results are being factored into our financial planning for the next thirty years.
Implementation of new integrated housing system (Northgate)	To report on progress and business improvements through improvements to the Council's integrated housing management system	Phase 4 of the Northgate project completed on 11th April 2022. Phase 4 is the last of the original project phases and marks the implementation of the system. Full training has been delivered to all teams, all modules are now live and the operating procedures have been published on MIKE.
Update on Delivery of programme of new Council Homes	To provide information on the Housing Revenue Account development programme	Finalising Affordable Housing Development Plan which will be going to Scrutiny Committee on 6th June 2022 and Cabinet on 16th June 2022. Negotiating with Rippon Homes to acquire 8 affordable houses at Old Dalby
Delivering better temporary accommodation for those who need it	To monitor the supply and quality of temporary accommodation offered to those who need it	Temporary Accommodation Audit has now been completed with no high priority areas. This will be sent for final approval in June 2022. Remedies have been suggested with timelines to be completed by April 2023.

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#### 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				310				367	 improvement	Detailed information on this will be presented to Members as part of 2021/22 Five Year Land Supply & Housing Trajectory Report which will go to Cabinet in July 2022.
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				90				47	 improvement	Detailed information on this will be presented to Members as part of 2021/22 Five Year Land Supply & Housing Trajectory Report which will go to Cabinet in July 2022.
% 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	67	80	80	100	83	75	100	 improvement	1 Major application was determined within this period making the quarter total 100%.

% Non-major planning decisions taken within 8 weeks, or agreed timetable	High is good	End to end processing times for most applications - service efficiency	96	90	89	70	83	70	75	78	 improvement	78% of minor applications were determined within the agreed period this quarter, which is a slight improvement on the last quarter and continues the upward increase of the last 2 quarters. The improvement is being monitored over time to attribute the most likely causes and the extent to which this may be the result of recently introduced process and system 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	6.35	4.8	6	7	 slight increase on Q3	On average 7% of applications are invalid this quarter which is up from the last quarter but still remains low in that it equates to 19 out of 278 applications being made 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	85	66	85	84	 broadly unchanged	On average 84% of applications were approved first time this quarter which equates to 215 out of 254 applications granted.
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	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									 new measure	Last figure was 37% in 2019-20. The Residents Survey which collects this data will take place in June/July 2022 and data will be available to report at the end of Q2 2022/23
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	1.76	2.73	 broadly unchanged	The quarter has ended with continued strong performance well below the 10 day turnaround target with the average for this quarter being 2.73 days
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	100	100	 performance maintained from Q1	The team carry on seeking advice from the Health and Safety Officer to enable to be compliant across all sites.
% of occupied commercial units in Council ownership	High is good	Efficiency at letting commercial units and generating income for the Council	89	95	95	95	95	95	95	95	 unchanged	The lease for No 74 is reaching completion and we are looking to have 100% occupancy in the new financial quarter.
% 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	94.3	100	 improvement on previous quarter	Inspections being carried out as per programme. We have focussed priority to get back on track.
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% 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.	95.4	95.27	96.20	94.93	95.3	96.7	96.6	96.5	 essentially unchanged from previous quarter	Satisfied with position [March 2022 was 96.7%]. This % can fluctuate due to the number of new businesses registering which is outside our control.

**ACTIVITIES/PROJECTS**

<p>Implementation of planning services review update</p>	<p>To measure and monitor progress against our ambitions to improve planning services</p>	<p>An audit has been undertaken by the internal audit team to monitor progress on all recommendations made by the Planning Service Review in 2019. It was acknowledged that over 90% of the 10 recommendations have been completed. The completed actions include review and amendments to the operation of planning committee, review of the end to end process for determination of planning applications, design of a new system and implementation of it to achieve approximately 30% efficiency levels, review and changes to job descriptions for the development management team to include career grading, fully recruited planning team with all permanent staff in place, changes to the contents and presentation of reports for planning committee, training for the team for presentation at the committee and improved communication with applicants and agents throughout the application process.</p> <p>A performance framework is being prepared for monitoring the efficiency and qualitative performance measures to provide a more comprehensive picture of performance and outcomes, particularly in respect of customer engagement and satisfaction levels. The Council approved creating a new post of Planning Enforcement Officer in April 2022. This will enhance the capacity within the development management team to undertake proactive enforcement actions and monitor the implementation of planning conditions. The review of Melton Local Plan is commenced following the Council approval in April 2022. The recruitment of the Assistant Director for Planning has started with a view to have the newly appointed AD in place by Summer 2022.</p>
<p>Supplementary Planning Documents (Developers contributions, Design, Open Space, Neighbourhood plans)</p>	<p>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).</p>	<p>Housing Mix and Affordable Housing SPD was adopted by the Council in July 2019. The Open Space Strategy and Action Plan was approved in November 2020. The Developer Contributions SPD was approved and adopted by the Council in September 2021. Design of Developments SPD was approved and adopted by the Council in October 2021. The Housing Strategy 2021-26 was approved in November 2021. Work to prepare a Playing Pitches Strategy is underway which is linked with the Indoor Facilities Strategy.</p> <p>'MADE PLANS' (i.e. completed in last 3 years)</p> <p>Ab Kettleby – Made 12th November 2019          Bottesford – Made 14th October 2021          Gaddesby – Made 23rd June 2021          Hobby with Rotherby - Made 23rd June 2021          Scalford – Made 23rd June 2021          Somerby – Made 23rd June 2021</p> <p>PIPELINE – subject to successful referendum and it being accepted / 'made'          Burton &amp; Dalby – Reg 16 completed (i.e. step 6/10)          Stathern – Referendum due 9th June 2022 (i.e. step 9/10)          Asfordby – Reg 14 completed (i.e. step 4/10)</p> <p>Full list and up to date status is here: <a href="https://www.meltonplan.co.uk/neighbourhood-plans">https://www.meltonplan.co.uk/neighbourhood-plans</a></p>
<p>Progress update on delivering the Northern and Southern Sustainable Neighbourhoods and Melton Mowbray Distributor Road</p>	<p>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')</p>	<p>North Sustainable Neighbourhood Masterplan was approved by Cabinet in October 2021. South Sustainable Neighbourhood Masterplan was approved in December 2021. It is proposed to close this project as the work led by Melton Borough Council is now completed. The delivery of North-East MMDR and Southern extension are being overseen by Leicestershire County Council.</p>
<p>Launch new Discover Melton brand, website and supporting events and prepare a tourism sector support package</p>		<p>The Discover Melton website was launched in August 2020. Social media handles and domain names have been secured and are being operated to promote events and attractions in Melton. A brochure for Heritage Trail is created for both online as well as printed version. Launched Discover Melton on Social media ; Facebook (342 followers) &amp; Instagram (290 followers); Launch of Rural School of Food; 3 new Melton stories for Uncover Story; Campaign – Dairy, Farm Stays &amp; Stapleford; Leicestershire Travel Trade Guide 2022– Melton Group Itineraries</p>
<p>Develop a package for support to rural pubs and farming sector</p>		<p>ARG funding utilised to support farming and rural businesses within the borough.</p>
<p>Establishment of Food Enterprise Centre</p>		<p>This quarter saw the launch of Stockyard with the installation of new Stockyard signs; communications to food industry. Planning for new production units has now been submitted and a new networking group for local food producers announced.</p>
<p>Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision</p>		<p>Project on-going with draft evidence base for Phase 1 complete and due to be signed off. Phase 2 will start shortly, which will involve the production of visuals and projected costings for leisure provision. The project is made up of 3 key phases.</p>
<p>Update on utilisation of assets to generate capital and build homes and establishment of a housing company</p>		<p>Consultants have completed an initial design option feasibility report on a number of Council sites as part of the Asset Development Plan work, with cost inputs and estimates of capital values and income now being developed as part of the ongoing work. £366k of capital receipts achieved through sales of former public toilets and Lake Terrace land in Q3 and Q4. Cattle Market North site is currently on the market with an allocation for 26 homes, at an asking price of £1m+. Work has commenced on the Asset Management Plan for MBC Corporate Assets, which will formalise the Corporate Assets repair programme for the next 5 years. As part of the Asset Development Programme consideration will be given to creating an SPV company as an option for Council property ownership and lease structures.</p>

**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	n/a	new measure	Baseline assessment remains underway, delayed by information from property. Consultants now have information and due to report in Q1 2022
Satisfaction with waste service	High is good	Biennial Place Survey question to the public											new measure	Last figure was 82% in 2019-20. The Residents Survey which collects this data will take place in June/July 2022 and data will be available to report at the end of Q2 2022/23
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Satisfaction with cleanliness	High is good	Biennial Place Survey question to the public											new measure	Last figure was 56% in 2019-20. The Residents Survey which collects this data will take place in June/July 2022 and data will be available to report at the end of Q2 2022/23
% waste recycled/composted [rolling average of 4 quarters]	High is good	Recycling and composting keeps materials out of landfill and helps protect our climate	45.19	43.00	43.38	43.35	42.88	43.73	43.78	Available in Q1 2022-23	↑	slight improvement		
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	129.81	132.09	135.07	136.55	135.34	135.30	132.45	Available in Q1 2022-23	↓	slight improvement		
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	94	92	91	140	↑	deterioration, but better than Q4 2020-21	A slight change in the type of materials fly tipped, builders waste and diy materials. This may be due to a charge implemented at LCC sites for these types of material. Fly tip figures have remained the same between 35-50 per qtr. Hot spots are monitored by the Council and Biffa. Fixed penalty enforcement and fines are issued for successful legal prosecutions. Over the past 12 months MBC have issued 5 Fixed Penalty Notices (FPN) for fly tipping related offences. Three of the fixed penalty fees were paid. Where FPNs remain unpaid, the Council is taking action through the courts. Additionally, over the last 12 months, the Council has successfully prosecuted 3 fly tipping related offences. The Council also has an ongoing court case and the Council has recently purchased 5 CCTV units which we begin to deploy in hot spot areas in the near future.	
Number of dog fouling requests	Low is good	How many requests for dog fouling we have received.			0	4	3	3	5	3	↔	essentially unchanged from Q2	Figures are low and have remained consistent over the first 3 quarters. We get very few reports of dog fouling from the public. We issue Fixed Penalty Notices (FPN) and take further action through legal prosecutions on offenders as appropriate. Local campaigns also take place to promote positive messaging and by working with Parish Council and Communities with our support to reduce incidences across the Borough.	

**ACTIVITIES/PROJECTS**



Update on education campaigns and enforcement activity to improve the environment and tackle anti-social behaviour	Fairmead community centre (priority neighbourhood area) is now open and there is progress in engaging with residents in the area. A few events have been delivered for young people in the area; sports events and open days. An open community event was held on 20 April 2022 at Play Close park in town and achieved good engagement with communities around prevention of ASB, the event was attended by several partners and an agreement was reached to do more similar events in the coming weeks.
Update on progress made through the Climate Change Task Group	From February 2022 to April 2022, we undertook our first Climate Change Consultation aimed at seeking the views of local communities on a broad range of climate change issues. This involved a survey questionnaire and attending events at Melton Market, in addition to specific engagement activities with young people, e.g. climate conversations at the Youth Cafe SMB. The survey achieved 230 responses and feedback was recorded from the consultation events. Analysis is now underway on all the responses and feedback collated over the last 3 months - we intend to use this to inform the development of our Climate Change Strategy and prepare an Action Plan. This analysis will be presented to the next Climate Emergency Working Group meeting and then published for Members and on the council's website.

## 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. No further employee survey have taken place since the last score of 80%.	
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.				12						15	 slight increase	This is based on voluntary resignation rates and is an increase of 3% on last years figures. Nationally it does appear that turnover has increased although Xpert HR figures for 21/22 have yet to be published. Last year our figures were similar to those reported nationally at 12%.
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.	0.9	2.2	4.0	5.8	2.0	4.4	6.6	8.9			 significant increase on previous year	Sickness absence has continued at a higher level to previous 2 years. An ongoing pattern of more long term sickness absence than short term absences accounting for around 70% of all absences in the year. 70% of all absence is from 9% of the workforce. 55% for the workforce had not had a day off with a sickness related absence in the year. There are no identifiable patterns or trends with long term sickness. Reasons range from back/neck fractures and issues to cancer and digestive matters. 3 cases of Covid -19 resulted in absences over 20 days. Covid-19 was the reason for a total of 15% of all absences. Mental Health was the reason for 4 cases of long term sickness absence (101 days) and 4 cases of short term absence (19 days) resulting in 120 days in total (10% of all sickness absence) . Lots of work is taking place to promote mental wellbeing including the training of more Mental Health First Aiders. HR are doing more to promote the benefit of early intervention when it looks like people may be off with ill health including referrals to Occupations Health for advice and support.
% 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	3.00	8.28			 significant increase on previous qtr	Our Instagram account is still growing in numbers providing a good increase to our followers. Many recent posts have been community focused, dealing with issues important to our residents, meaning more residents are choosing to follow us. Facebook also underwent a change from "page likes" to "followers" which has helped rapidly increase our Facebook followers this past quarter.
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.		78	77	71	70	100	100	100			 maintained for 3 qtrs	A URL error is causing a decrease to our score. Comms team are working on this. The only issue affecting our accessibility ratings.
% 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	This figure and associated commentary will be available at the end of Q1 22/23
<b>CORPORATE PERFORMANCE MEASURES</b>	<b>POLARITY</b>	<b>WHAT THIS MEASURE TELLS US</b>	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4			<b>TREND</b>	<b>KEY EXPLANATORY COMMENTARY</b>
Council tax collection efficiency (%)	High is good	Efficiency at collecting council tax payments due in a timely manner thereby reducing long term debt.	29.09	57.26	85.66	98.59	30.30	58.01	85.82	98.21			 remains above target	Year end position is around what we achieved in 2020/21 (98.59%). A difference of 0.38%. However still slightly down on 2019/20 performance (98.33%). Overall no cause for concern.
NNDR Collection efficiency (%)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	25.56	58.53	84.24	97.62	26.95	56.58	83.42	98.42			 above target	Year end position is positive when compared to 2020/21 (97.62%). A difference of 0.80%. However still slightly down on 2019/20 performance (99.12%). Overall no cause for concern.
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	£0.919m	£1.052m			 no trend defined by service	We continue to work with service areas to identify historic debts that need to be considered for potential write off. As per Q3 commentary this forms part of a wider piece of work which we are looking to progress and carry out a full review of all Sundry Debts. This is a priority within the Revenues action plan and we are exploring how best to carry out this review. We are in contact with a number of partners as to how to approach this review.



% 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.	84.1	86.73	88.87	90.03	n/a	95.75	93.07	96.72	 improvement	The improvement in recent months has continued following the increased support and educate budget holders and users becoming more used to the new process as they imbed.
% 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	95.1	93.24	84	90.96	96.91	88.7	 deterioration on Q3 2021-22	There has been a decrease in compliance due to staffing changes. Changes have been made in the interim to ensure oversight and it will be remedied in the long term through recruitment to the vacant posts. The impact of wider demands on Council Services on responding to a number of areas including post-COVID recovery, Ukraine crisis and supporting residents with the cost of living has also had an impact on the ability to respond quickly to these requests.




**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

Work to understand the future requirement of the office space has been completed and being worked on through the Asset Development Plan. Further work is still required to embed the new working practices including performance management processes and the behaviour framework.
The IT service has fully transitioned to an in house service run by Hinckley and Bosworth BC. This has gone well and work is being undertaken on finalising a suite of associated governance documents including a service catalogue. The new helpdesk is up and running. Phase 2 of the helpdesk software when deployed will enable fault analysis which will lead to IT being able to identify and fix underlying issues rather than just fix the immediate fault.

**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									 new measure	Results from 2019 Residents 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%) and this will be used for a baseline for future measurement. We will be collecting this information again in 2022/23 and should be in a position to report in September as at the end of Q2.
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	14	16	 new measure	All decision making meetings are broadcast live through You Tube unless the meeting has to move to exempt session under the Access to Information Rules
% 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	There were 16 Statutory Meetings held in Q4 - all agendas were published in line with statutory requirements

CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	TREND	KEY EXPLANATORY COMMENTARY
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**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.	A new Senior Corporate Policy Officer is in post and is working with services to develop corporate approaches to communication and engagement in 2022/23.									
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Impact of community grants scheme

What benefit has been delivered to the community through the grants scheme

All payments for 2022/23 Grants have now been paid. Total amount of £42,450 paid to 12 organisations ranging from sports teams to waterways services to advice services and day care have been supported. We were also able to ringfence £7,100 to create a Platinum Jubilee grant, ensuring this money goes even further than in past years.

**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 Services	Corporate Property & Assets	Low is Good	1	2	0												
	Regeneration	Low is Good		1	0	2	↑	Deterioration	Increase to 2 in Q4								
	HR & Comms	Low is Good			1	1	↔	Unchanged	Remains at 1								
	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	32	19	32	↑	Return to Q2 level	Increase in overall numbers, but reduction to 1 upheld, 1 partly upheld	2, 1 part	6, 6 part	1, 3 part	1, 1 part	5	7	2	7

Reason for Complaint	Where stated		
Quality of Service		4	8
Treatment & Behaviour		4	3
Unreasonable Delay		6	12
Issue not resolved informally			
Processes & Procedures not followed		2	2
		3	3

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improvement

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deterioration

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improvement

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**For example:**



unchanged

