



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	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1	2023-24 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														↔	maintained	Last figure was 62.9% in 2022-23 from the last Residents Survey.
% 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	69.0	70.0	67.3	72.0	74.0	77.0	↑	improvement on previous quarter	We have seen an improvement in the amount of contact with customers that has been resolved at first contact. This has increased by 3% on the last quarter and 7% on the same time last year.
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	87.0	85.0	89.3	90.91	89.00	86.00	↓	slight drop on previous quarter	Performance has dropped slightly over the last three quarters but is still above target and is higher than at the same period last year.
% 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	22.00	27.00	22.00	44.90	50.00	50.00	↔	maintained from Q1 2023-24	The amount of demand through our digital channels has been maintained at 50% over the last two quarters which is nearly double as at the same quarter last year.
% 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	13.6	0	5.7	18.75	5.26	3.13	5.41	2.33	3.57	24.00	53.13	44.4	↓	slight drop on previous quarter	20 of 45 complaints in Q2 upheld or partially upheld - this may be a reflection of a more accurate balance of substantive complaints to overall complaints.
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					0		↓	improvement	
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	n/a	pending	19.4	30.8	18.6	15	40	35	69	48	37	33	↓	further fall from previous quarter	The service is dealing with around 80 cases and this is a similar volume to last quarter, however due to the reduction in the number of officers managing these cases from 3 to 1 FTE and an increase in refugee and asylum pressures has meant that this quarter this indicator has declined. The team has recruited 2 further FTE Housing Options Officer and a Temporary Accommodation Officer who will start in quarter 3 to bring the team back up to strength which means that performance should start to improve in this area from quarter 4.
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	141	113	71	71	82	84	↔	largely unchanged from Q1	1 household was delayed in a property and then was offered a property that was not suitable and this took 338 days which has added to the average time figure.
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	52	46	42	46	32	26	18	20	21	25	27	16	22	↑	some deterioration on previous quarter	The service has had difficulty with properties being ready to let or available which has meant a lot of people are waiting to move on to more permanent accommodation.
% 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	99	97.67	98.7	97.67	97.00	99.33	96.33	100	94.67	95.00	98.33	93.00	98.00	↑	improvement on Q1 2022-23	Performance has improved on the last quarter and is ahead of the same period last year.
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	7	9	8	8.33	10.33	9.67	11.67	13	12	16	11	14	11	↔	remains within bandwidth	Improvement on the Q1 outturn and this has returned to Q4 2022-23 performance levels.
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	16945	15534	0	73919	75222	65652	85130	83817	80472	73098	99380	93630	92520	↔	remains well above target	Consistent attendances across both sites. Improved numbers of users coming through junior gym and swim school.

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	2510	3508	888	869	1696	1660	1875	1855	3161	2013	1923	1980	3128	 significant increase	We have seen a spike in attendance with Let's Get Moving Melton Day and this has boosted attendance in quarter 2 but otherwise numbers across other activity has remain pretty consistent. Attendees are similar to the same period last year.
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1	2023-24 Q2	TREND	KEY EXPLANATORY COMMENTARY
Number of ASB cases per 1000	Low is good	To monitor how many antisocial behaviour cases are closed to understand the effectiveness of the Council's management of community safety				3.42	3.00	3.42	3.01	2.98	2.76	1.20	1.14	0.89	1.31	 increase on Q1 2023-24	Over the last 2 months there has been a large increase in noise complaints, mainly relating to dog noise and general noise nuisance. Performance has declined since quarter 1 but is still half the level of ASB complaints than at the same time last year.

ACTIVITIES/PROJECTS			
Implementing phase 2 of the new finance system – budget management	A modern supported finance system that is easy for all staff to utilise and provides accurate user friendly	The project has stalled recently due to resourcing issues with key project personal. Interim resource secured enabling the project to move forward from Mid-Oct. Revised timeline for set up and roll out will be presented at next Great Council Programme Board on 27 November.	
Customer Service Review	To ensure the Council is improving its offer to residents in providing effective support when needed	Baseline Assessment has been completed and the Project Charter in development and was taken to Helping People Board on the 22nd November. There have been some delays due to changes in personnel but this is expected to progress now the Project Charter has been agreed.	
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	The team continue to deliver in relation to performance indicators, whilst working on numerous projects incl. the UKSPF Work & Skills contract. The Work & Skills Coordinator is achieving against set targets, linking in with partners incl. SMB Group to deliver qualifications, Severn Trent to deliver Employability Skills and the DWP re Jobs Fairs. The ARAP scheme - the team are supporting 4 families living in Melton Mowbray, incl. links to schools/GP's, benefits, work, ESOL, qualifications and more.	
Local issues, trends, and crimes within the community and community engagement event attended.		Over July we conducted several events, with public surgeries at local supermarkets and MacDonalDs. This was in line with the national ASB awareness week. September sadly saw a murder incident in Long Clawson, the team have conducted several door-to-door reassurance patrols to our residents.	

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	<table border="1"> <tr> <td>76.11</td> <td>77.79</td> <td>77.84</td> <td>77.84</td> <td>77.84</td> <td>77.84</td> <td>77.84</td> <td>77.84</td> <td>71.00</td> <td>72.10</td> <td>72.10</td> <td>75.30</td> <td>74.20</td> <td>95.10</td> </tr> </table>  significant improvement above target of 85%	76.11	77.79	77.84	77.84	77.84	77.84	77.84	77.84	71.00	72.10	72.10	75.30	74.20	95.10
76.11	77.79	77.84	77.84	77.84	77.84	77.84	77.84	71.00	72.10	72.10	75.30	74.20	95.10				
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	<table border="1"> <tr> <td>34.61</td> <td>30.38</td> <td>79.02</td> <td>68.33</td> <td>58.70</td> <td>76.47</td> <td>88.78</td> <td>119.02</td> <td>147.44</td> <td>149.80</td> <td>165.15</td> <td>10.16</td> <td>16.21</td> </tr> </table>  continuing significant improvement	34.61	30.38	79.02	68.33	58.70	76.47	88.78	119.02	147.44	149.80	165.15	10.16	16.21	
34.61	30.38	79.02	68.33	58.70	76.47	88.78	119.02	147.44	149.80	165.15	10.16	16.21					












% 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	100	100	99.79	99.68	99.78	100.00	 improvement to 100%	
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	97.3	98.1	96.7	97.3	n/a	n/a		To be completed from tenant survey - now TSM measure TP02 Satisfaction with the overall repairs service from [your landlord] over the last 12 months. These will be available from quarter 3.
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	87.48	91.56	97.92	89.41	93.22	93.54	94.85	88.10	92.21	93.70	94.42	89.73	94.51	 Outside of tolerance but better than Q2 2022-23	Rent collection has improved over the first two quarters of this year and is 2.5% better than at the same period last year. However, this is still outside of tolerance and the team will be working towards the year-end target of 99.98%. Action is still required to improve and stabilise rent arrears performance, to support the team to 'go further, faster' to recover the current position. Planned future actions include a detailed diagnostic of performance, implementation of improvements to procedures and processes and increased staffing capacity alongside a range of measures to reduce the risk of tenants falling into arrears, such as the use of direct payment arrangements and pre tenancy checks. Further additional staffing capacity is proposed to accelerate progress in addressing arrears backlog, in addition to changes to reporting arrangements to SLT and Cabinet. Further to approval of additional temporary staffing capacity, recruitment arrangements are underway. This capacity will support the service in improving rent collection and supporting tenants to ensure their rent is paid and debt is managed effectively.
% new tenants satisfied with their new home (overall)	High is good	This helps us understand the experience of new Council tenants			n/a	84	87.77	68	87.50	77	91.67	88.90	n/a	n/a	87.50	 new process for the measure	JULY - total of 14 new tenants. We could only make contact with 7 of the new tenants (1 was dissatisfied) AUGUST - total of 17 new tenants. We could only make contact with 5 of the new tenants (1 was dissatisfied) SEPTEMBER - total of 15 new tenants. We could only make contact with 4 of the new tenants (all were satisfied)
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				0				 new measure	We have Cabinet approval to acquire 8 houses from a developer in Old Dalby. So far, construction work on two has been completed and the purchase of these is going through Legal. The remaining six are due to complete by the end of December 2023.

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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															HIP is now complete. Review of HIP actions still to be completed and it is expected that work underway in the HRA Business Plan and Asset Management Plan will continue the great progress we are making in sustaining the improvements we are making in Housing.
Implementation of new integrated housing system (Northgate)		To report on progress and business improvements through improvements to the Council's integrated housing management system															Project complete.
Update on Delivery of programme of new Council Homes		To provide information on the Housing Revenue Account development programme															We have Cabinet approval to acquire 8 houses from a developer in Old Dalby. So far, construction work on two has been completed and the purchase of these is going through Legal. The remaining six are due to complete by the end of December 2023.
Delivering better temporary accommodation for those who need it		To monitor the supply and quality of temporary accommodation offered to those who need it															Safety certificates for B&B in Melton and procurement policy written to ensure better temporary accommodation is delivered.

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		310				367				368				 performance maintained	Again, substantially over the target, proves that the local plan is delivering

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			125				 improvement		
% 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	67	80	80	100	83	75	100	86	93	100	100	100	 performance maintained	5 out of 5 Majors determined in agreed timetable	
% Non-major planning decisions taken within 8 weeks, or agreed timetable	High is good	End to end processing times for most applications - service efficiency	90	89	70	83	70	75	78	87	95	91	94	95	 return to 2022-23 Q1 performance	64 out of 75 applications were determined in agreed timetable. The number determined has fallen this quarter as a result of two main reasons, the first is the number of issues experienced when determining refusals and secondly due to agents not always agreeing to extensions when there are significant delays in applications.	
% 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	n/a	n/a	16	29	15	 performance maintained	36 out of the 252 applications received were made invalid with the most common reason being the adequacy of the plans or missing information to enable determination.	
% 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. Whether, and the degree to which, those paying for planning applications are satisfied with the service they have received .	90	94	100	85	66	85	84	n/a	n/a	86	80	86	 significant drop	33% of applications were amended to overcome either concern or a reason for refusal, this number has increased from last quarter but it shows the commitment to try and negate refusals and listen to the community and technical consultees.	
Applicant satisfaction (from questionnaire): % of total 'satisfied' or 'very satisfied'	High is good	Whether the community are satisfied with the outcomes being produced by planning decisions				n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		new measure	Due to current backlogs and delays in the team a survey is not considered appropriate at this time.
Community Satisfaction with planning service	High is good									37.90%					 slight improvement only	Last figure was 37.9% in 2022-23 from the last Residents Survey.	
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1	2023-24 Q2	TREND	KEY EXPLANATORY COMMENTARY
Land Charges: Average turnaround time	Low is good	End to end processing times for searches. To measure service efficiency and highlight fluctuations needing intervention	24.64	28.95	20.3	5.27	3.28	1.76	2.73	4.08	5.35	2.99	3.27	3.77	3.77	 performance maintained from Q3 2022-23	Q2 Average is 3.77 days, exactly the same as Q1, which is performing well below the government target of 10 days. Performance is also 1.5 days below the same period last year.
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	100	100	91	100	100	100	 improvement - return to 100%	100%; 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	95	95	95	95	95	95	95	100	100	100	100	100	95	 performance maintained within bandwidth	Vacant possession secured on U54 at Snow Hill - due to be re let.
% of food hygiene inspections undertaken at newly registered food businesses within 28 days of opening OR date of registration	High is good	The proportion of Environmental Health inspections we have completed as planned			52.33	13	72	94.3	100	79	72	75	63	76.67	93.33	 improvement on previous 5 quarters	Focused work by the team has seen the % of food hygiene inspections undertaken improve markedly over the last three quarters from 63% to 93.33%.
% 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	95.27	96.20	94.93	95.3	96.7	96.6	96.5	96.8	95.8	95.3	95.1	95.7	95.37	 performance broadly maintained from Q3 2022-23	Performance on this indicator has remained steady above the target of 95% for the last six quarters.
ACTIVITIES/PROJECTS			Council papers were presented & approved on 28 September on Local Plan Review; Local Development Scheme Update & Local Plan Update Issues & Options Consultation commenced mid November.														
Local plan review																	

Establishment of Food Enterprise Centre
Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision
Asset development programme & Asset Management Plan

Project is near completion, with some quotes received for underspend towards the roof of the indoor market, meeting grant conditions & our obligations towards space for food production & preventing return of funds.
Country Park Master Plan to be finalised & signed off for presentation to Members with options. Obtaining quotes to use £9k left in budget for CGI imagery of facility without GP Surgery to aid future investment. Business Case is written & being reviewed ready to upload to LLEP system.
ICB report is awaited on 17th October. This will inform all future options. Members working group is on 26th October. A clear steer from Cabinet is required. Work continues on procuring energy audits for Parkside and Phoenix House to feed into future design options.

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												5,812 tCO2e (2019 figure for baseline)	new measure, no trend defined	The Climate Change Strategy is now in second draft, should commence consultation in November 2023		
														86.60%			↑ improvement	Current figure was 86.6% in 2022-23 from the last Residents Survey.
														54.10%				
														Available in Q3 2023-24			↓ slight deterioration	
														Available in Q3 2023-24				
Satisfaction with waste service	High is good	Biennial Place Survey question to the public																
Satisfaction with cleanliness	High is good	Biennial Place Survey question to the public																
% waste recycled/composted [rolling average of 4 quarters]	High is good	Recycling and composting keeps materials out of landfill	43.00	43.38	43.35	42.88	43.73	43.78	43.18	44.23	43.03	42.58	42.65	42.28	Available in Q3 2023-24			
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	132.09	135.07	136.55	135.34	135.30	132.45	131.45	128.0	125.31	124.74	123.72	124.19	Available in Q3 2023-24			
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.	114	90	184	94	92	91	140	91	85	74	101	86	66	↓ improvement compared to Q2 2022-23	The number of reported fly tips dropped markedly from 86 in quarter 1 to 66 in quarter 2. The Council undertook local targeted actions and worked alongside the county and other districts on a county wide fly tipping campaign in quarter 2 which raised awareness and promoted the means to report a fly tip and deter fly tipping. The campaign included visible messaging on refuse vehicles and targeted spot checks with waste carriers alongside education and support to businesses and residents. The position on this will be closely monitored to see if this trend continues and to monitor the impact of any future changes to the opening hours of the Melton Mowbray Recycling and Household Waste Site. The Council is part of the Leicestershire Waste and Resources Partnership, and has recently approved the countywide Waste and Resources Strategy, which includes action to address fly tipping as a collective pledge.	
			2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1	2023-24 Q2			TREND
CORPORATE PERFORMANCE MEASURES																		
Number of dog fouling requests	Low is good	How many requests for dog fouling we have received.		0	4	3	3	5	3	3	4	2	3	5	5	↔ unchanged from Q1		

ACTIVITIES/PROJECTS
Local issues, trends, and crimes within the community and community engagement event attended
Update on progress made through the Climate Change Task Group

Over July we conducted several events, with public surgeries at local supermarkets and MacDonalDs. This was in line with the national ASB awareness week. September sadly saw a murder incident in Long Clawson, the team have conducted several door-to-door reassurance patrols to our residents.
Various funding schemes through LAD,ECO and HUG. Updates to the Climate Change Strategy for adoption late 2023.

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												82	↑ slight improvement	Employee satisfaction has risen slightly from 80% at the last employee survey to 82% this year.
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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.															Turnover has remained consistent based on last year and remains a slight increase on the year before. This is in line with the national trend and other local district councils.
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.	2.2	4.0	5.8	2.0	4.4	6.6	8.9	2.2	4.4	7.3	10	1.7	2.6		A significant improvement on the same period last year which was at 4.4 days per employee (cumulative). There is a reduction in the number of long term sickness absence cases.
% 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	2.64	4.33	3.95	0.87	3.74	3.00	8.28	2.74	1.98	1.56	2.08	1.19	1.43		Continuing to steadily build up our followers on our social media platforms
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.	78	77	71	70	100	100	100	99	99	100	100	100	100		100% compliance with the WCAG Level AA scoring. 99.9% compliant with the WCAG Level AAA scoring
% of positive customer satisfaction responses vs negative as a % of all customer satisfaction vs number of incidents (population) (Customer Satisfaction with IT)	High is good	How well the Council's ICT provider performs for users								94.34	90.14	92.21	96.25	98.00	93.55		A slight dip in customer satisfaction against IT incidents. This represents 5 people who were dissatisfied. 155 people completed the survey which is more than double the last quarter when only 62 surveys were completed.
% 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				6				2			Forecast outturn reported to was a £58k underspend compared to a forecast overspend of £37k reported to members in Feb 2023
Total fees and charges as a proportion of service expenditure	High is good	Effectiveness of budget setting and monitoring and delivering services in line with the finances provided.								15.15				15.03			There have been a number income streams which were lower than budget including, planning fees and leisure as 2 significant income lines.
Council tax collection efficiency (%)	High is good	Efficiency at collecting council tax payments due in a timely manner thereby reducing long term debt.	57.26	85.66	98.35	30.30	58.01	85.82	98.87	29.99	57.91	85.86	98.61	29.86	57.65		The Council is performing at 57.65% which is just below the quarter 2 target of 57.9% and marginally below the same period last year.
NNDR Collection efficiency (%)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	58.53	84.24	99.78	26.95	56.58	83.42	98.82	39.12	67.65	87.43	98.28	31.18	56.33		The Council is performing at 56.33% which is well below the quarter 2 target of 66.7% and over 10% below the same period last year. One of our largest assessments has recently gone through a revaluation process. This has now been concluded and is reflected in October's performance outturn. September was an anomaly and looking back at the last few years excluding 22/23 which was abnormally high. Performance is in line with targets. We are working with a number of debtors to put payment plans in place to bring these in line. We are monitoring this on a monthly basis.
Sundry Debtor Collection Rate (Cumulative) %	High is good	Efficiency at collecting sundry debt payments due in a timely manner thereby reducing long term debt.												96.54	92.65		
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	2020-21 Q2	2020-21 Q3	2020-21 Q4	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1	2023-24 Q2	TREND	KEY EXPLANATORY COMMENTARY
% 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.	86.73	88.87	90.03	n/a	95.75	93.07	96.72	90.67	97.33	91.16	96.00	95.64	96.33		Performance has remained on target for the whole of Q2 and actually exceeded the target in Sept.
% 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	95.1	93.24	84	90.96	96.91	88.7	90.45	89.87	90.71	95.75	100.00	99.46		There was 1 request over time during quarter 2.

ACTIVITIES/PROJECTS

Development of Corporate Strategy by April 2024

This project is well underway and work has been undertaken through Member Policy Working Groups on the Town Centre and the Asset Development Programme to inform the discussions and debate at the State of Melton Debate on 20th September. Further work is ongoing to refine the 2036 Vision and Corporate Strategy Action Plan. Members broadly comfortable with a long term 2036 vision with short term plan with tangible measures. Themes to be agreed with priorities & projects under themes to be identified.

Great Council
6. Connected with and led by our community

<p>SERVICE</p> <p>The percentage of respondents who believe the Council listens to concerns of local residents (annual)</p>
<p>Number of decision making meetings which are digitally accessible</p>
<p>% Agendas and reports to be published 5 working days before the meeting [monthly figures averaged for the quarter]</p>

High is good

High is good

High is good

Whether people feel listened to by the Council

Tells us how many of our formal meeting we have streamed on YouTube

Tells us whether we have complied with legislative requirements

														55.8%														
14	13	12	11	13	14	16	14	8	15	14	5	12 (of 13)																
100	100	100	100	100	100	100	100	100	100	100	100	100	100															

	improvement	Results from 2019 Residents Survey suggested that residents thought the Council listened to concerns - a great deal (3.9%) or a fair amount (46.6%) (combined total 50.5%) and the 2022 Survey showed improvement on this, in spite of Covid in the intervening period between surveys.
	improvement	Two of the meetings not broadcast (Licensing Sub Committee and Employment Committee) were not because the proceedings took place in private session due to the subject under consideration. The final meeting (Audit and Standards in September) suffered from a technical issue and therefore the decision was taken not to broadcast.
	unchanged	

<p>ACTIVITIES/PROJECTS</p> <p>UKSPF E9.2 - Community Grant schemes</p>

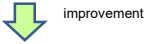
What benefit has been delivered to the community through the grants scheme

Application period now open for new Grant fund applications.

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: unchanged