

**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	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	2023-24 Q3	2023-24 Q4
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TREND	KEY EXPLANATORY COMMENTARY
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**Helping People
1. Excellent services positively impacting on our communities**

SERVICE	POLARITY	WHAT THIS MEASURE TELLS US	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	2023-24 Q3	2023-24 Q4	
Satisfaction with Council services	High is good	Whether residents are satisfied with the Council's services								62.90%					
% 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	73.0	71.3	66.3	69.0	70.0	67.3	72.0	74.0	77.0	81.0	82.0	
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	83.3	84.7	85.3	87.0	85.0	89.3	90.91	89.00	86.00	87.00	85.30	
% 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	26.33	23.00	24.70	32.00	22.00	27.00	22.00	44.90	50.00	50.00	56.00	48.30	
% 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	5.7	18.75	5.26	3.13	5.41	2.33	3.57	24.00	53.13	44.4	66.6	54.8	
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					0				
Percentage of Ombudsman complaints upheld [all tiers] (Oflog C17)	Low is good														
Number of upheld Ombudsman complaints per 10,000 population [all tiers] (Oflog C18)	Low is good														
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	19.4	30.8	18.6	15	40	35	69	48	37	33	38	43	
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	27.69	24.65	27.10	10.67	141	113	71	71	82	84	62	90	
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	46	32	26	18	20	21	25	27	16	22	25	26	

maintained	Last figure was 62.9% in 2022-23 from the last Residents Survey.
improvement on previous quarter	
broadly maintained for 3 qtrs	
remains above target	
decrease on prev qtr	17 of 31 complaints in Q4 upheld or partially upheld - this may be a reflection of a more accurate balance of substantive complaints to overall complaints.
improvement on 2021-22 maintained	
new measure	
new measure	
improvement on previous quarter	Improvement on the previous 3 quarters reaching 43%. Officers are adapting to the new ways of working to monitor with how we are doing against legislation.
deterioration on previous quarter	High number of cases during December of priority need cases meant more B&B accommodation required. A limited number of 2 and 3 bedroom properties have meant a delay in families in moving out from temporary accommodation.
some deterioration on previous quarter	

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TREND	KEY EXPLANATORY COMMENTARY
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% 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	97.67	97.00	99.33	96.33	100	94.67	95.00	98.33	93.00	98.00	100	100	↔ performance maintained	
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	8.33	10.33	9.67	11.67	13	12	16	11	14	11	12	10	↔ remains well within bandwidth	
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	73919	75222	65652	85130	83817	80472	73098	99380	93630	92520	88634	99731	↔ remains well above target	Attendances have been consistent throughout Q4 with the usual peak in January 2024.
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	869	1696	1660	1875	1855	3161	2013	1923	1980	3128	1759	1930	↔ remains on track	
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	0.77	0.52	↓ lowest figure in series from Q1 2021-22	(Q4 = 27) Like Q3 there has been relatively low numbers of ASB, and is likely to the continued poor weather, youth diversion activities with Streetvibe. Even though the figures are low we have some very complex case this quarter which has been very time intensive such as closures of properties and injunction cases.

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 2nd phase of the finance system implementation focused on budget management and following a further options appraisal, taking on board other reference sites it has been agreed to focus on the roll out of a read only access to budget holders. This will provide real time access to allow officers to review spend and commitments alongside accessing images of invoices as part of finances self-serve offer. We are in the final stages of rolling this out with a Go Live expected in May 24.
Customer Service Review	To ensure the Council is improving its offer to residents in providing effective support when needed	Business Case created with Mission and Vision. Principles have been created and a project charter is in process. Presenting the Business case at next HPPB. Project team established further meetings to be held going forward. Started a soft market test for CRM IT solutions in conjunction with Welland Procurement. Scrutiny workshop to be undertaken followed by presentation to Cabinet for full approval.
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 Rural Food Hub Network and supporting Tenancy Services with the Intensive Housing Management Review. The Work & Skills Coordinator is achieving against set targets, it has assisted more than 60 residents in increasing their skills and finding sustainable employment. Part of this project includes a rural digital offer, which will be delivered from the Rural Food Hub Networks satellite hubs in our rural villages - we anticipate this commencing summer 2024. We will also be implementing a new digital suite within the Community Support Hub, this will consist of 10 laptops, printers, and projectors.
Local issues, trends, and crimes within the community and community engagement event attended.		During this quarter we have been delivering projects under year 1 Safer Streets 5 funding. These projects consist of youth diversion activities such as StreetVibe and the Peoples Buddhi, Solar lights, additional CCTV, Help Point and fly tipping cameras. Incidents of youth ABS in the town centre have been lower but still an issue.

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	77.84	77.84	77.84	77.84	71.00	72.10	72.10	75.30	74.20	95.10	95.20	95.70	↑ significant improvement above target of 85%	Year-end figure. 4.3% of stock listed as failing under various DHS criterion.. 76 out of 1784 properties in total.
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	68.33	58.70	76.47	88.78	119.02	147.44	149.80	165.15	76.81	87.12	71.00	85.33	↓ performance slightly declined from Q3	The Council has worked hard to address long term voids across council homes and has seen the positive performance on average void time being sustained throughout the year following the improvements in quarter 1. Performance at 85.33 days is 80 days better than at the same period last year. This performance follows extensive work by officers and contractors to repair and re-let all historic long-term voids. As of the end of quarter 4 the Council has one property that has been void over 365 days. This property has suffered from structural movement so specialist engineers were required to diagnose the issue and develop a solution. The work has now been tendered and we are appointing a contractor. The work to track and monitor voids within the housing directorate will ensure continued grip and focus on void works and re-let arrangements to ensure that void times are minimised - this is important to ensure housing is available to those who need it, and to minimise periods of rent loss to the council. We have revised the figures for this indicator for the year 2 to reflect an error in statistical calculation for 2024/25. This has been revised to reflect the actual performance in the year.









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% 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	99.99	99.99	100	100	100	99.79	99.68	99.78	100.00	99.85	99.92	↔	performance broadly maintained [1 property affected]	
Satisfaction with housing repairs [TSM TP02]	High is good	This measure tests how satisfied Council tenants are with the repairs that are needed to their homes	91.83	92.75	97.57	97.53	97.3	98.1	96.7	95.6			71.9		●	new measure This is the first figure collected from Tenant Satisfaction Measure - TP02 Satisfaction with the overall repairs service from [your landlord] over the last 12 months.	
% of tenants satisfied with quality of responsive repairs	High is good	This measure tests how satisfied Council tenants are with the repairs that are needed to their homes	91.83	92.75	97.57	97.53	97.3	98.1	96.7	95.6	96.57	96.4	94.67	93.87	↓	slight deterioration	
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	89.41	93.22	93.54	94.85	88.10	92.21	93.70	94.42	89.73	94.51	95.52	97.35	○	Within tolerance and significantly better than Q4 2022-23 We have seen much better performance in rent collection and although not meeting target the trend is very positive. Performance at 97.35% is nearly 3% better than at the same period last year.	
% new tenants satisfied with their new home (overall)	High is good	This helps us understand the experience of new Council tenants	84	87.77	68	87.50	77	91.67	88.90	n/a	n/a	87.50	96.94	100	○	new process for the measure No dissatisfied responses for Q4. Only 12 returns from a possible 35	
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				0				0				6	○	new measure Three new build houses were acquired in January 2024. These consist of 2 x 3 bed houses in Asfordby and 1 x 2 bed house in Melton. These were purchased to ensure the RTB receipts spend target for this financial year is achieved. Three more houses (all 3 bed) were acquired in February using LAHF funding and commuted sums.	

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	Project complete.
Update on Delivery of programme of new Council Homes	To provide information on the Housing Revenue Account development programme	Three new build houses were acquired in January 2024. These consist of 2 x 3 bed houses in Asfordby and 1 x 2 bed house in Melton. These were purchased to ensure the RTB receipts spend target for this financial year is achieved. Three more houses (all 3 bed) were acquired in February using LAHF grant funding and commuted sums.
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 project now underway. The project will make best use of existing temporary accommodation arrangements to deliver value for money for MBC, prevent subsidising temporary accommodation from the HRA, reduce costs to manage the Homeless Prevention budget and support vulnerable clients with appropriate temporary accommodation when needed.

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				367									↔	performance maintained This will be available in Q1.
Number of new affordable homes delivered through the planning process	High is good	Whether the number of affordable homes - and the share of overall homes they represent - is increasing to keep up with need				47									↑	improvement This will be available in Q1.
% Major planning decisions taken within 13 weeks, or agreed timetable (Oflog P1)	High is good	End to end processing times for major applications (those over 10 houses and equivalents for industry, retail etc) - service	100	83	75	100	86	93	100	100	100	100	100	100	↔	performance maintained 5 out of 5 major applications determined in agreed timetable

% Non-major planning decisions taken within 8 weeks, or agreed timetable (Oflog P3)	High is good	End to end processing times for most applications - service efficiency	83	70	75	78	87	95	91	94	95	85	90	91
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Percentage of major planning applications overturned on appeal (district matters) [lower tier, unitary authorities, London and metropolitan boroughs] (Oflog P4)	Low is good												0	0
Percentage of non-major planning applications overturned on appeal (district matters) [lower tier, unitary authorities, London and metropolitan boroughs] (Oflog P6)	Low is good												100	100
% 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	6.35	4.8	6	7	n/a	n/a	16	29	15	14	16	15
% applications that require amendments	High is good	Whether we are being able to overcome problems and negotiate improvements to planning submissions to bring them to standard												15
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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community Satisfaction with planning service	High is good	Whether the community are satisfied with the outcomes being produced by planning decisions							37.90%					
Number of applications received during this quarter													220	
Number of decisions made this quarter													205	
£106 total contributions secured for all parties													£216,914.79	
Land Charges: Average turnaround time	Low is good	End to end processing times for searches. To measure service efficiency and highlight fluctuations needing intervention	5.27	3.28	1.76	2.73	4.08	5.35	2.99	3.27	3.77	3.77	3.43	3.53
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	100	100	100	100	100	100	91	100	100	100	100	95
% 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	100	100	100	100	100	95	100	90
% 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	13	72	94.3	100	79	72	75	63	76.67	93.33	81.25	96
% 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	95.3	96.7	96.6	96.5	96.8	95.8	95.3	95.1	95.7	95.37	93	94

 improvement	61 out of 67 applications were determined in agreed timetable this has increased from last quarter and is well above the government targets.
TREND	KEY EXPLANATORY COMMENTARY
new measure	No major applications have been overturned at appeal this quarter
new measure	1 appeal was received this quarter which was allowed.
 performance maintained	34 out of 220 applications were made invalid the common reason remains the quality of the plans that are submitted
new measure	15% of applications were amended to overcome either concerns or a reason for refusal this number has increased slightly but the nature of applications has continued to shift away from complex ones this quarter
new measure	Discussions have taken place with Comms and questions are being finalised for a questionnaire to be sent out with all decision notices, data will be collected during Q1 of 24/25
 slight improvement only	Last figure was 37.9% in 2022-23 from the last Residents Survey.
new measure	91 applications and 121 Prior Notifications or tree applications
new measure	82 applications and 123 Prior Notifications or Tree applications
new measure	Quarterly figure
 performance maintained from Q3 2022-23	Q4 Average is 3.53 days which is well within the government target
 performance has dipped	Recent audit identified the need for glazing risk assessments. these are being arranged for all CPA assets where required.
 performance has dipped	Unit 52 - tenant ended tenancy, and Unit 74 - tenant in liquidation - both units currently vacant
 performance improved	51 of 53 inspections undertaken. The remaining 2 have been contacted and we are working with these businesses to complete these inspections.
 performance within tolerance	

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ACTIVITIES/PROJECTS																
Local plan review			Following the Issues and Options consultation, the team is preparing the consultation statement. The team is also progressing with the production of the evidence base. The team has met with the Working Group every month of 2024 to discuss draft policies and general progress.													
Establishment of Food Enterprise Centre			Project complete													
Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision			Final Reports received and project manager is considering content. LLEP provision of £2m as a notional allocation towards new leisure facilities via BRP. Urgency required for MBC to secure the money in a contract with the LLEP. Some additional spend being incurred to look at high level proposal to simply extend and refurb existing MSV provision and bolt on swimming pool to the side. This would require relocation of rugby club and 3G pitch but could be a more affordable option, could cost in the region of £15m, further work to be undertaken to look at this.													
Asset Management Plan – update on delivery of plan			AMP plan agreed at Cabinet and Council in Feb 2024.													
Asset Development Plan - Update on utilisation requirements and proposals for corporate estate			ICB have confirmed their position and are working with MBC to finalise a feasibility and design program in order to work up proposals to RIBA stage 3 - initial draft layout plans produced and being reviewed by both parties.													

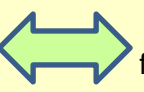




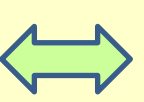






Shaping Places
4. Protect our climate and enhance our rural natural environment


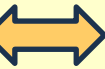

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SERVICE																		
Tonnes of carbon emissions produced by MBC operations	Low is good	In order to measure the progress the council is making (from its own operations) to its carbon neutral target in 2030															new measure, no trend defined	Outputs from the Climate Change Strategy Consultation is ongoing and will be presented to the Working Group on 9th April before the strategy can be presented to Council/Cabinet for adoption. MBC internal decarbonisation plan is in development.
Satisfaction with waste service	High is good	Biennial Place Survey question to the public														86.60%	improvement	Current figure was 86.6% in 2022-23 from the last Residents Survey.
Satisfaction with cleanliness	High is good	Biennial Place Survey question to the public														54.10%	slight deterioration	Current figure was 54.10% in 2022-23 from the last Residents Survey.
% waste recycled/composted [rolling average of 4 quarters] (This is derived from Oflog W1)	High is good	Recycling and composting keeps materials out of landfill and helps protect our climate	42.88	43.73	43.78	43.18	44.23	43.03	42.58	42.65	42.28	43.08	43.15	Available in Q1 2024-25	slight improvement			
Kg of residual waste per household - quarterly [rolling average of 4 quarters] (This is derived from Oflog W2)	Low is good	Reducing waste keeps materials out of landfill and helps protect our climate	135.34	135.30	132.45	131.45	128.0	125.31	124.74	123.72	124.19	123.51	123.19	Available in Q1 2024-25	broadly maintained over the year			
Contamination rate of recycling - calculated as estimated proportion that is rejected of total amount of household waste sent for recycling. (Oflog W3)	Low is good															10.5	new measure	
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	94	92	91	140	91	85	74	101	86	66	68	105	similar to Q4 last year	We have seen an increase in fly tips reported from 68 in quarter 3 to 105 in quarter 4. This is a similar pattern to what happened between quarter 3 and quarter 4 last year but the number is slightly higher with 105 compared to 101.		
Number of dog fouling requests	Low is good	How many requests for dog fouling we have received.	3	3	5	3	3	4	2	3	5	5	3	3	unchanged from Q3			
ACTIVITIES/PROJECTS																		
Local issues, trends, and crimes within the community and community engagement event attended			During this quarter we have been delivering projects under year 1 Safer Streets 5 funding. These projects consist of youth diversion activities such as StreetVibe and the Peoples Buddhi, Solar lights, additional CCTV, Help Point and fly tipping cameras. Incidents of youth ASB in the town centre have been lower but still an issue.															
Update on progress made through the Climate Change Task Group			Various funding schemes are being progressed, in addition to 'Solar Together' and HUG2. Climate Change Strategy will be adopted Summer 2024.															

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5. Ensuring the right conditions to support delivery

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	80							82			82	
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.				15				15			15	
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.	2.0	4.4	6.6	8.9	2.2	4.4	7.3	10	1.7	2.6	4.5	6.1
% 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	0.87	3.74	3.00	8.28	2.74	1.98	1.56	2.08	1.19	1.43	1.23	1.85
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.	70	100	100	100	99	99	100	100	100	100	100	100
% 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	96.00	95.00
% 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			
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			
Council tax collection efficiency (%) (Oflog C19)	High is good	Efficiency at collecting council tax payments due in a timely manner thereby reducing long term debt.	30.30	58.01	85.82	98.87	29.99	57.91	85.86	98.61	29.86	57.65	85.50	98.56
NNDR Collection efficiency (%) (Oflog C20)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	26.95	56.58	83.42	98.82	39.12	67.65	87.43	98.28	31.18	56.33	85.97	97.33
Write off value as % of previous years debt (Annual)	Low is good	Efficiency at collecting sundry debt payments due in a timely manner thereby reducing long term debt.												45.34
CORPORATE PERFORMANCE MEASURES	POLARITY	WHAT THIS MEASURE TELLS US	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	2023-24 Q3	2023-24 Q4
Staged Payment Arrangements – Overdue vs Future instalments (%)	Low is good	Efficiency at collecting sundry debt payments due in a timely manner thereby reducing long term debt.									7.28	8.28	8.89	10.13

 rate maintained from previous yr	There has been no staff survey undertaken this year therefore the indicator remain unchanged from last year
 rate maintained from previous yr - higher than target	The number of leavers has remained unchanged from last year with a total of 30 people leaving as a result of voluntary resignation. 15% remain unchanged from last year and is higher than the target set.
 significant improvement on previous 2 years	Sickness in the final quarter of the year is less than Q3 as expected following patterns from previous years. It remains lower than last year which was 2.7 days per employee for the same quarter leaving a much better end of year position within target of 6 days for the whole year.
 growth remains above target	Although our twitter following has decreased slightly we have had a good increase in followers on both Facebook and Instagram
 performance maintained	100% compliance with the WCAG Level AA scoring. 99.8% compliant with the WCAG Level AAA scoring
 overall performance maintained	88 respondents to the Customer satisfaction survey in Q4, 4 of which were dissatisfied.
 marked improvement	Forecast outturn reported to was a £58k underspend compared to a forecast overspend of £37k reported to members in Feb 2023
 new measure	There have been a number income streams which were lower than budget including, planning fees and leisure as 2 significant income lines.
 better than target	
 within tolerance	Performance as of 31st March 2024 was down 0.95% when compared to 31st March 2023. However there has been a dramatic improvement in collection over the period between August and December. To illustrate this in September 2023 collection was down 11.32% when compared with the same period in 2022. There is one case that currently has a large level of arrears. Had it been paid; collection would be 97.87% so still down on previous year but by 0.41% rather than 0.95%. We continue to pursue arrears where possible via all available recovery methods to improve collection of arrears. So, although this will not improve the 23/24 collection rate it will focus on arrears. When compared to other Leicestershire authorities our performance was ranked 5th out of nine Councils for 2023/24 collection rates as of 31st March 2024.
 new measure	
TREND	KEY EXPLANATORY COMMENTARY
 new measure	

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	98.59	87.83	 new measure			
% 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.	n/a	95.75	93.07	96.72	90.67	97.33	91.16	96.00	95.64	96.33	96.22	95.63	 performance maintained, very close to target	Performance has remained very close to the 96% target all year, and has only fallen out of the tolerance bandwidth once in May 2023
% 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.	84	90.96	96.91	88.7	90.45	89.87	90.71	95.75	100.00	99.46	98.80	98.67	 minor dip	3 of 227 overdue




ACTIVITIES/PROJECTS

Development of Corporate Strategy by April 2024
UKSPF E8.2 - In-House Comms plan

The Vision 36 and Corporate Delivery Plan was agreed by members in February 2024. The formal launch took place in April 2024.

During the last quarter we have continued to promote the projects and activity under the UKSPF plan. This activity has included media releases on the Rural Food Hub which launched in February to provide support to vulnerable households across the rural communities. We launched LRSN health checks in January 2024 providing much needed physical and mental health support to the Agricultural sector. Also in January 2024, we undertook tree planting in Kirby Fields bringing schools and local community together to plant over 500 trees. Looking forward to quarter 1 we will be promoting 2 events as part of volunteering work to encourage engagement in volunteering.

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							55.8%						 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.
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	11	13	14	16	14	8	15	14	5	12 (of 13)	10 of 10	13 of 13	 comparable performance	Total of 14 meetings for Q4, 1 with an exempt item; 13 of 13 without exempt items 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	100	100	100	100.00	 unchanged	

ACTIVITIES/PROJECTS

UKSPF E9.2 - Community Grant schemes

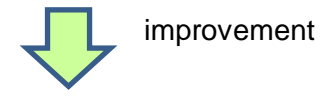
What benefit has been delivered to the community through the grants scheme

£146,722 allocated to successful applicants following additional funding allocated to community grants. £125,662 paid so far with three further organisations to work with in order to finalise payment - carry forward completed for remaining funds. Grant agreements signed and sealed for 12 of the 15 successful organisations. Quarterly updates requested from all.

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)

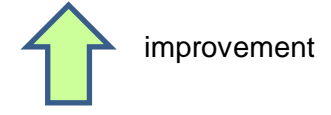


Where a performance measure has the POLARITY equal to **Low is Good**, deterioration will be a RED arrow pointing UPWARDS towards HIGH (which is BAD in this case)



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:

