

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	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	TREND	KEY EXPLANATORY COMMENTARY
Housing & Communities														
Theme 1: Healthy communities and neighbourhoods (Helping People)														
SERVICE														
Homelessness - % cases where homelessness was prevented and relieved	High is Good	This shows how effective we are at preventing homelessness, which is beneficial for the individuals and the community	40	35	69	48	37	33	38	43	54	47	slight dip	Consistent across the quarter (45% Jun, 45% Jul, 47% Sep). More presentations have seen an increase in output
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	141	113	71	71	82	84	62	90	104	100	slight improvement	Remains within the 112 days target set.
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	20	21	25	27	16	22	25	26	27	34	deterioration	4 households delayed with sign up of properties due to staffing elsewhere within the council but also an increase in DA approaches needing TA this quarter. Delayed move on from Westbourne House and MBC properties has meant an increase in applicants in 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	100	94.67	95	98.33	93.00	98	100	100	94.33	100	improvement	
Number days taken for payment to be made after initial application for Housing Benefit	Low is good	To monitor how quickly we are able to make a payment of Housing Benefit, this assists with preventing resident debt	13	12	16	11	14	11	12	10	20	14	significant improvement	
Attendance by inactive residents through our active communities offer	High is good	To monitor the use of leisure facilities as a key part of helping residents stay fit and healthy									368	356	new measure	Attendance has been steady through our programmes that we deliver through our Active Communities Offer. Anticipate as our programme increases this will increase our numbers.
Residents accessing support and triage through the Physical Activity Pathway (PAP) Service	High is good	To identify the take-up of activity classes taking place in the community, part of helping residents stay fit and healthy									30	50	new measure	Seen a continued increase through the summer as the new process for residents to access physical activity support, and partners signposting residents for that support.
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	83817	80472	73098	99380	93630	92520	88634	99731	96643	97854	improvement on Q2 2023-24	With all internal works completed at the end of Q2 we have seen a small increase in users from Q1 of both sites, expect to see continuation of slow rise into Q3.
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 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	2.98	2.76	1.20	1.14	0.89	1.31	0.77	0.52	0.43	0.31	improvement	An increase over July and August, this is in line with annual trends due to school holidays and better weather, there is a clear drop off in September once the schools holidays are over.
Number of reported fly tips	Low is good		91	85	74	101	86	66	68	105	125	144	increase	
EH Requests for Service completed in time within 30 days of receipt	High is good										n/a	n/a	new measure	Not yet available due to Database issues
% 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	44.23	43.03	42.58	42.65	42.28	43.08	43.15	42.73	42.3	due Q3	slight deterioration	
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	128.0	125.31	124.74	123.72	124.19	123.51	123.19	124.70	124.68	due Q3	broadly unchanged	
% 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	Reducing waste keeps materials out of landfill and helps protect our climate								10.5			new measure	Annual Measure
ACTIVITIES/PROJECTS														
Supporting our vulnerable residents		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 even with demand for Household Support Fund being high. We are also working on the UKSPF Work & Skills contract - building a soft launch and linking in with our partners and business, we expect to see outcomes in the next Qtr. We have also commenced working on the ARAP scheme, formally delivered through Charnwood - the Case Management Team are delivering the support element, alongside Housing Options who are delivering re housing. . The Case Management Team continue to see a rise in complex cases, in this Qtr the team have completed 1117 applications to the Household Support Fund. The team are picking up complex case from those applications, hence the rise in customers accessing The Community Support Hub. The main issues we are currently seeing are: financial, housing, mental health & substance misuse.											
Local issues, trends, and crimes within the community and community engagement event attended.			We have many dog noise complaints over this period, which could be associated with residents having more pets' dogs over lockdown but now returning to normal life pre-Covid. Officers have been dealing with more issues of ASB where mental health is a factor whether complainant or offender. Youth ASB is increasing slightly but that is to be expected as the weather improves. increasing reports of cannabis smells.											

Digital Switchover - Lifeline covers HRA & Private lifeline & process for opt out of HRA to private & HRA lifeline retained in our properties.
Temporary Accommodation
Impact of community grants scheme
Update on feasibility of establishing a Health and Leisure Park and securing a sustainable future for leisure provision

From project master list

From project master list

To monitor the supply and quality of temporary accommodation offered to those who need it
What benefit has been delivered to the community through the grants scheme

The project is being managed in two phases. The first phase is almost complete with 20 customers left, bit of a delay. Aim for fully digital by 31st March 2025. There is dependency on the Integrated Housing Management Scheme transition plans. In terms of the Housing sheltered schemes digital lifeline switchover, initial costings for each site with temp solutions has been undertaken and we have had discussions with procurement in terms of a way forward. Next steps is to discuss with finance regarding capital & revenue. A joint report will come to the next HPPB above with plan.

Unable to secure reduced costs for turnover of temporary accommodation properties, even with a lower standard. Proposing to minimise turnover costs by enable move from temporary to permanent in same property via bidding process for transparency. Decision needed on charging policy that will increase income & clarifies separate charges for housing & lighting/heating. This needs to be aligned with the GF charging policy. When Axis contract comes up TA voids standards & costs need to be built in. This projects needs to be revisited between and may need a restart of project.

First update received from successful organisations. Report to SLT and cabinet briefing completed with updates

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.

Housing & Communities
Theme 2: High quality council homes and landlord services (Helping People)
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	71.00	72.10	72.10	75.30	74.20	95.10	95.20	95.70	92.90	94.10	green performance maintained	
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	119.02	147.44	149.80	165.15	76.81	87.12	71.00	85.33	109.81	124.18	significant deterioration	As at the end of quarter 2 void turnaround time had increased from 109.81 days at quarter 1 to 124.18 at the end of quarter 2. During September we re-let nine void properties (12 in August). Across those properties we had an average turnaround time of 92 days (112 in August). At the end of September, we had 20 void properties (25 end of August) and nine of those were ready to let The number of voids that we have at any one time has reduced significantly over the last 12 months, in September 2023 we had 39 current voids, and we now have 20. The average turnaround time remains higher than we would like. This is partly due to it taking a significant amount of time to find a tenant for some properties once work is completed (this is sometimes known as finding a property hard to let). We are currently carrying out a full review of our void policy and process with the aim of addressing this. The void budget is currently predicted to overspend this year. This is due to a backlog of invoices from previous years from the contractor, rather than a high level of spending in this financial year. We have now changed the way we record financial commitments on the system and contract management processes to prevent this from happening again in the future. A recent Internal Audit report on Housing Repairs and Voids provided us with confidence and assurance that a positive direction of travel has been maintained with good progress made on all the remaining voids audit recommendations. This includes a review and update of the voids policy and standard operating procedures with revised documents due to be finalised and approved shortly. Work is also underway to develop new and improved void performance monitoring 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	99.79	99.68	99.78	100.00	99.85	99.92	99.92	100.00	improvement	
Overall satisfaction with the service provided by the landlord - TSM TP01	High is good	This measure tests how satisfied Council tenants are with the service provided by the landlord							63.40					To be completed from tenant survey - now TSM measure TP01 Satisfaction with the overall service provided by your landlord.
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							71.90					To be completed from tenant survey - now TSM measure TP02 Satisfaction with the overall repairs service from [your landlord] over the last 12 months
% of tenants in arrears (Total cumulative arrears as a percentage of rent roll)	Low 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					8.98	8.91	7.86	7.25	6.82	6.07		Continued reduction in the overall key KPI for arrears from 6.82% as at the end of quarter 1 to 6.07% at the end of quarter 2 which shows the performance continuing even with the reduction in the number of temporary employees in the service. Evidence to show the impact of the action and contact being made is also impacting on the level of cases we now have.
Number of accounts in arrears by more than 6 weeks average rent	Low is good	Measure from HLT dashboard									264	224		Evidence to show the impact of the action and contact being made is also impacting on the level of cases we now have.
Satisfaction that the landlord listens to tenant views and acts upon them - TSM TP06	High is good	This measure tests how satisfied Council tenants that the landlord listens to tenants views and acts upon them							53.70					
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				6				The developer finished the construction of the 8 homes in Old Dalby but we are still waiting for some legal agreements regarding the roads on the estate. Once we have all the agreements in place, we will be in a position to purchase them. This is likely to be Q4.

ACTIVITIES/PROJECTS



Housing Service Plan	From project master list	To report on progress to improve the housing and asset management of the Council's housing stock	A Housing Service Plan is in place that directly supports accountable delivery of these commitments and draws together the key things that will support the Council's continuous development as a landlord, ensuring that our approach is data led, is compliant with the regulatory requirements for the social housing sector and that tenants' voices and views shape what we do. Supported by our service plan, we will ensure that we know our stock and know our tenants.
Implementation of new and upgrades to our housing systems (Northgate)	From project master list	To report on progress and business improvements through improvements to the Council's integrated housing management system	NEC Heating Services Interface - going ahead as expected. Majority of APIs are in place & working. Last bits to finalise, we are managing variations & invoicing between us and Aaron Services. Quantity is 15 per month & the work involved is disproportionate to benefits, we are not to go ahead with these 2 APIs but can do later if required. Due to low numbers already have processes in place with audit trail and we are seeking assurance from Audit and if agreed we can work towards a closure report at the next HPPB meeting. Axis Baris Interface - Working with axis on initial stages of the interface, not as smoothly, slightly behind. A few minor issues, especially compared to volume of data but have been resolved will be live from 16/9. Next stage starts in October due to complete December. NEC ASB Module - ASB dashboards signed off and will be live in October. Managing transition to live.
Establish private rented sector capacity to support improved quality of homes and bringing empty properties into use	From project master list		Work is underway to understand the baseline position with Private Rented Sector properties. Once known, a proposal will be developed with recommendations for the type of service that can be offered and how it will be monitored.
Integrated Housing Management Service progress	From project master list		Approval for Integrated Living Co-ordinator post changes agreed and discussing establishment with HR then will recruit. Next steps to develop plan for visits to tenants who have not opted out of support. Working with Legal on wording of letters to send to tenants.

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Growth & Regeneration

Theme 3: Tourism and town centre regeneration and vitality (Shaping Places)

STATE OF MELTON														
Vacancy units expressed as a percentage of total stock in Melton Mowbray Town Centre	Low is good		4.49	5.4	5.41	6.1	4.97	4.51	5.41	4.1	4.1	4.1	new measure	
Footfall in Melton Mowbray Town Centre	High is good		522441	462794	472226	560029	602999	506298	458966	417884	469991		new measure	We are still awaiting September figures to complete Q2 data return.
Superfast Broadband (Residential)	High is good					94.6% (Jan 2023)				95.2% (Jan 2024)			new measure	

SERVICE															
% of BID levy collection	High is good											100.26	101.77	new measure	The BID year runs from December to November hence the high collection rate.
Number of businesses supported with advice (enquiries received and responded to by the team)/Number of businesses supported with grant funding	High is good											14, 0	11, 0	new measure	UKSPF/REPF Business Grant Round 2 is currently open for applications.
Economic value of day and overnight visitors to Melton	High is good											n/a	n/a	new measure	Information is not available at present. Proxy measure- Spend in tourism sector (Direct & Indirect) - £131.6m.
Number of visits to Discover Melton website and social media reach of tourism related posts	High is good											View - 41,013 Users - 19,658 Facebook - 15,400 Instagram - 2,400	Views - 39,617 Users - 19,368 Facebook - TBC Instagram - TBC	new measure	
% 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	79	72	75	63	76.67	93.33	81.25	96	96.40	98.00		performance maintained	
% 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	96.8	95.8	95.3	95.1	95.7	95.37	93	94	95	84		significant drop	The 84% relates to broadly compliant businesses, there has been a number of premises that have we have found food safety issues with at the time of the inspection. Hence the compliance has fallen (as have the associated food hygiene rating).

ACTIVITIES/PROJECTS	
Annual Business Survey	No update at present.
Undertake car parking review and evaluate new technology	Discussions are well underway on the car parking charging policy, due to resource issue work on alternative methods of collection (such as AMPR) are yet to commence.
Delivery against LUF objectives	Progress on the Stockyard is going well and still remains on track. Permission to relocate funding from the theatre to the Stockyard was given from the Government. An agent has been appointed to support the Council to market the development to prospective tenants. The Rural Innovation in Action (RIIA) website went live and is being used to promote the work programme contained in the funding. Alongside the website we published the first RIIA newsletter to promote and inform the programme.

Delivery against UKSPF projects

All of the planned projects are underway and progressing towards delivery. Alongside this the team is planning to manage the legacy schemes that may continue post March 2025. During the quarter the Rural Food Hubs continued to support local residents with the provision of food alongside the development of support around pension credit and other schemes. The Town Centre Design Guide has kicked off with the appointment of a consultant to work with officers, members and residents to create a guide that best represents the town centre of Melton Mowbray. The Work and Skills project has surpassed all outputs and outcomes in terms of people in employment, qualifications and skills through active engagement with the service. In terms of the latest round of Community/Business Grants, these opened in July closing in August, both are currently being assessed ahead of being awarded in quarter 3. The second annual 'Town Centre Perception Survey' launched in September supported with activity at the weekly market and Stockyard to promote UKSPF projects and this survey, this will close in quarter 3 with the findings being shared with the Local Advisory Board.

Growth & Regeneration
Theme 4: Sustainable growth and infrastructure (Shaping Places)

SERVICE																				
No of homes built in the previous financial year	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					368					390	improvement							
No of affordable homes built in the previous financial year	High is good	Whether the number of affordable homes - and the share of overall homes they represent - is increasing to keep up with need					125					62	remains above target							
Net sq mt of employment space approved	High is good											1.57 ha		new measure						
% 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	86	93	100	100	100	100	100	100	80	100	performance improved on previous quarter	6 out of 6 major applications were taken in time						
% 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	87	95	91	94	95	85	90	91	92	91	performance maintained	30 out of 33 minor applications were taken in time						
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	0	0	new measure	No major planning applications have been allowed at appeal this quarter			
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	67	0	new measure	No non-major applications were overturned at appeal this quarter			
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			new measure	Linked to PPP and ongoing discussions as to when to begin this.				
Number of applications received during this quarter	High is good											236	n/a	218	220	246 (89)	216 (96)		new measure	216 planning cases were received this quarter, 96 of these were planning applications monitored by Government
Number of decisions made this quarter	High is good											208	n/a	226	205	279 (82)	226 (113)		new measure	226 planning decisions were made this quarter 113 of those decisions were planning applications monitored by Government
Land Charges: Average turnaround time	Low is good	End to end processing times for searches. To measure service efficiency and highlight fluctuations needing intervention	4.08	5.35	2.99	3.27	3.77	3.77	3.43	3.53	4.24	4.65	performance maintained	The performance of the measure remains within the government target of 10 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					100					95			within tolerance	Now an annual measure				
% of occupied commercial units in Council ownership	High is good	Efficiency at letting commercial units and generating income for the Council	100	100	100	100	100	95	100	90	90		outside of tolerance	Information not available						
% of commercial collected income against expected income.	High is good														new measure	Annual measure due Q4				
No of reviews of rents, leases and service charges (overdue %) - Narrative on breakdown of numbers in each.	Low is good														new measure	Quarterly in arrears as per waste indicators				
																	Available in Q3 2024-25			

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)	2022-23 carbon footprint 1342 tCO2e	new measure, no trend defined	Carbon emissions baseline update was completed in October 2023. The overall carbon footprint for council operations has fallen by 178 tCO2e2 (12%) from 1520 tCO2e in 2019-20 to 1342 tCO2e in 2022-2023
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ACTIVITIES/PROJECTS		
Local plan review	From project master list	Last Working Group expected on the 30th of July to cover draft policies. Next steps: finalise evidence studies and viability and climate change objectives covered within the draft plan. On track.
Land Charges Migration	From project master list	The Land Registry are happy with the progress with Local Land Charges at Melton and are trying to move us forward to the next stage of the migration which is the delivery stage. Due to the lack of resources and the full capacity of delivery managers at Land Registry we cannot migrate yet. Due to how well Melton are doing, they are looking to make a case about trying to get Melton to the next stage as early as possible. Land Registry have provided a second version of an action plan from the data migration they carried out at the end of September 2024. As stated at the top of the highlight report we have 149 records which need checking and reviewing. We aim to get this completed by the end of 2024.
Asset Development Plan - Update on utilisation requirements and proposals for corporate estate	From project master list	Cabinet to consider the updated redevelopment of Parkside in June / July following Feb cabinet briefing. A further report on the Cove community centre and Phoenix House is due to be considered at the same time.
Update on progress made through the Climate Change Task Group		The Council's Climate Change Strategy and Action Plan was adopted at Cabinet 12 June 2024. The internal Action Plan is now in development.

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Corporate Services
Theme 5: Right conditions to support delivery (Great Council)
SERVICE

% of demand resolved at first contact in customer services	High is good	We want to resolve customer demand at first contact whenever possible	69.0	70.0	67.3	72.0	74.0	77.0	81.0	82.0	82.0	85.0	↑ improvement on previous quarter	
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	87.0	85.0	89.3	90.91	89.00	86.00	87.00	85.30	85.0	86.0	↑ improvement on previous quarter	
% 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	22.00	27.00	22.00	44.90	50.00	50.00	56.00	48.30	52.0	48.0	↓ slight drop on previous quarter	
Total number customer contacts with the Council	High is good										27472	24380	new measure, contextual	
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				82			↑ slight improvement	Employee satisfaction has risen slightly from 80% at the last employee survey to 82% this year.
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			↔ rate maintained from previous yr	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	4.4	7.3	10	1.7	2.6	4.5	6.1	1.2	2.5	↔ similar to Q2 last year	The Q2 total number of days absence across all service areas is 232. This is higher than the same period last year. Increase in the number of cases related to digestive and infections. Reminders have gone out to the workforce to encourage take up of the flu jab. Q2 = 1.3 days per employee, 2.5 cumulative.
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				25.0		○ within tolerance	There has been some fluctuations across income streams with planning income being the main area that is down but other areas such as car parks, cattle market and Welland Procurement where up to help partly offset this with a minor shortfall at year end.
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.	29.99	57.91	85.86	98.61	29.86	57.65	85.50	98.56	29.68	57.29	○ within tolerance	2024-5 Q1 target 57.9%, tolerance 56.4%; within tolerance, close to target
NNDR Collection efficiency (%) (Oflog C20)	High is good	Efficiency at collecting business rates payments due in a timely manner thereby reducing long term debt.	39.12	67.65	87.43	98.28	31.18	56.33	85.97	97.33	35.20	61.02	↓ now outside of tolerance	Although below target it is felt that NNDR collection is generally performing well for 2024/25. Both when compared to last years collection rate and when compared to others LAs across Leicestershire ranking 1st out of the 9 authorities for Q2. There is confidence the year end target will be achieved. The current performance targets have not been reviewed for some time and these will be reviewed for Q3 reporting to ensure they are up to date and relevant to the current position.
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		● new measure	This is a new measure that has recently been introduced for Sundry Debts. Given we have been undertaking an exercise to review old debts that are statute barred it is expected that this measure will be higher initially. However as this exercise is completed it is expected the figure will reduce over time.
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	98.98	98.07	↔ green performance maintained	
% Undisputed invoices paid within 30 days [monthly figures averaged for the quarter]	High is good	How many suppliers are paid in a timely manner ensuring the council does not create cashflow issues for its suppliers.	90.67	97.33	91.16	96.00	95.64	96.33	96.22	95.63	97.00	96.00	↔ green performance maintained	Performance during Q2 has continued to fluctuate with the overall average drop slightly compared to Q1 but is still in line with target at 96%

Staff 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	99.03	98.78	green performance maintained	% Customer Satisfaction = 242/245 satisfied = 98.78%
% of Internal Audits that score either an outstanding/good rating	High is good	The % of audits undertaken scoring outstanding or good rating (95% target) Reporting in June each year for the preceding year									100		new measure	

ACTIVITIES/PROJECTS														
Implementation of the Council's new Performance and Risk Management System	From project master list	A performance and risk system that is easy for all staff to utilise and provides accurate data which is collected once Plan for, facilitate and learn from the LGA Corporate Peer Challenge	This project is progressing well and the system has been configured to reflect the Council's needs. Training will take place with staff in December and is on track for implementation in early 2025.											
Undertake the LGA Corporate Peer Challenge	From project master list	To ensure the Council is improving its offer to residents in providing effective support when needed	This is scheduled to take place between 3/6 March 2025. Meeting have taken place between the Chief Executive and Leader with the LGA Peer Support Team to agree the scope and format of the inspection. Further work to prepare for the inspection will take place in quarter 3.											
Customer Journey Review	From project master list		Presentation of the Framework, set of principles and the wheel were presented on 24th June 2024 via a scrutiny workshop. This was highly interactive and a very productive/engaging session with members. Positive feedback and insightful ideas came out of this which we will build upon. This ongoing piece of work, whilst we capture members thoughts and advice, is in preparation for presenting to Cabinet. A revised date for Cabinet briefing is now scheduled for October 2024 as initially this was scheduled for August 2024 but was delayed. We anticipate going to full Cabinet on 13th November 2024. Soft market test exercises completed on 8th August 2024 having received demonstrations from 8 prospective suppliers including the incumbent. From the soft market testing exercise, we selected 4 suppliers, including IEG4 to take through to a mini competition. This exercise commenced on 23rd September and is due to complete by 12th October 2024. We should be in a position by mid-October 2024 to have chosen the two preferred suppliers which we can then take forward to the next steps with Procurement.											

Corporate Services
Theme 6: Engaging and connected council (Great Council)

SERVICE														
Satisfaction with Council services	High is good	Whether residents are satisfied with the Council's services	62.90%										maintained	Last figure was 62% in 2019-20 from the previous Residents Survey.
Satisfaction with waste service	High is good	Biennial Place Survey question to the public	86.60%										improvement	Last figure was 82% in 2019-20 from the previous Residents Survey.
Satisfaction with cleanliness	High is good	Biennial Place Survey question to the public	54.10%										slight deterioration	Last figure was 56% in 2019-20 from the previous Residents Survey.
Community Satisfaction with planning service	High is good	Whether the community are satisfied with the outcomes being produced by planning decisions	37.90%										slight improvement only	Improvement on the previous figure of 37% in 2019-20 from the previous Residents Survey.
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 consultations/engagement undertaken	High is good	Activity completed each quarter through Citizenspace	7										new measure	Annual measure
% of complaints to MBC upheld	Low is good	How many complaints are being upheld and in which areas to enable a more focused approach when improving services	5.41	2.33	3.57	24.00	53.13	44.4	66.6	54.8	72.3	57.1	some improvement	24 of 42 complaints upheld or 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	0										improvement	This is an annual measure which is due Q4; previously, there were no complaints re the Housing Ombudsman or the Local Government and Social Care Ombudsman
Percentage of Ombudsman complaints upheld [all tiers] (Oflog C17)	Low is good		0										new measure	This is an annual measure which is due Q4; previously, there were no complaints re the Housing Ombudsman or the Local Government and Social Care Ombudsman
Number of upheld Ombudsman complaints per 10,000 population [all tiers] (Oflog C18)	Low is good		0										new measure	This is an annual measure which is due Q4; previously, there were no complaints re the Housing Ombudsman or the Local Government and Social Care Ombudsman
% 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.	90.45	89.87	90.71	95.75	100.00	99.46	98.8	98.67	96.88	98.90	improvement	2 of 182 replied to out of statutory deadline

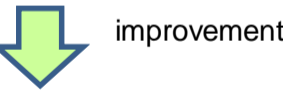
% of the population able to vote (over 18) on the electoral roll	High is good													new measure	This is an annual measure which is due for the Q4 outturn
% of decision making meetings which are digitally accessible	High is good	Tells us how many of our formal meeting we have streamed on You Tube						92.31	100	100	44.44	92.90		marked improvement	13 out of 14 meetings were digitally accessible
% 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	2.74	1.98	1.56	2.08	1.19	1.43	1.23	1.85	0.88	2.29		a marked increase	Facebook and Instagram followers continue to increase but Twitter has seen a decrease in followers.
Website Accessibility score (%)	High is good	How accessible our website is in meeting all users needs.	99	99	100	100	100	100	100	100	100	100		performance maintained over 8 qtrs	Comms continue to work with the web team to monitor the website.

ACTIVITIES/PROJECTS															
Boundary Commission Review	From project master list	Working with Electoral Commission on review the ward boundaries for future elections	MBC have sent off their submission to the Boundary Commission. Local Government Boundary Commission for England have launched a public consultation inviting proposals for a new pattern of electoral wards for Melton. A public consultation inviting proposals ran from the 9 July 2024 to 16 September 2024.												
Establish Area Liaison Forums in communities, bringing county, borough and parish councils together		Establishing Area Liaison Forums in communities	The first of our Rural Area Liaison Forum meetings took place on 5th and 12th of August both of which were well attended. The sessions were well received with positive feedback, the next sessions of this kind will take place later this year.												

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

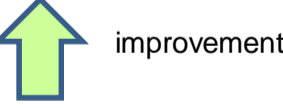
For example: Where a performance measure has the POLARITY equal to **Low is Good**, improvement will be a GREEN arrow pointing DOWNWARDS towards LOW (which is GOOD in this case)



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