

Date: 24 November 2020

Audit & Scrutiny Committee

Performance Indicators and Formal Complaints Working Group Report

Working Group Members

Cllr Nolan
Cllr Dr Barrett
Cllr Hirst
Cllr Naylor
Cllr Tanner

Supporting Officers

Steve Summers – Chief Operating Officer
Sarah Bennett – Executive Support Manager

Scope

The scope of the Performance Indicators and Formal Complaints Working Group is set out below:

1. To monitor and consider the Council's service Performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
3. To consider how Performance Indicators and Formal Complaints are reported to the Audit & Scrutiny Committee
4. To make recommendations to the appropriate Audit & Scrutiny Committee.

Meeting Date

8th September 2020

Attached as Addendum 1 are the notes of the meeting.

Terms of Reference

The Working Groups Terms of Reference are attached at Addendum 2

1. Report Recommendations

The report recommendations are set out in full below.

R.1 That the working group continue to monitor the outcomes of the Formal Complaints for Q2 2020/21.

R.2 That the working group continue to monitor the outcomes of the Performance Indicators for Q2 2020/21.

2. Introduction

2.1 The council operates a two stage complaints process for customers to take issue with any perceived failure to provide a service, failure to respond to requests or failure to adhere to standards on the part of the council and its officers.

2.2 The council uses a variety of performance indicators to monitor how well services are performing in meeting the needs of service users. The council has set of key indicators of performance, the "toplines". The topline includes a variety of indicators that relate to the delivery of the council's priorities.

2.3 The topline measures performance across a range of council activity including: planning, housing, streetscene and revenue and benefits.

3. Explanation of Recommendations

Recommendation 1 That the working group continue to monitor the outcomes of the Formal Complaints for Q2 2020/21.
Explanation This is to continue to be monitored formal complaints quarterly to identify common themes, trends or concerns.
Recommendation 2 That the working group continue to monitor the outcomes of the Performance Indicators for Q2 2020/21.
Explanation To monitor associated annual or quarterly trends and identify areas of performance concern.

**Performance Indicators and Formal Complaints Working Group
Minutes of Meeting 8th September 2020 18:00
Virtual via Microsoft Teams**

Present: Cllr Charles Nolan (CN), Cllr Roger Hirst (RH), Cllr Sandy Tanner (ST), Cllr D Naylor (DN), Cllr Dr T Barrett (TB)

Also present: Steve Summers (SS) – Chief Operating Officer
Jacqueline Van Mellaerts (JVM) – Director of Corporate Resources
Tracey Lilley (TL) – Director of Housing and Enforcement
Phil Drane (PD) – Director of Planning
Greg Campbell (GC) – Director of Environment
Amanda Julian (AJ) – Director of Law and Governance
Sarah Bennett (SB) – Executive Support Manager
Angela Abbott (AA) – Housing Services Manager

1. Welcome

The Chair welcomed all present to the meeting, which was the second meeting of the group this financial year.

2. Terms of Reference

These are attached to these minutes.

4.1 Formal Complaints

A presentation on formal complaints received for Q1 2020/21 was provided to the working group (Addendum 3) by SS.

CN queried the difference between complaints submitted via a 'website enquiry' and 'online form', which SS clarified.

SS explained that the format of the presentation had been slightly amended from previous working groups to provide specific detail only where complaints had been fully or partially upheld.

TL and AA provided detailed accounts of the 4 upheld Housing complaints and resulting actions.

18:15 DN joined the meeting

Directors held discussions and opened themselves to questions on the remaining presentation.

DN queried with GC whether there have been any complaints in relation to overflowing bins during COVID-19. GC confirmed nothing formal had been received but took away an action to address some specific areas identified with issues. GC also informed the working group that the operations team are looking to review the schedule of public bin emptying in the near future.

Action: GC to liaise with Operational team on overflowing bins identified by DN

SS presented the LGO's Annual Report 2019/20 which included national benchmarking. The report identified that 4 complaints against Brentwood Borough Council had been investigated by them during 2019/20, with one upheld. This was lower than the average in similar authorities.

RH queried whether the Council needs to be more self-critical prior to complaints reaching the LGO and a discussion was held.

Working Group Actions:

1. For the working group to monitor these complaints against future quarters to identify concerns or themes.

4.2 **Performance Indicators**

The working group were provided with data for the council's key Performance Indicators (PIs) for Apr-Jun 2020 (Addendum 4)

AA and TL reviewed the Housing PI's individually.

In relation to PI H01 RH asked how quickly we can expect void turnarounds to return to 'pre COVID' performance. AA advised that turnaround is improving, but it will take some time.

In relation to the rent PI's, TL advised that 'Rent Sense' software has already shown great benefit, and this should greatly assist rent collection. TL also advised that the housing team are team are actively preparing arrears cases for court, so that they are ready when the courts reopen.

DN enquired whether the Council are considering any debt write offs. AA advised that there were no plans at present, however a review of historical debt will be conducted in the next 6 months and may lead to write-off consideration.

In relation to PI E02, CN asked GC whether there is an expectation that recycling will increase in response to the new scheme. GC advised that a

decrease is expected, in line with other authorities experience and the reduction in contamination.

RH suggested that the tonnages be broken down by waste stream, including a comparison against previous years. This will help highlight the change in MDR. If this can be produced ahead of the next working group, CN and RH offered to review this in advance.

Action: GC to bring to Q2 working group

JVM is working with the Finance team to identify the cause of the performance concerns around payment of invoices (F01 & F02).

JVM provided an update on the Revs & Bens position, which demonstrated near target council tax collection, despite recovery action being suspended. JVM also reported that claims for the new Council Tax Reduction Scheme are currently being turned around in 2 days.

A discussion as held between PD and Members around appeals allowed (P02). PD advised that this is an important indicator as this is monitored by the Secretary State and, if performance concerns are identified, can result in intervention.

TB requested that a break down of Officer/Member appeals allowed are provided next quarter.

Working Group Action: For the working group to continue to review progress of Performance Indicators for each quarter of 2020/21.

5. Any Other Business

None

6. Date of next meeting

TBA

**Audit & Scrutiny Committee
Performance Indicators & Formal Complaints Working Group**

Members of Working Group

Crs. Nolan, Dr Barrett, Naylor, Tanner and Hirst.

Terms of Reference

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**BRENTWOOD
BOROUGH COUNCIL**

Members Working Group Formal Complaints Q1 2020/21

Apr-Jun 2020

Brentwood's Formal Complaint Process Summary



1. Stage one – Senior Officer from service replies in 10 working days
2. Stage two – Senior Manager from service replies in 15 working days
3. Local Government Ombudsman/Local Government Housing Ombudsman

(Generally, complaints must have completed the Council's complaints process before the Ombudsman will accept a complaint)

Decisions



- **Upheld** – the investigating Officer’s findings fully support the complaint
- **Part upheld** – where the findings only support parts of the complaint, these parts will be upheld and overall we will determine that the complaint was partially upheld. There may also be instances where a matter was partly the fault of the complainant and partly the fault of Brentwood Borough Council
- **Not upheld** – the investigating Officer does not support any aspects of the complaint
- **Compensation** – the Council publishes guidance to Officers on levels of compensation. The overall impact to the complainant is considered carefully when dealing with claims for compensation.
- **Ombudsman**
- Where fault, maladministration or service failure is found, the Ombudsman can make:
 - Recommendations
 - Orders (HO)

Formal Complaints received annually

Department	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Assets	0	2	0	1	1	2	3
Building Control	0	0	0	0	0	0	1
Community Safety	0	0	0	0	0	1	1
Community Services	0	0	0	2	1	0	2
Customer Service	0	0	0	1	1	4	5
Governance	0	0	1	1	0	0	2
Housing	10	11	32	30	38	47	75
Env Health & Licensing	0	1	1	0	1	3	4
Finance	0	0	0	0	0	2	0
Legal	3	0	2	1	0	0	0
Parking	0	0	0	0	1	1	3
Planning	10	4	23	13	10	10	16
Revs & Bens	9	2	12	9	31	33	28
Streetscene	1	3	5	3	5	15	44
Total	33	23	76	61	89	118	184

2020/21 Formal Complaints received

	Q1		
Department	Total	Upheld	%
Community Safety	1	0	0%
Customer Service	1	0	0%
Environmental Health	2	1	50%
Housing	6	4	67%
Planning	1	1	100%
Revenues & Benefits	5	3	60%
Streetscene	6	6	100%
Total	22	15	

Channel received

Apr – June 2020



	Q1
Online form	50%
Email	32%
Website enquiry	9%
Via LGO	4%
Telephone	4%

Upheld Formal Complaints – Apr to Jun 2020

Environmental Health



No	Complaint	Stage
1	No response after raising a service request, calling and emailing multiple times	Stage 1

Upheld Formal Complaints – Apr to Jun 2020

Housing



No	Complaint	Stage
1	Delay in issuing rent refund	Stage 1
2	Handling of homeless case - duties were not fully explained in an easy and comprehensible manner and service failure in ensuring the duties were fully met in a timely manner	Stage 1
3	No heating/hot water for 2 weeks due to need for a boiler replacement and no contact for over a week	Stage 1
4	Failure by contractor's customer care team to acknowledge or reply to communication and missed appointments	Stage 1

Upheld Formal Complaints – Apr to Jun 2020 Planning



No	Complaint	Stage
1	No response to email sent to Planning, EH and Licensing regarding alleged unauthorised development	Stage 1

Upheld Formal Complaints – Apr to Jun 2020

Revenues & Benefits



No	Complaint	Stage
1	Delay in updating Council Tax account	Stage 1
2	Service provided by telephone and long wait times	Stage 2
3	Failure to notify of benefit suspension and incorrect information provided relating to emailing the service	Stage 1

Upheld Formal Complaints – Apr to Jun 2020

Streetscene



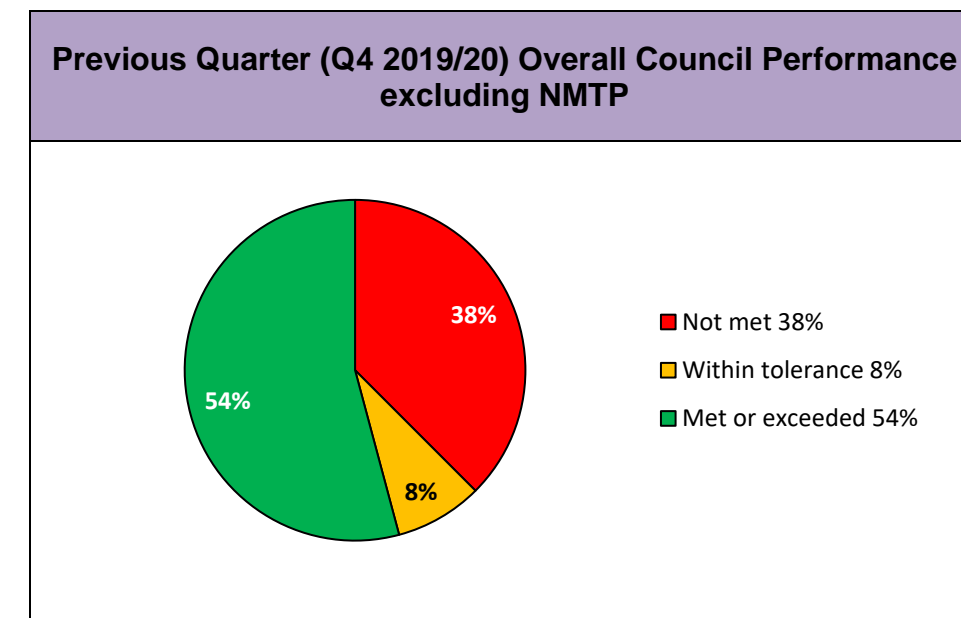
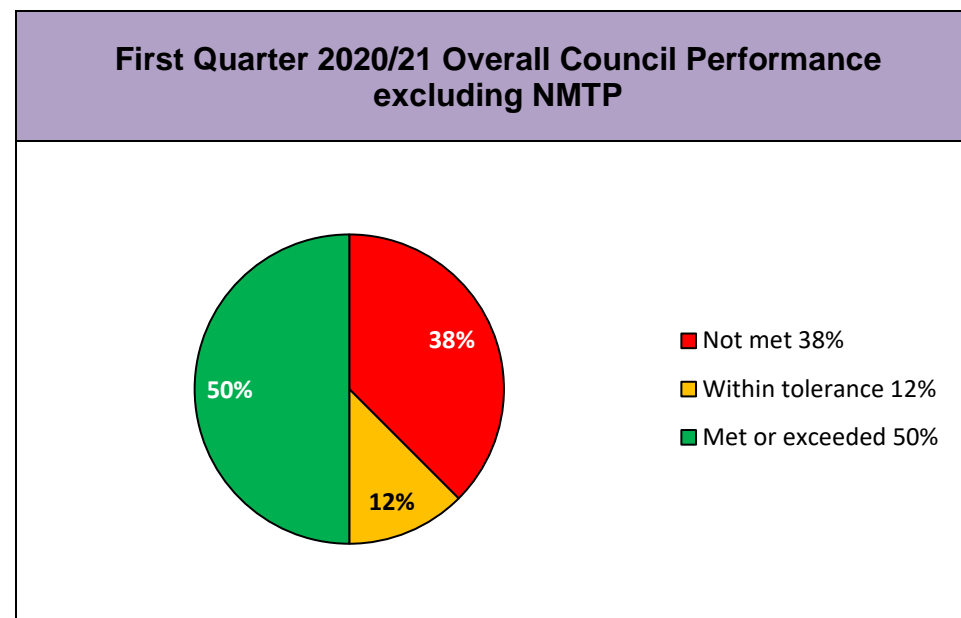
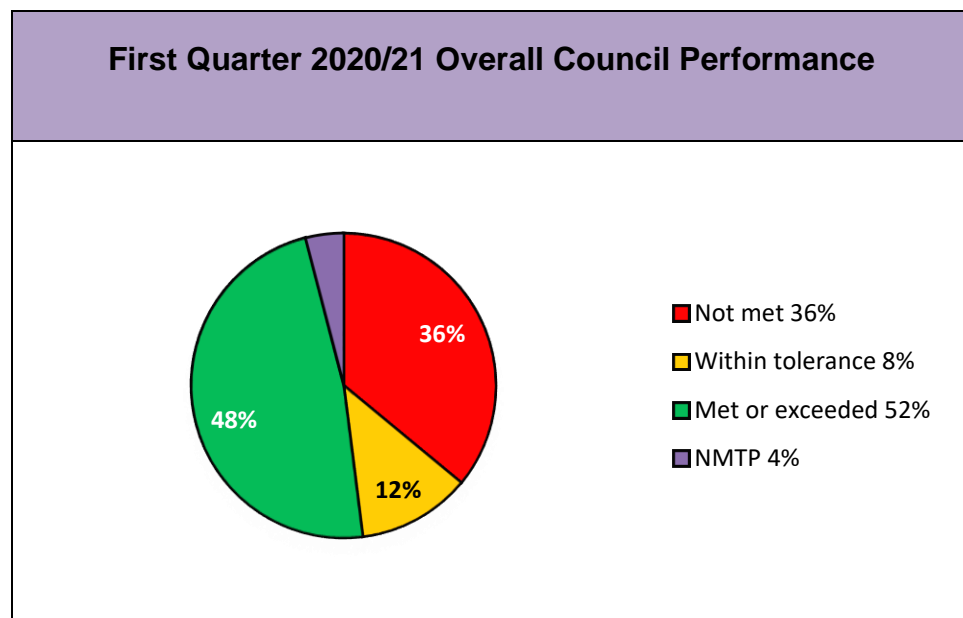
No	Complaint	Stage
1	Repeated reports of missed garden waste	Stage 1
2	Repeated missed collections	Stage 1
3	Mess left behind by collection crews	Stage 1
4	Conduct of refuse collection operative	Stage 1
5	Mess left behind by collection crews	Stage 1
6	Bins repeatedly left in front of driveway on a busy road, leaving resident having to unsafely stop car for access	Stage 1

Ombudsman



	Service	LGO/HO	Complaint	Council's decision	Ombudsman outcome
1	Housing	HO	Handling of boundary dispute	Part upheld	Under investigation
2	Housing	LGO	Information provided to tenants facing eviction	Not upheld	Under investigation
3	Housing	HO	Handling of aids and adaptations request	Part upheld and compensation offered	Under investigation

Performance Dashboard – First Quarter 2020/21



First Quarter 2020/21 Performance by Department

Dept.							NMTP		Total
	No	%	No	%	No	%	No	%	
Contact Centre	0	0%	0	0%	4	100%	0	0%	4
Environmental Health	0	0%	0	0%	1	100%	0	0%	1
Finance	1	50%	1	50%	0	0%	0	0%	2
Housing	6	100%	0	0%	0	0%	0	0%	6
Human Resources	0	0%	1	100%	0	0%	0	0%	1
ICT	0	0%	0	0%	1	100%	0	0%	1
Planning	0	0%	0	0%	4	100%	1	100%	5
Revenues and Benefits	0	0%	1	33%	2	67%	0	0%	3
Street Scene and Environment	2	100%	0	0%	0	0%	0	0%	2
Total	9	36%	3	12%	12	48%	1	4%	25
<i>Previous Quarter Total</i>	9	36%	2	8%	13	52%	1	4%	25

Key

	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
NMTP	Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.

Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Housing H01	Average re-let times for Local Authority Housing	Monthly	51 Days (47 Days GN, 51 Days SH)	50 Days (40 Days GN, 136 days SH)	30 Days (28 Days GN, 21 Days SH)	79 Days (60 Days GN, 98 Days SH, 105 TA)	22 days			79 Days	22 days		Void turnaround in Q1 has been drastically impacted by Covid-19. Prior to this our void turnaround was reducing but we have been unable to let properties since mid-March to mid-May and further delays in materials had meant many voids have gone on hold. This has further been impacted by the utility companies not clearing former tenant debts on meters as this is not deemed and emergency due to empty property. We expect this to improve slightly in Q2 however there will be a backlog that will create some delays.
Housing H02	% Rent collected from current tenants only as a percentage of rent due	Monthly	97.80%	98.99%	98.55%	96.63%	98.05%			96.03%	98.05%		Rent collection continues to be a challenge, we have been impacted by residents not paying since April as they wrongly believed that the government had given them a 12 week holiday due to Covid-19. We have been advising them this is not the case and creating repayment plans. Many residents have unfortunately also been hit with reduced incomes which is also impacting us. With our new rent sense software which was implemented in July, we are able to track their accounts based on missed payments and increasing arrears which is allowing the officers to focus on only problem accounts rather than all arrears accounts and we envisage arrears to be reducing by the end of the year.
Housing H03	Rent arrears of current tenants as a percentage of rent due	Quarterly	5.33%	5.41%	5.44%	5.83%	1.95%			5.83%	1.95%		The level of arrears has slowed however, we have been impacted by Covid-19 as per above.
Housing H04	Households living in temporary accommodation	Monthly	61	59	53	51	29			51	29		TA figures have remained relatively stable during Q1 due to a decrease in approaches and a lack of move on from cases in s.198 accommodation. We have experienced difficulties due to the government's restrictions on allocations and void works being put on hold due to COVID-19, however, our home options have now been reopened with many TA applicants already awaiting move on to their allocated properties. It is still uncertain whether the relaxed lockdown rules will encourage an increase in homeless approaches moving into the coming months.

Brentwood Borough Council - Performance Indicator Dashboard



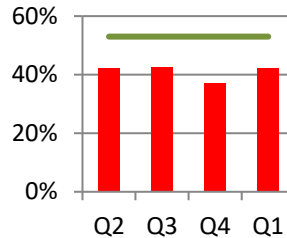




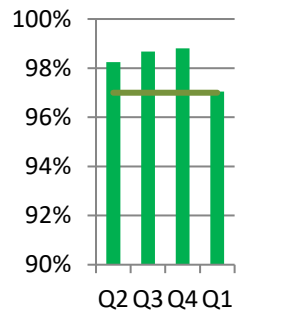


Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Housing H05	Gas servicing in Council homes	Quarterly	96.96%	98.78%	97.75%	97.58%	100%		<p>100.0% 99.0% 98.0% 97.0% 96.0%</p> <p>Q2 Q3 Q4 Q1</p>	97.58%	100%		Officers have been working hard to limit the impact of Covid-19. We have been making calls to shielding residents and putting provisions in place to ensure visits can still go ahead. Thanks to the efforts of officers and contractors alike we have minimised the impact and seen only a slight decrease in performance.
Housing H06	Level of Arrears at the end of quarter	Quarterly	£609,566	£638,343	£632,544	£760,560	Reduction from previous quarter		<p>Thousands</p> <p>£800 £600 £400 £200 £0</p> <p>Q2 Q3 Q4 Q1</p>	£760,560	Reduction from previous quarter		Arrears have increased at a higher rate, we believe this to be an impact of Covid-19 along with the standard non payers and Universal Credit issues we have historically had.

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Street Scene and Environment E01	Residual household waste per household	Quarterly	123.77kg	118.70kg	130.56kg	149.25kg	109kg		<p>200 150 100 50 0</p> <p>Q2 Q3 Q4 Q1</p>	149.25kg	109kg		<p>Estimated as statistics to be verified by ECC.</p> <p>2018/19 actuals – 461kg per household (estimated at 490kg)</p> <p>2019/20 actuals – TBC from ECC</p> <p>Residual waste has risen nationally in response to COVID-19 and more people being at home, ecommerce etc</p>



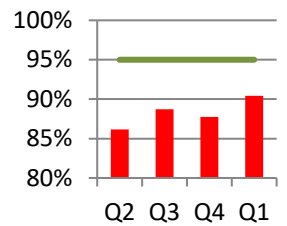




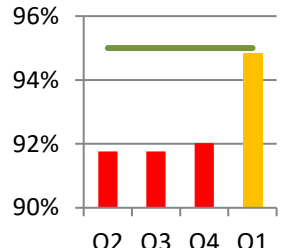




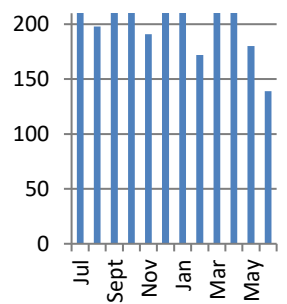


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Street Scene and Environment E02	Percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion	Quarterly	42.05%	42.60%	36.87%	42.10%	53.00%	 		42.10%	53.00%	 	<p>Estimated as statistics to be verified by ECC</p> <p>2018/19 actuals – 45% (estimated at 44.6%)</p> <p>2019/20 actuals – TBC from ECC</p>
Environmental Health EH01	Food safety/hygiene standards in food premises	% of broadly compliant food premises - Quarterly	98.24%	98.67%	98.80%	97.05%	97%	 		97.05%	97%	 	<p>In Q4 19-20, The Food Standards Agency suspended inspection activity due to Covid-19. There is a noted drop in broad compliance due to COVID-19. Following the Food Standards Agency Guidance, routine food hygiene inspections were suspended. A high number of new food premises have registered which have not been inspected but are not broadly compliant until inspected.</p>


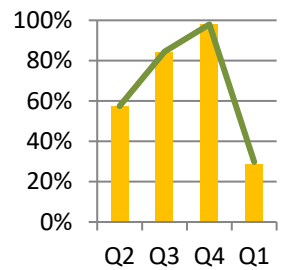


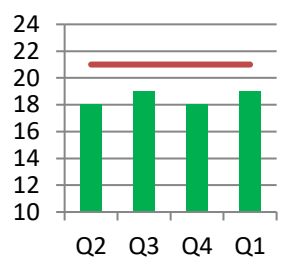


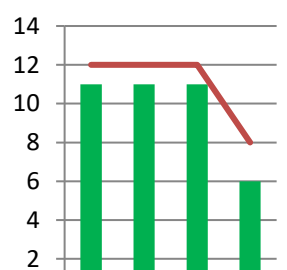

Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Finance F01	% of invoices from local suppliers paid within 20 days	Monthly	86.15%	88.71%	87.75%	90.42%	95%	 		90.42%	95%	 	First three months have been an improvement compared to last 3 QTRs of 2019/20. AP are receiving less invoices therefore there can be more focus on getting invoices approved on time. Still ensuring Finance can support departments where required due to COVID-19.
Finance F02	% of invoices from all suppliers paid within 30 days	Monthly	91.76%	91.76%	92.02%	94.85%	95%	 		94.85%	95%	 	As above, stronger start to Q1 for the year due to the lesser amount of invoices. Will try and keep a consistent level and ensure invoices are paid within terms where possible.
Human Resources HR03	Number of days sickness lost per month	Monthly	Jul 213 Aug 198 Sept 229.5	Oct 239 Nov 191 Dec 222.5	Jan 213 Feb 172 Mar 255	Apr 213 May 180 Jun 139	No target.	 		532 days	No target.	 	This PI reflects the number of working days lost to sickness each month. This figure is 81.5 days higher than the same period last year.

Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Revs and Bens CT01	Council Tax collection	Monthly	57.2%	84.2%	97.8%	28.6%	29.8%	 ↓		28.6%	98%	 ↓	Due to COVID19 no non-payment enforcement notices have been issued since the end of March 2020. The back office Debt Recovery Team have continued to call out to customers who have missed their first few instalments, whilst signposting to relevant help and support where necessary. Including adjustments to instalment plans to ensure customers are paid up by the end of the financial year. Due to the telephony system being used to work from home the back office debt recovery team are unable to take PAYE. Net payments over the telephone but instead are directing customers who can pay to the payment line, the councils website and setting up direct debits during the telephone contact.
Revs and Bens CT03	Time taken to process new Housing Benefit/Council Tax Support claim	Quarterly	18 days	19 days	18 days	19 days	21 days	 ↑		19 days	21 days	 ↑	New claims for Q1 is under our target of 21 days. This is a great result at the end of financial year as these new claims are the most complex cases for housing costs, being temporary and supported accommodation, and thus the most vulnerable customers. We have dedicated officers working on new claims to ensure these are processed in a timely manner to ensure payments are made as quickly as possible to alleviate financial hardship.
Revs and Bens CT05	Time taken to process Housing benefit and Council Tax Support Change of Circumstances	Quarterly	11 days	11 days	11 days	6 days	8 days	 ↑		6 days	8 days	 ↑	Target reduced to 8 days from 12 days in 19/20. What's the rationale for the latest PI target? 2020/21 - Nationally reported PI and widely used for benchmarking. It calculates the average time taken to process a new Housing Benefit / Local Council Tax support claim from receipt of the claim, this includes the receipt of all information, up to the award of benefit. The target set is based on previous years overall performance.



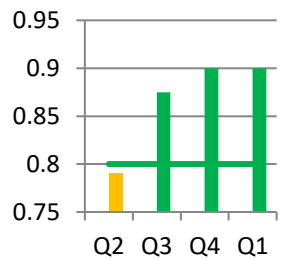




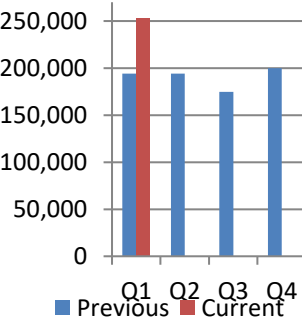


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
ICT ICT01	Website uptime	Quarterly	100%	99.87%	100%	100%	98%	✓ ↑	<p>100.00% 99.00% 98.00% 97.00%</p> <p>Q2 Q3 Q4 Q1</p>	100%	98%	✓ ↑	Drops in website availability can be attributed to several factors, usually external, such as a power surge or cut. Notifications of website down time are sent to IT automatically.
Contact Centre CC01	Telephone calls received via auto attendant	Quarterly	20,558	17,612	18,703	15,921	No target.	✓ ↓	<p>25,000 20,000 15,000 10,000 5,000 0</p> <p>Q1 Q2 Q3 Q4</p> <p>■ Previous ■ Current</p>	15,921	No target.	✓ ↓	<p>This figure depicts the number of calls received by the Contact Centre via the main Council telephone no. 01277 312500. We continue to monitor trends associated with these statistics.</p> <p>This result is 20.4% lower than the same period last year. Overall customer contact was down significantly over this period due to the COVID-19 lockdown and reduced transactions occurring with the Council .</p>
Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	12,228	11,957	12,532	11,096	No target.	✓ ↑	<p>13000 12500 12000 11500 11000 10500 10000</p> <p>Q1 Q2 Q3 Q4</p> <p>■ Previous ■ Current</p>	11,096	No target.	✓ ↑	<p>This figure depicts the number of calls received via the main Council telephone no. 01277 312500 and that have selected the applicable service from the options provided. It does not include calls that have selected option '0' (this figure is reflected in CC01). The services undertaken by the Contact Centre are Environmental Health, Licensing, Planning, Building Control, Parking, Operational Services and Housing Services.</p> <p>This result is 11.4% lower than the same period 2019/20.</p>



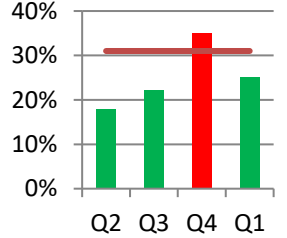




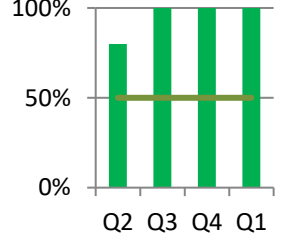




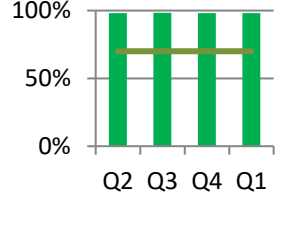




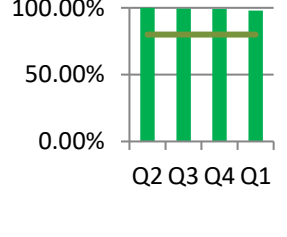


Brentwood Borough Council - Performance Indicator Dashboard

Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Contact Centre CC03	% of telephone calls resolved for those services undertaken by the Contact Centre	Quarterly	79%	87.5%	90%	90%	80%	 		90%	80%	 	<p>Consistent performance in Q1.</p> <p>Monthly meetings are held with the service areas to identify areas of improvement and training needs.</p>
Contact Centre CC04	Website sessions	Quarterly	174,579	174,615	199,926	253,398	No target.	 		253,398	No target.	 	<p>Website sessions are affected by seasonal variances, with the start of the financial year and the summer months providing more hits on average. This trend is reflected in previous years.</p> <p>Comparison with the previous quarter shows an increase of 26.75% in comparison. This is due to residents continuing to utilise the website for information on the Coronavirus pandemic.</p>

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Addendum 4

Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results			Latest Quarterly Results				2020/21 Year to Date			Commentary
			Q2 Result	Q3 Result	Q4 Result	Q1 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	NMTP	NMTP	NMTP	NMTP	NMTP	NMTP	NMTP	No target	NMTP	The gross number of new homes approved to be built in the Borough. This gives an indication of new homes expected to be completed in the Borough in future. Approvals for new homes help towards the Borough's supply of homes, specifically the required five-year housing supply (published annually).
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications	Quarterly	18%	22.2%	35%	25%	31%	 		25%	31%	 	Monitoring is done to understand why appeals happen and what can be done to reduce them / reduce number of overturns. Also working with agents to understand what we can do to help.
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	80%	100%	100%	100%	50%	 		100%	50%	 	Consistently high performance achieved throughout. Changes previously made within the service are now imbedded, so use of EOT agreements, pre-applications discussions as well as PPA.
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	98%	98.3%	98.2%	98%	70%	 		98%	70%	 	Consistently high performance achieved for last year and continues this year. Changes made within service are now imbedded, staffing levels are correct as well as the use of EOT agreements.
Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	100%	99.4%	99.2%	98%	80%	 		98%	80%	 	As above, exceeding targets due to previous changes now being imbedded in team. Currently performing in top 10 in country.