

Operational Performance Report – Quarter 4 2022/23



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How to read this report

The performance measures within this report are split into two key areas:

- Performance measures specific to each directorate
- Corporate performance measures focusing on the whole authority

Directorate performance measures

Presented in this report are the quarter 4 2022/23 performance measure outturns for those performance measures under each council directorate.

The performance measures under each directorate predominantly link directly into one Vision 2025 strategic priority. These links are as follows;

- **Chief Executive's Directorate Measures** – predominantly covering “Reducing all kinds of inequality”
- **Directorate for Communities and Environment Measures** - predominantly covering “Lets enhance our remarkable place”
- **Directorate for Housing and Investment Measures** - predominantly covering “Lets deliver quality housing”

The Directorate for Major Developments (DMD) does not monitor performance through strategic measures. Instead performance is managed by the progress of the various projects DMD is responsible for under the priorities "Driving Inclusive Economic Growth" and “Lets Address the Challenge of Climate Change”.

For all directorate performance measures, outturn data is presented using the following indicators:

 G	At or above target
 A	Acceptable performance - results are within target boundaries
 R	Below target
 V	Volumetric / contextual measures that support targeted measures
	Performance has improved since last quarter / year
	Performance has stayed the same since last quarter / year
	Performance has deteriorated since last quarter / year

Corporate performance measures

For the corporate performance measures the data is not specific to service area performance but focuses on the council's performance overall. These corporate performance measures are split into the following categories:

- Resource information
- Health & wellbeing
- Sickness
- Corporate complaints including Ombudsman rulings
- Compliments

Executive summary

Within this quarter 4 2022-23 Operational Performance Report for the City of Lincoln Council, we are reporting on **76** quarterly performance measures and **1** annual performance measure. The **77** measures are split across the directorates of Chief Executive's (CX), Community and Environment (DCE) and Housing and Investment (DHI). Currently there are no performance measures for the Directorate for Major Developments.

The main format of this report is split into five parts -

1. Executive Summary
2. Chief Executive's Directorate performance
3. Directorate for Communities and Environment performance
4. Directorate for Housing and Investment performance
5. Corporate performance measures

The 2022/23 targets for each targeted performance measure were agreed with Performance Scrutiny Committee and Executive in March 2022.

Below provides a summary of the performance measure outturns by status and by direction of travel for each directorate as at the end of quarter 4 2022/23.

Performance measure outturns by status						
Directorate	Below target	Acceptable	Above target	Volumetric	Data not available	Total
CX	5 (20.8%)	2 (8.3%)	11 (45.8%)	5 (20.8%)	1 (4.2%)	24
DCE	6 (17.1%)	10 (28.6%)	9 (25.7%)	10 (28.6%)	0 (0.0%)	35
DHI	6 (33.3%)	2 (11.1%)	7(38.9%)	3 (16.7%)	0 (0.0%)	18
Total	17 (22.1%)	14 (18.2%)	27 (35.1%)	18 (23.4%)	1 (1.3%)	77

Performance measures outturns by direction of travel						
Directorate	Deteriorating	No change	Improving	Volumetric	Data not available	Total
CX	5 (20.8%)	1 (4.2%)	12 (50.0%)	5 (20.8%)	1 (4.2%)	24
DCE	14 (40.0%)	4 (11.4%)	7 (20.0%)	10 (28.6%)	0 (0.0%)	35
DHI	9 (50.0%)	2 (11.1%)	4 (22.2%)	3 (16.7%)	0 (0.0%)	18
Total	28 (36.4%)	7 (9.1%)	23 (29.9%)	18 (23.4%)	1 (1.3%)	77

It is important to note that factors such as resource pressures, recruitment challenges and the cost of living crisis have continued to have an impact on performance in quarter 4 2022/23.



Chief Executive's Directorate

Chief Executive's Directorate – Performance Measures

Quarterly Measures

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	High is good	%	95.00	100.00	100.00	G	▲
Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme (cumulative)	High is good	Number	18.00	20.00	9.00	R	▼
Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	High is good	%	90.00	95.00	100.00	G	▬
Business Development	BD 1	Number of users logged into the on-line self-service system this quarter.	High is good	Number	10,000	11,000	N/A	No Data	
Communications	COM 1	Percentage of media enquiries responded to within four working hours	High is good	%	75.00	90.00	84.00	A	▲
Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Number	Volumetric	Volumetric	36.00	V	
Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Number	Volumetric	Volumetric	30,819	V	
Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	Seconds	300	180	469	R	▲
Customer Services	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	High is good	%	80.00	90.00	93.30	G	▲
IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Number	Volumetric	Volumetric	1,084	V	
IT	ICT 2	Percentage of first time fixes	N/A	%	Volumetric	Volumetric	60.20	V	
Accountancy	ACC 1	Average return on investment portfolio	High is good	%	0.15	0.25	3.72	G	▲
Accountancy	ACC 2	Average interest rate on external borrowing	Low is good	%	4.75	3.75	3.08	G	▼
Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	High is good	%	95.00	97.00	98.45	G	▲
Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	High is good	%	45.00	55.00	61.00	G	▼

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Debtors & Creditors	DCT 3	Average number of days to pay invoices	Low is good	Days	30	15	19	A	▼
Housing Benefit Administration	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Low is good	Days	19.00	17.00	15.85	G	▲
Housing Benefit Administration	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Low is good	Days	6.50	5.00	3.08	G	▲
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	Number	1,500	1,400	1,792	R	▲
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)	High is good	%	90.00	93.00	95.26	G	▼
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Number	Volumetric	Volumetric	4,606	V	
Revenues Administration	REV 1	Council Tax – in year collection rate for Lincoln (cumulative)	High is good	%	95.00	96.00	94.15	R	▲
Revenues Administration	REV 2	Business Rates – in year collection rate for Lincoln (cumulative)	High is good	%	97.00	98.00	99.19	G	▲
Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues Team	Low is good	Number	1,200	1,100	1,476	R	▲

Chief Executive's Directorate measures performing at or above target

G

Work Based Learning

WBL 1 - Percentage of apprentices completing their qualification on time & WBL 3 - Percentage of apprentices moving into Education, Employment or Training

During the final quarter of 2022/23, 2 apprentices were due to complete their qualification. Both successfully complete on time resulting in performance measure WBL 1 achieving the high target for the quarter of 100%. Both apprentices completing in quarter 4 also moved into further education, employment or training (100%), which also outperformed the high target for measure WBL 3 of 95%.

Customer Services

CS 4 - Average customer feedback score (telephone, face to face and e-mail enquiries)

During quarter 4 2022/23 of those customers that responded to the customer services feedback survey, 93.3% (14 out of 15) were satisfied with the overall level of service they received from the Customer Services Team. This outturn was above the high target for the period of 90%. The average satisfaction score in relation to the outcome of the interaction during the quarter was also positive, with an outturn of 93% based on the 3 responses received to this question. The low response rate to the feedback survey during the quarter was due to a broken link within the email survey, which was rectified as soon as this became evident, and the implementation of a new phone system. The Customer Services Team will make every effort to increase the level of responses going forward. An example of feedback received to the survey during the quarter was *'It was a very friendly team, very helpful and everything was done very quickly'*.

Accountancy

ACC 1 - Average return on investment portfolio

The average return on investment portfolio during quarter 4 2022/23 was 3.72%, which was above the high target for the quarter of 0.25%. This latest outturn was an increase on the previous quarter outturn, which reported at 2.62% and also a significant increase when compared to the quarter 4 2021/22 outturn, which reported at 0.30%. Rises in the return throughout the year have been as a result of further increases in the Bank of England base rate.

ACC 2 - Average interest rate on external borrowing

During the final quarter of 2022/23 the average interest rate on external borrowing was 3.08%. This was lower than the high target for the quarter of 3.75% (low is good). Whilst this latest outturn outperformed its target, this was a slight increase of 0.10% on the previous quarter and an increase of 0.06% on the same quarter last year. This slight rise during quarter 4 2022/23 was due to Bank of England rate increases.

Debtors & Creditors

DCT 1 - Percentage of invoices paid within 30 days

The percentage of invoices paid within 30 days during the final quarter of 2022/23 was 98.45%. This outturn was above the high target for the quarter of 97% and an increase of 1.92% on the previous quarters outturn of 96.53%. The outturn is calculated based on all supplier invoices and credit notes (not refunds or grants) paid between 1st January 2023 and 31st March 2023. It is important to note figures are adjusted based on certain assumptions as follows -

- 1) No invoice collected for payment by supplier by direct debit or paid by standing order is assumed to be late
- 2) No credit note taken by the council outside of 30 days classified as late
- 3) 0.5% of those invoices paid over 30 days assumed to be in dispute at some point and hence paid late after dispute resolved, therefore, these are not classified as late
- 4) 1% of those invoices paid after 30 days were held back from payment because the overall balance with the supplier was in credit

DCT 2 - Percentage of invoices that have a purchase order completed

During quarter 4 2022/23 the percentage of invoices that had a purchase order completed was 61%. This outturn was greater than the high target for the quarter of 55% and was the fifth consecutive quarter this measure had outperformed its high target. In number terms this equated to 2,173 invoices out of 3,564 invoices during the quarter having an associated purchase order. Staff continue to be encouraged to ensure all invoices have an associated purchase order raised. It is important to note this performance measure focuses on supplier expenditure only and excludes gas, water and electricity bills where purchase orders are not required.

Housing Benefit Administration

BE 1 - Average days to process new housing benefit claims from date received (cumulative)

The average days to process new housing benefit claims from date received at the end of quarter 4 was 15.85 days. This final outturn for 2022/23 outperformed the high target for the year of 17 days (low is good). When compared to the year-end outturn in 2021/22, this latest outturn was an improvement in performance of 0.69 days.

BE 2 - Average days to process housing benefit claim changes of circumstances from date received (cumulative)

At the end of quarter 4 2022/23 the average days to process housing benefit claim changes of circumstances from date received was 3.08 days. This year-end outturn was below the high target of 5 days (low is good) and 0.47 days lower than the year-end outturn for 2021/22.

BE 1 & BE 2 - Due to the extra pressure residents have been experiencing as a result of the cost of living challenges, the Housing Benefits Administration Team has carefully monitored and prioritised new claims throughout the year. Staff have also been offered overtime to assist with ensuring processing times remain low and levels of outstanding work remain manageable.

BE 4 - Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)

At year-end 2022/23 the percentage of risk based quality checks made where benefit entitlement was correct reached 95.26%, outperforming its high target of 93.00%. This positive performance is reflective of the Housing Benefits Administration Team undertaking more quality checks throughout the year and specifically during the final quarter of 2022/23. In addition, the team has conducted many checks with regards to the homeless section to ensure assessments that are carried out are correct as these will impact on the council's final Housing Benefits subsidy claim significantly, which will be finalised in April 2023. In total Benefit Officers and the Subsidy Team carried out over 200 checks throughout quarter 4 2022/23. Alongside the checks for the homeless section, the focus of these quality checks was on ensuring the new financial year income codes were correct within the benefit system and ensuring the Council Tax bills and Housing Benefits / Council Tax Support notifications were accurate. Across the full year the Housing Benefits Administration Team completed 1,498 checks, which was a significant increase when compared to 2021/22 where 453 checks were undertaken. A robust quality checking system has been implemented within the team, which has also contributed to the higher number of checks undertaken. In addition, the team has ensured their in-house manual is accurate and this also reflects accurate assessments being made.

Revenues Administration

REV 2 - Business Rates – in year collection rate for Lincoln (cumulative)

The business rates in year collection rate for Lincoln at the end of quarter 4 2022/23 was 99.19%. This latest outturn was above the high target of 98.00% and was an improvement of 0.74% when compared to the same quarter in 2021/22. In some cases this improvement in performance has been helped by customers receiving the Covid-19 Additional Relief Fund. Looking ahead into 2023/24, Retail Relief will increase from 50% to 75%, which should help Lincoln's rate payers to maintain payments for their 2023/24 liability.

Chief Executive's Directorate measures performing below target

R

Work Based Learning

WBL 2 - Number of new starters on the apprenticeship scheme (cumulative)

During the final quarter of 2022/23, 1 apprentice started at the council bringing the cumulative number of new starters on the apprenticeship scheme in 2022/23 to 9. This outturn was below the quarter 4 2022/23 cumulative low target of 18. It is important to note that the number of new starters within a 12 month period has been affected by the change in duration of apprenticeships (now 18 months). The council does operate a roll on roll off system so if a corporate apprentice was to be offered a permanent role then a further apprentice would be recruited onto the scheme.

Customer Services

CS 3 - Average time taken to answer a call to customer services

During quarter 4 2022/23 the average time taken to answer a call to customer services was 469 seconds. Whilst this latest outturn was greater than the low target for this performance measure of 300 seconds (low is good), this outturn was a significant improvement in performance when compared to the previous quarter where the average time to answer a call to customer services was 842 seconds. This improvement in performance was due to the Customer Services Team being fully staffed during the quarter. It is also important to note that during the final quarter of 2022/23 the Customer Services Team answered more calls than in each of the previous 3 quarters.

Housing Benefit Administration

BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment

At the end of quarter 4 2022/23 the number of housing benefits / council tax support customers awaiting assessment was 1,792. When compared to the low target for the quarter of 1,500, this latest outturn was greater than the target (low is good), however, was an improvement in performance when compared to the quarter 4 2021/22 outturn where 2,117 customers were awaiting assessment. Of the customers awaiting assessment at the end of quarter 4 2022/23, 1,440 were awaiting a first contact. It is important to note that the final quarter of the year always sees an increase in work being received, which is due to reports of annual changes in rent and income.

Revenues Administration

REV 1 - Council Tax – in year collection rate for Lincoln (cumulative)

The Council Tax in-year collection rate for Lincoln at the end of quarter 4 2022/23 was 94.15%. This outturn was 0.85% below the low target for the quarter of 95%, however, was a slight improvement of 0.15% when compared to the 2021/22 year-end collection rate. Whilst the collection rate is not back to pre-pandemic levels, the performance of this measure has remained encouraging. Post Covid-19 the collection rate has been impacted by the cost of living crisis. In addition, the Revenues Team has been required to administer a number of new schemes from the Government during the year, such as the Covid-19 Hardship Scheme and 3 Energy Rebate Schemes, which have all required a large amount of resource from the team. The Council has received New Burdens monies for these schemes, however, acquiring additional resources (outside officer overtime) has proven to be challenging. Subsequently this has resulted in increased workloads with limited increased officer capacity.

REV 3 - Number of outstanding customer changes in the Revenues Team

At the end of quarter 4 2022/23 the number of outstanding customer changes in the Revenues Team was 1,476, which was greater than the low target for the quarter of 1,200 (low is good). This outturn was the total number of documents outstanding in the Enterprise system and outstanding e-mails not yet indexed to Enterprise at quarter end. Therefore, it is likely that there may be more than one piece of correspondence per customer outstanding, however, this is difficult to determine until all documents are in the same system. Whilst the outturn was below target, the Revenues Team

has reported that this is a positive position to be in at year-end as the team generally see a significant amount of customer contact linked to annual billing at this time of the year. In terms of staff resource, for about a month during the quarter the team had a full complement of staff, however, two have recently resigned and one has retired, therefore, the team is once again in the process of recruiting for new staff. Focusing on the full 2022/23 period, the Revenues Team completed over 51,000 documents and dealt with over 43,000 phone calls (including dealing with Energy Rebates).



Directorate for Communities and Environment

Directorate for Communities and Environment – Performance Measures

Quarterly Measures

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Affordable Housing	AH 1	Number of affordable homes delivered (cumulative)	High is good	Number	35	115	32	R	—
Development Management (Planning)	DM 1	Number of applications in the quarter	N/A	Number	Volumetric	Volumetric	201.00	V	
Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Low is good	Days	85.00	65.00	81.46	A	▼
Development Management (Planning)	DM 3	Number of live planning applications open	Low is good	Number	180	120	132	A	▲
Development Management (Planning)	DM 4	Percentage of applications approved	High is good	%	85.00	97.00	90.00	A	▼
Development Management (Planning)	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	Low is good	%	10.00	5.00	1.00	G	—
Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis	High is good	%	70.00	90.00	85.00	A	▼
Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis	High is good	%	60.00	90.00	67.00	A	▼
Parking Services	PS 1	Overall percentage utilisation of all car parks	High is good	%	50.00	60.00	46.00	R	▼
Parking Services	PS 2	Number of off street charged parking spaces	N/A	Number	Volumetric	Volumetric	3,759	V	
Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	High is good	%	95.00	97.00	98.73	G	▼
Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Low is good	Days	15.00	10.00	11.42	A	▲

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	High is good	%	85.00	97.00	100.00	G	▲
Licensing	LIC 1	Percentage of premises licences issued within 28 days of grant	High is good	%	80.00	100.00	100.00	G	▬
Licensing	LIC 2	Total number of active premises licences	N/A	Number	Volumetric	Volumetric	405	V	
Licensing	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	N/A	Number	Volumetric	Volumetric	785	V	
Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Low is good	Weeks	26.00	19.00	31.00	R	▼
Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Low is good	Weeks	20.00	12.00	17.50	A	▲
Private Housing	PH 3	Number of empty homes brought back into use (cumulative)	High is good	Number	15.00	30.00	31.00	G	▲
Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	N/A	Number	Volumetric	Volumetric	115.00	V	
Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	N/A	Number	Volumetric	Volumetric	833.00	V	
Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Low is good	Number	260.00	220.00	163.00	G	▲
Public Protection and Anti-Social Behaviour Team	PPASB 4	Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)	High is good	%	75.00	85.00	71.43	R	▬
Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	N/A	Number	Volumetric	Volumetric	35,483	V	

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Sport & Leisure	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	N/A	Number	Volumetric	Volumetric	73,612	V	
Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	High is good	Hours	520.00	650.00	728.00	G	▼
Sport & Leisure	SP 3a	Customers who would recommend Birchwood Leisure Centre	High is good	%	62.00	70.00	56.00	R	▼
Sport & Leisure	SP 3b	Customers who would recommend Yarborough Leisure Centre	High is good	%	62.00	70.00	18.00	R	▼
Allotments	AM 1	Percentage occupancy of allotment plots	High is good	%	84.00	92.00	95.00	G	▼
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Number	Volumetric	Volumetric	2,584	V	
Grounds Maintenance	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Low is good	Number	150.00	50.00	50.00	G	▼
Street Cleansing	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Low is good	Number	150.00	50.00	95.00	A	▼
Waste & Recycling	WM 1	Percentage of waste recycled or composted (seasonal)	High is good	%	30.50	35.00	30.76	A	▼
Waste & Recycling	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Low is good	Number	150.00	50.00	110.00	A	▲

Annual Measures

Service Area	Measure ID	Measure	High Or Low is good	Unit	Low Target	High Target	2022/23 outturn	Status	
Contaminated Land	CON 1	Area of sites of potential concern (in m2) made suitable for use in the year	N/A	Number	Volumetric	Volumetric	43,731	V	

Development Management

DM 5 - Percentage of total decisions made in the quarter that have been subsequently overturned at appeal

In quarter 4 2022/23 the percentage of total decisions made in the quarter that were subsequently overturned at appeal was 1%. This latest outturn outperformed the high target for this measure of 5% (low is good) and continued the positive performance achieved in the previous quarter. The outturn for this measure equated to 1 appeal being overturned in the quarter. This particular appeal was a proposal to convert a pub into flats in the West End. The application was refused by the Planning Committee based on the lack of viability information and also no equivalent alternatives being available locally.

Food Health & Safety

FHS 1 - Percentage of premises fully or broadly compliant with Food Health & Safety inspection

The percentage of premises fully or broadly compliant with Food Health & Safety inspection was 98.73% at the end of quarter 4 2022/23. Although this was a slight decrease on the previous quarter 3 figure of 99.9%, this latest outturn continued to report above the high target for this measure of 97%. It is important to note this outturn should continue to be treated with caution as the Food Health & Safety team are still operating in accordance with the Food Standards Agency (FSA) Recovery Plan. The number of registered food businesses in the city at the time of writing this report was 1,099, however this fluctuates on a regular basis. The focus of the team remains on new businesses and those that are deemed non-compliant, which currently stands at 15 businesses. The team is continuing to work with non-compliant businesses to ensure that they are achieving a level which is at least broadly compliant.

FHS 3 - Percentage of food inspections that should have been completed and have been in that time period

In quarter 4 2022/23, the percentage of food inspections that should have been completed and were completed in the time period was 100%. During the quarter as well as the team prioritising non-compliant and new business inspections, the team has also focused on those businesses that were not able to be inspected during Covid-19 lockdown periods and that were part of the Food Standards Agency (FSA) Recovery Plan. The number of inspections carried out during quarter 4 2022/23 was 119 with all non-compliant and broadly compliant businesses that were due an inspection being inspected. Of those businesses that are still waiting inspection as part of the FSA Recovery plan, at the time of writing this report 200 were categorised as low risk with 12 being new businesses. It is important to note from quarter 1 2023/2024 the FSA Recovery Plan will no longer be in place with the team operating under a new inspection programme that falls in line with Food Law Code of Practice.

Licensing

LIC 1 – Percentage of premises licenses issued within 28 days of grant

The percentage of premises licenses issued within 28 days of grant reported at 100% in quarter 4 2022/23 with all licenses being issued within the timeframe. It is important to note this performance outturn includes any new applications, variations, transfers and other changes which affect the licenses, which then requires a new license to be physically produced. The timeframes as to when the license can be produced is determined by the type of application.

Private Housing

PH 3 – Number of empty homes brought back into use (cumulative)

In quarter 4 2022/23, the number of empty homes brought back into use was 31, which was an increase of 8 empty homes on the previous quarter 4 2021/2022 outturn of 23 and reported just above the high target of 30 for this measure. Of the 31 properties brought back into use during the year 3 have been empty for more than 10 years, 4 for more than 5 years and the remaining have been empty for 2 years or more. The majority of the assistance provided by the Private Housing Team to owners was focused on the VAT discount entitlement for refurbishment works, together with assistance on using auction houses to achieve the best price when selling a property. It is important to note that whilst the team has taken some legal action on some cases this year, they have not progressed to the stage of enforced sales or compulsory purchases on long term empty properties. As part of this work to bring properties back into use the Private Housing Team has had to try to engage with owners living in Germany, Sweden, South America, USA and more locally the Jersey Islands.

Public Protection and Anti-Social Behaviour

PPASB 3 – Number of live cases open at the end of the quarter (across full PPASB service)

The number of live cases open at the end of quarter 4 2022/23 across the full PPASB service was 163, which was an improvement in performance when compared to the previous quarters outturn of 202. This latest outturn has continued to outperform the high target for this measure of 220 (low is good). In percentage terms there was a 34.3% reduction in the amount of cases left open at the end of quarter 4 2022/23 when compared to the same quarter in 2021/22. The team also closed 16.5% more cases in this latest quarter than in quarter 4 2021/22. This shows that the PPASB team is continuing to manage the incoming cases at an effective rate.

Sport & Leisure

SP 2 - Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre

The combined Artificial Grass Pitch usage at Yarborough and Birchwood Leisure Centres in quarter 4 2022/23 was 728 hours, with 507 hours used at Birchwood and 221 hours used at Yarborough. The combined maximum number of Artificial Grass Pitch hours available at both leisure centres during any quarter is 962 hours. Although this latest outturn was a decrease on the quarter 3 2022/23 figure of 806 hours, this measure continued to perform above the high target of 650 hours.

The quarter 4 2022/23 outturn for this measure showed a similar overall usage when compared to quarter 4 2021/2022, however, with usage increasing at Birchwood and usage decreasing at Yarborough during school days and at weekends.

Allotments

AM 1 – Percentage occupancy of allotment plots

At the end of quarter 4 2022/23, the percentage occupancy of allotment plots was 95%. Whilst this latest outturn was a 2% decrease on the previous quarters outturn of 97%, this measure has continued to perform comfortably above the high target of 92%. The latest outturn equated to 1,042 out of a total of 1,098 lettable plots being let during the quarter, with the remaining plots being under offer to new tenants. It is important to note that there continues to be a good take up on allotment plots with Melbourne Road currently having the highest waiting list. The other allotment sites continue to have waiting lists of between 4 and 12 people. The Allotments Team is continuing to work hard to ensure these plots are re-let as soon as possible.

Grounds Maintenance

GM 1 – Contractor points recorded against target standards specified in contract – Grounds Maintenance

Contractor points are recorded against a contractor where scheduled work has not been completed to the required standard or within the required timeframe. In quarter 4 2022/23 50 contractor points were recorded against the grounds maintenance contract. Of these points 5 points were recorded in January 2023, 25 points were recorded in February 2023 and 20 points recorded in March 2023. The majority of points recorded during this quarter related to delays in leaf clearing. Across the full 2022/23 period a total of 205 contractor points were recorded against the grounds maintenance contract. This was a reduction of 60 points when compared to the full year 2021/22.

Directorate for Communities and Environment measures performing below target

R

Affordable Housing

AH 1 - Number of affordable homes delivered (cumulative)

The number of affordable homes delivered in quarter 4 2022/23 was 32. This year-end outturn was below the low target of 35. During the final quarter of 2022/23 it was expected that 42 homes would be delivered, however there was a slight delay with 10 of these properties being signed off, resulting in only 32 homes being delivered on time. These remaining properties were expected to be signed off by the end of April 2023. All affordable homes delivered in the quarter were delivered as part of the Rookery Lane affordable housing scheme.

Parking Services

PS 1 – Overall percentage utilisation of all car parks

In quarter 4 2022/23 the overall percentage utilisation of all council owned car parks was 46%. This latest outturn was below the low target for this measure of 50%. This is likely to be because of the post-Christmas period and winter months. Despite the utilisation level being below target during this latest quarter, the utilisation level was an increase on the quarter 4 2021/2022 outturn which reported at 42%.

Private Housing

PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)

The average time in weeks from occupational therapy notification to completion of works on site for a Disabled Facilities Grant (DFG) in quarter 4 2022/23 was 31 weeks. This measure is calculated from when the first occupational therapist notification was received. During quarter 4 2022/23, the time from when the application was approved, which incorporates all design work being agreed, a contractor being sourced, and the work being completed, was 12 weeks, which was a slight improvement on the previous quarter which reported at 13 weeks. A total of 13 DFG grant adaptations were completed in quarter 4 2022/23. It is important to note this measure has been performing below target for a number of quarters, which is as a result of the team being unsuccessful in recruiting to vacant posts.

Public Protection and Anti-Social Behaviour

PPASB 4 – Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)

In quarter 4 2022/23, 71.43% of customers were satisfied with how their complaint was handled by the Public Protection and Anti-Social Behaviour Team. In total 7 customers completed the survey issued by the team, with 5 of those answering, 'very satisfied', 1 answering 'fairly dissatisfied' and 1 answering 'very dissatisfied'. It is important to note that the latest outturn for this measure only represents March 2023 of the quarter. This is due to a change in the system which sends out the surveys and subsequent issues which arose during the implementation stages. The new system is now fully functional, and it is anticipated the team will be able to collect a full quarters data for quarter 1 2023/24.

Sport & Leisure

SP 3a – Customers who would recommend Birchwood Leisure Centre

At the end of quarter 4 2022/23, the percentage of customers who would recommend Birchwood Leisure Centre to others was 56%. This latest outturn was a 27% decrease on the quarter 4 2021/22 outturn of 83% and reported below the low target for this measure of 62%. This drop in performance was primarily due to changes in class timetables at the leisure centre, which resulted in some individuals being placed on a waiting list for activities, together with the phone app not operating correctly, both of which has resulted in negative feedback being received.

SP 3b – Customers who would recommend Yarborough Leisure Centre

At the end of quarter 4 2022/23, the percentage of customers who would recommend Yarborough Leisure Centre was 18%. This latest outturn was a significant decrease of 44% when compared to the previous quarter 4 2021/22 outturn of 62% and reported below the low target for this measure of 62%. This decrease in performance was mainly due to the closure of the swimming pool, changes in class timetables at the leisure centre resulting in some individuals being placed on waiting lists, and the phone app not operating correctly, all of which resulted in negative feedback being received. Active Nation is confident there will be an improvement in the performance of this this measure in 2023/24.



Directorate for Housing and Investment

Directorate for Housing and Investment – Performance Measures

Quarterly Measures

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	Low is good	%	1.50	1.00	0.81	G	▲
Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	N/A	Number	Volumetric	Volumetric	227	V	
Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	High is good	%	98.20	99.20	99.02	A	▼
Housing Maintenance	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	High is good	%	98.50	99.50	99.51	G	▲
Housing Maintenance	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	High is good	%	95.00	97.50	93.67	R	▼
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	High is good	%	90.00	93.00	93.24	G	▼
Housing Maintenance	HM 3	Percentage of tenants satisfied with repairs and maintenance	High is good	%	94.00	96.00	79.35	R	▬
Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	High is good	%	95.00	97.00	98.46	G	▼
Control Centre	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	High is good	%	90.00	95.00	100.00	G	▬
Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	High is good	%	97.50	98.00	97.68	A	▼
Housing Solutions	HS 1	The number of people currently on the Housing Register	N/A	Number	Volumetric	Volumetric	1,730	V	
Housing Solutions	HS 2	The number of people approaching the council as homeless	N/A	Number	Volumetric	Volumetric	1,220	V	
Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	High is good	%	45.00	50.00	41.46	R	▼
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Low is good	%	1.00	0.90	1.32	R	▲

Service Area	Measure ID	Measure	High or low is good	Unit	Low Target	High Target	Q4 2022/23 outturn	Status	
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Low is good	Days	34.00	32.00	43.58	R	▼
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Low is good	Days	40.00	38.00	55.73	R	▼
Rent Collection	RC 1	Rent collected as a proportion of rent owed (cumulative)	High is good	%	96.50	98.50	99.91	G	▼
Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Low is good	%	4.65	4.55	3.40	G	▼

Housing Investment

HI 1 - Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)

At the end of quarter 4 2022/23 the percentage of council properties that were not at the 'Decent Homes' standard was 0.81%. This outturn was below the high target of 1% (low is good) and was the lowest percentage recorded for this measure within the year 2022/23. Whilst the team has continued to receive additional referrals for doors and windows in the final quarter, progress has continued in reducing overall failures via programmed works delivery. At the end of quarter 4 2022/23 there were 63 properties failing the standard. This was a reduction of 48 properties since the end of quarter 2 2022/23. The reduction is due to the delivery of planned works on site (doors, windows, and electrical inspections). Properties that did not meet the elemental standard at the end of quarter 4 2022/23 were due to the following reasons - Doors = 7, Windows = 22, Electrics = 34. Access protocols continue to be followed on electrical failures. All door and window failures within the final quarter were referred for replacement, however, due to manufacturing lead times, these have not been completed before year-end.

Housing Maintenance

HM 1a - Percentage of reactive repairs completed within target time (priority 1 day only)

The percentage of reactive repairs completed within target at the end of quarter 4 2022/23 was 99.51%. This latest outturn was slightly above the high target of 99.50% and was an increase of 0.09% when compared to the previous quarter. This latest outturn was also the highest recorded for this measure within the year 2022/23. The team has recently seen an increase in priority repairs being reported and is subsequently currently reviewing the calls received into the Customer Services Team to determine the reason behind the increase. The team does regularly review the resources available to respond to demand for this service area. This helps to ensure the team continues to be able to complete priority repairs within the target time.

HM 2 - Percentage of repairs fixed first time (priority and urgent repairs) – Housing Repairs Service only

The percentage of repairs fixed first time at the end of quarter 4 2022/23 was 93.24%. This latest outturn outperformed the high target for this measure of 93% and was an increase in performance when compared to the year-end outturn for 2021/22. The Housing Repairs Service has been working hard with the council's material suppliers to ensure the correct levels of core stock required to complete the repairs is now available. The service hopes to be able to improve the availability of material and subsequently the performance of this measure further with the implementation of a new impress stock amongst our workforce and the roll out of the Jewson's Partnership schemes Avail application. This will mean council operatives can order replacement vehicle stock while on site. The roll out and training of this application is expected take place early May 2023.

HM 4 - Appointments kept as a percentage of appointments made (priority and urgent repairs) – Housing Repairs Service only

The percentage of appointments kept as a percentage of appointments made reached 98.46% in quarter 4 2022/23, with this latest outturn outperforming the high target of 97%. The performance of this measure has continued to perform above target since the first quarter of 2019/20. The Housing Repairs Service always aim to see all booked appointments kept, however, sometimes there are unforeseen circumstances that can impact on this such as unexpected sickness. Team leaders for this area have been working closely with the Resource Planning Team to try to utilise any available resource from other teams where possible in these unexpected cases to reduce the need to re-arrange appointments. While this is not always possible, the team has managed to ensure the performance of this measure remains above target. The Resource Planning Team has seen some reorganisation recently to allow more focus on the contact to customers and additional resource has also been recruited into the team. The team hope that this will improve the communication to customers when there are delays to agreed appointment times.

Control Centre

CC 1 - Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre

Customers which have received a new connection to the Lincare Housing Assistance Service are asked to complete a short survey to help the council to gain feedback on how satisfied these customers are with their new installation. During the final quarter of 2022/23, 21 responses to the survey were received, with all customers (100%) being satisfied with the service. This latest outturn exceeded the high target of 95% and continued the 100% satisfaction level from quarter 3 2022/23.

Rent Collection

RC 1 - Rent collected as a proportion of rent owed (cumulative)

At the end of the year the rent collected as a proportion of rent owed was 99.91%. This cumulative outturn for the year 2022/23 was 1.41% above the high target of 98.5%. The team has continue to prioritise rent collection and ensure tenants who are struggling financially are supported. During the last week and a half of the quarter the rents management system, Universal Housing, was out of service. The team has reported that if the system had been functional, it is likely 100% collection would have been achieved.

RC 2 - Current tenant arrears as a percentage of the annual rent debit

The current tenant arrears as a percentage of the annual rent debit at quarter 4 2022/23 was 3.4%. This final outturn for 2022/23 was below the high target of 4.55 days (low is good) and was a decrease of 0.23% when compared to the same quarter in 2021/22. This outturn represents a significant achievement in terms of income collection for the team especially considering the current economic pressures tenants are facing. In monetary terms rent arrears at the end of the year was £1,031,048 compared to £1,042,419 at the end of March 2022, a reduction of £11,371. The overall number of evictions carried out during the year 2022/23 was 18, which has remained low.

Housing Maintenance

HM 1b - Percentage of reactive repairs completed within target time (urgent 3 day repairs only)

The percentage of reactive repairs completed within target time (urgent 3 day repairs only) at the end of quarter 4 2022/23 was 93.67%. This outturn was 1.33% below the low target for this measure of 95%. Over the final 30 days of the quarter, 32% of the appointments attended were recorded as urgent and priority repairs, of which 17.5% were urgent. Subsequently this has placed increase pressure on the resources available, however, this resource has been utilised to ensure the priority repairs have been actioned within the time frame due to the potential risk involved. This has had an impact on the Housing Repairs Service being able to complete all urgent repairs within the final quarter, which has subsequently resulted in performance for this measure falling below target. The team is aware that some of this increased demand during the quarter has been due to a rise in damp and mould reports and the subsequent repairs these generate, some of which are classified as urgent. In addition, the Resource Planning Team has had limited resources to draw from which impacts this service, and pressure on the Customer Services Team has also led to a reduced level of phone contact between the two service areas resulting in the customer not being offered an appointment at the first point of call. Whilst this enables other service benefits such as reduced call answering times, the Resource Planning Team must contact the customers back to offer an appointment. Subsequently any delay in being able to contact the customer to confirm an appointment reduces the timeframe available to respond to the repair, resulting sometimes in these being booked beyond the timeframe due to limited availability left to respond. Recent reorganisation within the Resource Planning Team has now taken place, which has included recruitment of an additional planner. It is hoped that this should improve the capacity of this team and enable more efficient scheduling of the repairs received over the coming quarter.

HM 3 - Percentage of tenants satisfied with repairs and maintenance

Tenants are sent automated SMS surveys following a repair or maintenance task being undertaken on their council property. The responses from each survey are used to determine how satisfied the tenant was with the service they received. At the end of quarter 4 2022/23, 79.35% of tenants were either 'satisfied' or 'very satisfied' with the service they received (73 tenants out of 92 tenants). The main reasons as to why residents were dissatisfied during the quarter were waiting times for a repair to take place and repairs not being fixed on initial visit. The Housing Repairs Service will continue to monitor response rates closely over the coming year.

Housing Solutions

HS 3 - Successful preventions and relief of homelessness against total number of homelessness approaches

At the end of quarter 4 2022/23, successful preventions and relief of homelessness against the total number of homelessness approaches was 41.46%. This final quarter of 2022/23 was the third

consecutive quarter this measure had performed below target. It is important to note that it is becoming increasingly difficult for the Housing Solutions Team to prevent homelessness. This is due to a number of reasons, which can include;

- applicants leaving it until very late to approach the council for advice and/or assistance
- landlords being unwilling to negotiate a longer stay
- landlords selling up to leave the sector
- the housing market remaining very strong in the area resulting in higher rental values
- the current cost of living crisis

Housing Voids

HV 1 - Percentage of rent lost through dwelling being vacant

The percentage of rent lost through a dwelling being vacant at the end of quarter 4 2022/23 was 1.32%. This latest outturn was greater than the low target for the quarter of 1% (low is good) and was the tenth consecutive quarter this measure had performed outside of the target boundary returning a red status. Throughout the year 2022/23 there have been several factors that have impacted on voids performance. These factors include -

- Difficulties recruiting operatives
- Problems with sub-contractors
- High death rate
- Increase in the proportion of terminations that require an application to the public trustee
- New build properties at De Wint Court leading to increased voids due to transfers
- Poor condition of void properties and subsequent increase in environmental cleansing
- Difficulties in engaging specialist contractors

Despite these challenges it is important to note the month of March 2023 saw the lowest percentage of rent loss in the year and this improving trend should carry forward into 2023/24. However, it is expected the teams working on void properties will continue to face challenges, of which some are out of their control, but the teams are confident that the improved performance will continue providing they can plan and mitigate any issues identified early.

HV 2 - Average re-let time calendar days for all dwellings - standard re-lets

The average re-let time in calendar days for all dwellings (standard re-lets) at the end of quarter 4 2022/23 was 43.58 days. This outturn was 9.58 days greater than the low target for the quarter of 34 days (low is good). Whilst this measure has continued to perform below target, this latest outturn is an improvement in performance of 12.5 days when compared to the previous financial year. This improvement reflects the significant work that has been carried out with external contractors to ensure that properties are turned around efficiently. However, there are still significantly higher numbers of terminations month on month as a result of an increase in the number of tenants passing away or moving into nursing homes. In addition, there has also been an increase in the level of cleansing works required before repairs can commence and the team continue to process buy backs, Next Steps Accommodation Programme (NSAP) properties, Rough Sleeping Accommodation Programme (RSAP) properties, and the general homeless licence properties, which has placed more pressure on existing resources.

HV 3 - Average re-let time calendar days for all dwellings (including major works)

At the end of quarter 4 2022/23 the average re-let time in calendar days for all dwellings (including major works) was 55.73 days. This outturn was 15.73 days greater than the low target for this measure of 40 days (low is good) and remained in line with the previous quarters outturn, which recorded at 55.68 days. Whilst the target has not been achieved, there has been a significant improvement in overall performance of 10.03 days when compared to the previous financial year, and the teams involved in void properties continue to work find efficiencies in the void processes with the aim of bringing this measure back on target. Throughout the year the teams have been working to ensure major works are carried out to properties to meet the Lincoln Lettings Standard. In addition, external contractors have been brought onboard to ensure that a higher level of voids can be processed efficiently. These working relationships continue to grow, with an improvement in the amount of time taken to allocate works to properties.



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Corporate Performance Measures

Corporate Performance Measures

Resource Information

There were 32 leavers in quarter 4 2022/23, which equated to a turnover figure of 5.3% (based upon employee headcount at the end of March 2023). When compared to the previous quarter, this latest figure was an increase of 2.2%.

The vacancy figure as at the end of quarter 4 2022/23 stood at 74 FTE. Please note that any posts with less than 37 hours per week vacant have been removed when calculating this figure. As at the end of March 2023, the council was actively recruiting to 28.42 FTE vacancies.

Directorate	CX	DCE	DMD	DHI	Total (Excluding Apprentices)
Number of FTE employees	176.00	128.81	14.33	208.99	528.13
Average number of apprentices (as at quarter end)	Authority Wide				8.44
Percentage of staff turnover	Authority Wide				5.3%
Active vacancies which are being recruited (FTE)	Authority Wide				28.42

Appraisals for the year 2022/23 completed up to the end of quarter 4 2022/23 as recorded in ITrent

Directorate	Appraisals completed to date (Q1 – Q4 2022/23)	% of appraisals completed
CX	100	45%
DCE	89	61%
DMD	2	13%
DHI	136	62%
Authority Wide	327	55%

Up to the end of quarter 4 2022/23, the completed appraisal figure for current employees stood at 327 (55%).

Please note the above figures are based upon those recorded within the ITrent system and current employees only. In addition, there could be a number of reasons as to why an appraisal has not been completed, for example employee absence and/or new employees not being due an appraisal.

Moving forward the council will be conducting appraisals in accordance with the employees start date with the council, therefore in future the figures will be reported as follows:

- Number of employee appraisals due in quarter
- Number of employee appraisals conducted in quarter

Health and Wellbeing

During quarter 4 2022/23 the council's Mindful Employer Charter status was successfully renewed. This process reviewed the council's commitment to the charter for employers who are positive about mental health. Of particular note during the review was the council's commitment, training and work in supporting employees, with some positive examples including -

- the council's promotion of the Mindful Employer initiative to employees and job applicants by way of the website, staff intranet pages and e-mail signatories
- the council's training on mental health awareness specific to line managers
- good practice in supporting employee wellbeing including Employee Assistance Programme, mental health first aiders, mental health awareness resources and a wellbeing strategy

Additionally in quarter 4 2022/23 articles were published on the intranet to support mental health during winter, Time to Talk Day and World Sleep Day.

For financial wellbeing, new employee discounts through Sodexo and new local discounts for council staff have been promoted.

The new HAY Lincolnshire website was also promoted. HAY Lincolnshire is a new website showing available activities and support, which can help people to boost their wellbeing and mental health, available across the seven districts of Lincolnshire.

Sickness performance

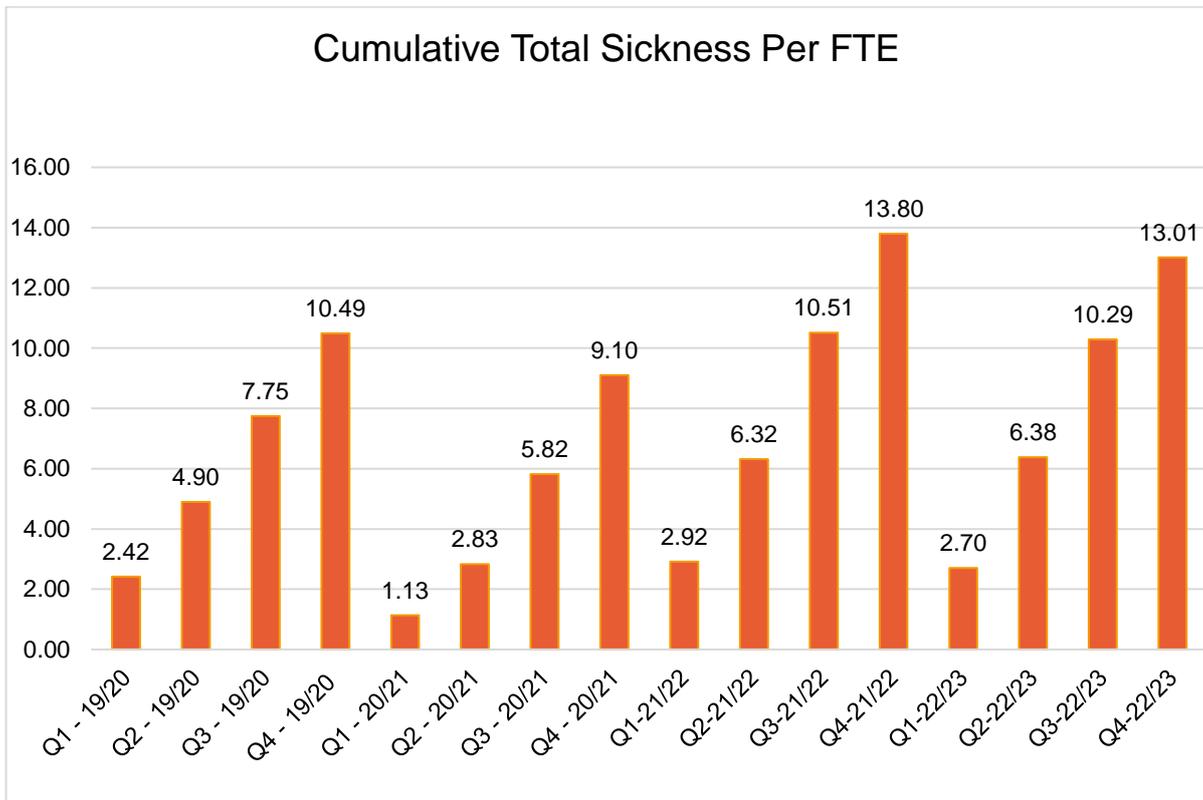
Based upon sickness statistics for 2022/23, quarter 4 has seen sickness levels decrease to 2.72 days lost per FTE when compared to the previous quarter 3 figure, which reported at 3.91 days lost per FTE. In addition, the quarter 4 2022/23 outturn of 2.72 was also lower than when compared to the same quarter in 2021/2022, which reported at 3.29 days lost per FTE.

During quarter 4 2022/23 the highest number of days lost due to short term absence was as a result of Flu and the highest number of days lost due to long term absence was as a result of Musculo Skeletal injuries.

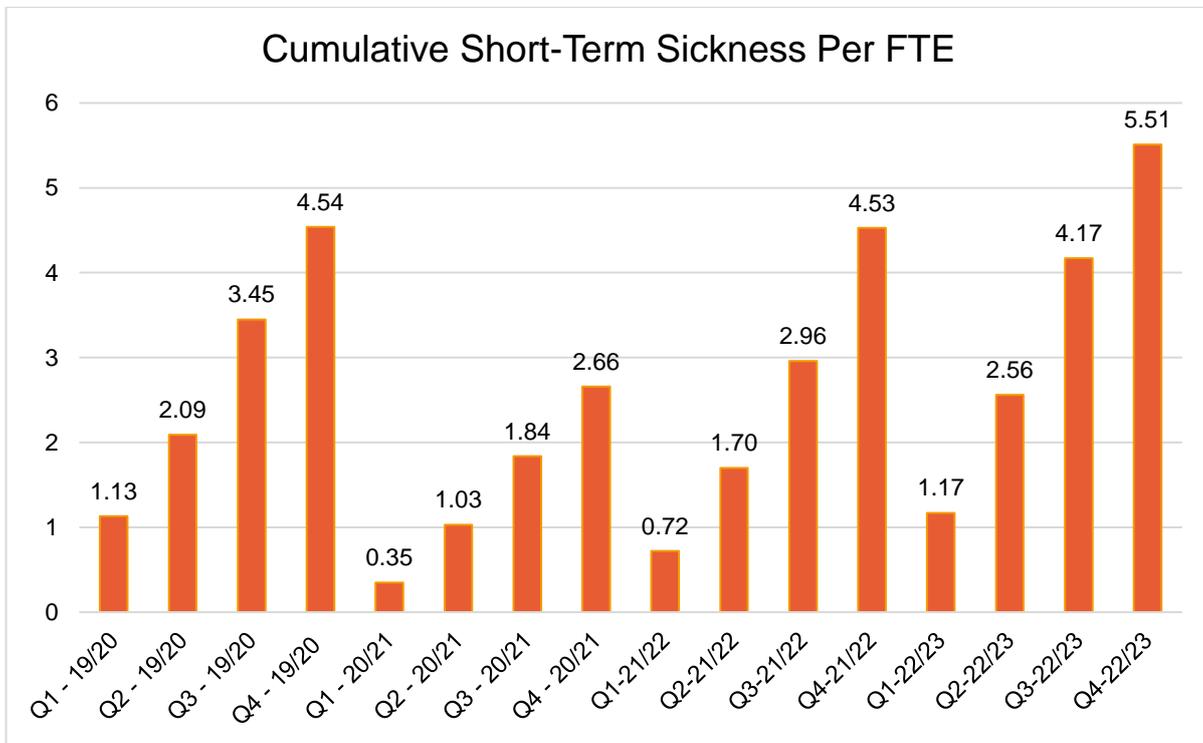
Quarter 4 2022/23 ONLY

Directorate	CX	DCE	DMD	DHI	Total (Excluding Apprentices)	Apprentice sickness
Short term days lost	275.5	135	7	292.5	710	28
Long term days lost	174	97	0	457.5	728.5	48
Total days lost	449.5	232	7	750	1,438.5	76
Number of FTE	176	128.81	14.33	208.99	528.13	8.44
Average short-term days lost per FTE	1.57	1.05	0.49	1.40	1.34	3.32
Average long-term days lost per FTE	0.99	0.75	0.00	2.19	1.38	5.69
Average total days lost per FTE	2.55	1.80	0.49	3.59	2.72	9.00

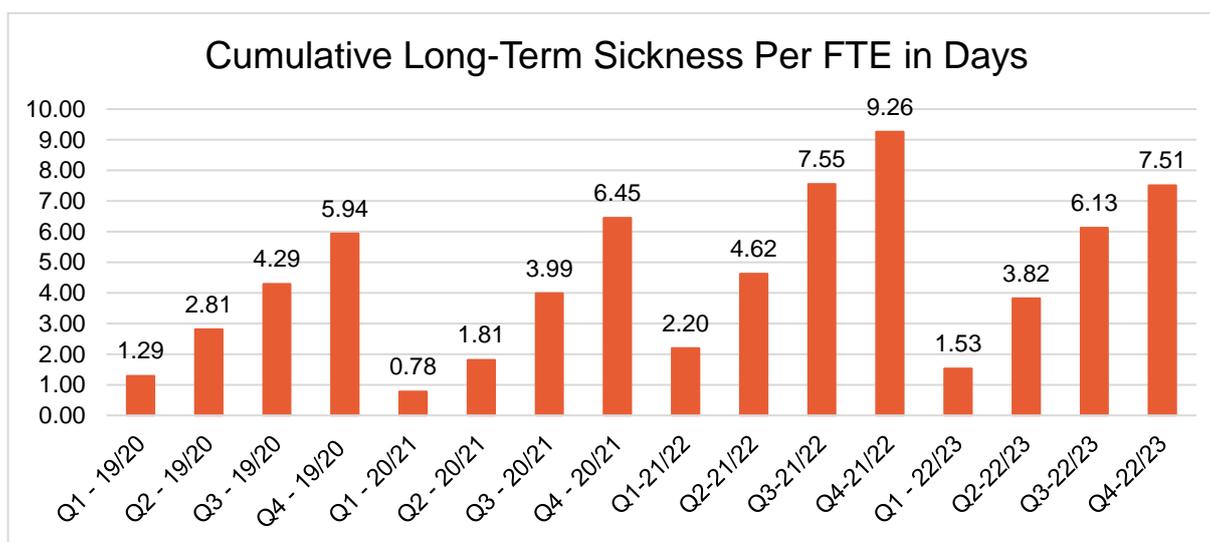
Cumulative total sickness per FTE in days (excluding apprentices)



Cumulative short-term sickness per FTE in days (excluding apprentices)



Cumulative long-term sickness per FTE in days (excluding apprentices)



Complaints performance

In quarter 4 2022/23 there were 116 complaints dealt with across the council, which was a decrease of 5 complaints when compared to quarter 3 2022/23.

It is important to note that the timeframe for providing a response to Stage 1 and Stage 2 complaints is as follows –

- Stage 1 - to be completed within 10 days
- Stage 2 - to be completed within 20 days.

At the end of the quarter the percentage of formal complaints which were responded to within their target time across all directorates year to date was 70% (323). In quarter 4 2022/23, there were no Local Government Ombudsman (LGO) or Local Housing Ombudsman (LHO) complaints decided.

Quarter 4 2022/23

	CX	DCE	DHI	DMD	TOTAL
Number of formal complaints dealt with this quarter (Q4)	6	44	66	0	116
Number of formal complaints Upheld this quarter (Q4)	1 (17%)	9 (20%)	35 (53%)	0 (0%)	45 (39%)
YTD total number of complaints decided Cumulative	29	84	345	1	459
YTD Number of formal complaints Upheld	13 (45%)	28 (33%)	213 (62%)	0 (0%)	254 (55%)
% of responses within target time this quarter (Q4)	5 (83%)	44 (100%)	36 (55%)	N/A	85 (73%)
% of responses within target time YTD	26 (90%)	83 (99%)	213 (62%)	1 (100%)	323 (70%)
LGO complaints decided (Q4)	0	0	0	0	0
LHO complaints decided (Q4)	0	0	0	0	0

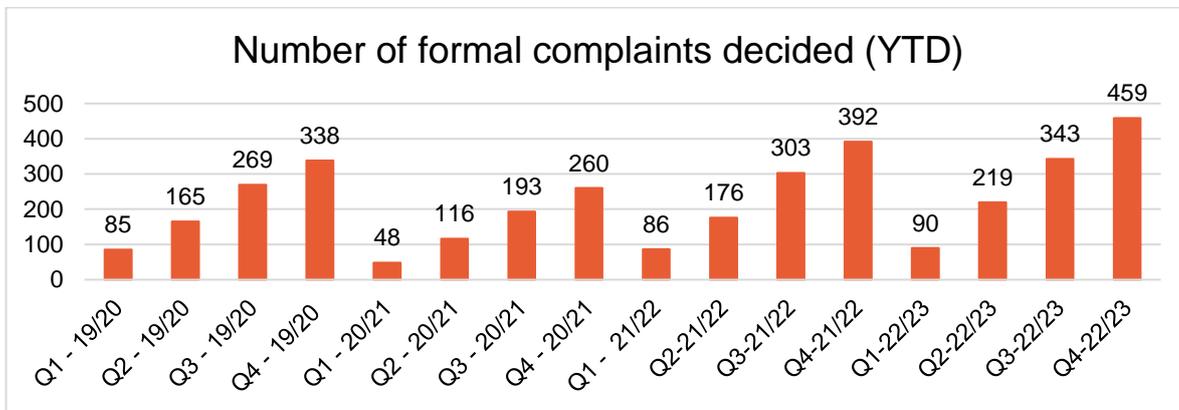
In quarter 4 2022/23 the number of complaints received within the Chief Executive Directorate remained steady at 6. The majority (2/3rds) of the complaints received related to Council Tax.

The Directorate for Communities and Environment has seen a big increase in complaints in the final quarter of 2022/23 with 44 complaints received in the quarter compared to 18 in the previous quarter. 34% (15) of the complaints received were about parking.

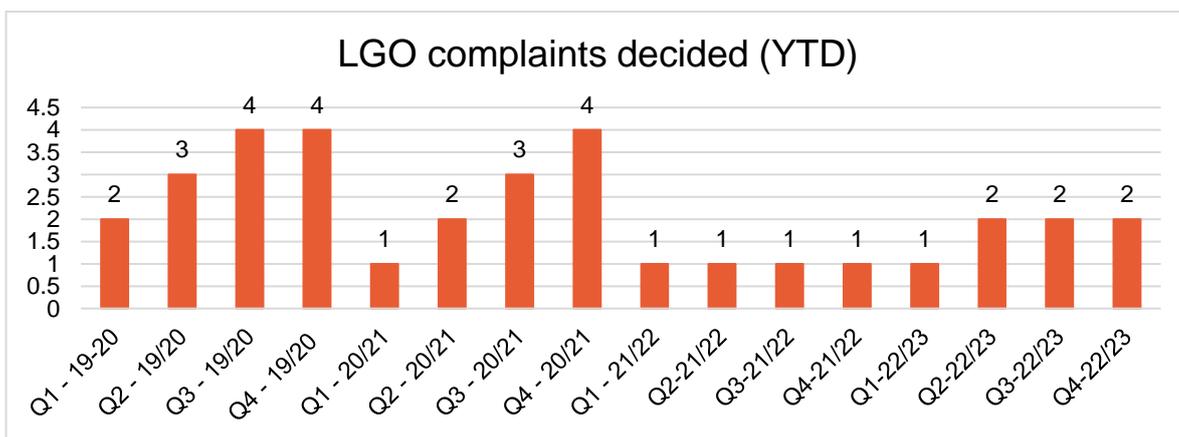
Complaints received in the Directorate of Housing and Investment noticeably reduced in the final quarter with 66 complaints received compared to 94 in the previous quarter. There is no particular theme to the complaints as they cover every aspect of tenancy and maintenance. The time taken to respond to complaints has remained high with 54% of complaints being answered within target.

There were no complaints received during the quarter within the Directorate for Major Developments.

Number of formal complaints decided (YTD)



Local Government Ombudsman complaints decided (YTD)



Compliments performance

In quarter 4 2022/23 there were 28 compliments received across the council.

	CX	DCE	DHI	DMD	TOTAL
Number of compliments received	5	5	18	0	28

The table below shows the key areas the compliments were in relation to during the quarter for each directorate.

CX	Council tax support, housing benefit support and civic visit
DCE	Maintenance of the Arboretum, engagement with planning applicants, renewal of blue badge, event at Boutham Park and help offered in ASB case.
DHI	Housing Allocations support for homeless applications, Tenancy Services for going above and beyond their service requirements, Housing Repairs Service for workmanship and quick response times, and Aids and Adaption Team for supporting those vulnerable with making the necessary adaptations to their property.

Some examples of the compliments received during the quarter are provided below:

CX

Civic attendance at event

‘The staff member demonstrated such incredible compassion and sincerity to everyone there, taking time to understand what was being communicated and to ask genuine questions about the project. They are an absolute credit to the council and the city and we wanted to pass this acknowledgement on to you.’

DCE

Earth Hour event – Boutham Park

‘Enormous thanks for entrusting us to deliver the Earth Hour event at Boutham Park this year. We were thrilled with the turn out, hope you were too.’

We are so grateful for the support you give us and it was great to have worked with some new groups this time too. Congratulations for all of the hard work you have put in to developing the park for the surrounding community, it really is a special place; the turn out to every event and participation leading up to them is testament to that.’

DHI

Good landlord

‘Thank you for always putting a roof over my head and always looking after me.’

New Council Home

‘Thank you for all your help I’m so happy to know I will have somewhere to call home.’