

SHDC Q2 Performance and Business Intelligence Report- 20/21

Customer/Digital				
	Q2 19/20	Q2 20/21	Change	Comments
% of calls answered	93.03%	90.37%	-2.6%	<p>During Q2 2020/21, the council saw a drop in calls received by 11%. During the same period, the council also saw a rise in the number of residents engaging with the council via social media or through its website. This suggests that behaviours around how residents engage with the council are changing based on the recorded period. However, during this period, the average wait time has increased. The paradox of this data indicates that whilst volume may have decreased, the calls have become more complex by nature, needing to longer time being spent answering queries.</p> <p>The majority of demand this year has been completely different to what has been predicted and patterns this year have been different for a number of reasons, people being at home and patterns of contact changing, 100% increase in external email and admin that have needed to be delivered against, CTS support grant, Business rate reliefs and grants, a number of ad hoc and large volumes initiatives in</p>
Number of calls received	9,421	8,358	-1,063	
Average wait time (seconds)	85	101.667	+17 seconds	

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				<p>direct response to COVID.</p> <p>Despite the pandemic, Customer Satisfaction surveys have significantly increased in volume and we remain at 99% satisfaction, additionally we have had no formal complaints for the service.</p>
Number of social media engagements (impressions)	392,317	1,005,495	+613,178 impressions	<p>Comparison between Q2 19/20 and Q2 20/21 shows there has been a fundamental shift towards the use of social media as a means of communication and engagement, which has become evident by the increasing rise of social media engagement up to 1,005,495 impressions at the end of Q2, a rise of 613,178 hits year on year.</p>
Number of unique website visitors	85,225	141,398	+56,173	
% of FOI's responded to in time	96%	70%	-26%	<p>Across Q1 and Q2 there was no change to legislation or statutory time frames for Freedom of Information requests (FOIs). The council's FOI Officer received confirmation from the Information Commissioners Office (ICO) that FOIs would still need to be logged and responded whilst councils responded to the Covid-19 pandemic, but that the ICO would not seek penalise or investigate a late response during this period given the exceptional circumstances.</p>
Number of FOI responses	91	78	-13	

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				<p>The Council has sought to act within the guidance of the ICO, supported by the council's FOI Officer who continued to respond to information requests on behalf of services where it was possible to do so.</p> <p>Peter Fuller advised customers of the course of action for their complaint/ FOI, as it was considered best practice to keep customer informed and communication open i.e. passed details to relevant department to pick up as service request/ Council not investigating during this time/ received but there may be a delay etc.</p>
% of complaints responded to in time	97.44%	80%	-17%	<p>During Q1 and Q2, activity to proactively deal with and response to complaints to the council was scaled-back, whilst the organisation continued to focus on the Covid-19 response. The window during which the Council temporarily scaled back work on handling complaints was taken in line with the position of the Local Government and Social Care Ombudsman (LGO), which also ceased activity during the same period. Any LGO investigations open against the Council were also suspended during this</p>
Number of complaints responds due	39	26	-13	

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				<p>time.</p> <p>A contingency plan to triage complaints enabled a lot of issues to be resolved as service request. This was recommended as best practice by the Local Government and Social Care Ombudsman.</p> <p>The ICO have not yet published further guidance on responding to FOIs during the second lockdown.</p>
Environmental services				
Name	Q2 19/20	Q2 20/21	Change	Comments
Number of missed waste collections	46	49	+3	In response to the ongoing situation around COVID 19, the service changed its rota from a 4-day week to a 5-day week. This was to ensure the safety of the crews as much as possible, creating crew 'bubbles' to ensure the continuity of the service, putting in place mitigation should any of the crew developed Covid symptoms. By taking proactive action the collection service managed to maintain its service performance compared with the same quarter from the previous year.
% of successful collections within the district	99.86%	99.85%	-0.01%	
Number of working days to deal with fly tipping	5.3 days	3.5 days	-1.8 days	In Q2, the service received 273 fly tipping reports, on average it took less
Number of fly tips	164	273	+109	

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Fly tips breakdown (monthly)	July- 40 August- 58 September- 66	July- 87 August- 123 September- 63	July- 47+ August- 65+ September- -3	than 4 days to clear with the longest clearance taking 23 days. This was a fly tip in a waterway, which required reporting to the appropriate drainage board before clearance could be undertaken. The shortest period for removal was 1 day, which was achieved for a number of clearances.
Housing				
Name	Q2 19/20	Q2 20/21	Change	Comments
Total void properties	61	79	+18	The average number of days void is 30 for all properties, but this figure because of a hard to let property in Nene Court. If we remove this property, the average number of days key to key would be 24.
Number of void days	1,237	2,375	+1,138	
Time taken to process DFG (Disabled Facilities Grant) applications	193	321	+128	
Revenues and Benefits				
Name	Q2 19/20	Q2 20/21	Change	Comments
Business rate collection rate (%)	57.01%	53.21%	-3.8%	This KPI will be significantly affected by COVID19. Whilst a large number of

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				<p>businesses (450) within the Retail, Hospitality and Leisure Discount scheme will receive 100% (£8.1m) relief in 2020/21, a number of businesses fall outside that scheme and a significant number of these will still have been adversely affected by the implications of COVID19 restrictions on businesses. We continue to support and signpost ratepayer to support available and where necessary make appropriate payment arrangements to best meet their business rates liabilities for 2020/21. In addition a ratepayer of a large assessment, Sutton Bridge Power Station, entered in to Administration in August this has had a significant impact on reported performance as their August payment was outstanding (claim submitted as part of the administration) and a revised bill for on-going liability (24 August - 31 March) has been issued to the administrator providing instalments payable between October to February. This KPI will need to be monitored over the forthcoming months to help fully understand the implications COVID19 has had on businesses in the district.</p>
Council tax collection rate (%)	57.6%	56.74%	-0.8%	This KPI has the potential to be significantly affected by COVID19 going

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				<p>forward, given the potential impact upon the economy and employment. The council continues to support and signpost tax payers to support available and where necessary make appropriate payment arrangements to best meet their council tax liabilities for 2020/21. This KPI will need to be monitored over the forthcoming months to help fully understand the implications COVID19 has had on tax payers in the district.</p>
HR				
Name	Q2 19/20	Q2 20/21	Change	Comments
Staff Turnover (%)	1.06%	0.67%	-0.39%	In Quarter 2 there were 5 leavers in comparison to 6 in Quarter 1 and 8 in Q2 this time last year.
Working days lost to sickness per FTE (per month)	July- 0.49 August- 0.48 September- 0.63	July- 0.63 August- 0.80 September- 0.75	+0.5	Absences for CV-19 are not recorded as traditional sickness in the HR system, instead they are recorded as a separate sickness category for CV-19, this way data can be pulled more efficiently and separated from traditional cold/flu etc.
Number of working days lost to sickness	372	500	+128	During the quarter, 18 days were lost due to either being unable to work due to their own CV19 symptoms or needing to self-isolate when they could not work from home.

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				Out of 500 days lost, 28.1 were due to stress, anxiety or depression. This is 4.96% of the total days lost. When looked at as instances (9%) were due to stress. The council has developed a staff action plan to ensure that staff receive appropriate personal support, so as to ensure their wellbeing and productivity.
Communities				
Name	Q2 19/20	Q2 20/21	Change	Comments
Number of actions taken against anti-social behaviour and environmental crimes	533	533	0	<p>This total figures is made up of all actions, including informal warnings, Statutory Notices, Financial Penalties, Injunctive actions, prosecutions and verbal warnings.</p> <p>The main variances are outlined below:</p> <p>283 Warning letters sent in Q2 19/20 and 458 in 20/21.</p> <p>The increase in warning letters is a result of letters being sent rather than face to face door knocking/visits due to Covid restrictions.</p> <p>75 Fixed Penalty Noticed were issued in</p>

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				<p>Q2 19/20 and 36 were issued in 20/21</p> <p>The number of verbal warnings given by Community Wardens in 19/20 was 171 and in 20/21 was 35.</p> <p>The reduction in number of verbal warnings and fixed penalty notices can be explained due to the impact of Covid and lockdown, with fewer residents and officers in public spaces.</p>
Inward Investment				
Name	Q2 19/20	Q2 20/21	Change	Comments
Number of people on Universal Credit	2,740	7,165	+4,425	The rise in UC (Universal Credit) claimants can be attributed to a combination of an increase in uptake from self-employed households following the March – May lockdown, an increase in furloughed employees claiming UC alongside furlough support, and a reduction in headcount at some businesses.
Grants4growth delivery	16	15	-1	Grants4growth has continued to see between 5/6 applications per month as businesses began to look more at grant funding such as G4G and Bounceback loans etc to fund much needed expansion.

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Planning				
Name	Q2 19/20	Q2 20/21	Change	Comments
% of Major applications determined within 13 weeks or agreed extension	93.33%	92.86%	-0.47%	The performance of this KPI reflects that on major applications, the majority of developers were willing to work cooperatively and agree extensions of time where required during this period. We are above national targets for both major and minor applications (60% for major and 70% for minor)
% of Minor applications determined within 8 weeks or agreed extension	94.57%	92%	-2.57%	

Business Intelligence Q2 2020

Name	Q2 20/21	Comment
Evictions (presenting as homeless reason)	0	Supplied by Housing. During the reporting period there was a national restriction of evictions from social and private accommodation, which accounts for the figure.
Digital audience views (public meetings)	12,464	Supplied by Democratic Services
No of Crimes reported – Rolling 12 month period	12 months to Sept 2020: 5842 12 months to sept 2019 6472	Increases in the following: Arson – by 7 offences Drug Possession – by 6 offences Possession of weapons offences – by 19
% of students physically attending school	40% (up until summer holiday)	Supplied by CIP (based on national

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		figures)
No of Furloughed Employees	10,400	Supplied by GOV.uk
No of major applications granted	11	Supplied by Planning
Number of right to buy replacements	0	In March 2020, a number of housing development sites closed as a result of the restrictions imposed nationally. However, gradually sites reopened and construction has continued. Developers have had to introduce covid-safe working environments which is adding additional time onto programmes. Additionally, we are aware that there are still glitches in the supply chain meaning that developers cannot always get the materials they need which is causing additional delays. However, the housing market seems to be relatively buoyant, helped in part by the stamp duty 'holiday'. The number of new affordable homes which commenced construction during July and August is high which is likely to create a good supply of units into 2021. The number of affordable homes expected to complete during 2020/21 is for the most part, in accordance with our projections at the start of the year.
Number of starts (affordable housing dwellings)	86	
Number of completions (affordable housing dwellings)	46	
Number of affordable homes (under construction)	241	
Fluctuations in House prices based on land value	£206,500	
Number of extremely vulnerable South Holland residents	3670	Shielding paused on 1 st August, meaning this number did not increase in September.
Number of grants approved under main business grants scheme	1503	Grant schemes closed in September

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Total value of grants paid under main business grants scheme	£17,475,000	
Number of grants approved under Discretionary Grant Scheme	151	
Total value of grants paid under Discretionary Grant Scheme	£991,000	
Total businesses supported with a grant	1654	