

# SHDC Q3 Performance and Business Intelligence Report- 20/21

Customer/Digital					
	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments
% of calls answered	95.4%	90.37%	93.54%	+3.5%	<p>During Q3 2020/21, the council saw a drop in calls received by 7%. During the same period, the council continued to see residents 'channel shift' towards more digital means which is reflected in our social media engagements as well as the number of residents engaging with the council via it's website.</p> <p>Despite a reduction in calls from we are seeing the average duration of each call increase quite significantly from 260 secs to 310 when comparing to the same period last year. This is largely due to the enquiries received in 2020 relating to the pandemic and the additional signposting or information being provided.</p> <p>The team continues to monitor calls on a daily basis and react to</p>
Number of calls received	8,610	8,358	7,801	-557 (-7%)	
Average wait time (seconds) (calculated from after options have been selected)	67.6	101.6	110.3	+8.6 seconds	
Average Call Duration (Once connected to customer contact agent)	260 Seconds	376 Seconds	310 Seconds	-66 Seconds	

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					the business need. As we move into 2021 with a review of further restrictions being put in place by the Government, we expect call volumes to increase as restrictions impact our residents.
Number of social media engagements/impressions - defined as the number of times our content is displayed, no matter if it was clicked or not. A viewer does not have to engage with the post in order for it to count as an impression.	572,503	1,005,495	1,043,541	+3.7%	Comparison between Q3 19/20 and Q3 20/21 shows there has been a significant 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 recorded by impressions as well as an increase since the same period last year for website visitors, we are seeing a dip in the number of website visitors for Q3. We have analysed this data alongside global trends in digital use during the pandemic and this is likely due to the Council pages serving as a central hub of information for residents and businesses throughout the pandemic but more specifically at the during Q1/Q2 where key information was sought after.
Number of unique website visitors - refers to the number of distinct individuals requesting pages from the website during a given period, regardless of how often they visit.	87,453	141,398	105,456	-25.4%	
% of FOI's responded to in time	84.1%	70%	83.9%	+13.9%	As the council moves through the

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Number of FOI received	59	88	100	+12	<p>pandemic is has seen FOI numbers pick back up again, around 20% of total FOIs received for this period were COVID based, a few key topics are often requested for these types of FOIs such as -</p> <ul style="list-style-type: none"> <li>- How much has the Council paid in self-isolation £500 payments</li> <li>- Discretionary payments</li> <li>- How much the Council have paid Businesses in COVID grants</li> <li>- Lists of businesses which have received funds</li> <li>- Whether political parties/ MPs have received grants</li> </ul> <p>In light of the above and the pressure services are already facing due to the ongoing pandemic and lockdown the councils FOI Officer has implemented a triage process of all FOIs where the FOI officer will work with the legal team to divert and signpost FOI queries and respond directly to requestors with the correct information they require or where this info can be found on our website (where</p>
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					appropriate).
% of complaints responded to in time	75%	80%	84.4%	+4.4%	<p>A decision was taken by SHDC management, in agreement with members, during the initial lockdown to divert resources toward the council's response to COVID 19. As a result, resource normally dedicated to complaint was diverted towards COVID 19.</p> <p>Legislation hasn't changed with regards to FOIs and Complaints during the pandemic but there is an understanding across the country that services are under more pressure and we maintain a good working relationship with the local government ombudsman, any complaints received via the LGO would be addressed immediately and in the best way for the customer.</p> <p>The contingency plan in place by the Statutory information officer is to triage complaints enabled a lot of issues to be resolved as service request. The Local Government and Social Care Ombudsman consider this best</p>
Number of complaints responded to	20	26	24	-2	

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						practice.
Environmental services						
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments	
Number of missed waste collections	46	49	45	-4	<p>In response to the ongoing situation around COVID 19 and to ensure the safety of our waste crews, the staff rotas were changed to a 5-day week. This enabled the creation of cab bubbles to ensure the continuity of the service, putting in place mitigation should any of the crew develop Covid symptoms and be required to isolate. Despite an increase in tonnages due to the festive period and the pandemic which has seen more people working from home, it is positive to report that the environmental services team had its best performing quarter for waste collection since 2016 with only 306 collections missed in total for the whole quarter.</p> <p>In the months since lock down, we</p>	
% of successful collections within the district	99.86%	99.85%	99.86%	+0.01%		

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					<p>have seen the number of fly tips increase dramatically both month on month and when compared to the same time last year. November has seen a 6% increase in fly tipping compared to October and 178% increase compared to November last year. There has been a 140% increase in the fly tipping of “other household waste” compared to the same time last year. For context the “other household waste” category consists of a number of different items types with furniture and mattresses being the majority of items reported in this group.</p>
Number of working days to deal with fly tipping	5.3 days	3.5 days	4 Days	+0.5 days	<p>In the months since lock down, we have seen the number of fly tips increase dramatically when compared to the same time last year. September was the first month that we saw fly tips decrease for some time with reduction compared to the previous year and the previous month. November has seen a 6% increase in fly tipping compared to October and 178% increase compared to November last year.</p>
Number of fly tips	135	273	371	+98	
Fly tips breakdown (monthly)	<p>July- 40 August- 58 September- 66</p>	<p>July- 87 August- 123 September- 63</p>	<p>October - 128 November - 136 December - 107</p>	<p>October - 31+ November- 13+ December- 44+</p>	

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					<p>There has been a 140% increase in the fly tipping of “other household waste” compared to the same time last year. For context the “other household waste” category consists of at least 45 items (Furniture and mattresses being the majority of this group) falling into the category which should have been booked as bulky waste service requests.</p>
<b>Housing</b>					
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments
Cases prevented from Homelessness	28	18	12	-6	Overall, there have been less cases in the quarter meaning there has been less outcomes where homelessness has been prevented.
Housing re-let void time (total avg. Key to Key)	19	30	27	-3 Days	Housing Re-let void times is performing on target for this quarter, analysis shows there appears to have been an increase in the number of deaths in the most recent quarter, with this being the most common reason for termination of tenancy. The
Number of void days	922	2,375	2,139	-236 Days	

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					<p>most common property type to become void are two bedroom bungalows. One bedroom bungalows and three bedroom houses are also amongst the highest property types to become void. It would not be uncommon to see three bedroom houses becoming available as the council has a large number of these within its stock. However, the trend of two bedroom bungalows, particularly sheltered bungalows is higher than traditionally seen in this quarter.</p> <p>To date, the HRA rental income has not been impacted by Covid-19 and our accounts in arrears are lower than this time last year. Rent accounts continue to be reviewed on a weekly basis by Officers and the data is shared on a monthly basis with the Deputy s151 Officer. A £50k tenant hardship fund was approved by Council in November 2020. Partner agencies, the wider Housing Department, Communities Team and Council Tax Department are aware of how</p>
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					to access the fund. Approximately £45k remains in this budget and we will be publicising the fund further. The issue to date has been tenants not providing evidence that their income has been affected.
Time taken to process DFG (Disabled Facilities Grant) applications	199	321	301	-20 days	There has been a reduction for time taken to process DFG's in Q3, which is positive, the service acknowledges this is still above pre-COVID timescales and continues to focus efforts on processing applications as effectively as possible.
<b>Revenues and Benefits</b>					
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change Compared to same period last year	Comments
Business rate collection rate (%)	82.89%	53.21%	77.91%	-3.8%	Slightly under the target of 81%, This KPI has been significantly affected by COVID19. Whilst a large number of 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

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					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. During December the expansion to Spalding Power Station was brought in to the rating list (backdated to late June 19) which has had an adverse impact on this month performance by 2.93%; this liability is payable in February and March so we will expect to see performance on this figure to be on target in Q4.
Council tax collection rate (%)	84.9%	56.74%	83.8%	-1.1%	This KPI has been significantly affected by COVID19. We continue to support and signpost taxpayers to support available and where necessary make appropriate payment arrangements to best meet their council tax liabilities for 2020/21. The first Magistrate's Liability Order Court hearing for 2020/21 liabilities took place 23 November, picking up those

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					<p>taxpayers who in default but not receiving Council Tax Support. Proceedings have now commenced for those taxpayers who are in receipt of Council Tax support and fallen in to arrears. We are taking proactive steps to engage directly with these customers before determining whether further enforcement is required. This KPI will continue to be monitored over the forthcoming months to help fully understand the continued implications COVID19 has had on tax payers in the district.</p>
	<b>HR</b>				
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments
Staff Turnover (%)	2.81%%	2.03%	1.63%	-0.40%	In Quarter 3 there were 4 leavers in comparison to 7 in Quarter 3 this time last year.
Working days lost to sickness per FTE ( per month)	0.96 Days	0.73 Days	0.72 Days	-0.01 Days	Absences for CV-19 are not recorded as sickness however, during quarter 3, 29 days were lost due to being unable to work either due to their own CV19
Number of working days lost to sickness	662	500	493	-7 days	

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					symptoms or needing to self-isolate when they could not work from home.
<b>Inward Investment</b>					
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments
Number of people on Universal Credit	3,128	7,165	7,513 (As of Nov 2020)	+348	UC numbers are rising, but please note that some people represented in these numbers may still be on Furlough, or self-employed people who cannot trade at present due to restrictions elsewhere in their supply chain. The Economic Development team are monitoring this closely, and have supported recent activity to support matching job seekers with vacancies in areas of the economy where vacancies exist, including the food sector.
Grants4growth delivery	13	15	21	+6	Figures cover to the end of Dec 2021
<b>Public Protection</b>					
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments

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	year)				
Food Businesses Rated 'Generally Satisfactory' or Above	99.09%	98.60	98.92%	+0.32%	644 out of 651 food business in the district are currently rated as Generally satisfactory (3 Start) or above.
New workplace outbreaks notified by PHE to SHDC Environmental Health	N/A	3	13	+10	
Number of COVID related business enquiries	N/A	77	63	-14	
Number of COVID related business complaints	N/A	48	62	+14	
<b>Planning</b>					
Name	Q3 19/20 (Same time period last year)	Q2 20/21 (Previous Quarter)	Q3 20/21 (Current reporting period)	Change against Q2 20/21	Comments
% of Major applications determined within 13 weeks or agreed extension	100%	92.86%	90.90%	-1.96%	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.  There have been 339 new valid applications for this quarter, which is a significant increase, compared to 226 in the Q3 period last year.
% of Minor applications determined within 8 weeks or agreed extension	96.39%	92%	93.75%	+1.75%	

Business Intelligence Q3 2020

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Data Indicator	Oct	Nov	Dec	Notes
Evictions (presenting as homeless reason)	0	0	0	National ban on evictions during this period
Number of Households in Temp accommodation			37	As of End of Dec (figure is cumulative)
No of Furloughed Employees	1,900			As of October 31st (Based off of the data released 17th December by Gov)
Number of right to buy replacements	0	0	0	
Number of starts (affordable housing dwellings)	2	0	10	
Number of completions (affordable housing dwellings)	-	30	13	
Number of affordable homes (under construction)	243	237	234	
Average property prices within the district (HM Land registry)	£198,688	£225,086	£202,824	Last Published in December based on 61 sales, please note data is as of November 2020 as property sales usually take a number of months to be registered through the land registry, so complete accuracy on these figures normally sees a lag of a 3-6 months
Number of extremely vulnerable South Holland residents			3670	Latest Figures as of Dec 2020
Local Restrictions Support Grants paid		£822,221.71		Since the November lockdown we have paid £822,221.71 in 555 payments to 401 businesses

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## **UC Applicants- Q3**

In Q2 20/21, the council reported 7,165 people claiming Universal Credit (UC) within the district. The most up to date statistics for Q3 20/21 show that this has risen again to 7,513. This is an increase of 4.8%.

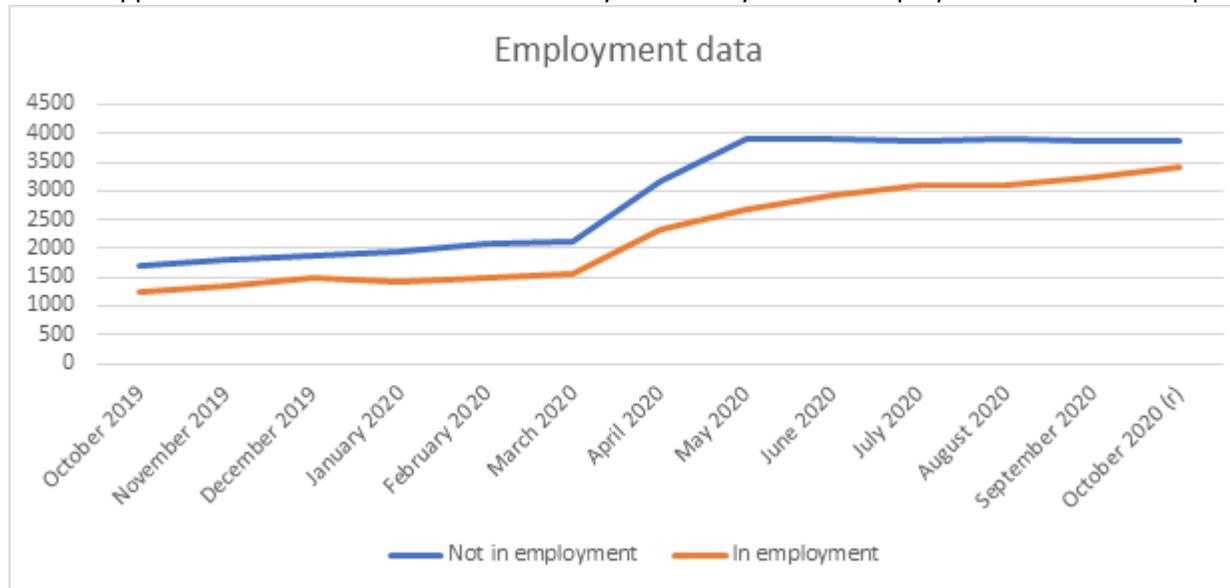
Due to some statistics not being released fully for Q3 at the time of writing, the below analysis is based off data between October 2019 and October 2020. This has been broken into three themes:

- Employment status
- Age
- Gender

### Employment status-

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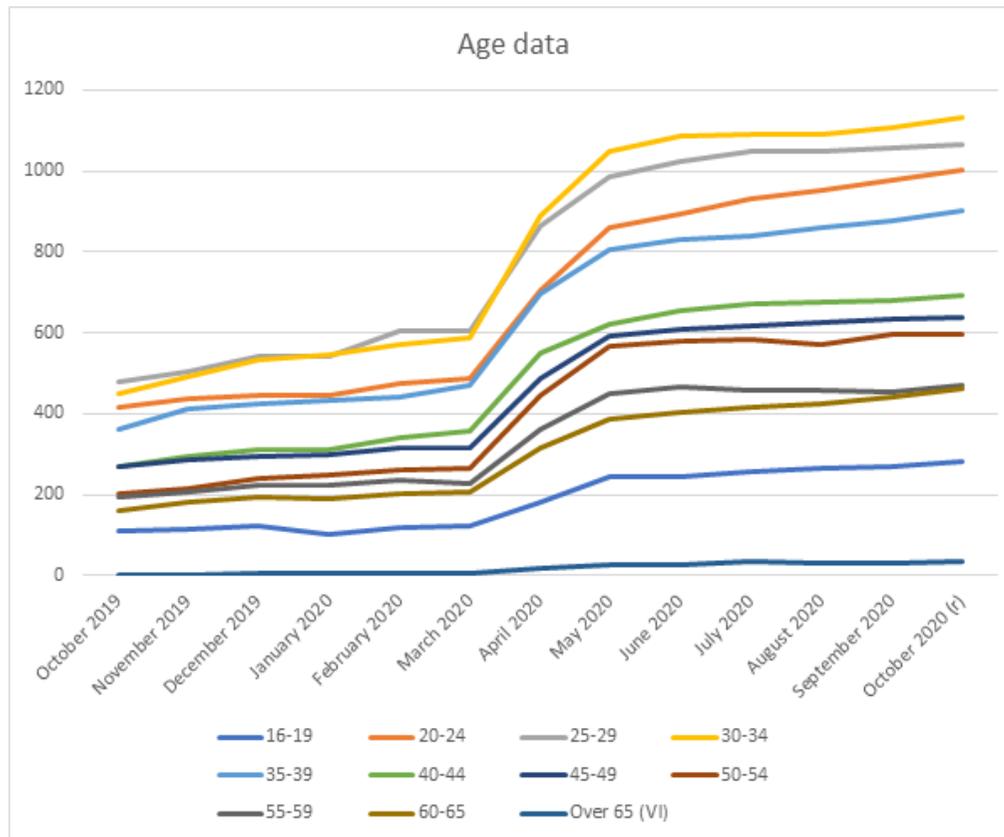
In Q3 20/21, 3,874 (53.2%) of claimants were unemployment with the remaining 3413 (46.8%) claiming whilst currently in employment. Comparatively, in Q3 20/21 1,858 people were claimants whilst in unemployment and 1,475 were claimants whilst in employment. UC applicants since October 2019 highlight that UC applicants in South Holland are statistically more likely to be unemployed rather than in employment.



### Age-

The three age groups most likely to apply for UC in South Holland are those aged between 30-34, 25-29 and 20-24. These applicants make up 43% of all claims made in Q3 20/21. These age groups also made up the top three age groups in Q3 19/20. 30-34 year olds first became the largest age group of applicants in April 2020. Statistics since October 2019 indicate that applicants from South Holland are most likely to apply UC between the ages of 20-39.

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Gender-

In Q3 20/21, 4153 UC claimants were women, compared to 3407 male applicants. Since October 2019, women have always made up the larger proportion of applicants when broken down by gender.

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