

South Hams Overview and Scrutiny Committee



Title:	Agenda										
Date:	Thursday, 20th July, 2023										
Time:	2.00 pm										
Venue:	Council Chamber - Follaton House										
Full Members:	<p style="text-align: center;">Chairman Cllr Hawkins</p> <p style="text-align: center;">Vice Chairman Cllr Cooper</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Dennis</td> <td style="width: 33%;">Cllr Lawford</td> </tr> <tr> <td>Cllr Dewynter</td> <td>Cllr Munoz</td> </tr> <tr> <td>Cllr Dommett</td> <td>Cllr Penfold</td> </tr> <tr> <td>Cllr Edie</td> <td>Cllr Presswell</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Steele</td> </tr> </table>	Cllr Dennis	Cllr Lawford	Cllr Dewynter	Cllr Munoz	Cllr Dommett	Cllr Penfold	Cllr Edie	Cllr Presswell	Cllr Jackson	Cllr Steele
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Cllr Edie	Cllr Presswell										
Cllr Jackson	Cllr Steele										
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.										
Committee administrator:	Democratic.Services@swdevon.gov.uk										

1. Apologies for Absence

2. Declarations of Interest

In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;

3. Minutes

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to approve as a correct record the minutes of the Committee held on 16 March 2023;

4. Urgent Business

brought forward at the discretion of the Chairman;

5. Division of Agenda

to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;

6. Public Forum

7 - 8

A period of up to 15 minutes is available to deal with issues raised by the public;

7. The Overview & Scrutiny Function

8. Performance Update to June 2023

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9. 2023/24 Committee Annual Work Programme

**MINUTES of the MEETING of the
OVERVIEW & SCRUTINY COMMITTEE,
Held in the Council Chamber, Follaton House, Totnes, on
THURSDAY, 16 March 2023**

Panel Members in attendance:			
* Denotes attendance		Ø Denotes apology for absence	
*	Cllr L Austen	*	Cllr R Rowe
*	Cllr J P Birch	*	Cllr P C Smerdon (Vice Chairman)
*	Cllr M Chown	*	Cllr B Spencer
*	Cllr S Jackson	*	Cllr J Sweett
*	Cllr L Jones	*	Cllr D Thomas (Chairman)
*	Cllr J McKay	*	Cllr B Taylor
*	Cllr J Rose		

Other Members also in attendance either in person or via Teams:
Cllrs Hopwood, Pearce, Hawkins, Brown and Holway. Cllr Baldry and Cllr Pringle (via Teams)

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Director of Customer Service and Delivery, Director of Strategy and Governance, Director of Place and Enterprise, Assistant Director of Strategy and Organisational Development (via Teams), Head of Environmental Health and Licensing, Senior Section 106 Officer (via Teams), Community Digital Connectivity Officer and Senior Democratic Services Officer

O&S.43/23 MINUTES

The minutes of the meeting of the Overview and Scrutiny Committee held on 12 January 2023 were confirmed as a correct record. One Member highlighted Minute O&S.39/22 – Better Lives for All – Climate Change Thematic Update – Action AM1.4. A request was made to officers to provide clarity on allocation of funding and timescales. Officers reported that this was working progress and would provide an update on progress at a future meeting.

O&S.44/23 DECLARATIONS OF INTEREST

Members and officers were invited to declare any interests in the items of business to be considered during the course of the meeting, but there were none made.

O&S.45/23 PUBLIC FORUM

In accordance with the Public Forum Procedure Rules, the Chairman informed that no questions had been received for consideration.

O&S.46/23 BETTER LIVES FOR ALL THEMATIC UPDATE: COMMUNITIES

The lead Executive Member for Communities introduced the report and invited Members' questions on the contents of the Communities Thematic Update.

In the ensuing debate, particular reference was made to:

- Action CW1.1 (Work with partners to pilot new approaches to tackling rural poverty in an area identified as in the most deprived areas of South Hams). It was reported that the pilot project focused on South Brent and the learning and actions identified would be rolled across other areas in the district;
- Action CW1.2 (Delivery of Dartmouth Integrated Health Hub). Action on track.
- Action CW1.3 (Support more people to live independently for as long as they choose through efficient delivery of housing related grant schemes). Members raised that there was no indication on the number of applications received and it was reported it was very rare to refuse an application. It was further reported they work in partnership with housing associations and qualified officers undertake the assessments within the home;
- Action CW1.4 (Increase active participation in sport and leisure activities). It was reported that Government funding of £63m for leisure centres of which £40m allocated for the decarbonisation of swimming pools. A bid would be submitted, however there was a need to be realistic about what this money would achieve. One Member felt concerned about Fusion's position and that a fuller picture was not included within the report. A request was made for Members to receive an officer's report on Fusion's state of play and financial position ahead of the meeting in April in order for the Committee to fully scrutinise Fusion.

The Chair then proposed and was seconded to remove 'green on track' and leave as blank. The next report to Committee to include an officer report on Fusion. One member then raised concerns on scrutinising this type of report during Purdah. The Chair relayed that they would take full advice from the Monitoring Officer on reports for the April meeting. A further request was made for the quarterly Fusion updates to be circulated to all Members.

- Action CW1.5 (Delivery of projects to enhance outdoor public spaces). It was reported that each project was kept under constant review and money would be spent as soon as possible.
- Action CW1.6 (Work with the voluntary sector to plan how we can better work better together in the future). Action on track.

It was then:

RESOLVED

1. That the progress in the delivery of the Better Lives for All 'Communities' Thematic Delivery Plan be noted, and;
2. Action CW1.4 (Increase active participation in sport and leisure activities) – remove green and leave blank. The Committee to receive an Officer's report on Fusion and all Members to receive the quarterly Fusion updates.

O&S.47/23 SIX-MONTHLY UPDATE - BROADBAND

The Committee was presented with an update report, which included:

- On-going work with three suppliers; Airband, Openreach and Wildanet;
- Airband were behind schedule;
- Openreach were the preferred provider for residents;
- Wildanet a smaller company and building entirely underground;
- Project Gigabit have provided more public money into areas that have been missed;
- Individuals can apply for funding which has been increased;
- Potential further money though the LEP;
- Remote areas would look at alternatives such as satellites.

In discussion, it was reported that Wildanet and Airband have public contracts and the local authority cannot stop where and when they work. We can however, provide an update on whether these providers are on track to deliver broadband services.

It was then:

RESOLVED

That the Digital Connectivity update was noted and for an update report on whether providers were on track to deliver broadband services.

O&S.48/23 CUSTOMER ACCESS STRATEGY AND CONTACT CENTRE UPDATE

The lead Executive Member for Customer Service Delivery introduced the report and invited Members' questions on the contents of the Communities Thematic Update.

In discussion, the following points were raised:

- The customer survey was reviewed annually and changes made following customer feedback. It was important to involve customers in this process;

- The reception area would be reconfigured with new signage to enable easier access for customers;
- Staff were fully trained and supported within the Contact Centre.

Thanks were given to Jim Davis.

It was then:

RESOLVED

1. That the approach and actions to implement the Customer Access Strategy (as set out in section 3 of the published agenda report) be noted; and
2. That the actions taken to improve the Contact Centre performance (as set out in section 4 and detailed in Appendix A of the published agenda report) be noted.

O&S.49/23 TASK AND FINISH GROUP UPDATES

(a) Consultation and Engagement Strategy – verbal update

The Chairman of the Task and Finish Group provided a verbal update on the work in supporting the Review and suggested a date for the Group to meet and conclude their findings.

The Committee felt that the date suggested would not give sufficient time for the Group to report back on recommendations. Some Members felt that the task and finish had become 'political' while others thought not and that the review should come to a conclusion. It was then put forward that the review should be delayed for the new administration to undertake as it was felt that a further meeting would not be sufficient.

It was then:

RECOMMENDED

That the Overview and Scrutiny Committee **RECOMMEND** that the Consultation and Engagement Strategy Task and Finish Group be reconvened by the new Council administration.

O&S.50/23 ANNUAL WORK PROGRAMME 2022/23

The Committee agreed the following items to be scheduled for the next meeting in April:

- Council Delivery against Corporate Theme: Council Services
- Bi-Annual Fusion Report

Consultation and Engagement Strategy Task and Finish deferred and to be looked at by the new administration.

Members requested clarification from the Monitoring Officer on reports being taken at the April meeting. It was also requested that the Monitoring Officer be in attendance at the meeting and at the Chair's Brief. The Chair then raised if part of the Fusion report needed to be discussed under Part II then they would be within the rules of purdah.

(Meeting started at 2.00 pm and concluded at 3.48 pm)

Chairman

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PUBLIC QUESTIONS AT OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

There is a period of 15 minutes at meetings of the Overview and Scrutiny Committee during which members of the public can ask questions about items on the agenda.

Any member of the public who wants to ask a question should ensure that the question:

- a) is no more than 50 words in length;
- b) is not be broken down into multiple parts;
- c) relates to an item included on the agenda; and
- d) is suitable to be considered. A question will not be suitable if, for example, it is derogatory to the Council or any third party; relates to a confidential matter; it is about a specific planning matter; or it is substantially the same as a question asked in the past six months.

Questions should be sent to Democratic Services (Democratic.Services@swdevon.gov.uk) by 1.00pm on the Monday before the meeting (the deadline will be brought forward by a working day if affected by a bank holiday). This will allow a detailed response to be given at the meeting. If advance notice of the question cannot be given the Chairman of the meeting has the discretion to allow questions on matters that are felt to be urgent;

For any further advice on questions to the O&S Committee, or to request a copy of the full Public Questions Procedure Rules, please contact Democratic Services (Democratic.Services@swdevon.gov.uk)

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Report to: **Overview and Scrutiny Committee**

Date: **20 July 2023**

Title: **Performance Update to June 2023**

Portfolio Area: **Councillor Nicky Hopwood**
Executive Lead Member: Customer Service,
Improvement, IT and Digital
Councillor Dan Thomas
Deputy Leader (Corporate Performance
Oversight)

Wards Affected: **All**

Author: **Neil Hawke** Role: **Assistant Director,
Strategy & Organisational
Development**

Contact: Neil.Hawke@swdevon.gov.uk

Recommendations:

That the Overview and Scrutiny Committee notes:

1. the key service performance of the Council, as set out in Appendix A to this report.
2. the intention to provide more regular updates on the KPI's to the committee to ensure more timely reporting of data.

1. Executive summary

- 1.1 As part of its Performance Management Framework, the Council has historically provided six-monthly Key Performance Indicator reports to Overview and Scrutiny Committee.
- 1.2 The last update report was considered by the committee on 12th January 2023, covering the period April – September 2023.
- 1.3 This report sets out key service performance up to 30th June 2023 (Appendix A – Key Performance Indicators)

2. Proposal and Next Steps

- 2.1 Overview and Scrutiny Committee are asked for consider the key operational performance report at Appendix A.
- 2.2 Previously, the Key Performance Indicator reports have been considered on a six-monthly basis however, following discussion

with the Deputy Leader (in his role with corporate performance oversight), it is considered that more frequent and timely reporting would be beneficial.

- 2.3 As a result, it has been proposed (via the Overview and Scrutiny Work Programme earlier on this agenda), to set out further performance updates to the Committee in December (covering July to November) and March (Covering December – February).

3. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Member scrutiny of Key Performance Indicators is important to good governance of the Council.
Financial implications to include reference to value for money	Y	Setting out performance against key frontline services provides a demonstration of value for money. The report also sets out progress against Council Tax and NDR collection rates – key income streams for the Council.
Risk	Y	Monitoring key performance indicators (which is undertaken by the officer Performance Board on a monthly basis) enables us to manage the risk profile of the Council, identifying any areas of under performance and taking steps to address.
Supporting Corporate Strategy	Y	All
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	Y	The report sets out progress against waste recycling rates.
Comprehensive Impact Assessment Implications		
Equality and Diversity		
Safeguarding		
Community Safety, Crime and Disorder		
Health, Safety and Wellbeing		

Other implications		
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Supporting Information

Appendices:

Appendix A Key Performance Indicators to June 2023.

Background Papers:

Approval and clearance of report

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South Hams
District Council

Key Service Performance

Period to June 2023
Overview & Scrutiny

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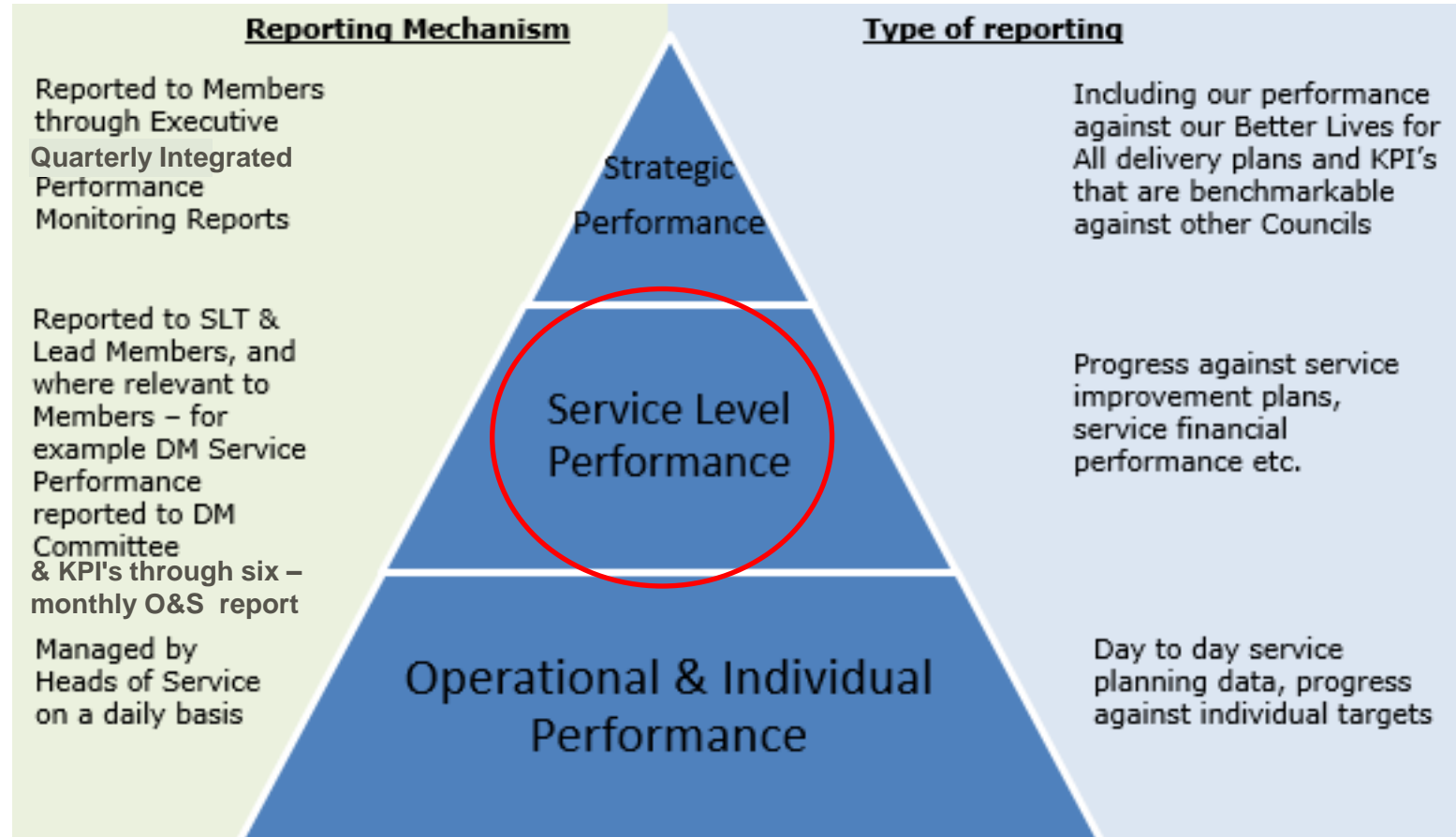
Better lives for all

Introduction

The Council reports on performance in a number of ways as set out in our performance management framework. This report updates members on performance at the second tier – Service Level Performance.

Page 14 This performance is also considered by the Senior Leadership Team on a regular basis as part of ongoing service performance review discussions.

Over the coming pages, we set out an overview of key service performance with further KPI's under development.



Performance on a Page

:-) = On or exceeding target
 :-| = Off target by less than 5%
 :-(= Off target greater than 5%

Measure	Q4 22 / 23	Q1 23 / 24
% of FOI requests handled within timescales	☹️	☹️
Ombudsman Cases Received and Upheld	😊	😊
% of major applications determined within 13 weeks, or with an agreed EOT	😊	😊
% of non-major applications determined within 8 weeks or with an agreed EOT	😊	😊
Enforcement cases open at end of quarter	😊	😊

Measure	Q4 22 / 23	Q1 23 / 24
%age of cases where homelessness was prevented	😊	😊
Employment Estate Occupancy Rates	😊	😊
Temporary Events Notices issued in timescale	😊	😊
Average number of days to process new housing benefit claims	😊	😊
Average number of days to process change in circumstances to housing benefit claims	😊	😊

Measure	Q4 22 / 23	Q1 23 / 24
Council tax collection	😊	😊
In-year collection rate for non-domestic rates	😊	😊
Number of missed bins per 100k	☹️	😊
Household recycling rates	☹️	☹️
Contact centre calls answered in 5 mins	😊	😊

Measure	Q4 22 / 23	Q1 23 / 24
Revs & Bens calls answered in 8 mins	☹️	☹️
Total calls	😊	😊
Online Uptake	😊	😊

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South Hams District Council



Better lives for all

South Hams % of FOI requests handled within timescales

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National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
90% as set by the ICO	Higher than target	90%	74.03%	181 received, 134 completed on time, 47 completed late	
Explanation of performance this period	<p>Compliance has fallen slightly compared to Q4 2022/23 but is an improvement on this period last year and Q2 and Q3 of last year. The dip in performance is mainly due to high volumes of requests being received by Revenues and Benefits, who received 22 requested and responded to 6 on time (27.27%).</p> <p>The Head of Service, who as part of the current service review, has allocated additional resource to respond to FOIs with the aim of reaching and maintaining compliance as close to 100% as possible. Trends have been identified in the type of request being received by Revenues and Benefits and the Information Governance Team have worked with the service to provide template responses to respond to these types of requests.</p>				



Ombudsman Cases Investigated and Upheld

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History (Complaints received vs complaints upheld)																				
		Target	This period (Q1)																						
<51% is the Ombudsman comparator for similar Councils	Lower than target	<51%	0%	This is an annual measure and is a simple percentage of complaints received by the Ombudsman being upheld	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>2022/23 (%)</th> <th>2023/24 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>51</td> <td>40</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>51</td> <td>40</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>51</td> <td>40</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>51</td> <td>0</td> <td>-</td> </tr> </tbody> </table>	Quarter	Target (%)	2022/23 (%)	2023/24 (%)	Q1	51	40	0	Q2	51	40	-	Q3	51	40	-	Q4	51	0	-
Quarter	Target (%)	2022/23 (%)	2023/24 (%)																						
Q1	51	40	0																						
Q2	51	40	-																						
Q3	51	40	-																						
Q4	51	0	-																						
Explanation of performance this period	<p>Of the 2 complaints that customers sent to the Ombudsman, 1 was not investigated, the other was investigated by not upheld (Council not at fault)</p> <p>We are therefore at 0% of cases being upheld which is positive.</p>																								

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% of major applications determined within 13 weeks, or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
This is a National Target (60%)	Above Target	70%	82%	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>17 applications have been determined with 14 within 13 weeks or with an agreed extension of time</p>	
		Explanation of performance this period	This is a strong level of performance. The National Target for the determination of Major Applications within 13 weeks or an agreed timeframe is 60%.		

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% of non-major applications determined within 8 weeks or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
This is a National Target (70%) Page 19	N/A	80%	92%	Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period. 312 applications have been determined, 288 within 8 weeks or with an agreed extension of time	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>2022/23 (%)</th> <th>2023/24 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>80%</td> <td>85%</td> <td>92%</td> </tr> <tr> <td>Q2</td> <td>80%</td> <td>91%</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>80%</td> <td>90%</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>80%</td> <td>87%</td> <td>-</td> </tr> </tbody> </table>	Quarter	Target (%)	2022/23 (%)	2023/24 (%)	Q1	80%	85%	92%	Q2	80%	91%	-	Q3	80%	90%	-	Q4	80%	87%	-
Quarter	Target (%)	2022/23 (%)	2023/24 (%)																						
Q1	80%	85%	92%																						
Q2	80%	91%	-																						
Q3	80%	90%	-																						
Q4	80%	87%	-																						
Explanation of performance this period	This is a strong performance of the 312 decisions made only 24 were outside of the 8-week statutory time frame or an agreed extension of time.																								



Enforcement cases open at end of quarter

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
N/A	Lower than the target	400	390	<p>The total number of enforcement cases open at the end of the quarter.</p> <p>During the quarter 148 enforcement cases were received and 153 closed</p>	<table border="1"> <caption>Enforcement cases open at end of quarter</caption> <thead> <tr> <th>Quarter</th> <th>Target</th> <th>2022/23</th> <th>2023/24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>400</td> <td>~420</td> <td>~390</td> </tr> <tr> <td>Q2</td> <td>400</td> <td>500</td> <td>400</td> </tr> <tr> <td>Q3</td> <td>400</td> <td>~390</td> <td>400</td> </tr> <tr> <td>Q4</td> <td>400</td> <td>~390</td> <td>~390</td> </tr> </tbody> </table>	Quarter	Target	2022/23	2023/24	Q1	400	~420	~390	Q2	400	500	400	Q3	400	~390	400	Q4	400	~390	~390
Quarter	Target	2022/23	2023/24																						
Q1	400	~420	~390																						
Q2	400	500	400																						
Q3	400	~390	400																						
Q4	400	~390	~390																						
Explanation of performance this period	<p>Performance has improved in the last quarter with the number of closed cases exceeding the number of new cases.</p> <p>Of the 390 open cases 22 are awaiting the decision on an application to regularise the unauthorised development.</p>																								

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Average temporary accommodation use per month

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History															
		Target	This period (Q1)																	
N/A	Reducing trend	For trend purposes only	26	Average number of households in temporary accommodation at any one time over the period.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2022/23</td> <td>17</td> <td>24</td> <td>27</td> <td>33</td> </tr> <tr> <td>2023/24</td> <td>26</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2022/23	17	24	27	33	2023/24	26	-	-	-
Year	Q1	Q2	Q3	Q4																
2022/23	17	24	27	33																
2023/24	26	-	-	-																
Explanation of performance this period	<p>Winter pressures ended in April, resulting in fewer emergency placements being required for protection from the elements. We have seen an increase in approaches from care leavers and the complexities therein will likely result in long stays in emergency accommodation before long term housing can be secured.</p>																			

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%age of cases where homelessness was prevented

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
2021-22 Average positive outcomes for the South West is 42.5% (as indicated by the black line on the graph)	Higher than target	60%	63%	Of the total number of households assessed as eligible for a prevention or relief of homelessness service from us – the % of these that are made and accepted.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>2022/23 (%)</th> <th>2023/24 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>60%</td> <td>60%</td> <td>63%</td> </tr> <tr> <td>Q2</td> <td>60%</td> <td>55%</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>60%</td> <td>70%</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>60%</td> <td>60%</td> <td>-</td> </tr> </tbody> </table>	Quarter	Target (%)	2022/23 (%)	2023/24 (%)	Q1	60%	60%	63%	Q2	60%	55%	-	Q3	60%	70%	-	Q4	60%	60%	-
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Q2	60%	55%	-																						
Q3	60%	70%	-																						
Q4	60%	60%	-																						
Explanation of performance this period	83 applications were taken resulting in 52 successful outcomes. Lack of affordable private rented remains a significant issue. We are also seeing an increase in notices given due to mortgage issues and tenant's approached with affordability issues.																								

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Employment Estate Occupancy Rates

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
N/A	Higher than target	90%	95%	Number of Occupied Commercial Assets Against Total Number April = 94.8% May = 95.5% June = 96.1%	<table border="1"> <caption>Employment Estate Occupancy Rates Data</caption> <thead> <tr> <th>Quarter</th> <th>Target</th> <th>2022/23</th> <th>2023/24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>90%</td> <td>96.0%</td> <td>95.0%</td> </tr> <tr> <td>Q2</td> <td>90%</td> <td>97.5%</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>90%</td> <td>96.5%</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>90%</td> <td>98.5%</td> <td>-</td> </tr> </tbody> </table>	Quarter	Target	2022/23	2023/24	Q1	90%	96.0%	95.0%	Q2	90%	97.5%	-	Q3	90%	96.5%	-	Q4	90%	98.5%	-
Quarter	Target	2022/23	2023/24																						
Q1	90%	96.0%	95.0%																						
Q2	90%	97.5%	-																						
Q3	90%	96.5%	-																						
Q4	90%	98.5%	-																						
Explanation of performance this period	Estates Occupancy has consistently been above target over the last 12-18 months. This can be attributed to factors including further prioritisation of the revenue generating asset portfolio supported by targeted resource management, increased utilisation of work-flow (Concerto primarily) systems to support timely action of lease events eg. rent reviews & renewals plus working with Property Services to ensure a well-managed, attractive offer of business units.																								

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Temporary Events Notices issued in timescale

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
Statutory requirement	On target	100%	100%	Percentage of applications issued compared to number received	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Quarter</th> <th>Target</th> <th>2022/23</th> <th>2023/24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100%</td> <td>99%</td> <td>100%</td> </tr> <tr> <td>Q2</td> <td>100%</td> <td>99%</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> <td>99%</td> <td>100%</td> </tr> <tr> <td>Q4</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Target	2022/23	2023/24	Q1	100%	99%	100%	Q2	100%	99%	100%	Q3	100%	99%	100%	Q4	100%	100%	100%
Quarter	Target	2022/23	2023/24																						
Q1	100%	99%	100%																						
Q2	100%	99%	100%																						
Q3	100%	99%	100%																						
Q4	100%	100%	100%																						
Explanation of performance this period	Temporary Events Notice (TENS) have a statutory requirement to be issued in one working day from the receipt of the application. These are prioritised against all other licence applications due to the statutory requirement for TENS and that if the Council does not process them correctly the event will receive tacit consent.																								

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Average number of days to process new housing benefit claims

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
<p>National performance figures are published quarterly. Whilst there isn't an equivalent target, during Q3 the average national performance was 10 days.</p>	Below target	17 days	12.9 days	It is the average time taken to process a new housing benefit claim. This is calculated as the average (mean) processing time in calendar days, rounded to the nearest day.	
Explanation of performance this period	New claim processing speed was 18.5 days in April, 12.3 for May and have now come right down to 8.1 days for June.				

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Average number of days to process change in circumstances to housing benefit claims

National Benchmark (and source) \	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
<p>National performance figures are published quarterly. The average number of days taken to process a change in circumstances to an existing housing benefit claim during Q3 was 8 calendar days.</p>	Below target	6 days	4.33 days	<p>It is how long it takes to process as change of circumstances to an existing housing benefit claim.</p> <p>It is the average time taken, calculated as the average (mean) processing time in calendar days, rounded to the nearest day.</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Quarter</th> <th>Target</th> <th>2022/23</th> <th>2023/24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>6</td> <td>4.2</td> <td>4.33</td> </tr> <tr> <td>Q2</td> <td>6</td> <td>3.8</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>6</td> <td>4.9</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>6</td> <td>1.9</td> <td>-</td> </tr> </tbody> </table>	Quarter	Target	2022/23	2023/24	Q1	6	4.2	4.33	Q2	6	3.8	-	Q3	6	4.9	-	Q4	6	1.9	-
Quarter	Target	2022/23	2023/24																						
Q1	6	4.2	4.33																						
Q2	6	3.8	-																						
Q3	6	4.9	-																						
Q4	6	1.9	-																						
Explanation of performance this period	<p>The team has continued to perform better than target throughout the year. The target is set at 6 days for each quarter. In Q1, change in circumstances took on average 5 days to assess, this reduced to 4 days in Q2.and was 2 days in Q4.</p> <p>Focusing on assessing change in circumstances means we provide timely support to some of the most vulnerable residents in the District.</p>																								

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Council Tax Collection

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in Q1-3, but the content is not published.	On target	25%	29.53%	The in-year collection rate is the amount of council tax due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's council tax. i.e it is how much council tax is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<table border="1"> <caption>Council Tax Collection Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>2022/23 (%)</th> <th>2023/24 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>25%</td> <td>29.53%</td> <td>29.53%</td> </tr> <tr> <td>Q2</td> <td>50%</td> <td>55%</td> <td>50%</td> </tr> <tr> <td>Q3</td> <td>75%</td> <td>85%</td> <td>75%</td> </tr> <tr> <td>Q4</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Target (%)	2022/23 (%)	2023/24 (%)	Q1	25%	29.53%	29.53%	Q2	50%	55%	50%	Q3	75%	85%	75%	Q4	100%	100%	100%
Quarter	Target (%)	2022/23 (%)	2023/24 (%)																						
Q1	25%	29.53%	29.53%																						
Q2	50%	55%	50%																						
Q3	75%	85%	75%																						
Q4	100%	100%	100%																						
Explanation of performance this period	April = 10.47% May = 19.62% June = 29.53%		Q1 = £27.25 million collected of yearly collectible debit of £92.30 million																						

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South Hams District Council



Better lives for all

In-year collection rate for non-domestic rates

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
<p>DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in Q1-3, but the content is not published.</p>	On target	25%	32.86%	The in-year collection rate is the amount of non-domestic rates due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's non-domestic rates.i.e it is how much non-domestic rates is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	
<p>Explanation of performance this period</p>	<p>April = 14.91% May = 25.03% June = 32.86%</p> <p>Q1 = £8.73 million collected out of annual debit of £26.56 million</p>				

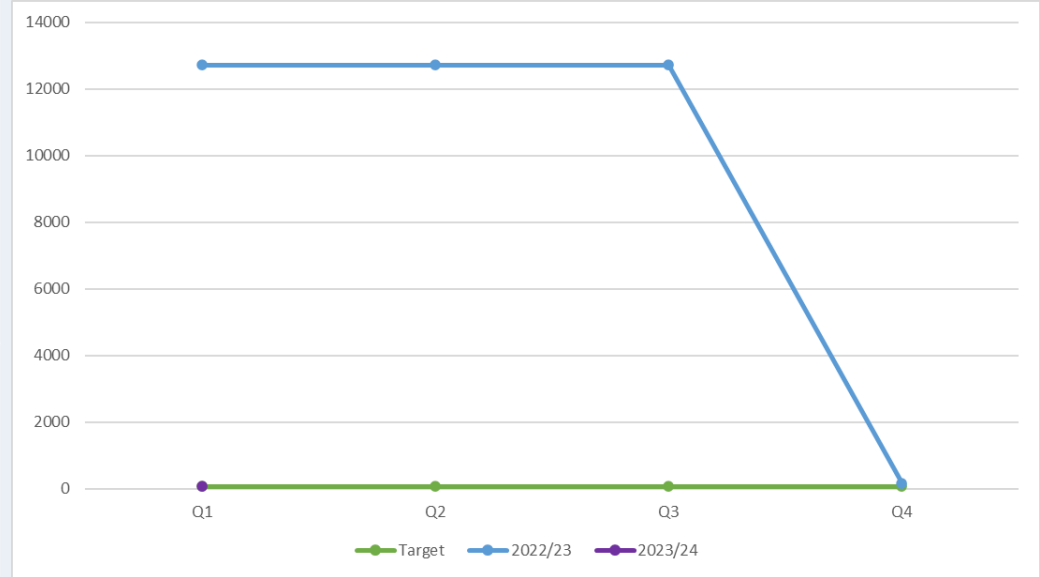
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Number of missed bins per 100k

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
80 per 100,000	Below target	80	71.3	Number of missed bins per 100,000 properties. Average is taken from the 3 months figures.	
Explanation of performance this period	<p>Total number of missed collections: April: 197 May: 169 June: 241</p> <p>Missed collections per 100,000: April: 86 May: 58 June: 70</p>				

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Household Recycling rates

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Apr & May)																						
Legal requirement for all Local Authorities	Above target	57%	47.46%	Data supplied by SH to DCC for verification against disposal points.	<table border="1"> <caption>Household Recycling Rates by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Target</th> <th>2022/23</th> <th>2023/24</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>57%</td> <td>~47%</td> <td>~47%</td> </tr> <tr> <td>Q2</td> <td>57%</td> <td>~47%</td> <td>~47%</td> </tr> <tr> <td>Q3</td> <td>57%</td> <td>~47%</td> <td>~47%</td> </tr> <tr> <td>Q4</td> <td>57%</td> <td>~39%</td> <td>~47%</td> </tr> </tbody> </table>	Quarter	Target	2022/23	2023/24	Q1	57%	~47%	~47%	Q2	57%	~47%	~47%	Q3	57%	~47%	~47%	Q4	57%	~39%	~47%
Quarter	Target	2022/23	2023/24																						
Q1	57%	~47%	~47%																						
Q2	57%	~47%	~47%																						
Q3	57%	~47%	~47%																						
Q4	57%	~39%	~47%																						
Explanation of performance this period	April: 45.76 May: 48.16% Figures remain fairly consistent ahead of the Devon Aligned Service roll out (which will improve this rate further). Increase from Q4 largely linked to the garden waste service rollout.																								

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Contact centre calls answered in 5 mins

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
N/A	60-80%	60-80%	76.6%	Total calls (Non Rev & Bens) with wait time over 5 mins divided by total calls	
Explanation of performance this period	While still within target, performance has been impacted compared to the same quarter last year by additional calls as a result of local elections (voter ID etc) and annual billing.				

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Revs & Bens calls answered in 8 mins

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History																				
		Target	This period (Q1)																						
N/A	Above target	80%	59%	Revenues and Benefits calls answered in less than 8 mins/Total RevBens calls.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>2022/23 (%)</th> <th>2023/24 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>80</td> <td>55</td> <td>59</td> </tr> <tr> <td>Q2</td> <td>80</td> <td>55</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>80</td> <td>55</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>80</td> <td>65</td> <td>-</td> </tr> </tbody> </table>	Quarter	Target (%)	2022/23 (%)	2023/24 (%)	Q1	80	55	59	Q2	80	55	-	Q3	80	55	-	Q4	80	65	-
Quarter	Target (%)	2022/23 (%)	2023/24 (%)																						
Q1	80	55	59																						
Q2	80	55	-																						
Q3	80	55	-																						
Q4	80	65	-																						
Explanation of performance this period	<p>Performance is up on the same time last year but lower than Quarter 4 due to additional calls as a result of local elections and annual billing.</p> <p>For the 59% of calls answered within target, the average answer time is 2 minutes.</p> <p>In the future, the Customer Service Team will also be taking Council Tax General Enquiries to reduce pressure on the wider Revenues team.</p>																								

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Total Calls

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
N/A	Decreasing over time Less than the same time period last year	Below same quarter in previous year	16,319 calls	Total calls to CST	
Explanation of performance this period	Call volumes continue their long-term downward trajectory. Two big pieces of work (Revenues and EH & Licensing projects) being delivered this year will make further inroads into this measure as will further directed channel shift efforts.				

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Online Uptake. Processes started online vs through the Contact centre

National Benchmark (and source)	Good Looks Like	2023 / 2024		How its calculated	Performance History
		Target	This period (Q1)		
N/A	Above target	80%	80.8%	Percentage of processes started online by customer vs by Contact centre	<p>The chart displays the percentage of processes started online by customer versus through the contact centre. The Y-axis represents the percentage, ranging from 76% to 82%. The X-axis shows four quarters (Q1, Q2, Q3, Q4). Three data series are plotted: Target (green line), 2022/23 (blue line), and 2023/24 (purple line). The Target is constant at 80%. The 2022/23 performance is at 78% for Q1, Q2, and Q3, and rises to 81.2% for Q4. The 2023/24 performance is at 80.8% for Q1.</p>
Explanation of performance this period	Online uptake is continuing to be above 80% with continuing channel shift activities started but not yet having an impact.				

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