Rother District Council   **Agenda Item: 6.1**

Report to	-	Overview and Scrutiny Committee
Date	-	20 March 2017
Report of the	-	Executive Director of Business Operations
Subject	-	Performance Progress Report: Third Quarter 2016/17

Recommendation: It be **RESOLVED**: That:

1) the report be noted; and

2) the Overview and Scrutiny Committee consider these findings and recommend any actions to Cabinet, if necessary.

Service Manager: Brenda Mason

Introduction and Background

1. For the financial year 2016/17, Members of the Overview and Scrutiny Committee (OSC) and Cabinet selected a set of key performance indicators (KPIs) that stand as a barometer of the overall performance of the Council's Corporate Plan and service areas that Members wished to scrutinise over the year (Cabinet Minute CB15/71 refers).

2. This report brings before Members a summary of the Council's performance against the selected KPIs for the third quarter, October to December 2016. The report gives Members an opportunity to scrutinise the progress towards the Council's stated aims, outcomes and actions in the Corporate Plan and make any necessary recommendations to Cabinet for future service delivery.

Key Performance Indicator Results for the Third Quarter of 2016/17

3. There are 25 individual measurements reported for the third quarter. The results are summarised in the following table and reported, in detail, in Appendix 1.

4. Table summary of the performance up to December 2016.

PI Name	Status[1]	Q2 to Q3 Trend[2]	Annual Trend[3]	Bench-marking
Core Aim: An Efficient, Effective and Flexible Council				
Telephone calls answered	🔴	⬇	⬇	
My Alerts: webpage links viewed	✅	⬇	⬆	
Electronic financial transactions	✅	⬆	⬆	
New housing benefit claims on time	✅	⬆	⬇	**Worst quartile**

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[1] Relates to whether most recently reported performance is meeting target

[2] Relates to this quarter's performance compared to last quarter (short term trend)

[3] Relates to this year's performance compared to last year's performance up to quarter 3 (medium term trend)

PI Name	Status[1]	Q2 to Q3 Trend[2]	Annual Trend[3]	Bench-marking
Changes to benefit claims on time	🔴	⬇	⬇	Worst quartile
Claims on time: all info received	🔴	⬇	⬇	
Core Aim: Sustainable Economic Prosperity				
Arts/cultural/tourism events support	✅	⬇	⬇	
Sport/health events supported	✅	⬇	1st year	
Housing sites supply	Annual			
All new housing delivered (net)	🔺	⬆	⬆	
Employment sites committed	Annual			
Employment sites delivered	Annual			
Local employment & skills plans	✅	=	1st year	
CIL: value of liability notices	✅	⬆	1st year	
CIL: total receipts	🔴	⬆	1st year	
Core Aim: Stronger, Safer Communities				
% change to all crime	🔴	⬆	⬆	
% change in anti-social behaviour	✅	=	=	
Cases homelessness prevention	✅	⬇	⬇	Above median
Use of temporary accommodation	🔴	⬇	⬇	
New affordable homes (gross)	✅	=	⬇	
Core Aim: A Quality Physical Environment				
Recycling household waste	✅	⬇	⬆	Above median
- 'Dry' recycling	🔺	⬆	⬆	Below median
- Composting recycling	✅	⬇	⬆	Above median
Litter in public areas	✅	=	⬆	
Detritus in public areas	🔴	=	⬇	
Graffiti in public areas	✅	⬆	⬆	
Fly posting in public areas	🔴	⬇	⬇	
Dog fouling in public areas	✅	⬆	⬆	
Key: ✅ green/on target, 🔺 amber/just off target, 🔴 red/off target ⬇ worse performance, ⬆ better performance, = no change in performance				

Table 1: KPI summary performance, Quarter 3

Third Quarter Results

5. Performance of fifteen of the KPIs is on target, two of the KPIs are just off target and eight KPIs are at risk of not meeting their end of year target. Two KPIs have no data at this time because they are measured annually.

6. The KPIs that are at risk are:
- Telephone calls answered
- Changes to benefit claims

- Benefit claims on time (all info received)
- CIL, total receipts
- Percentage change, all crime
- Use of temporary accommodation
- Detritus in public areas
- Fly posting in public areas

Housing Land Supply

7. Overview and Scrutiny Members have previously requested information on Housing land Supply required by Rother District Council. An explanation of the definition is provided:

In order to demonstrate a continuing supply of housing land, Government expects councils to have sufficient deliverable sites to provide five years' worth of housing (with an appropriate buffer) when measured against their Local Plan housing requirement.

The supply is calculated by comparing the number of dwellings expected to be built over the next five years with the target for the same period based on the housing requirement (taking account of the number built to date). Further details of the methodology are set out in the Council's most recent Housing Land Supply and Housing Trajectory (April 2016), with the calculation set out below:

		Total dwellings
A	Housing requirement 2011-2028	5,700
B	Total Completions 2011-2016	855
C	Housing requirements April 2016 – 2028 (A - B)	4,845
D	Number of years remaining in Core Strategy	12
E	Annual requirement (C ÷ D)	404 (403.75)
F	Five year requirement (E x 5 years)	2,020
G	Five year requirement plus 20% buffer (F x 1.2)	2,424
H	Supply (no. of units identified over next 5 years)	1,897
I	Number of years supply (including 20% buffer) (H ÷ G x 5 years)	3.9 years

Conclusion

8. Members are requested to consider performance against targets and pass any recommendations for action to Cabinet for their consideration.

Dr Anthony Leonard
Executive Director of Business Operations

Risk Assessment Statement
There are financial, reputational and statutory and health risks to the Council and, more importantly, the wider community if the Council does not monitor and manage its performance across all the services. This report mitigates those risks because it ensures that reporting performance to Members takes place and gives Members an opportunity to scrutinise results and make remedial recommendations. Any changes to risks on individual performance areas are included in the report. This report delivers the Corporate Plan action to account for performance.

PERFORMANCE REPORT: QUARTER THREE 2016/7

Telephone Calls Answered By the Contact Centre 🔴

1.   This measurement is a count of the number of telephone calls answered by Customer Services staff in the contact centre. This indicator monitors delivery of the Corporate Plan action to ensure responsive call handling which delivers the outcome of quality customer service and communications. The end of year target is 89,900 or 7% more calls than last year. The total for the year so far is 63,027.

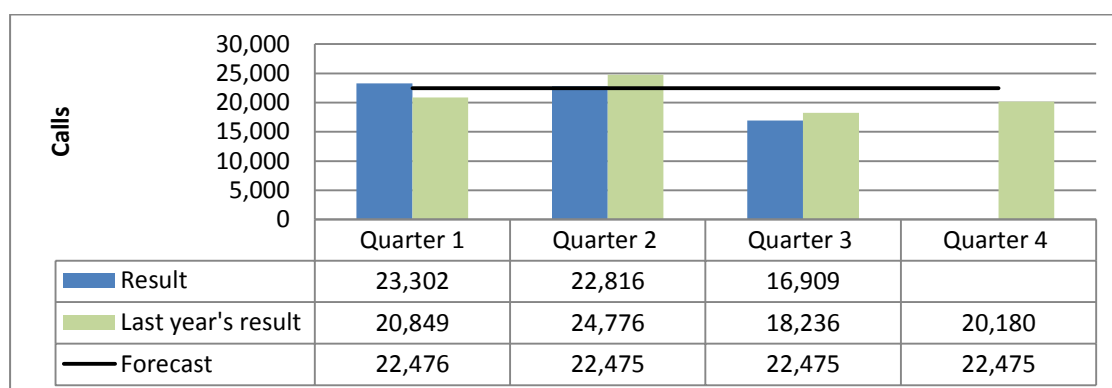|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Result	23,302	22,816	16,909	
Last year's result	20,849	24,776	18,236	20,180
Forecast	22,476	22,475	22,475	22,475

Figure 1: Telephone calls answered by Contact Centre. Polarity: Higher is better.

The Customer Services Manager reports that November and December are historically the quietest months of the financial year, which is one of the reasons for the reduction in telephone contact. In addition, we received fewer waste and recycling calls due to the improved performance of Kier with fewer missed bins and the delivery times for bins and containers are on schedule. A point to note that of those missed bins that were reported just over 55% were made online, 33% via the phone and 8% by other channels (email, face to face). The majority of residents who now report a missed bin do this online and this shows a positive step to channel shift and self-service.

However, fewer telephone calls have been answered due to more time spent on dealing with in depth enquiries relating to Housing Benefits due to the delays in processing. The customer service team have also been ensuring the correct information is given following welfare benefit changes and whether customers received rent assistance from Housing Benefit or Universal Credit. This has meant that around 15% of the calls received in the last quarter have either experienced a delay in getting through to the Council or have hung up whilst waiting in the queue.

Other issues affecting business in the contact centre over the last quarter include changes to the pest control offering limited service and a review of all customers that require help putting their bin out (known as an assisted collection) and a review of all clinical waste collection.

My Alerts: Webpage Links Viewed 🟢

2.   This measurement is the number of hits on websites due to customers clicking on the URL links provided in the 'My Alerts' emails. It measures the quality of communication to encourage readers to connect online for further information, request a service or report a problem. The indicator measures the Corporate Plan actions to develop online service delivery, offer customer

information through a range of channels and the outcome of customer services and communications.

3. The target for 2016/17 was amended in a previous report to 115,000 total 'clicks' or 3% more than last year. The result for the year so far is 98,590 or 14% over target.

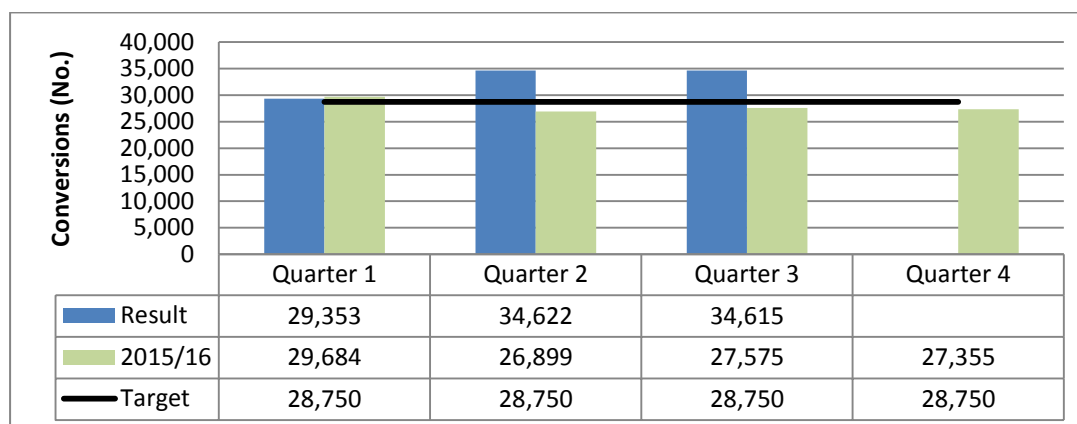|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Result	29,353	34,622	34,615	
2015/16	29,684	26,899	27,575	27,355
Target	28,750	28,750	28,750	28,750

Figure 2: My Alerts conversions. Polarity: Higher is better.

4. The Transformation Manager reports the "My Alerts" service continues to grow and now has c29,000 subscribers reaching 55% of households within Rother. This growth in subscriber numbers is reflected in the increase in redirected hits from "My Alerts" to the website forming a key part of Rother's Digital Transformation strategy.

Electronic Financial Transactions (%) ✅

5. This measurement is the percentage of financial transactions that took place online or electronically. This indicator monitors the Corporate Plan actions to develop online service delivery and customer self-help options and to reduce transaction and process costs. The end of year target is 95% of transactions taking place online or electronically. The average for the year so far is 95.8%.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	93.7	96.5	97	
2015/16	91.6	95.5	95.2	90
Forecast	95	95	95	95
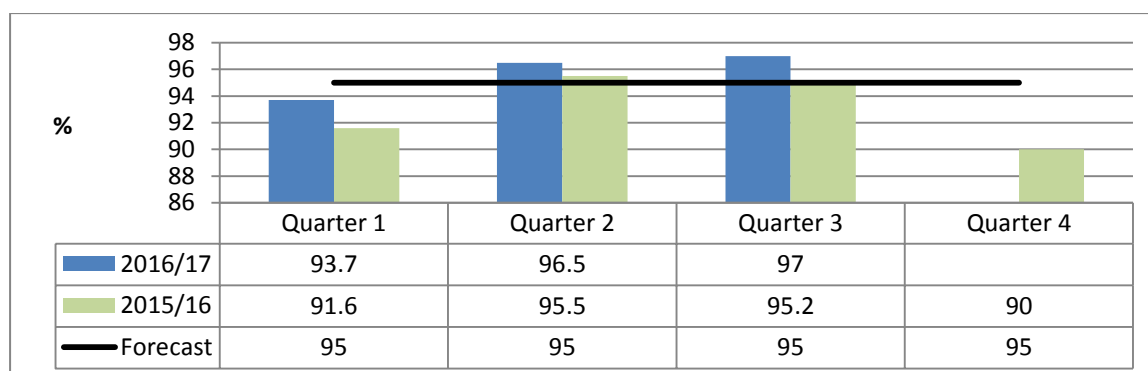
Figure 3: Financial transactions on-line. Polarity: Higher is better.

6. The Service Manager – Finance and Welfare reports that going into the New Year our staff have been developing a campaign to encourage use of direct debit and conversion to direct debit. The first phase will go out with the new Council Tax bills in March 2017. A second phase starting in May/June 2017 will focus on customers of the garden waste collection service. A review of which paid-for services are yet to be available online will also be undertaken.

New Housing Benefit Claims on Time ✅

7. This measurement is the average number of calendar days it takes to process a new housing benefit claim from the date the claim is received to the date the decision is made. The end of year target is 35 days.   Performance is worst quartile compared to all English local authorities. Results are monitored by the Department of Work and Pensions (DWP).

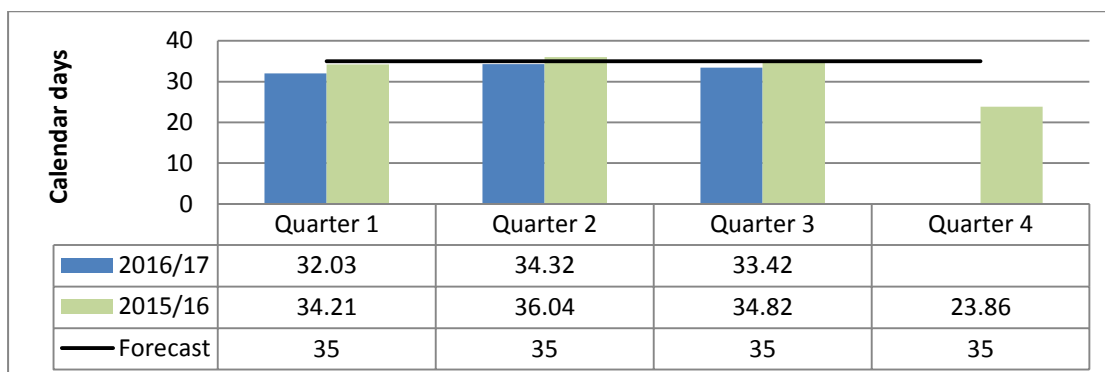|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	32.03	34.32	33.42	
2015/16	34.21	36.04	34.82	23.86
Forecast	35	35	35	35

Figure 4: Processing time, new housing benefit claims. Polarity: Lower is better.

8. The Service Manager – Finance and Welfare reports that new claims processing is now up to date, However, it is likely that there will still be delays in processing whilst the Council waits for missing information to be supplied by claimants or other agencies.

Changes to Housing Benefit Claims on Time 🔴

9. This measurement is the average number of calendar days it takes to process a submitted change to an existing housing benefit claim from the date of submission to the date of the decision. This and related indicators monitor delivery of the Corporate Plan actions to deliver efficient service options and manage the impact of welfare reform. The end of year target is an average of 20 days. The worst quartile for English district councils starts at 8 days and the median is 7 days.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	17.12	24.23	31.12	
2015/16	12.8	20.28	19.96	13.87
Forecast	22	20.67	20	17.33
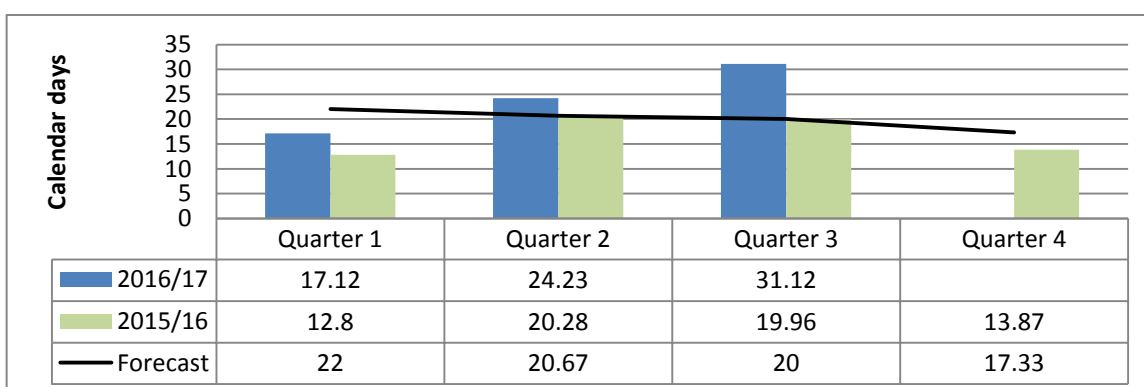
Figure 5: Processing days existing housing benefit claims. Polarity: Lower is better.

10. The Service Manager – Finance and Welfare report that Members will be aware from previous reports that it is expected to see reported processing times worsen as the backlog is cleared. Capita are now working on post from September to December and the in-house team are working on post from January onwards. It is forecast that the majority of the backlog will be cleared in time for Council Tax annual billing.

Housing Benefit Claims on Time: All Information Received 🔴

11.   This measurement is the average number of calendar days it takes to process all housing benefit claims, both new and changes to existing claims, from the date that the service receives all the information it needs to make a decision until the date the decision is made. The target is to average 18 calendar days. The average for the year so far is 18.45 days. Benchmarking is not available because this indicator is only measured by Rother District Council.

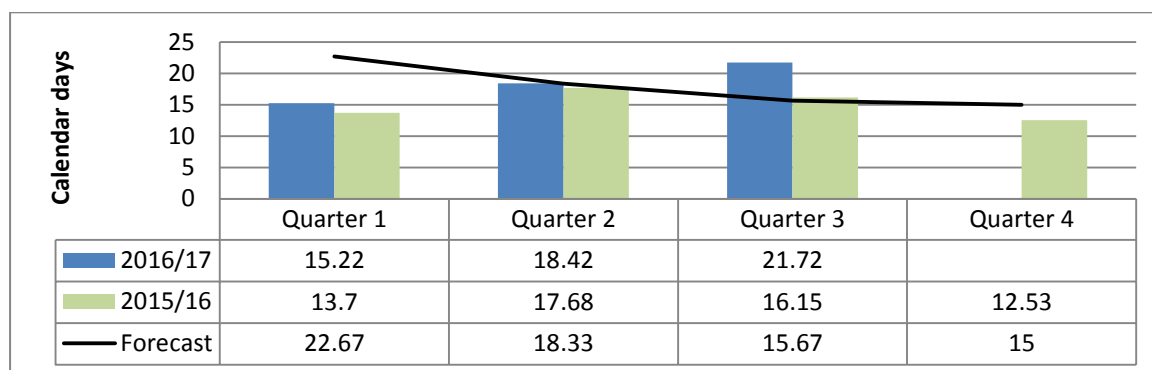|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	15.22	18.42	21.72	
2015/16	13.7	17.68	16.15	12.53
Forecast	22.67	18.33	15.67	15

Figure 6: Processing time for all housing benefit claims, all info. Polarity: Lower is better.

12.   The Service Manager – Finance and Welfare – See comments above.

Arts, Cultural and Tourism Events Supported by the Council ✅

13.   This measurement is the number of arts, cultural and tourism events that have been supported by the Council in order that they take place. This indicator measures the delivery of the Corporate Plan action to support events which will attract visitors.   It also supports the outcome of prosperity through sustainable tourism. The target for 2016/17 is 34 events. The result for the year so far is 41 events.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	13	17	11	
2015/16	0	0	17	18
Forecast	4	13	11	6

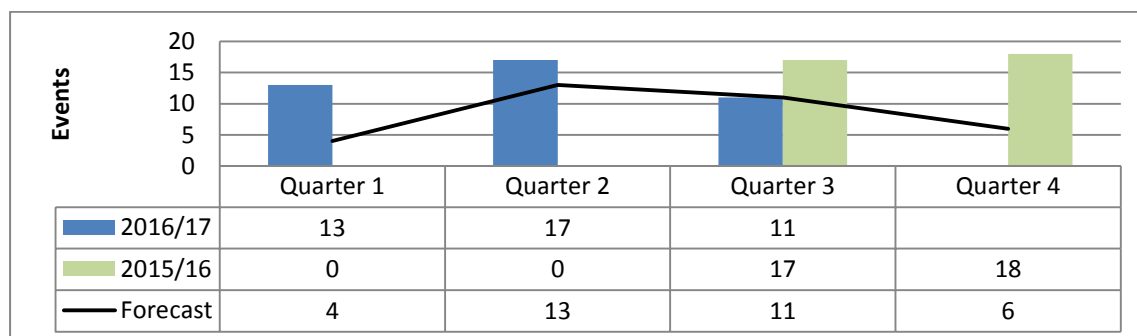Figure 7: Arts, cultural and tourism events supported. Polarity: Higher is better.

14.   The Service Manager – Community and Economy reports that the events supported during the third quarter were:

Seven arts and cultural events have been supported as follows:
  1.   Focus 2 - photography development project in Robertsbridge
  2.   PUSH Community Opera

  DLWP Concessions:
  3.   Front Row, Wearable Art
  4.   Kiss My Disco

East Sussex Arts Partnership Events:
5. French Season: Christine Grist
6. Robertsbridge: May Contain Food
7. Robertsbridge: 6 Impossible Things

Four tourism events were supported:
8. Rye Christmas Festival

1066 Country:
9. Pevensey to Battle Race
10. Rye Wild Boar Festival
11. Battle Christmas Festival

Sports and Health Events Supported by the Council ✅

15. This measurement is the number of sport and health events that received support by RDC. This indicator measures the delivery of the Corporate Plan's actions to support events that will attract visitors and to encourage participation in physical activities and communicating the value of healthy lifestyles. The target for 2016/17 is 14 events. The result for the year so far is 19 events. Comparison to other local authorities is not possible.

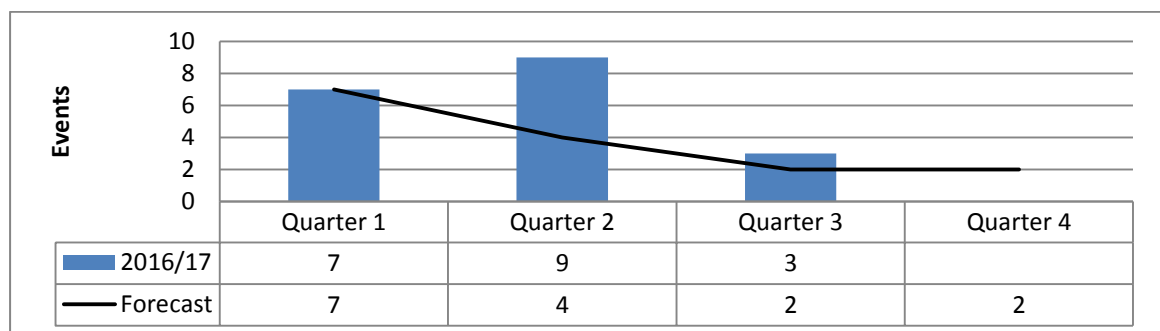|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	7	9	3	
Forecast	7	4	2	2

Figure 8: Sport & Health events supported. Polarity: Higher is better.

16. The Service Manager – Community and Economy reports that officers were more focussed in the third quarter on getting residents' continuing participation in exercise rather than on large scale events. In the third quarter, the events supported were:

- Rother Voluntary Action's Conference – event put on to support and provides advice to the local community and groups. The sports development officer gave a presentation on Active Rother on helping support more people to be active. Workshops were also provided for groups and individuals.
- Older People's Day: Events put on to support older people being active including showcasing walking football.
- Freedom Leisure Bexhill Open Day: Support to centre activities and events to encourage more people to use the centres.

All New Housing Delivered (net) ⚠️

17. This measurement is the number of new homes built in the district that are a net gain, allowing for demolitions and change of use. This delivers the Corporate Plan actions to support development and growth, to offer more affordable housing options, the development of affordable accommodation

and to improve the condition of the private housing stock. The target for 2016/17 is 365 new homes. The result for the year so far is 182.

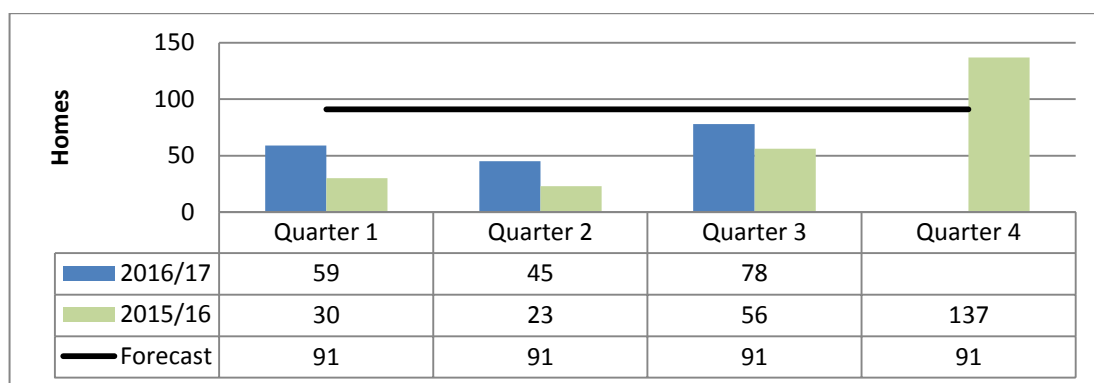|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	59	45	78	
2015/16	30	23	56	137
Forecast	91	91	91	91

Figure 9: All new Housing Delivered (net). Polarity: Higher is better.

18.   The Service Manager – Strategy and Planning reports that the data provided at this point has yet to be verified.

Local Employment and Skills Plans Created ✅

19.   This measurement is the number of individuals supported through the employment and skills plans set up between the Council and the construction companies. This indicator measures the Corporate Plan action to support skills training and the creation of apprenticeships and workplace opportunities that will deliver the outcome of flourishing local enterprise, increasing jobs and skills. The end of year target is 25 individual plans. So far the result is zero, as forecasted. This is the first year of measurement.

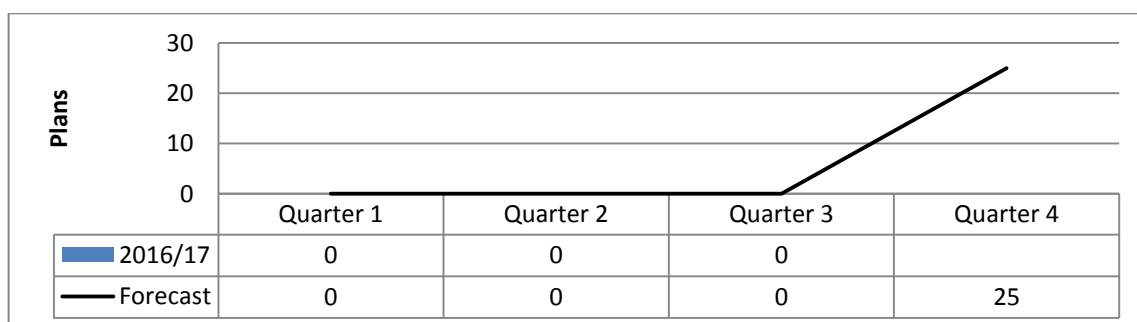|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	0	0	0	
Forecast	0	0	0	25

Figure 10: Employment and skills plans created. Polarity: higher is better.

20.   The Service Manager – Community and Economy reports that Barratts have employed the services of K10, a consultancy company, to finalise, deliver and monitor the employment and skills plan. The construction skills co-ordinator is working with K10 to finalise the plan, which will be within the next couple of months. This however could be a risk as nearing the end of the financial year even though forecast that the final quarter would be when the target was to be delivered.

Community Infrastructure Levy: Value of Issued CIL Liability Notices ✅

21.   This measurement is the amount of money that would be due to the Council as set out in Community Infrastructure Levy (CIL) liability notices that have been sent to developers. This indicator and the following one measure the Corporate Plan action to support development and growth. In addition, because CIL money can be used for infrastructure, other actions supported are developing facilities for active lifestyles, maintaining the quality of open spaces, addressing road safety issues, employment and commercial sites and

stimulating inward investment. The end of year target is £900,000. The total for the year so far is £1,425,695. This is the first year of measurement because it is the first year of CIL.

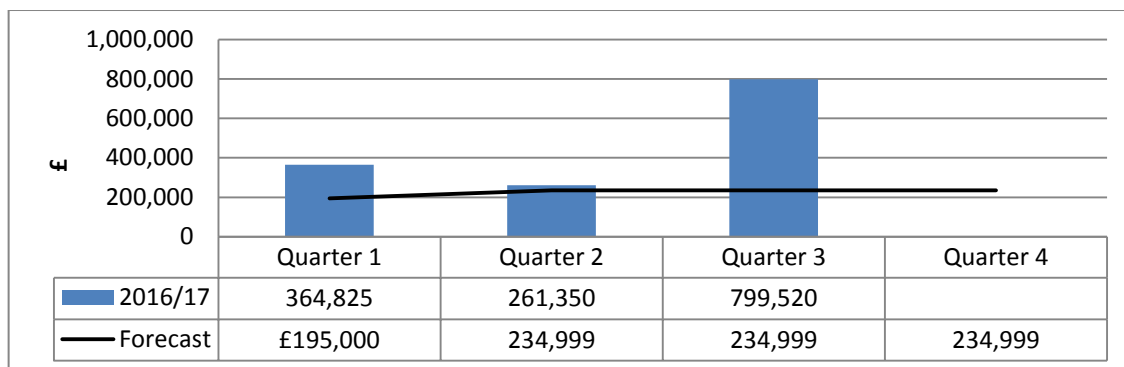|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	364,825	261,350	799,520	
Forecast	£195,000	234,999	234,999	234,999

Figure 11: CIL liability notices. Polarity: Higher is better.

22. The Service Manager – Strategy and Planning reports the number of schemes coming forward that are subject to the levy is higher than expected. However, there will be a significant proportion of these which will then be CIL exempt. Schemes given exemption are, for example, affordable housing, domestic extensions, self-build and custom build, like for like replacements if the floor space is not increased and changes of use to residential. These types of schemes account for approximately 68% of all CIL Liability Notices issued.

Community Infrastructure Levy: Receipts Received by the Council ●

23. This measurement is the actual amount raised by the Community Infrastructure Levy that has been received by the Council. The service does not expect any significant payments in the first year because developers have two years to pay the levy once they have started on site. The annual target is £300,000. The total for the year so far is £33,000.

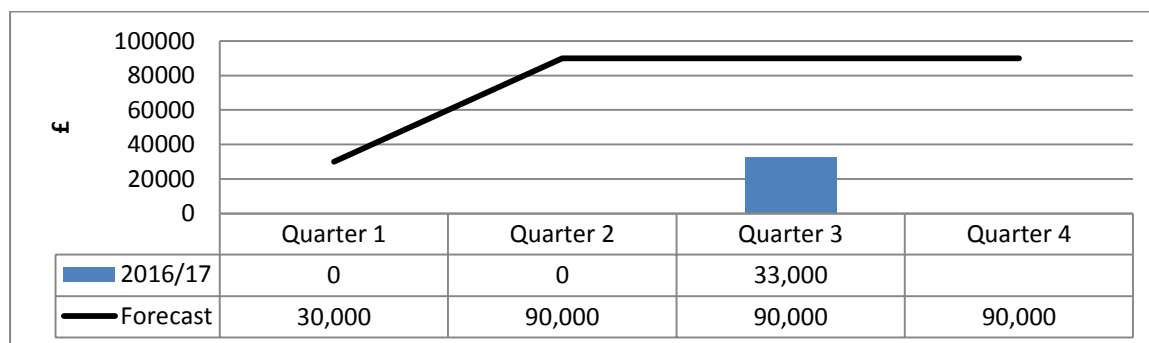|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	0	0	33,000	
Forecast	30,000	90,000	90,000	90,000

Figure 12: CIL value received. Polarity: Higher is better.

24. The Service Manager – Strategy and Planning reports that a high proportion of CIL liable schemes are exempt. Those schemes that are not exempt will need to pay within 60 days of commencement of development or if the liability is above £50,000 they have the opportunity to pay in instalments up to a maximum of 2 years.

We received our first CIL payment in October and it was for a Bexhill site. The end of year target is not likely to be met but this is the first year of operation and the target was an estimate.

Percentage Change in All Recorded Crime ●

25. This indicator is drawn from data collected by Sussex Police and measures the percentage change in the number of all crimes reported to the police. This indicator monitors delivery of the Corporate Plan outcome for safer

communities. The Council is a statutory member of the Safer Rother Partnership. The target is a zero increase in recorded crime and the result so far is a rise of 7.1% (12 month rolling year).

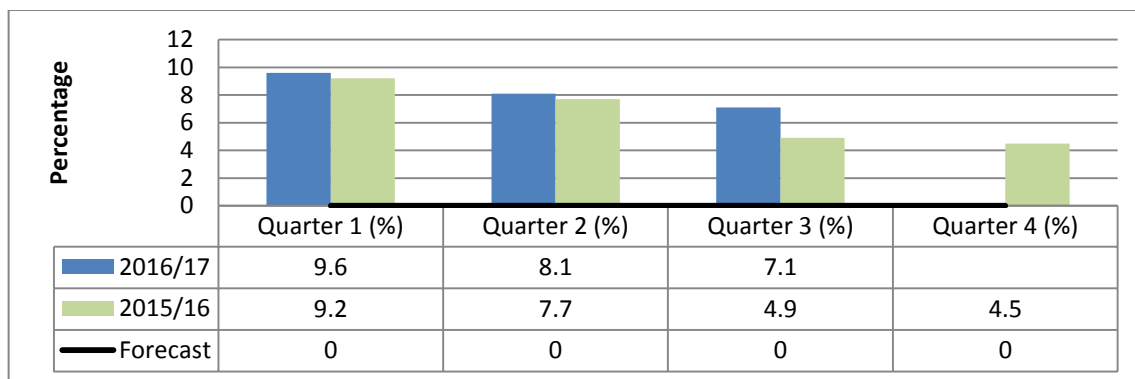|	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Quarter 4 (%)
2016/17	9.6	8.1	7.1	
2015/16	9.2	7.7	4.9	4.5
Forecast	0	0	0	0

Figure 13: Change in all crime. Polarity: Lower is better.

26. The Service Manager – Community and Economy reports that compared to the other District and Boroughs, Rother has the lowest rate of increase in reports of total crime in East Sussex and is below the Sussex Police Force figure of 8.9%.

27. In Rother, it was identified there were a number of violent crime incidents, particularly patient on patient and patient on carer violence, in two key mental health establishments in Rother. Partnership work to engage with these establishments and review policy and processes were put in place. Further work was carried out to reduce violence between young people travelling from Hastings and motor bike thefts, burglary other than dwelling incidents, and increases in shoplifting at Ravenside.

Percentage Change in Anti-Social Behaviour ✅

28. These indicator results are supplied by Sussex Police and measure the percentage change in the three categories of anti-social behaviour (ASB): personal, environmental and nuisance. These indicators monitor delivery of the Corporate Plan action to, with partners, bear down on anti-social behaviour and deliver the outcome of safer communities and a reduction in anti-social behaviour. The indicators are reported in line with the police data, where results are compared to the previous 12 months. This gives a better indication of the position without seasonal fluctuations. The annual target for all three ASB measurements is zero percent or no increase in anti-social behaviour.

a. Personal anti-social behaviour was up 3.2% and there were 356 more offences reported from the previous 12 months. However, the partners have been actively encouraging more reports of ASB Personal because these reports materially impact on the quality of life of Rother residents. In October there were some anti-social behaviour and criminal incidents related to clowns, which were part of an internal phenomenon.

b. Environmental anti-social behaviour has reduced by 31.1%.

c. Nuisance anti-social behaviour has gone up by 0.5%, which are seven more offences recorded compared to the previous 12 months. Both November and December have seen an increase in reports. Further investigation will take place with police colleagues into the specific cases.

Cases of Homelessness Prevention per 1,000 Households ✅

29. This measurement is the number of cases where homelessness was prevented and calculated as a ratio to every 1,000 Rother households. This indicator monitors delivery of the Corporate Plan action to provide support for those in housing need. The expectation is five cases for every 1,000 households. The result for the year so far is 4.1 per 1,000. The median for all English district councils is 5.2 cases for every 1,000 households. The forecast for 2016/17 is above median.

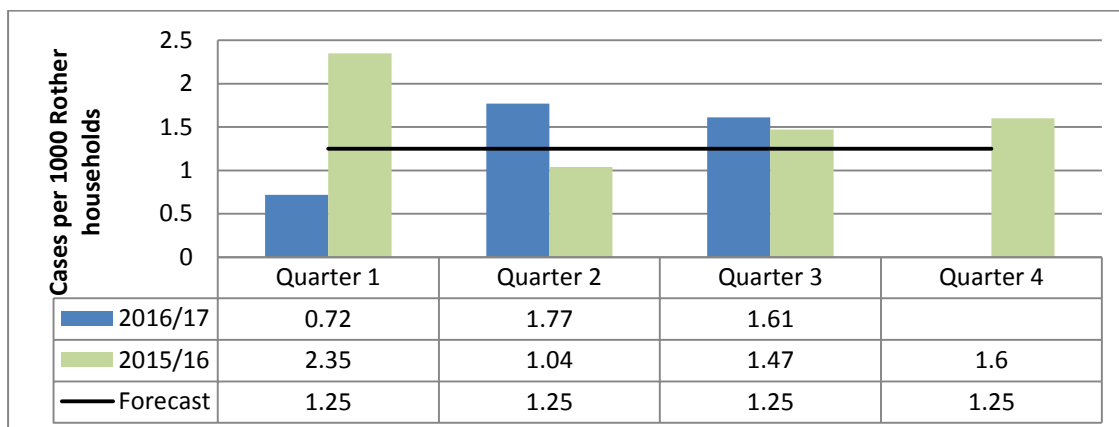|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	0.72	1.77	1.61	
2015/16	2.35	1.04	1.47	1.6
Forecast	1.25	1.25	1.25	1.25

Figure 14: Homelessness cases Polarity: Lower is better

30. The Service Manager – Finance and Welfare reports that the Housing Needs team has prevented 183 households from homelessness since April and 72 in quarter three alone. The number of households presenting to the Council is 9% above the forecast for this point in the year. Prevention cases have dropped by 15% as we have significantly lost access to the private rented sector. Homelessness applications have risen by 7.5% and cases accepted as homeless have risen by 12%. (All comparisons are of Q1-Q3 2015/16 against Q1-Q3 2016/17.) This is a national trend recognised and being tackled through the proposals set out within Homelessness Reduction Bill. While we may remain in target by end of year, 2017/18 could be particularly challenging.

Use of Temporary Accommodation 🔴

31. This is a measurement of how many households are placed in temporary accommodation (TA) when counted on the last day of the quarter. This indicator monitors delivery of the Corporate Plan action to provide support for those in housing need. The target is a maximum of 18 households. This KPI cannot be benchmarked because it is not comparable to other local authority areas.

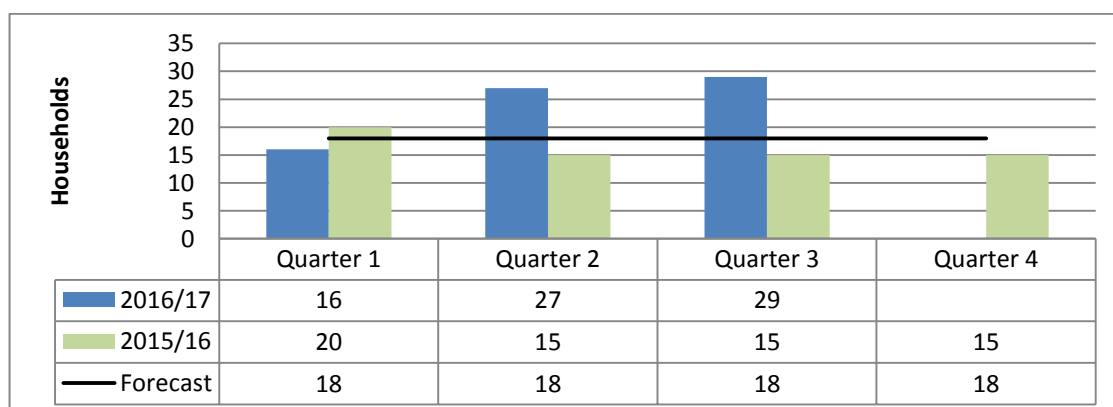|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	16	27	29	
2015/16	20	15	15	15
Forecast	18	18	18	18

Figure 15: Temporary accommodation, Polarity: Lower is better

32. The Service Manager – Finance and Welfare reports TA use continues to increase. At the end of December there were 29 households in temporary accommodation. At times within the quarter in excess of 30 households have been accommodated in TA, the highest that has been experienced. Of the 29 households at the end of the quarter, 3 households had pending reviews of their homelessness decision, 13 were pending a decision on their homelessness case, 12 were accepted as homeless and 1 had received a decision that they were found intentionally homeless. On average, between April and December there have been 21 households in TA at the end of each month. Last year, the average was 16 households and the year before the average was 13 households. The impact of Universal Credit's full roll out from 14 December 2016 continues to be assessed. A briefing note for Members was circulated before Christmas.

New Affordable Homes ✅

33. This measurement is the gross number of new affordable homes that have been completed in the district. By completed we mean that the home has been built and handed over for occupation by a tenant or purchaser. The home may not yet be occupied. The target for 2016/17 is 81 new homes. The total so far is 71 homes.

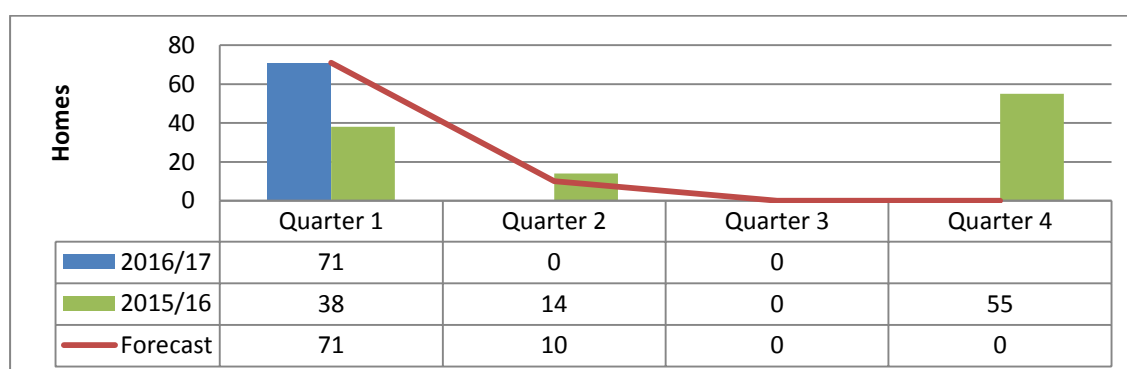|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	71	0	0	
2015/16	38	14	0	55
Forecast	71	10	0	0

Figure 16: New affordable homes delivered. Polarity: Higher is better.

34. The Service Manager – Community and Economy reports there were no further completions in quarter three but this was forecasted. Two housing developments may have some early completions in quarter four and this should deliver the target amount for the year. Therefore, the end of year target is likely not to be at risk.

Re-use, Composting and Recycling Rate for Household Waste ✅

35. This measurement is the percentage of household waste that is sent for re-use, composting and recycling out of all household waste collected. It measures the effectiveness of our recycling service, which is provided under contract and the delivery of our Corporate Plan action to develop more efficient waste and recycling collection and beach cleaning. Median annual performance for English district councils is 45.37% and top quartile performance starts at 51%. The target for 2016/17 is 50%.

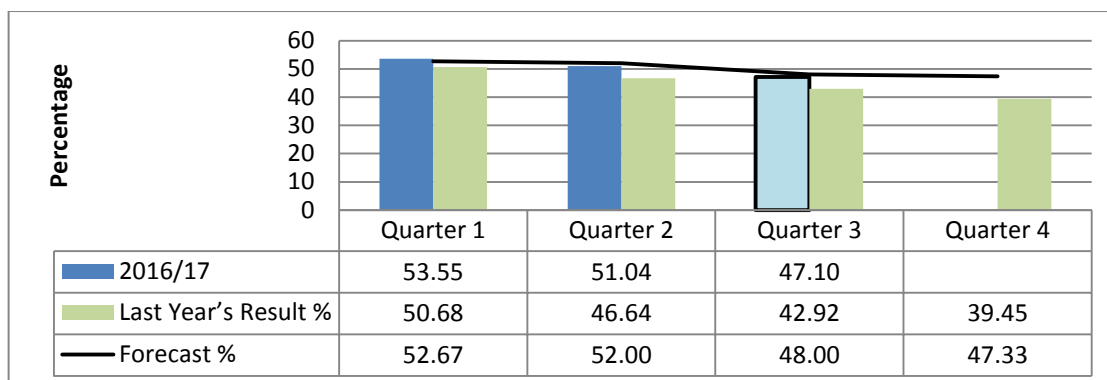|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	53.55	51.04	47.10	
Last Year's Result %	50.68	46.64	42.92	39.45
Forecast %	52.67	52.00	48.00	47.33

Figure 17: Percentage of household waste recycled, reused or composted. Polarity: Higher is better.
Q3 data unverified – contractor only data

36. The Service Manager – Community and Economy reports that the provisional result for quarter three results are estimates provided by Kier, which covers mainly household collection and does not take into account all waste and recycling sources. ESCC have verified the data for quarters one and two. Performance is on target and is an improvement on last year. All results remain subject to further data checks by East Sussex County Council (ESCC).

Dry Recycling Rate for Household Waste ⚠

37. This measurement is the amount of household waste that is sent for re-use and recycling expressed as a percentage of all household waste collected. The term dry recycling refers to items such as plastic and glass as opposed to green waste for composting. It measures the effectiveness of our recycling service, which is provided under contract. The annual target for 2016/17 is 28%.

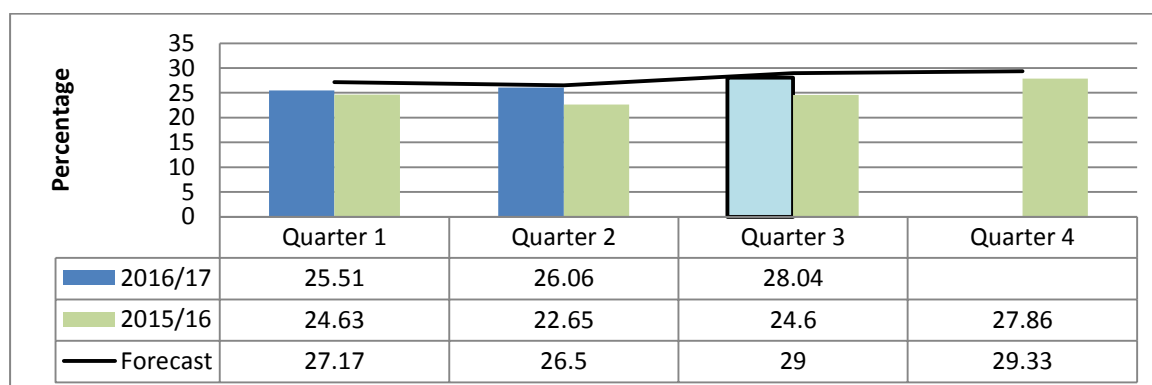|	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	25.51	26.06	28.04	
2015/16	24.63	22.65	24.6	27.86
Forecast	27.17	26.5	29	29.33

Figure 18: Dry recycling. Polarity: Higher is better
Q3 data unverified – contractor only data

38. The Service Manager – Community and Economy reports that quarter three results are provisional and based on data supplied from the contractor, Kier. ESCC have verified the data for quarters one and two. Performance is on target and is an improvement on last year. Performance is just under the forecast for quarter three and better than last year.

Compost Recycling Rate for Rother ✅

39. This measurement is the percentage of garden or green waste that is sent for composting out of all household waste collected. It measures the effectiveness of our recycling service, which is provided under contract. The annual target for 2016/17 is 22%.
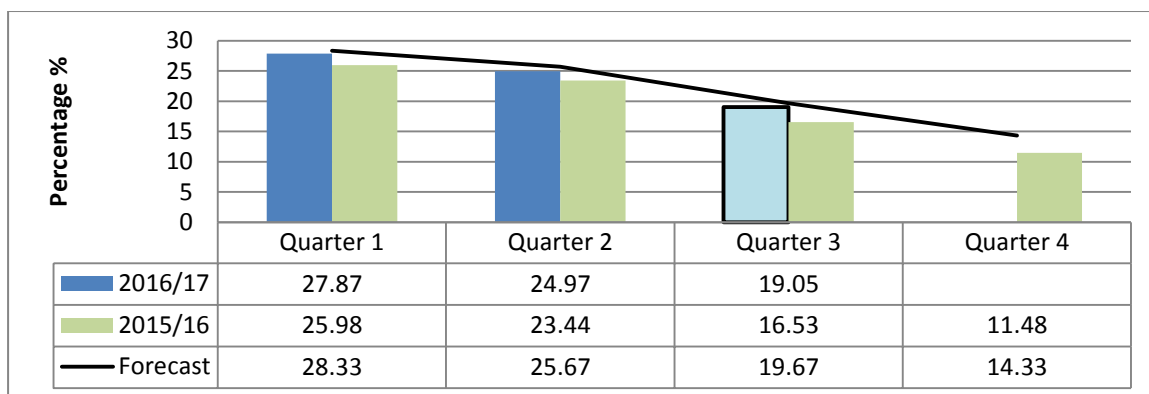
Figure19: Composting. Polarity: Higher is better
Q3 data unverified – contractor only data

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	27.87	24.97	19.05	
2015/16	25.98	23.44	16.53	11.48
Forecast	28.33	25.67	19.67	14.33

40.   The Service Manager – Community and Economy reports ESCC have verified the data for quarter one and two. The results for quarter three are provisional and are data from the contractor only. Performance is on target and is an improvement on last year.

Litter on Public Land ✅

41.   This indicator is measured as the average of a set of site surveys that are carried out across the district three times a year. The measurements are reported as the survey results for July, November and March. The target for litter is set in the Council's contract with the waste and recycling contractor and is four percent. The average so far is one percent. Benchmarking is not available.

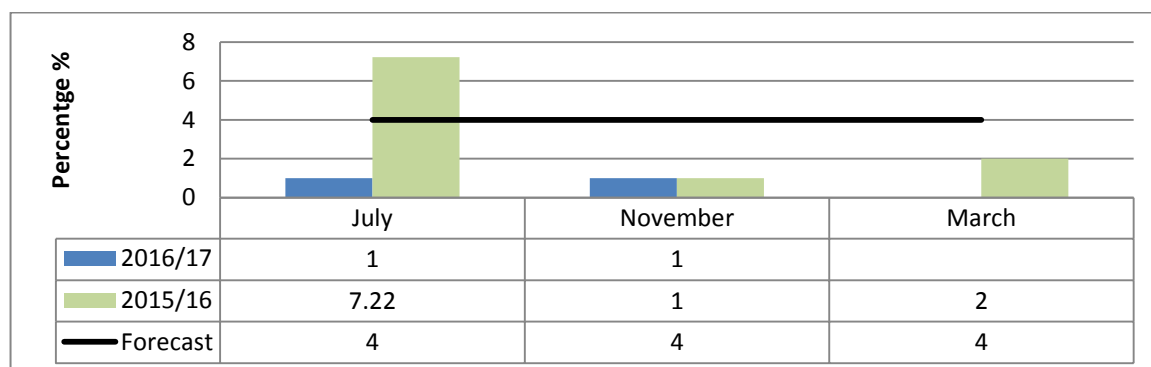|	July	November	March
2016/17	1	1	
2015/16	7.22	1	2
Forecast	4	4	4

Figure 20: Litter on Public Land. Polarity: Lower is better.

42.   The Service Manager – Community and Economy reports the November survey result is very satisfactory and the service remain on target.

Detritus on Public Land 🔴

43.   This indicator is measured as part of the surveys for litter and the target is also set in the Council's contract for street sweeping, as part of the waste and recycling contract. The target is 8%. The average so far this year is 11%. Benchmarking is not available.
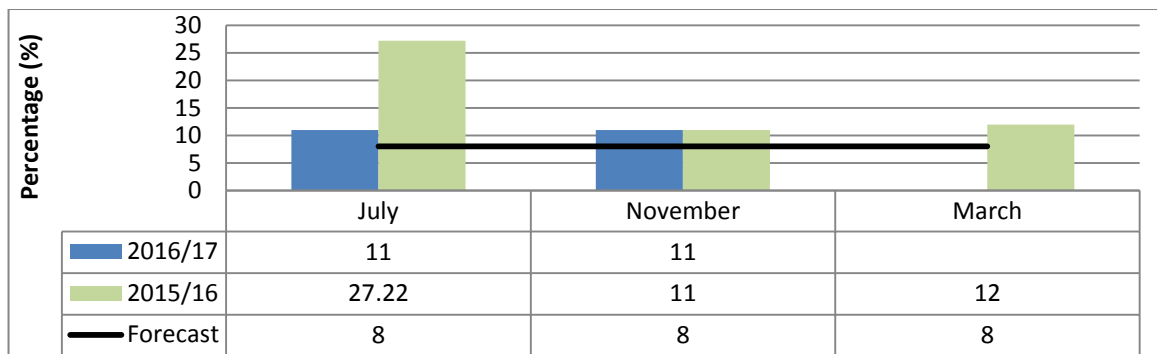
Figure 21: Detritus on Public Land. Polarity: Lower is better.

	July	November	March
2016/17	11	11	
2015/16	27.22	11	12
Forecast	8	8	8

44.   The Service Manager – Community and Economy reports the poor performance in clearing detritus is being managed locally but the overall partnership performance is within tolerance.

Graffiti in Public Places ✅

45.   This indicator is also measured in the land surveys. The target is 1%. The average so far is 0.5%. Benchmarking is not available.
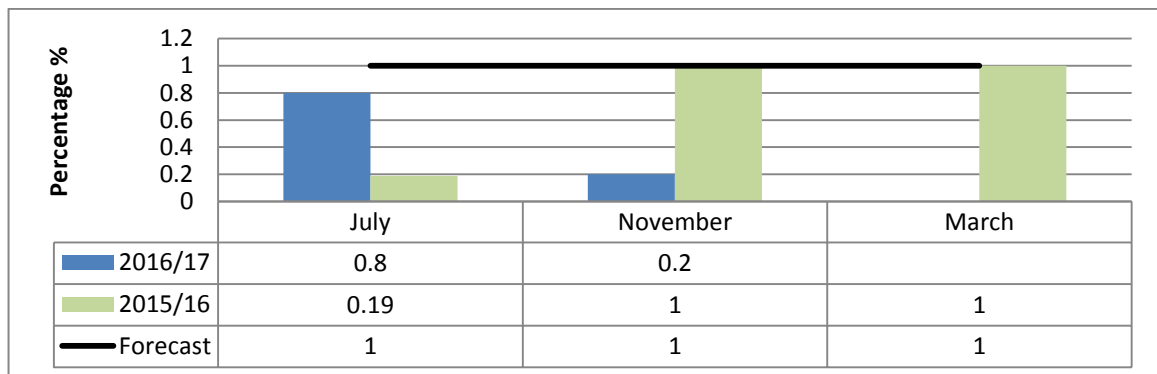

Figure 22: Graffiti in Public Places. Polarity: Lower is better.

	July	November	March
2016/17	0.8	0.2	
2015/16	0.19	1	1
Forecast	1	1	1

46.   The Service Manager – Community and Economy reports the November survey result of 0.2% is very satisfactory.

Fly Posting on Public Land 🔴

47.   This indicator is also measured as part of the surveys. Fly posting is any printed material, or the remains, and can range from small stickers to large posters. It does not include A-boards or billboards on movable bases. The target is 1% of land or highways found with unacceptable levels of fly posting. The average so far is 1%. Benchmarking is not available.
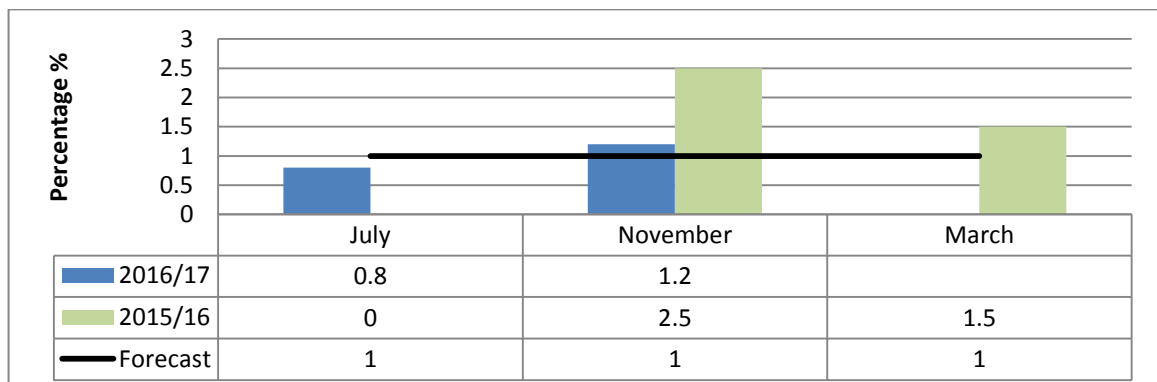

Figure 23: Fly posting on public land. Polarity: Lower is better.

	July	November	March
2016/17	0.8	1.2	
2015/16	0	2.5	1.5
Forecast	1	1	1

48.	The Service Manager – Community and Economy reports that whilst the overall partnership performance is within tolerance, local variations will be dealt with through the local resources rather than at a joint waste level.

Dog Fouling on Public Land ✅

49.	This is the final indicator in the set of surveys. The target is 0.5% of land or highways with unacceptable levels of dog fouling. The average so far is 0.15%. Benchmarking is not available.

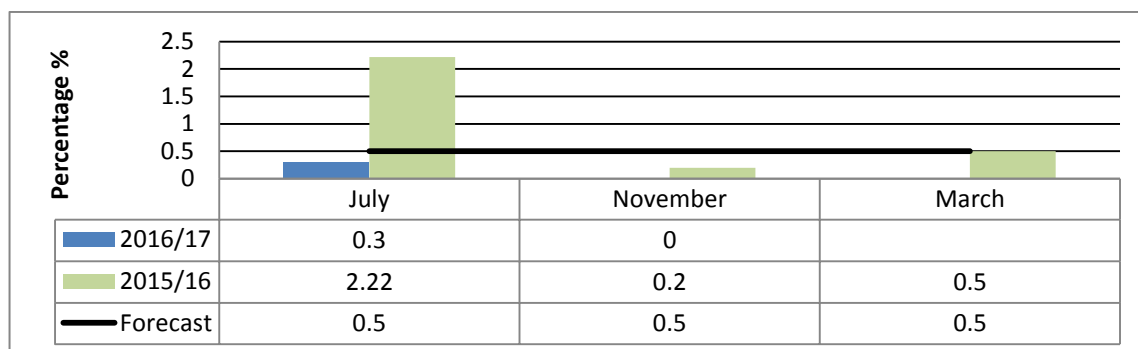|	July	November	March
2016/17	0.3	0	
2015/16	2.22	0.2	0.5
Forecast	0.5	0.5	0.5

Figure 24: Dog fouling on Public Land. Polarity: Lower is better.

50.	The Service Manager – Community and Economy reports the November survey result of zero percent is highly satisfactory.

Housing Sites Supply – no data, annual measurement

51.	The Service Manager – Strategy and Planning reports that measurement will take place in March.

Employment Sites Committed – no data, changed to annual measurement

52.	This is a new measurement for 2016/17, on the square metres of employment sites that have received planning permission in the district. New premises take at least two years from permission to build. This measurement gives an indication on what new employment space will be coming into Rother. This indicator measures the delivery of the Corporate Plan actions to enable new employment sites and business premises in north east Bexhill, to support new commercial development and to stimulate new inward investment throughout the district. It also measures the actions to promote sustainable economic development and growth within the district by managing spatial development.

53.	The Service Manager – Strategy and Planning reports that measurement will take place in March.

Employment Sites Delivered – no data, changed to annual measurement

54.	This is another new measurement for 2016/17, on the square metres of new employment sites that have been built. This measurement has the same objectives as the measurement of employment sites committed. The results will be different because planning permission does not guarantee delivery.

55.	The Service Manager – Strategy and Planning reports that measurement will take place in March.