

SUCCESS MEASURES 2021/2022

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
2	Indicator	Description	Target 2021/22	2020/21 Q1	2021/22 Q1	2021/22 Comments Q1	2020/21 Q2	2021/22 Q2	2021/22 Comments Q2	2020/21 Q3	2021/22 Q3	2021/22 Comments Q3	2020/21 Q4	2021/22 Q4	2021/22 Comments Q4	Annual Total	End of Year Comments
12	Number of referrals to SOCIAL PRESCRIBING service	Number of referrals to Social Prescribing service across whole of Surrey Heath partnership project.	900	38	149	Covid-related	119	138		120	212		107	222	Q4 has seen a consistent flow of referrals across the Social Prescribing (SP) service. The key now is to be fully resourced as SP partners to ensure timely support is provided.	721	End of Year Total
13	HANDYPERSON service referrals	Number of referrals to the newly introduced Handyperson service.	235	44	45	Covid-related	38	61		56	53		37	52		211	Total
14	Percentage of COMPLAINTS Responded to Within Target	Percentage of 'formal' complaints (stage 2-3) responded to within target 2 days to acknowledge and 10 days to reply)	90%	100.00%	67%	Unfortunately two complaints exceeded the service standard, due to the complexity of the required response. Six stage 2 - 3 complaints received.	100.00%	75%	Eight stage 2 - 3 complaints received, two exceeded the service standard.	100.00%	100%	Five stage 2 - 3 complaints received, all responded to within the service standard.	90.00%	86%	Unfortunately one complaint exceeded the service standard. The customer was kept informed by way of holding responses. As only 7 formal complaints were received throughout this period this has impacted greatly on the percentage achieved within the results submitted.	81%	Average
15	CUSTOMER SATISFACTION RATING of Good/Excellent to Exceed 90%.	Customer satisfaction rating of good/excellent to exceed 90%	95%	100.00%	100%		100.00%	100%		100.00%	100%		100.00%	100%		100%	Average
16	COUNCIL TAX Collected	Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year	98.75%	28.26%	29.72%		55.74%	57.49%		85.60%	84.44%		98.70%	98.35%		98.35%	End of Year result. Challenging year for Council Tax collection in the current economic climate. The team also continue to focus on collecting arrears from previous years.
17	Non-Domestic (BUSINESS) RATES Collected	Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year	98.75%	28.10%	29.59%		53.60%	54.96%		84.70%	79.49%		99.80%	99.69%		99.69%	End of Year result
18	BENEFITS Processing - NEW	a) Number of days taken to process new housing benefits claims	a) 20 days (new claims)	25.30	14.6 days		20.10	22.5	88 new HB claims processed since 1 April 2021	23.60	17.3		21.90	20.9	Q4's figure was delayed due to one individual claim that has somewhat skewed the statistic. It was the result of the application being delayed due to the state retirement pension implementation issues that the DWP are having.	19.2	Average for the year
19	BENEFITS processing - CHANGES	b) Number of days taken to process changes to benefits	b) 7 days (changes)	4.90	2.7 days		2.40	3.6	2133 changes processed for HB claims since 1 April 2021	2.40	4.1		2.30	1.9		2.6	Average for the year
20	INVOICES PAID On Time	Percentage of invoices paid on time.	97%	97.78%	99.01%		98.06%	97.36%		98.24%	97.98%		97.92%	97.24%		97.86%	End of Year result
21	Household waste RECYCLED and COMPOSTED	Cumulative year-to-date figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. This figure includes street sweepings.	61%	64.20%	60.70%		62.10%	60.40%		61.50%	59.20%		61.00%		To follow - Q4 data being audited		To follow - Q4 data being audited
22	Percentage of streets falling below a GRADE B CLEANING STANDARD standard	The percentage of streets reviewed as part of the regular survey falling below a 'Grade B' standard of litter (Predominately free of litter and refuse apart from some small items)	4%	0.60%	1%		0.67%	0.50%		0.67%	0.50%		1.17%	0.67%	Please note that on a quarterly basis, transects of 50m (each side of the road) are performed to assess the level of litter on 300 roads across Surrey Heath. Whilst the figure is slightly higher compared to the previous quarter (due to the impact of Storm Eunice), we are pleased to say this is once again well within the 4% target.	0.67%	Average
23	Number of 'MISSED' BINS.	NEW! Number of 'missed' residential kerbside collections per 100,000 collections. Monitored as part of contract performance.	80	48	38.7	new figures submitted by Sarah Beck on 11/01/2022 - changed from 23	36	42	No data yet available due to IT outage earlier in the year and HGV driver shortage issues impacting garden waste collections - validation process has been delayed. (Sarah Beck)	35	34.5		40		To follow - Q4 data being audited		To follow - Q4 data being audited

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24	Processing of 'MAJOR' Applications	Percentage calculated as the number of major applications processed within timescales (13 weeks) against total received. As per national guidelines, this includes applications where there is an agreement for an extension. Government target is 60%	72%	50.00%	100%	Q1 = 2/2;	57.00%	100%	Q2 = 3/3	100.00%	100%	Q3 = 1/1	67.00%	100%	Q4 = 3/3	100%	Average Total for financial year 9, 100%,
25	Processing of 'NON-MAJOR' Applications	Percentage calculated the number of minor and other applications processed within timescales (8 weeks) against total received. As per national guidelines, this includes applications where there is an agreement for an extension. Government target is 70%	84%	78.00%	85%	Q1 Minor - 20/35 Q1 Other - 149/166 = 169/201	73.00%	81%	Q2 Minor - 22/31 Q2 Other - 151.182 = 173/213	84.76%	82%	Minors = 21/29 = 72% Others = 127/152 = 84% (Minor+Others - 148/181=82%)	84.00%	76%	MINOR = 10/15; OTHER = 110/142; COMBINED = 120/157	81%	Average
26	APPEALS dismissed against the Council's refusal of planning permission	Percentage of appeals dismissed against the Council's refusal of planning permission.	65%	50.00%	75%	2 allowed, 6 dismissed = 75% (Nb.Excluded one appeal decision which was part allowed/part dismissed)	0.00%	100%		50.00%	73%	8 of 11	54.00%	63%	Q4 appeals = 5/8 = 63%	78%	Average
27	Number of households living in TEMPORARY ACCOMMODATION	Number of all households in temporary accommodation at the end of the quarter. These are only the households who are accommodated following an acceptance of a homelessness duty. Other households may be placed in temporary accommodation without us accepting a duty but by using our prevention powers.	30	67	30	(a further 10 people who would otherwise be rough sleeping are accommodated under discretionary powers in the pods jointly provided with Surrey County Council and in bed and breakfast)	32	37	Over half of all households in B&B are now single person households with limited move on options	31	25	The number of households in TA for Q3 dropped due to large development of new build social housing that we allocated a large number of people to. This allowed people to move on from TA.	36	34	Q4 is higher as we were required to accommodate non-priority people again due to the Omicron variant. This led to an increase in discretionary placements.	34	Snapshot at year end.
28	Housing advice – HOMELESSNESS prevented	A count of the number of households who approached the Council as homeless or threatened with homelessness within 56 days who had their homelessness prevented (i.e. were able to remain in their current home) or relived (i.e. were found a move to an alternative home) by the work of the Council's Housing Solutions Team	30 (quarterly target)	10	12	Covid-related	26	24	The prevention figures for Q2 and Q3 are improved as they are connected to the large development of new build social we had available to allocate to. We were also able to refer people to our accommodation project Connaught Court in these quarters which helped prevent homelessness.	10	27	See Q2's comments	10	12	Q4 dops off due to Omicron.	75	End of Year result. This indicator provides management information about the work of the Housing Team. The number of people presenting as homeless/threatened with homelessness is linked to wider economic conditions, so this indicator is not given a Red/Amber/Green rating.
29	HOME IMPROVEMENT Agency Activity	The number of homes adapted or improved for older and vulnerable residents to promote their independence, and keep them safe and well in the community.	80 (Annual Target)	22	18		27	39		29	39		19	39		135	Total across year.
30	Family Support FEEDBACK	Proportion of children and young people (and/or parent carers) who feedback that they have made positive progress in relation to identified outcomes.	70%	88.00%	No data available	Still awaiting data reports to be set up by SCC - likely to be in place for next quarter	92.00%	95%		85.00%	87%			90%		94%	Average
31	REFUGEE RESETTLEMENT	Number of families resettled under the UK resettlement scheme.	3 families	N/A	5	Total resettled families is now 5 in SH	N/A	5		N/A	5		N/A	5		5	

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32	Planning Enforcement Breaches - REFERRALS	Percentage of planning enforcement referrals where the initial action (e.g. a site visit) takes place within the target timescales set out in the Local Enforcement Plan. Current target timescales: High Priority – 2 working days Medium Priority – 10 working days Low priority – 21 working days	75%	69.00%	91%	Number of referrals received = 55 Initial action within set time scales = 50	94.00%	92%		75.00%	89%		95.00%	89%		91%	Average