

# SUCCESS MEASURES

2021/2022

	B	C	D	E	F	G	H	2021/2022		K	L	M	N	O	P	Q	R
1	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
2	(New) The number of people PARKING ('parking events') compared to pre-Covid numbers in 2019/20.	NEW - Parking – measuring impact of Covid	70%	n/a	132,655	Visitors 2019 - Q1, 190,234 2020 - Q1 Free Parking, No data available 2021 - 132,655	n/a	85%		n/a	80.48%	Visitors 2019 - 224,698 customers 2021 - 180,845 customers	n/a	89.80%	Customers 2019 - 205,883 2021 184,974		
3	People Reached by the HERITAGE SERVICE	Includes visitors to the Surrey Heath Museum, pupils taking part in sessions delivered in schools, elderly people taking part in reminiscence sessions and other enquires including historical research.	6,500	0	801	37 x enquiries (15 research enquiries on the collection or local history) 150 x school children 90 x care home resident 390 x visitors (only open for half of this quarter) 134 x reached via outreach event. In addition, we have reached 956 website page views.	500	1,926	Busy Free French Forces exhibition, holiday events, 2 x Supporter Group trips to heritage sites and joining forces with the Square for children's workshops. Return to normal figures pre-pandemic - Q2 2020 = 500.	808	1,293	232 schools 142 events 40 enquiries	22	1,612	Customers Visitors - 1,207 Outreach -405	5,632	Annual Total of Web hits - 37,039
4	Reduction in the Percentage of INACTIVE Surrey Heath RESIDENTS	A reduction in the % of 'inactive' (taking part in less than 30 minutes physical activity a week) Surrey Heath residents according to Sport England's Active Lives survey. Sports England's Active Lives Survey is sent to randomly selected households with the results published twice a year in April and October for the covering a rolling years' worth of data.	23%	20.30%	21%	change +0.7% a 0.7% increase from the previous year but given the pandemic this actually quite a positive result	20.30%	21%	Based on latest Active Lives survey data released 30th April 2021 covering period Nov 2019-2020	18.70%	22%	Based on activity levels May 20 - May 21	21.00%	21%	Based on activity levels November 20 - November 21	21%	A lower percentage result is better. End of year result last published result available.
5	People Attending Events at CAMBERLEY THEATRE	The number of people attending theatre and community events at Camberley Theatre.	55,000	0	1,965	Covid-related	80	4,760	The theatre reopened for full capacity performances in line with government guidance on 19 July. The summer period is ordinarily quiet for Theatre's when most are 'dark' for maintenance and while audiences prefer to be outdoors or on holiday.	1,214	19,545	0	12,896		39,166	End of Year result	
6	Food Businesses with a 'FOOD HYGIENE RATING' of 3 or Over	Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.	95%	96.40%	97.3%		96.96%	96.60%		95.95%	97.40%		96.60%	98.10%		98.10%	Snapshot at year end.
7	Environmental Health COMPLAINTS	NEW! Percentage of noise complaints that were closed during each quarter and number that were within 90 days	80%	75.00%	85%	45 closed out of 53 received	87%	86%	84 closed out of 98 received	88%	84%	32 closed out of 38 received	94%	92.5%	38 closed out of 40 received.	86%	229 cases out of which 198 were closed giving a percentage rounded down to 86%
8	Number of JOURNEYS BOOKED by community bus in a year	Number of journeys BOOKED for community bus in a year. Completed journeys also monitored. Always a number of cancellations, often due to illness.	24,000	5,246	1,109	Covid-related	4,849	3,070		1,158	2,388		857	2,189	A recovery plan for transport is required in 2022/2023 across the partnership that will outline the focus for our transport service going forward. Alternative considerations such as rationalising of the fleet across the partnership etc. has been discussed as part of Star Chamber process, if recovery is not to the levels required	8,756	End of Year Total  The reason for the reduction is primarily down to the impact of the pandemic where services were not used and many of those who used them previously needs have changed. Groups have not operated or returned post pandemic etc. whilst limited attendance at Windle Valley Centre, the return of the Saturday Club only in May 2022 etc. all impact numbers travelling.
9	Number of MEALS AT HOME products served in the Year	Number of "meals at home" products served in the year including both lunch and tea.	37,000	16,622	12,100	including tea packs	16,363	11,215		14,235	10,121		14,126	9,496	Solid performance throughout the year. Q4 figures impacted by spike in number of people in hospital over long term (12 at end of March) and service users who died during the quarter.	42,932	End of Year Total
10	Number of residents supported by COMMUNITY ALARMS	Number of residents supported by the community alarm service (could include two service users at the same address)	1100	1,111	1,101	increased from 1000 - previous quarter (Q4)	1,111	1,104		1,115	1,086		1,000	1,042	Number of connections is consistent, reduction is generally down to two person households reducing to one person, or leaving the service to be replaced with single occupancy.	1,042	End of Year Total

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11	<b>Number of referrals to SOCIAL PRESCRIBING service</b>	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
12	<b>HANDYPERSON service referrals</b>	Number of referrals to the newly introduced Handyperson service.	235	44	45	Covid-related	38	61		56	53		37	52		211	Total
13	<b>Percentage of COMPLAINTS Responded to Within Target</b>	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
14	<b>CUSTOMER SATISFACTION RATING of Good/Excellent to Exceed 90%.</b>	Customer satisfaction rating of good/excellent to exceed 90%	95%	100.00%	100%		100.00%	100%		100.00%	100%		100.00%	100%		100%	Average
15	<b>COUNCIL TAX Collected</b>	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.
16	<b>Non-Domestic (BUSINESS) RATES Collected</b>	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
17	<b>BENEFITS Processing - NEW</b>	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
18	<b>BENEFITS processing - CHANGES</b>	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
19	<b>INVOICES PAID On Time</b>	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
20	<b>Household waste RECYCLED and COMPOSTED</b>	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
21	<b>Percentage of streets falling below a GRADE B CLEANING STANDARD standard</b>	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
22	<b>Number of 'MISSED' BINS.</b>	<b>NEW!</b> 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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23	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%.
24	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
25	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%	9 appeals, all dismissed.	50.00%	73%	8 of 11	54.00%	63%	Q4 appeals = 5/8 = 63%	78%	Average
26	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.
27	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.
28	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.
29	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
30	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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31	<b>Planning Enforcement Breaches - REFERRALS</b>	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	<b>75%</b>	69.00%	<b>91%</b>	Number of referrals received = 55 Initial action within set time scales = 50	94.00%	<b>92%</b>		75.00%	<b>89%</b>		95.00%	<b>89%</b>		<b>91%</b>	Average