

Corporate Performance Report 2023/24

Quarter 2 (July, August, September)



Key to Performance Status Symbols

- Red - Focus of Improvement
- Amber - Initial Improvement Activity Identified
- Green - Achieving Target
- Pink - Baseline Measure

APPENDIX A Key to Milestone Status Symbols

- ▲ - Will slip more than 1 quarter
- - Slipped but to be completed within next quarter
- ★ - Completed within the quarter
- ✔ - Completed previously

	More Social, Affordable and Good Quality Homes							Comments
	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 YTD	Actual - Quarter 1 2023/24 YTD	Actual - Quarter 2 2023/24 YTD	Target Quarter 2 2023/4 YTD	Target - Quarter 3 2023/24 YTD	
BV213: Homelessness preventions	120.00	191.00	242.00	27.00	97.00	100.00	150.00	30/09/2023 The Housing Options Team have continued to face poor availability of private rented sector units, and affordability issues due to the cost of living crisis, which has made preventative work challenging. We have again experienced further staff issues, in particular long term sickness for multiple team members; subsequently impacting the workload of the team. Demand remains high and we continue to experience the complexity of the issues faced by presenting clients to be challenging, with an increase in those fleeing Domestic Abuse and those with complex mental health issues.
HDD1d: Number of affordable homes delivered (gross) by the Council (since 2014)	330.00	335.00	336.00	339.00	394.00	394.00	397.00	
HDD1e: Number of affordable homes delivered by the Council (current quarter)	37.00	5.00	1.00	3.00	55.00	28.00	3.00	
HDD1f: Number of private homes provided				0.00	33.00	33.00	33.00	









	More Social, Affordable and Good Quality Homes							Comments
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Let1: Number of days to let a General Needs property from ready to let				24.00	22.00			
Let2: Number of days to let an Independent Living property from ready to let				56.50	147.00			30/09/2023 The Council have a number of IL properties that are very difficult to let and this has a significant impact on average performance. This includes a really small property that cannot be converted (475 days to let), a Studio (664 days to let), a property with a very small bedroom (306 days to let). As the properties have been empty for some time there is an inevitable increase in the time reported to let void sheltered properties. The team have a good awareness of these 'historical' sheltered properties and a number have been identified for conversion, for example using communal cupboard space or communal bathrooms to convert studios into 1 bed properties. As part of the bi-annual review of corporate measures, work is underway to address the impact that the inclusion of 'historical' voids has on understanding overall performance and any changes to how performance is monitored will be reported to the Executive in Qtr 3. In addition to the anomalies within the reporting methodology, it is also important to mention that those IL properties that are desirable will usually take longer to let compared to a general needs property due to the support 'handholding' and arranging of removals, that said where the team are able to identify prospective residents early in the void process they will and this helps speed up the turnaround.
RP01a: Percentage of homes maintained as decent against national minimum DH standard	80.18%	80.07%	78.74%	82.44%	84.39%	88.16%	90.34%	
RSH BS01: Percentage of dwellings with a valid gas certificate	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS03: Percentage of properties that require an annual asbestos inspection / survey	n/r	n/r	n/r	100.00%	100.00%	100.00%	100.00%	
RSH BS04: Percentage of sites with valid legionella inspections certificate	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

More Social, Affordable and Good Quality Homes

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RSH CH01 (part 2): Number of stage two complaints made by tenants				25	49			30/09/2023 CUMULATIVE MEASURE Stage 2 complaints are spread differently across Housing services. This quarter 16.6% of Managing Homes complaints progressed to stage 2, 14.2% in Investment and 9.09% in Repairs and none at all within Providing Homes.
RSH CH01 (part1): Number of stage one complaints made by tenants				300	550			30/09/2023 CUMULATIVE MEASURE The total number of stage 1 complaints received has reduced considerably compared to the previous quarter (250 vs 300). This is mostly due to the number of Investment complaints dropping by around half.
RSH CH02 (part1): Number of stage one complaints made by tenants and responded to within CH timescal				203	381			30/09/2023 CUMULATIVE MEASURE 71% of stage 1 complaints being resolved on time, which is similar to the Q2 position in 2022/23. Social landlords sector wide are generally seeing a trend of increasing complaints volumes resulting from adopting a more standardised approach to complaints handling, and due to the efforts made to promote tenant complaints to ensure high standards are provided by landlords
RSH CH02 (part2): Number of stage two complaints made by tenants and responded to within the CH time				11	18			30/09/2023 CUMULATIVE MEASURE In nearly half of the Q2 stage 2 complaints (11) were received later in September meaning that at time of reporting (6th October) a large proportion are still open but still well-within response deadline. Because of this unusual pattern it's difficult to draw conclusions on the speed of response to stage 2 complaints this quarter
RSH Rep1: Percentage of emergency responsive repairs completed within target timescale				95%	96%			30/09/2023 In Quarter 2 492 out of 510 emergency responsive repairs were completed within the target timescale







More Social, Affordable and Good Quality Homes

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RSH Rep2: Percentage of non-emergency (Routine and Urgent) responsive repairs completed within target				75%	92%			30/09/2023 In Quarter 2 4592 out of 4994 non-emergency responsive repairs were completed within target
RV3: Number of Voids returned by Contractor				104	110	150	195	30/09/2023 In June 2023, the decision was taken to freeze the voids programme for emergency works to allow the Council to renegotiate a more competitive contract. This has now been completed. In addition, the Contractor is in the process of increasing the number of operatives working on voids and the impact of this is anticipated to see an uplift in properties returned in Qtr 3.

	Performance	Comments
 Brent Court Garages - Planning Decision		30 Sep 2023 The scheme was successful in achieving Planning at Committee.
 Burwell Road Phase 2 - Start on site		30 Sep 2023 Start on site has occurred.
 Cartref - Consultation and Planning Application		30 Sep 2023 Consultation is scheduled to take place this coming month - with a view to submitting a Planning Application by the end of the year.
 Ellis Avenue - Consultation and Planning Application		30 Sep 2023 Consultation is scheduled to take place this coming month - with a view to submitting a Planning Application by the end of the year.




Transforming Our Town

	Performance	Comments
 Arts & Heritage Trail - Finalise scope		30 Sep 2023 The team are continuing to review the full audit undertaken and working with partners to progress the final trail from an options appraisal.
 Leisure Box & Theatre - Options appraisal draft		30 Sep 2023 The team continue to work on the options appraisal report.
 Marshgate Biotech - Construction complete		
 Museum Audience Development Plan - Scope		30 Sep 2023 The scope for the audience development plan has been achieved, in conjunction with the Museum team. Further update to be found under milestone 'Museum Audience Development Plan - Consultation'.
 Museum Construction - Agree programme		
 Queensway LLP - Queensway North Business Plan updated		
 SG1- The Hub design team appointed		30 Sep 2023 The core professional design team has been appointed and are working closely with the project team and stakeholders/occupiers of The Hub.
 SITEC - Options appraisal		30 Sep 2023 Options appraisal is ongoing with partners.








	Performance	Comments
 Sport & Leisure Hub Design - Design begins		30 Sep 2023 Work is continuing with Morgan Sindall and partners, a feasibility study has been reviewed. A paper was taken to the Executive in October to progress design works.
 Stevenage Development Board - Agree workplan and governance format for 22/23 onwards		30 Sep 2023 Workplan is ongoing.
 Towns Fund - October 22 - March 23 - June Submission to Central Government		






	Co-operative Neighbourhoods							Comments
	Actual - Quarter 2 2022/23 ytd	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 YTD	Actual - Quarter 1 2023/24 YTD	Actual - Quarter 2 2023-24 (YTD)	Target - Quarter 2 2023/24 YTD	Target - Quarter 3 2023/24 YTD	
CD1 Number of people engaged in Cooperative Neighbourhood 'Community & Place' initiatives				1,700	3,400			<p>CUMULATIVE MEASURE</p> <p>Physical engagement totals are still being analysed. Digital engagement will take place over the autumn and winter ahead of the Pre-Election period. Ahead of schedule to hit the target of 4,000 by March 2025.</p> <p>Measure is benchmarked against the target figure included in the UKSPF investment plan. This number is 4,000 by March 2025. By the end of March 2022 we had secured 1,700 and expect to be in a similar position by the end of this financial year (March 2024), which would put us on track to exceed this target.</p> <p>A further tranche of digital engagement is planned, to supplement physical engagement activities carried out at events over the spring and summer.</p>
CWLS1: Everyone Active - Number of children (under 16) participating in facilities and outreach prog				22,139	19,804			<p>Everyone Active delivered a range of projects and activities aimed at under 16's between April and September. These include:</p> <ul style="list-style-type: none"> • Home Education Programme at Stevenage Arts and Leisure Centre (44 children aged 5-16 and 13 SEN children aged 5-13) • Holiday Activities in August including; Multisport sessions, Junior golf and netball camp • After school activities including; Tennis, Dodgeball and Table Tennis
CWLS2: Everyone Active - Number of BAME adults (aged 16+) participating in facilities and outreach				0	17,765			<p>Everyone Active have been working with the Integrated Care Board as part of the Innovation for Healthier Equalities Programme (InHiP) project to detect atrial fibrillation and hypertension in predominantly the BAME community. The tests have been offered through the mobile healthy hub to residents at community events. Since May they have performed 353 tests, 145 of these to BAME groups. Everyone Active have detected and referred five potential AF cases and 30 hypertensive cases which were referred via my NHS email to an NHS colleague who refers the patients details to their GP surgery.</p> <p>EA have provided 65 people with lifestyle advice who presented with moderate hypertension and 26 7-day diaries to those to record twice a day readings and advised them to contact their GP if the reading were continually high.</p>

Performance	Comments
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	Performance	Comments
<input checked="" type="checkbox"/> Consultation & Engagement Topic - GovDelivery topic creation		<p>Training to produce this element is now complete, but this has taken longer than anticipated, which has delayed the implementation of the actual topic.</p> <p>It is expected that this will be live in time for integration with a new tranche of digital engagement activities throughout the autumn and winter ahead of the pre-election period.</p> <p>This has been marked orange because it is now delayed beyond the original completion window. However, despite delays to digital engagement elements, this delay should be unblocked by the next reporting cycle.</p>
<input checked="" type="checkbox"/> Forward plan of meetings, walkabouts, workshops and events created for all six CN areas		<p>Completed ahead of first set of member meetings.</p> <p>Final dates for Ward Walkabouts/Visioning workshops being finalised in neighbourhood teams, but suggested times/dates highlighted for each group.</p>
<input checked="" type="checkbox"/> PropTech Digital Engagement - Analysis of 22/23 CN engagement activities		<p>Complete. This analysis has formed the discussion topic of the first set of Neighbourhood meetings.</p> <p>Over 3,500 responses were analysed, highlighting 5,807 prioritised themes down to a ward level. This will form some of the baseline information to inform Co-operative Neighbourhood Plans</p>

	A Clean, Green, Safe & Thriving Town							Comments
	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 YTD	Actual - Quarter 4 2022/23 YTD	Actual - Quarter 1 2023/24 YTD	Actual - Quarter 2 2023/23 YTD	Target - Quarter 2 2023/24 YTD	Target - Quarter 3 2023/24 YTD	
ASB6: Percentage of ASB cases resulting in successful enforcement action				16.00%	26.00%			30/09/2023 In Quarter 2, 26% of ASB cases resulted in successful enforcement. In Quarter 1, 16% of ASB cases resulted in successful enforcement. This indicates that more cases are resulting in successful enforcement. As a baseline measure this figure will be used as a starting point from which to monitor progress and compare outcomes with stock holding authorities of a similar size.
CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of Band C or above				55.00%	55.00%			30/09/2023 Similarly to last quarter, data is still being reviewed to improve and validate the energy data for SBC's housing stock
CS2: Number of fly-tipping cases reported in Stevenage				82.00	220.00			30/09/2023 Cumulative Measure 138 cases of fly tipping were reported in Stevenage in Quarter 2, a small increase from the same period last year (117 cases reported). 82 cases of fly tipping were reported in Stevenage in Qtr 1, a small decrease from the same period last year (84 cases reported). Activities to deter fly-tipping range from installing mobile CCTV cameras at known fly-tipping hotspots, and putting up signage that warns potential offenders of the fines related to fly-tipping around town. The Council continues to work with partners to enforce against perpetrators, and in 2022/23 there were 196 cases where the perpetrator was identified and removed the waste themselves.
ES1: Percentage of residential bins collected				99.45%	99.65%	99.00%	99.00%	
NI192: Percentage of household waste sent for reuse, recycling and composting	39.00%	36.60%	32.00%	42.00%		41.00%	37.00%	30/09/2023 This measure gets reported in arrears and the Q2 actual figure will not be available until the end of December. The actual figure for Q1 is now reported and achieved target. It is consistent with the figure reported in the same period in 2022/23. Officers are currently working with WRAP and their partners to consider solutions to increasing our household recycling rate and complying with governments "Simpler Recycling" initiative.
RSH NM01(part1): ASB cases associated with the Council's landlord function				22.00	54.00			30/09/2023 CUMULATIVE MEASURE 54 is the cumulative figure. 32 cases were reported in Qtr 2. In Quarter 2, there has been a 15.7% decrease in ASB cases when comparing Quarter 2 with the same period last year.
RSH NM01(part2) ASB hate incidents associated with the Council's landlord function				0.00	0.00			

	Performance	Comments
<input checked="" type="checkbox"/> Biodiversity Action Plan - develop new plan		30 Sep 2023 Herts & Middlesex Wildlife Trust (HMWT) delivered the draft document in September. Officers are liaising with HMWT to review and finalise the plan.
<input checked="" type="checkbox"/> Delivery of Place Based Health Inequalities Project with Healthy Hubs, Stevenage North & South PCNs.		30 Sep 2023 Due to low uptake on the Place Based Health Inequalities Young People Workshop, we have delay delivery to ensure that we are able to deliver the best provision for all involved. Delivery is now scheduled to start in mid-January, with the time in between utilised to build the number of participants through referrals. We are also working in the meantime to strengthen our current networks and build new connections with those within the different faith groups in the town. As an off-shot of the main workstream, we have our supplementary workstream that involves series of short films on the 5 ways to wellbeing that will be delivered to all schools in Stevenage over the course of Feel Good Week. This supplementary is being delivered in partnership with the Stevenage School Parliament.
<input checked="" type="checkbox"/> Development of a Heritage Trail for all (pedestrians/cyclists/disabled users)		30 Sep 2023 The Towns Fund project will focus on cycling and pedestrian connectivity. The connectivity project will focus on a few projects including a heritage trail for both cyclists and pedestrians. A section of the project relates to cycleway improvements, to create a nicer experience for cyclists. These improvements, working with HCC, could include wayfinding, better lighting, resurfacing, underpass artwork, etc. Work is ongoing with Stevenage Cycle UK to include a trail suitable for all.
<input checked="" type="checkbox"/> Electric Vehicle Charging / Service Station		30 Sep 2023 The Council bid for 12 new EV charging points within our Neighbourhood centres in early 2022. Bidding was successful, and funding received. Installation will start in Q2 23/24. Gridserve EV Charging Service Station approved December 2021; construction yet to commence. New MSCP includes 25% EV charging stations and the potential to increase to 50% in the future.
<input checked="" type="checkbox"/> Flat Block Recycling Pilot - infrastructure and communications		30 Sep 2023 31.10.2023: New recycling infrastructure and signage were installed at six pilot flat blocks across Stevenage, and new communications materials were issued. The project delivered 185% increase in the amount of recycling collected across the six sites. Monitoring of the existing six sites will continue and additional sites are being considered for delivery within this project.
<input checked="" type="checkbox"/> Shephalbury Park Tennis Courts-launch		
<input checked="" type="checkbox"/> Shrub bed conversion - sites identified		30 Sep 2023 Poplars and Symonds Green sites to be confirmed. Potential for not all sites to have works completed due to staffing issues.

	Performance	Comments
<input checked="" type="checkbox"/> Stevenage Station Gateway Area Action Plan – (Preferred Options) Next steps		<p>30 Sep 2023</p> <p>Following the report on the Preferred Options AAP at Executive in July 2023, the work will be incorporated into a Local Plan Review. The results of the consultation will help inform policy changes to Policy TC4 and the wider Local Plan and work will be ongoing into 2024. AAP second round of consultation completed in July 2023. Results to be incorporated in a Local Plan review scheduled for 2024/25.</p>
<input checked="" type="checkbox"/> Stevenage Walking Festival		
<input checked="" type="checkbox"/> Sustainable Travel Town Implementation Plan		<p>30 Sep 2023</p> <p>A working group with Herts County Council has been established and work is ongoing. Behaviour change is the key element and surveys to residents and workers in Stevenage being developed. Work is ongoing to compile a list of events to encourage active travel in the next 6 months. More events to promote active travel in the Summer 2023 are being organised. Potential dates include cycling festivals and the station's 50th birthday celebration, as an avenue to promote more behaviour change.</p>
<input checked="" type="checkbox"/> Young People's Healthy Hub (YPHH) - Progress digital engagement, social media content and promotion		
<input checked="" type="checkbox"/> Youth Evolve - Pilot		<p>30 Sep 2023</p> <p>Funding streams have only been agreed for Youth No More August/September. The course material will be written over the next few months for a launch April 2024</p>

	Balancing the Budget							
	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 YTD	Actual - Quarter 1 2023/24 YTD	Actual - Quarter 2 2023/24 YTD	Target - Quarter 2 2023/24 YTD	Target - Quarter 3 2023/24 YTD	Comments
CompGF1: % of council service customer complaints responded to within deadline	84.92%	83.33%	94.00%	85.50%	81.10%	75.00%	75.00%	30/09/2023 Performance overall is broadly within expectation, and there is relatively similar performance across individual services. At time of data input (6th Oct) a further 4.5% of cases raised in Q2 are still open and within response deadline, so final performance is likely slightly higher than reported.
CSC Sat: Customer satisfaction with CSC customer service	88.40	86.21	84.60	88.00	88.20	90.00	90.00	
Dig2: Number of online transactions through self-service portal				28,973.00	58,347.00			30/09/2023 CUMULATIVE MEASURE
Finance BV10: Percentage of non-domestic rates due for the financial year received by the authority	62.90%	89.98%	98.75%	39.70%	64.11%	60.00%	98.00%	
Finance BV66a: Rent collection rate	94.45	96.83	97.15	92.40	95.14	93.44	96.39	
Finance BV9: Percentage of council tax collected	59.30%	85.70%	94.00%	32.80%	59.00%	60.00%	86.00%	30/09/2023 The Council tax team continued to provide support for the Governments Energy Scheme £400 & £200 payments, diverting staff resources up to the end of April 2023. There have been vacancies and sickness in the team reducing staff resources, however 2 new staff have been trained. In addition, as at the 1/10/2023 the number of reminders now sent out is 69% higher than the 1/10/2022 as the team catch's up and summons have also increased by 16% compared to the same time last year. The council tax team have also seen an increase in Individual Voluntary Arrangement (IVA's) and Debt Relief Orders (DRO's).

	Performance	Comments
<input checked="" type="checkbox"/> Transformation ProgProposals to create specialist activity based team for Community Advice & Support	✓	