COTSWOLD DISTRICT COUNCIL

Delivering great services locally

PERFORMANCE REPORT:

April 2023 - June 2023

Summary Index

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A note on performance benchmarking

Benchmarking can be a useful tool for driving improvement; by comparing our performance with other similar organisations, we can start a discussion about what good performance might look like, and why there might be variations, as well as learning from other organisations about how they operate (process benchmarking).

When we embark on performance benchmarking, it is important to understand that we are often looking at one aspect of performance i.e. the level of performance achieved. It does not take into account how services are resourced or compare in terms of quality or level of service delivered, for example, how satisfied are residents and customers? Furthermore, each council is unique with its own vision, aim and priorities, and services operate within this context.

Benchmarking has been included wherever possible and additional investigations are underway to provide it for those metrics that are missing comparisons.

Overall Performance

The Council's performance has been mixed, with commendable progress in Tax Collection Rates and Planning Determination Times. However, the cost of living crisis continues to result in increased customer contact for certain services. The challenging economic situation has put additional strain on residents, leading to an upsurge in queries and concerns.

There are some indicators that are exhibiting a negative trend including the Percentage of Planning Appeals Allowed and Missed Bins per 100,000.

The Council remains committed to further improving its performance and service delivery and actively investing in the development and implementation of automation and self-serve options for customers. By providing accessible and efficient self-help tools, customers can address their queries and concerns independently, leading to a decrease in the need for repeated interactions with services. It will continue to monitor and assess the impact of improvement programs in reducing customer contact and enhancing operational efficiency.

Note: Currently, the Waste Data Flow Data remains unavailable, leading to the absence of updated recycling rates and tonnage indicators. As soon as the relevant figures become available, the recycling rates and tonnage indicators will be updated.

Percentage of Council Tax Collected

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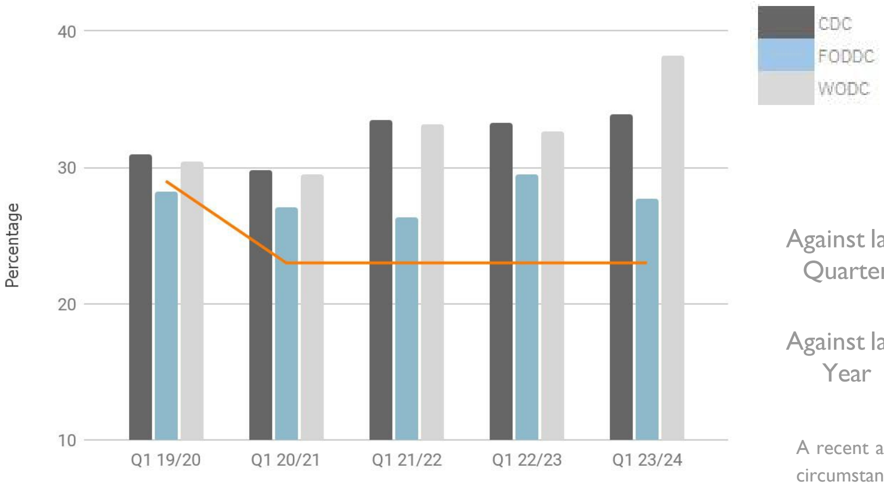


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↓	↑

Target for Q1

23%

Target for 2023/24

99%

How do we compare?

Council tax collected by 31 March 2023 as a % of amount collectable - SPARSE
There are 181 district councils in England. All 3 councils are predominantly rural

2022-23 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	97.97	52/181	3/6	32/72	Second
Forest	97.76	70/181	4/6	40/72	Second
West	97.12	94/181	4/5	49/72	Third

A recent audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. The recovery of these arrears had been suspended to support customers in difficult financial circumstances and to facilitate the adoption of a new Council Tax platform enabling self service payments. The recovery process has now been reinstated and the current cycle is up to date, resulting in significant improvements in the collection of those arrears through manageable payment schedules for those residents affected.

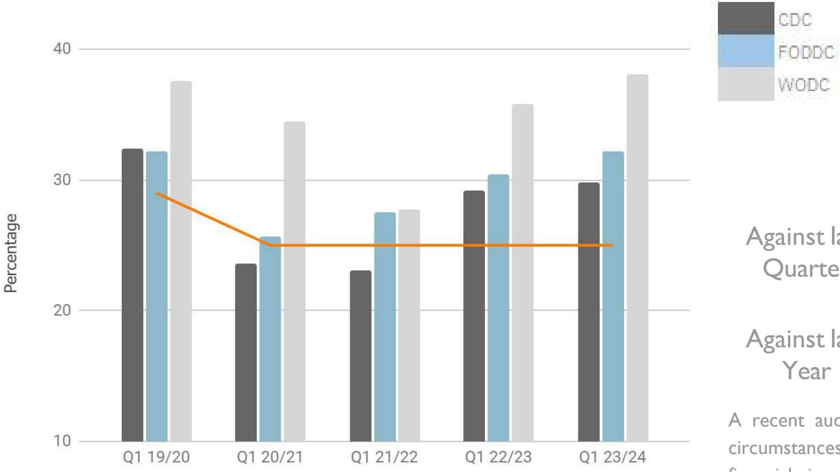
The service reports progress in collecting previous year's debt. The below table shows the percentage of aged debt that has been collected and the total outstanding:

	2020-2021	2021-2022	2022-2023	Total Outstanding
CDC	10.28%	12.29%	11.78%	£3,543,590

By the end of March 2023, authorities in England had collected £35.7 billion of council tax that related to 2022-23 (plus an additional £800 million of aged debt) and achieved an average in-year collection rate of 96.0%, an increase of 0.2 percentage points over 2021-22.

The collection rate for Q1 is well above target and the highest it has been since prior to 2019/2020.. As the target has been consistently hit in Q1, reinstating the previous target of 29% and investigating adjusting the targets for Q2 and Q3 respectively should be considered.

Percentage of Non-domestic rates collected



How do we compare?

Non Domestic Rates collected by 31 March 2023 as a % of amount collectable - SPARSE
There are 181 district councils in England. All 3 councils are predominantly rural

2022-23 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	94.07	177/181	6/6	71/72	Bottom
Forest	95.97	161/181	5/6	67/72	Bottom
West	98.39	53/181	2/5	20/72	Second

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↑	↑

Target for Q1

25%

Target for 2023/24

99%

A recent audit of the Council Tax Services indicated that a significant sum of arrears had accumulated during challenging circumstances associated with the pandemic. The recovery of these arrears had been suspended to support customers in difficult financial circumstances and to facilitate the adoption of a new Council Tax platform enabling self service payments. The recovery process has now been reinstated and the current cycle is up to date, resulting in significant improvements in the collection of those arrears through manageable payment schedules for those residents affected.

The service reports progress in collecting previous year's debt. The below table shows the percentage of aged debt that has been collected and the total outstanding:

	2020-2021	2021-2022	2022-2023	Total Outstanding
CDC	13.40%	13.32%	12.07%	£438,045

The arrears outstanding for previous year's debts for Business Rates include some data where the amount outstanding now is more than that brought forward at the beginning of the financial year. There are some processes which can increase the amount that needs to be collected, such as Rateable Value changes and amendments to liability. As Business Rates deals with large amounts of money, the outcome can outweigh the amount that has been collected.

The collection rate Q1 is just shy of being back to pre-pandemic standards by 2.5%. The recommendation is to reconsider the targets in line with Council Tax.

Processing times for Council Tax Support new claims

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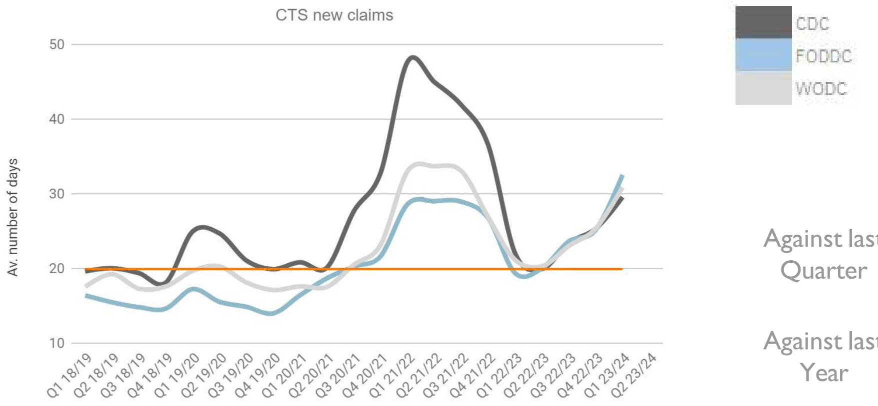

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↑	↑

Target for Q1

CDC	FODDC	WODC
20	20	20

How do we compare?

Gov.uk produces tables to show a snapshot of the number of CTS claimants at the end of each financial year.The below table shows number of claimants at the end of March 2023 and the percentage change from Q4 2022 for each authority, plus the data for all authorities in England

	Number of Claimants at end of March 203	Percentage Change since March 2022
Cotswold	1,926	-0.7%
Forest	2,240	-4.1%
West	1,745	-2.0%
England	1,393,323	-1.9%

Q1 started with a backlog of work for new claims and change of circumstances cases. The team have worked hard to get this backlog more under control. However, a large number of applications from residents as a result of the Cost-of-Living Crisis continues to be received. Initial changes to procedures to place more reliance on the customer to provide supporting documentation, have not been as successful as anticipated.

In order to improve performance, investigations were made into the automation capability. On speaking with other councils, who were able to achieve 70% of processing automation as opposed to the 40-45% that the service was achieving, it became apparent that the same capability was possible but processes had to change in order to maximise on the capabilities of the system.

This way of working will continue to be tested and monitored but week-by-week, the processing stats are reducing. By being up-to-date, the service will be able to stay on top of the processing stats and keep reducing them.

Processing times for Council Tax Support Change Events remains well within the target of 5 days. Although there has been a small increase from this time last year, the change is only marginal (0.29)

Processing times for Council Tax Support Change Events

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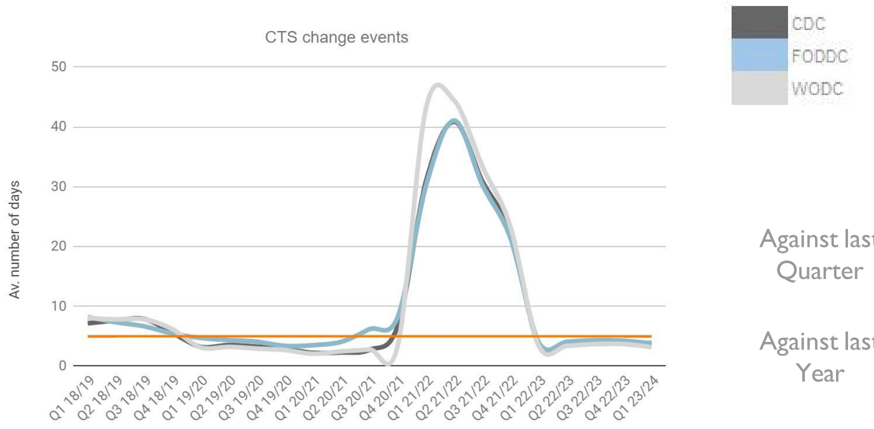

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	→	↓	↓
Against last Year	↑	↓	↓

Target for Q1

CDC	FODDC	WODC
5	5	5

Processing times for Council Tax Support Change Events remains well within the target of 5 days. Although there has been a small increase from this time last year, the change is only marginal (0.29)

How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Processing times for Housing Benefit Change of Circumstances

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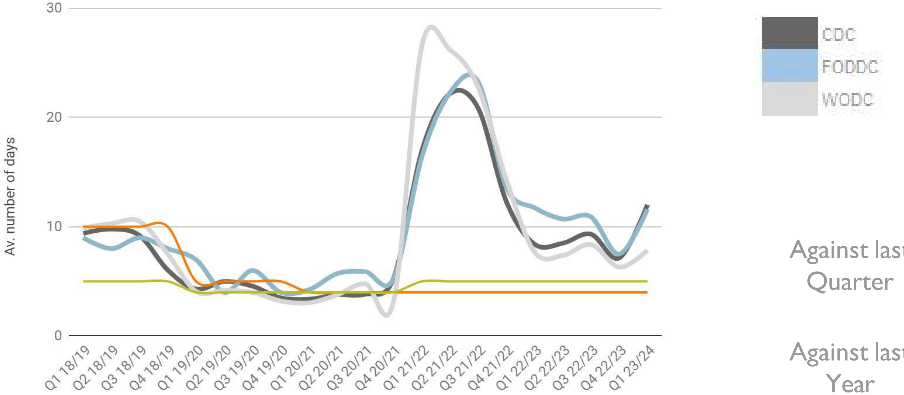

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↓	→

Target for Q1

CDC	FODDC	WODC
4	4	4

How do we compare?

SPARSE provide benchmarking data on the speed of processing for HB CoCs.The latest data set is from Q3 2022-23

Q3 2022-23 Benchmark	Days	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	11.00	157/179	4/5	62/72	Bottom
Forest	11.00	159/179	5/5	63/72	Bottom
West	11.00	162/179	4/4	64/72	Bottom

Please see [Processing times for Council Tax Support new claims.]
The observation for HB CoCs should be read in conjunction with the observation for HB CTS new claims and changes indicators as the work is performed by the same team.

Q1 commenced with a backlog of work for changes in circumstances.
It should be noted that the number of expected changes that would affect Housing Benefit are reducing significantly as can be seen by the number of HB changes assessed compared to the number of CTS changes assessed.

HB Changes - 946
CTS Changes - 4305

Managed migration of Housing Benefit to Universal Credit is being rolled out from April 2024 across the country. As a result, any delay in assessing a HB change can significantly affect the average processing days so we may potentially see an increase in future quarters before reducing again in Q4 when we receive a significant amount of changes that affect Housing Benefit

Percentage of Housing Benefit overpayment due to LA error/admin delay

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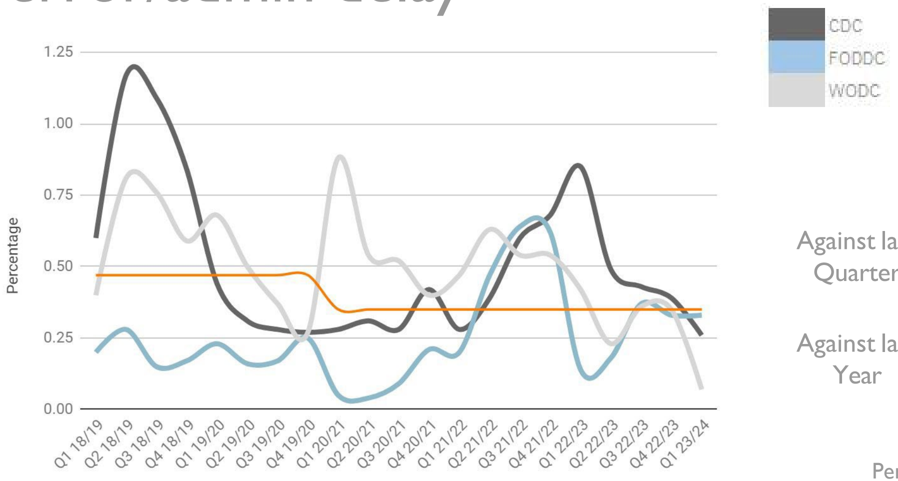

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	→	↓
Against last Year	↓	↑	↓

Target for Q1

CDC	FODDC	WODC
0.35	0.35	0.35

Percentage of Housing Benefit overpayment error is 0.26% for Q1, well within the target. Measures are in place to ensure that HB overpayments due to local authority error are reduced as far as possible. Around 20% of the HB caseload is checked by Quality Assurance officers who target areas which have high error rates such as calculation of earnings. In addition to this work, the service is signed up to the Department for Work and Pensions (DWP) Housing Benefit Award Accuracy (HBAA) initiative to tackle fraud and error.

Note: the national target is 0.47%. In 2020-21, the service set a more stringent target of 0.35%

How do we compare?

TBC

Customer Satisfaction - Telephone

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Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↓	↓
Against last Year	↓	↑	↓

Target for Q1

90 %

Target for 2023/24

90 %

How do we compare?

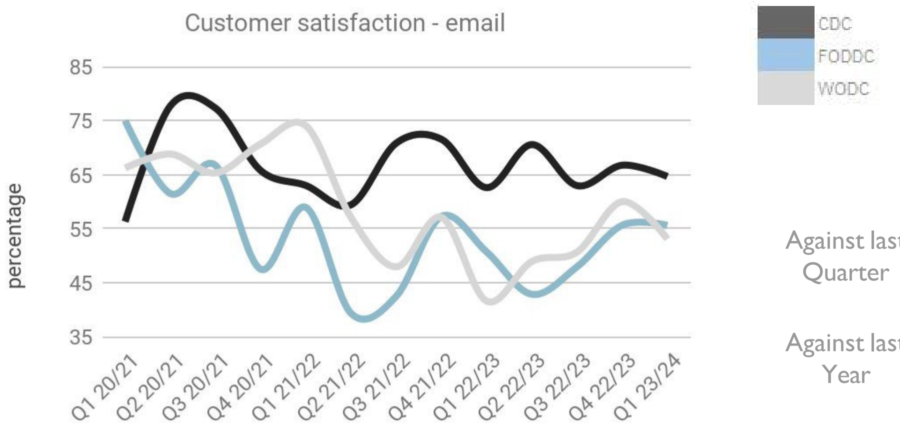
The Govmetric Channel Satisfaction Index is a monthly publication of the top performing councils across the core customer access channels. At least 100 customers need to be transferred to the survey to be included in the league table so even if satisfaction is high, it may not be included i.e. May and June for Forest in the below table. This is a national comparator

	Apr Rank	Apr Net Sat.	May Rank	May Net Sat.	Jun Rank	Jun Net Sat.
Cotswold	3	97%	3	98%	1	97%
Forest	2	98%	N/A	N/A	N/A	N/A
West	4	97%	1	100%	3	96%

Table topping levels of performance on Gov Metric for customer satisfaction!

Although this is a very small proportion of our calls, numbers are comparable to other District Councils, hence the 'league tables' being a useful comparator.

Customer Satisfaction - Email



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	→	↓
Against last Year	↑	↓	↑

Target for Q1

No Target

447 residents responded to the survey of which 289 were satisfied. This equates to a rate of 64.65% satisfaction for the quarter.

All outbound emails sent by customer services from Salesforce contain a link to the survey.

A piece of work was undertaken to review the responses from the email surveys due to the more negative responses. Upon review it appears to be dissatisfaction surrounding service failure; missed bins, container deliveries, responses from Planning or Housing etc. System and process improvements by the individual services are being implemented which may affect these figures in the future.

How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Customer Satisfaction - Face to Face

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Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↓	↓
Against last Year	↓	N/A	↑

Target for Q1

90 %

Target for 2023/24

90 %

Customer Satisfaction from face to face interactions continues to be high with a 97% satisfaction rate for the quarter. 31 out of 32 surveyed were satisfied with the service.

How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Note that any gaps in the data indicate no surveys were returned. This is especially apparent when the offices were closed during the pandemic.

Customer Call Handling - Average Waiting Time

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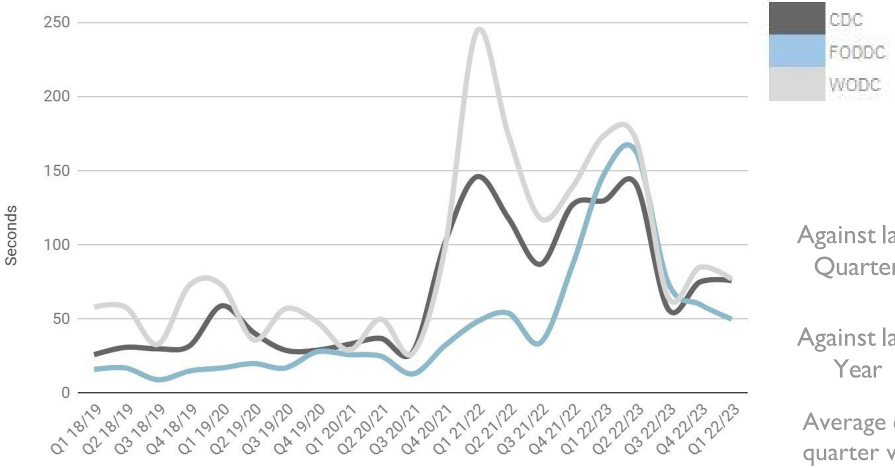


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	→	↓	↓
Against last Year	↓	↓	↓

Target for Q1

CDC	FODDC	WODC
	NO TARGET	

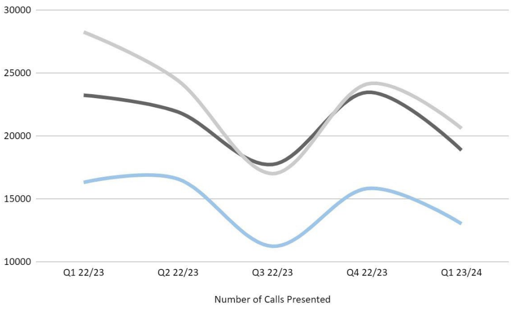
Average call waiting time for the Council remained largely unchanged in comparison to last quarter with a small increase from 75 to 76 seconds.

There has been a marked improvement from Q1 2022-23 with reductions in average from just under a minute.

How do we compare?

SPARSE are investigating pulling together Customer Services benchmarking data and if there is sufficient demand and suitably similar metrics to provide comparison across similarly rural local authorities we will work with them to assess any crossover in metrics and potential presentation.

Call numbers are going down as can be seen from the chart to the right. This trend is expected to continue with further work surrounding Channel Choice encouraging customers to self-serve where possible. The service are proactively working with other services to reduce processing times and repeat contact by using direct links to back office systems resulting in improved customer experience



Building Control Satisfaction

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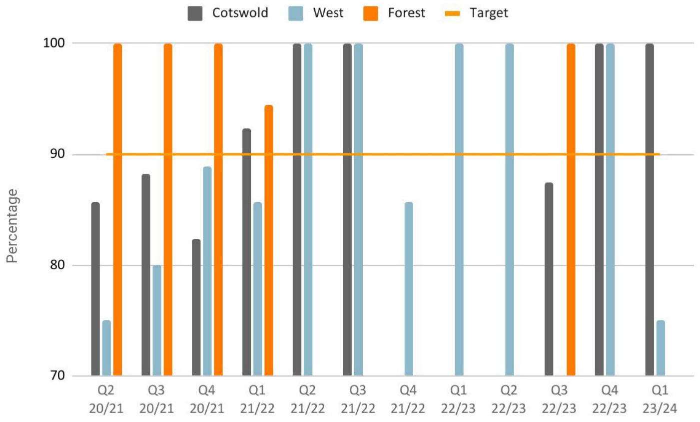


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	➡	N/A	⬇
Against last Year	N/A	N/A	⬇

Target for Q1

90 %

Target for 2023/24

90 %

Each month, the service conducts telephone interviews with customers who have received a completion certificate during the month. The customer rates the service on helpfulness of staff, quality of technical advice and other information, responsiveness, value for money, and overall satisfaction.

The data still suffers from low numbers of satisfaction survey returns but 11 surveys were completed in Q1, all of which were satisfied..

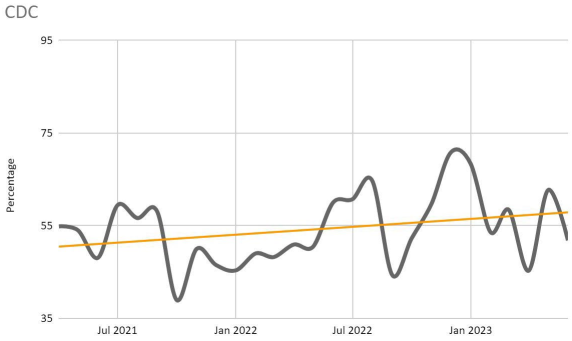
The service is in discussions with Customer Services to see if advisors have availability to conduct surveys on their behalf.

Building Control had 121 applications in Q1 and retains a strong hold in the share of the market. The below chart show market share over time

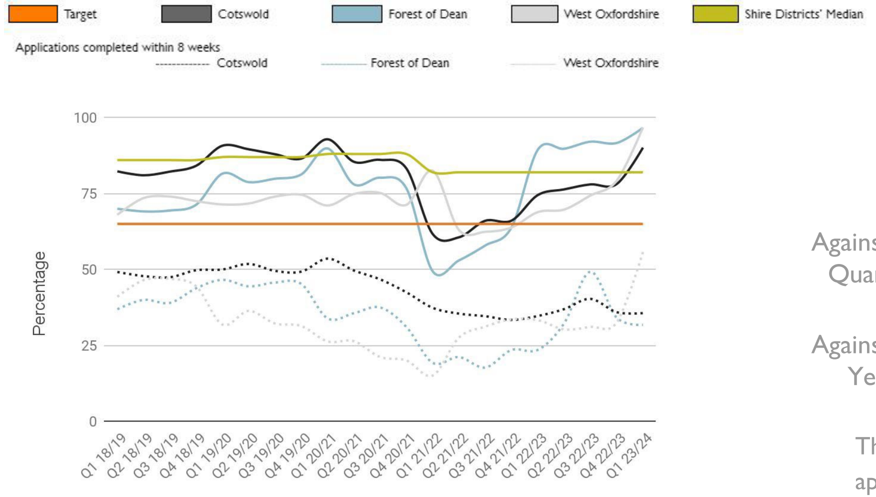
How do we compare?

Percentage of share in the market

	April	May	June	Number of Apps for Quarter
Cotswold	45%	63%	52%	121
Forest	63%	50%	69%	93
West	65%	70%	81%	145



Percentage of minor planning applications determined within agreed timescales (including AEOT)



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↑	↑

Target

CDC	FODDC	WODC
65	65	65

How do we compare?

Minor Developments - % within 8 weeks or agreed time
PLEASE NOTE SPARSE PROVIDE BENCHMARK DATA FOR CALENDAR YEARS AND THE CHART ABOVE AND STATS IN THE NARRATIVE ARE ROLLING

2022 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	76.18	131/181	5/6	52/72	Third
Forest	89.32 %	53/181	1/6	19/72	Second
West	74.43 %	143/181	4/5	59/72	Bottom

The service has performed very well processing Minor applications within times. 101 minor applications were determined in Q1, compared to 88 applications in the same period of the previous year.

Performance for Development Management continues to improve across the application types.

The key findings not requiring Member authorisation from the PAS report that went to each cabinet this quarter have been implemented which has seen an upturn in performance across the partnership.

If applications are not acceptable they are being refused early on in the process and if more than "simple tweaks" are required for an application, the Pre-App service is used.

Charges for the Pre-App service were launched in April which has resulted in more revenue and less enquiries. This has had an impact on the turnaround times for applications. Officers consider that if performance continues at this level then risk of special measures is mitigated

Percentage of major planning applications determined within agreed timescales (including AEOT)

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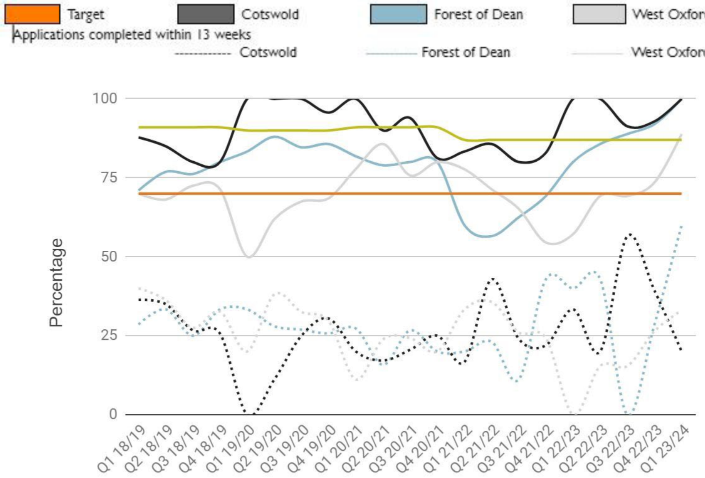

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	→	↑	↑

Target

CDC	FODDC	WODC
70	70	70

How do we compare?

Major Developments - % within 13 weeks or agreed time

PLEASE NOTE SPARSE PROVIDE BENCHMARK DATA FOR CALENDAR YEARS AND THE CHART ABOVE AND STATS IN THE NARRATIVE ARE ROLLING

2022 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	87.18	96/181	4/6	42/72	Third
Forest	92.00	63/181	2/6	24/72	Second
West	76.55	164/181	4/5	64/72	Bottom

The service has also performed very well processing Major applications within times, improving from last year to 100.00% for the quarter.
Five major applications were determined during Q1.

See slide for Minor Developments for further narrative

Percentage of other planning applications determined within agreed timescales (including AEOT)

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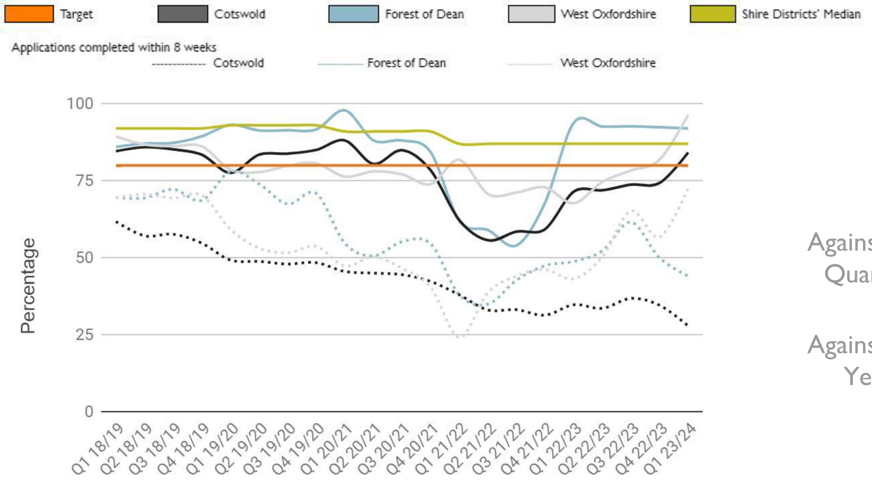


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↑	↑

Target

CDC	FODDC	WODC
65	65	65

How do we compare?

Other Developments - % within 8 weeks or agreed time

PLEASE NOTE SPARSE PROVIDE BENCHMARK DATA FOR CALENDAR YEARS AND THE CHART ABOVE AND STATS IN THE NARRATIVE ARE ROLLING

2022 Benchmark	%	District Rank	County Rank	Predominantly Rural Rank	Quartile
Cotswold	70.89	172/181	6/6	69/72	Bottom
Forest	91.30	69/181	1/6	26/72	Second
West	75.52	152/181	5/5	61/72	Bottom

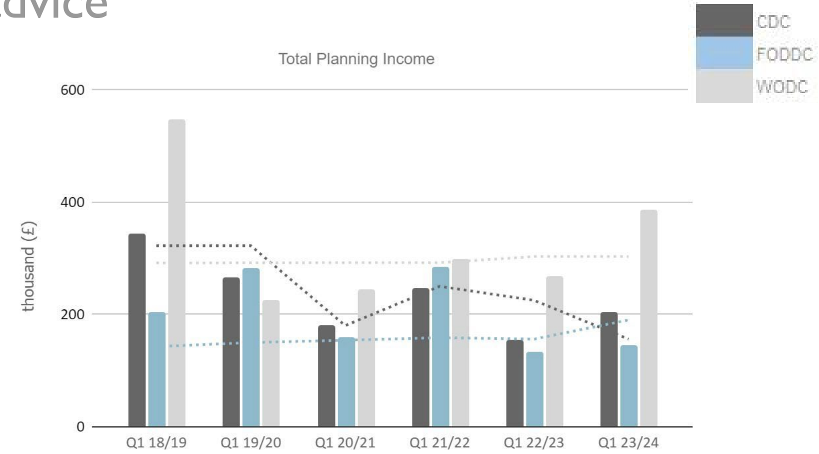
Determination times for Other applications have also improved reaching a rate of 84.21% for the quarter.

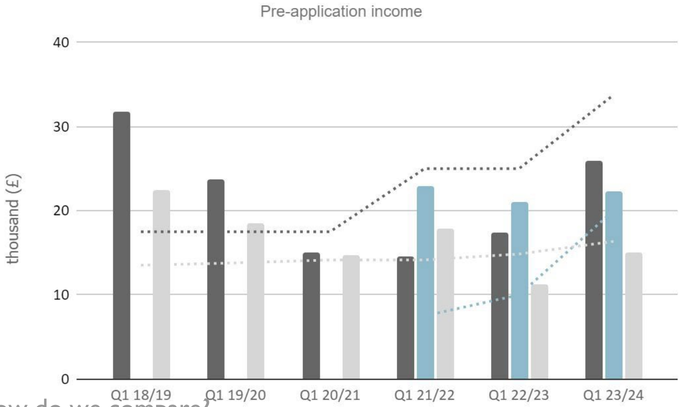
This is the first time the target has been exceeded since Q3 2020-21.

247 Other applications were determined in Q1.

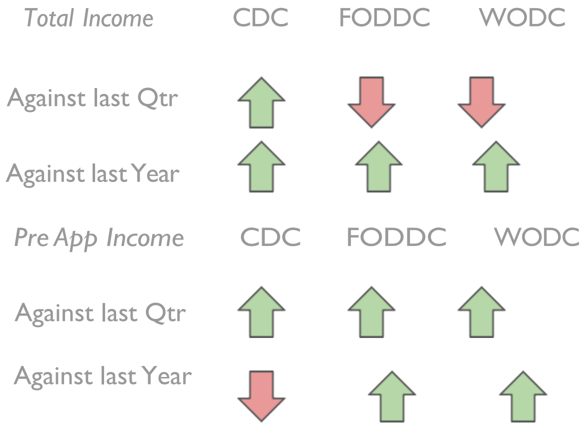
See slide for Minor Developments for additional narrative

Total Income achieved in Planning & Income from Pre-application advice





Direction of Travel



Targets Q1

Total Planning Income

155928

Pre App Income

33750

At the end of Q1, total planning income for the Council exceeded the target. In comparison to Q1 2022-23, there has been an increase for total planning income and pre-app income, although the target for Q1 pre-app income was not met.

Due to the cost of living crisis and the slow down in the economy, we may be seeing a slow down in larger developments in particular which could have an impact on income.

It is likely that we will continue to see fewer larger developments due to loss of confidence in the housing market coupled with the fact that the Council has a 5 year land supply so gets fewer speculative applications which tend to attract large fees.

How do we compare?

Planning Advisory Service (PAS) planned to benchmark back in [2021](). No data is available in the public domain, but the data team has been in contact with PAS to find further information and are awaiting an update.

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Percentage of Planning Appeals Allowed (cumulative)

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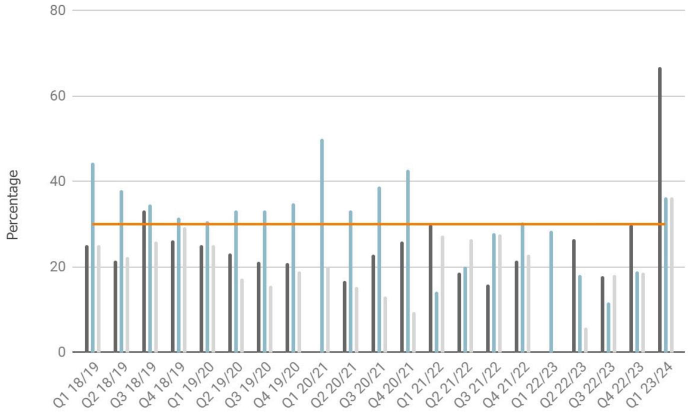

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter			
Against last Year			

Target

CDC	FODDC	WODC
30	30	30

This indicator seeks to ensure that no more than 30% of planning appeals are allowed (low is good).

Between 1 April 2023 and 30 June 2023, three appeals were decided; of which one decision was supported.

This equates to a percentage of 66.67% which is well above the target. As this metric is cumulative, it may well reduce throughout the year depending on how many appeals are received. As the base number of appeals is so low, which is good, when one or two are lost there is a disproportionate impact on the percentage outcome, which doesn't look favourable. This will need to be tracked over the year.

The service reports there has been a substantial reduction in enforcement cases.

How do we compare?

The Data and Performance Team have been in touch with the Planning Inspectorate to obtain a full data set.

Percentage of household waste recycled

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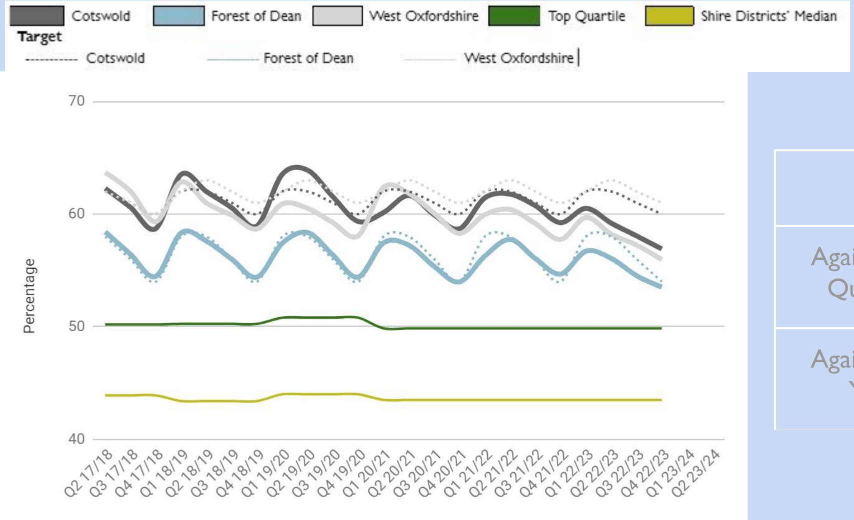

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter			
Against last Year			

Target for Q1

CDC	FODDC	WODC
62	58	62

The service is awaiting the data regarding recycling rates for Q1 and this will be updated as soon as they are in

How do we compare?

Percentage of household waste sent for reuse, recycling or composting

2021-22 Benchmark	%	District Rank	County Rank	Mainly Rural Rank	Quartile
Cotswold	59.20 %	9/174	1/6	2/37	Top
Forest	54.30 %	25/175	3/6	8/37	Top
West	57.70 %	15/175	3/5	4/37	Top

Residual Household Waste per Household (kg)

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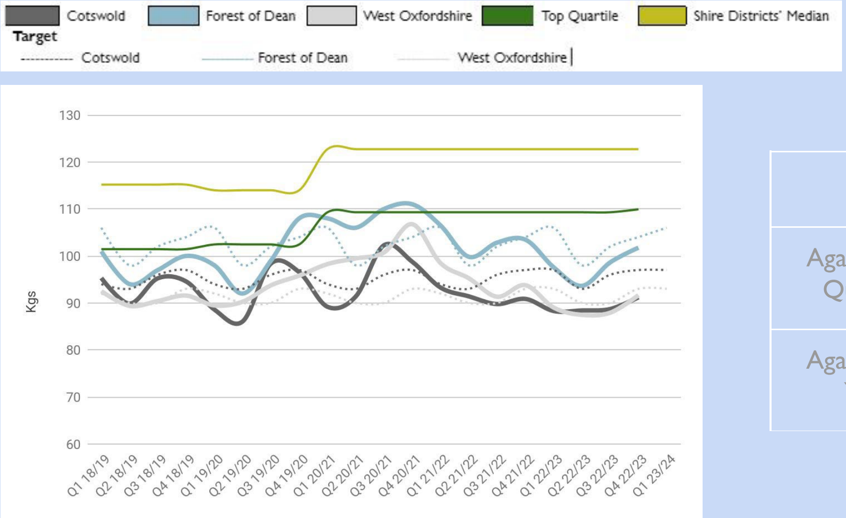


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter			
Against last Year			

Target for Q1

CDC	FODDC	WODC
97	106	93

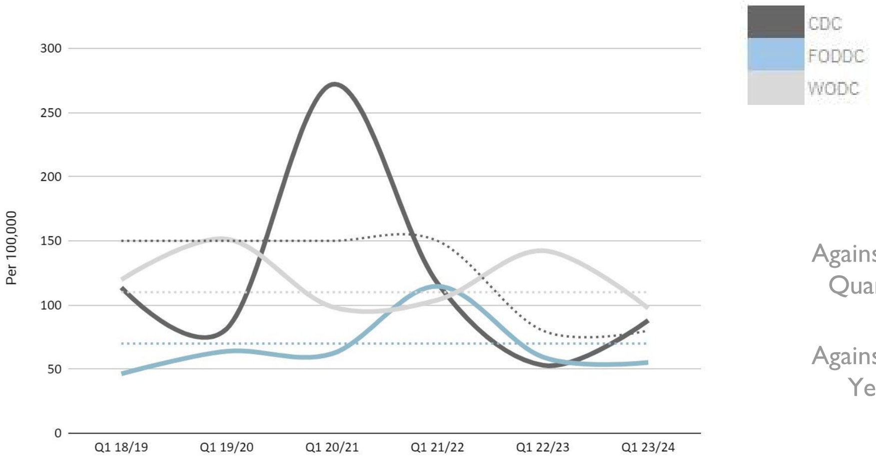
The service is awaiting the data regarding tonnage for Q1 and this will be updated as soon as they are in

How do we compare?

Residual household waste per household (kg/household)

2021-22 Benchmark	Tonnage	District Rank	County Rank	Mainly Rural Rank	Quartile
Cotswold	364.70	16/174	2/6	4/37	Top
Forest	412.10	38/174	4/6	12/37	Top
West	377.90	23/174	4/5	10/37	Top

Missed bins per 100,000



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	→	↓
Against last Year	↑	↓	↓

Target for Q1

CDC	FODDC	WODC
80	70	110

The number of missed bins per 100,000 increased in Q1 .

The number of missed bins for Q1 are above target and higher than both last quarter and this time last year. This has been attributed to issues with one particular round which has now been rectified. There has been a lack of supervisors at Ubico which could also have had an impact on this figure. Further training will mitigate this.

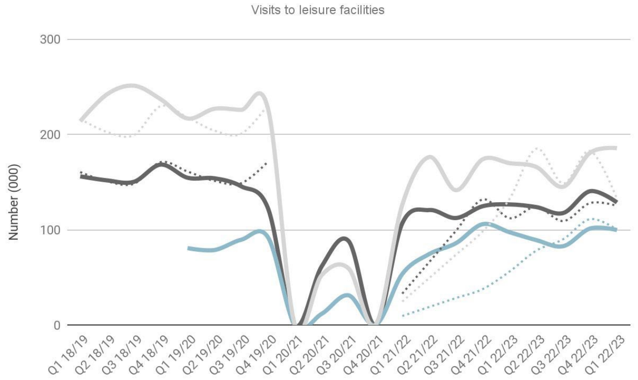
Note: since the implementation of In-Cab technology, the data source for missed collections is Alloy, In-Cab's back office system. This data source is more accurate than the previous data source.

The missed bins target was revised to 80 per 100,000 scheduled collections from 2022-23 Q1 to reflect improvements made over the previous year

How do we compare?

The Data Team are currently working with partners to compile the data return for APSE performance networks which will then provide benchmarking for this metric.

Number of visits to the three leisure centres & (Snapshot) Number of gym memberships



Direction of Travel

	CDC	FODDC	WODC
Gym Memberships			
Against last Quarter	↓	↑	↑
Against last Year	↑	↑	↑
Leisure Visits			
Against last Quarter	↓	↓	↑
Against last Year	↑	↑	↑

Target for Q1

	CDC	FODDC	WODC
Gym Memberships	2838	2459	3877
Leisure Visits	125k	100k	180k

The leisure targets were reviewed at the end of 2021-22 which resulted in increases in the target for visitor numbers.

Visits to leisure facilities at Cotswold decreased from last quarter but are 2k plus over this time last year.

Gym memberships remain steady albeit with a slight dip in numbers. An uplift in memberships compared to quarter four 2022-23 is apparent.

Note: Gym memberships were frozen during the first and third lockdowns. No targets were set for 2020-21

How do we compare?

The Data Team are currently working with partners to compile the data return for APSE performance networks which will then provide benchmarking for this metric.

(Snapshot) Number of households in B&B/hotel-type accommodation & Hostels (LA owned or managed); and Number of successful 'Move On' into suitable independent/long-term accommodation from B&Bs/hotels/hostels

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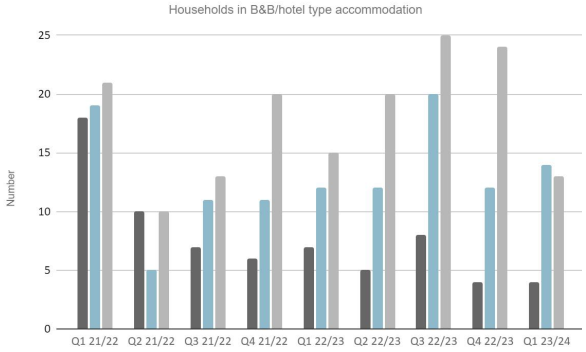
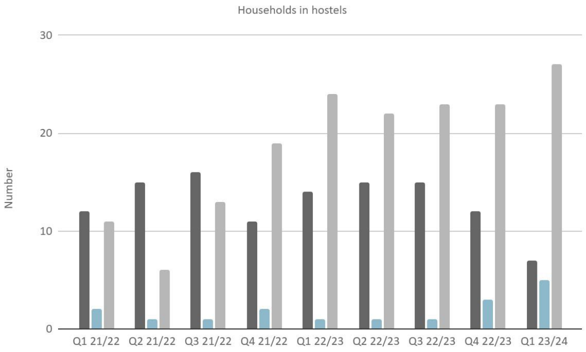
CDC
FODDC
WODC





Direction of Travel

		CDC	FODDC	WODC
Against last Quarter	B&B/Hotels	→	↑	↓
Against last Year	B&B/Hotels	↓	↑	↓
Against last Quarter	Hostels	↓	↑	↑
Against last Year	Hostels	↓	↑	↑
Against last Quarter	Move Ons	↓	↓	↓
Against last Year	Move Ons	↓	↑	↑

How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

Although homelessness continues to be an issue, the number of households presenting as homeless is going down at Cotswold, largely due to our strong prevention and early intervention focus. This is having a knock on effect in reducing the numbers of in B&B and hostels, and therefore is also reducing the temporary accommodation and move on.

As there has been a reduction in homelessness at Cotswold, West and Forest households have been able to utilise hostels in the district, therefore they are still running at capacity, with costs being recharged to the relevant authority. There are 3 hostels located in Cotswold district, one of which is exclusively for Cotswold Households.

Cotswold DC received a Homelessness Prevention Grant Top aimed at relieving some of the pressures around the Homes for Ukraine scheme. Usage of the grant to provide additional specialist staffing to free up the wider Housing Team has been approved alongside increasing prevention measure.

Further funding to work with Housing Association partners is being explored with the aim of delivering additional affordable properties, further easing pressures on the housing system from the refugee crisis. If deliverable, and developer dependant, these properties may become available in Q3/Q4

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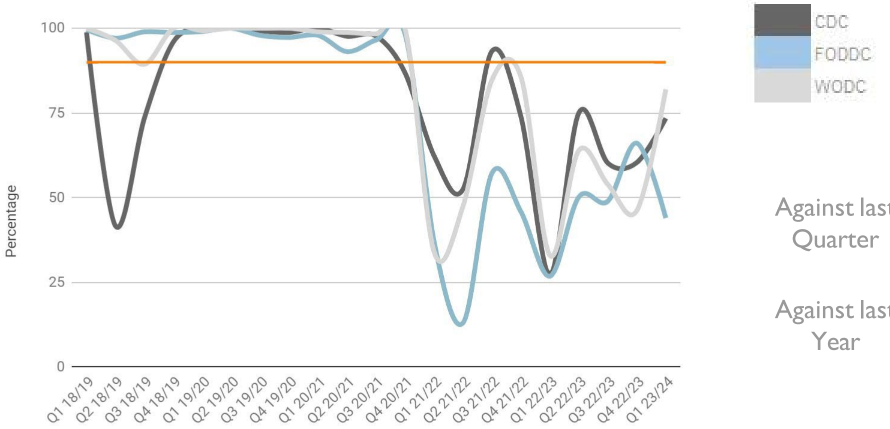
Percentage of official land charge searches completed within 10 days



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↓	↑
Against last Year	↑	↑	↑

Target for Q1

CDC	FODDC	WODC
90	90	90

The Councils performance has improved since last quarter and dramatically since last year. Although it is still below the 90% target, sitting at 73%.

The service has been working with internal consultees to build relationships and following these meetings, the consultees now understand the issues that can arise from slow responses.

The service is looking to streamline and this will include further training and discussions so that consultees know what is required of them.

The HLMR project will start later in the year.

How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

(Snapshot) Long Term Empty Properties

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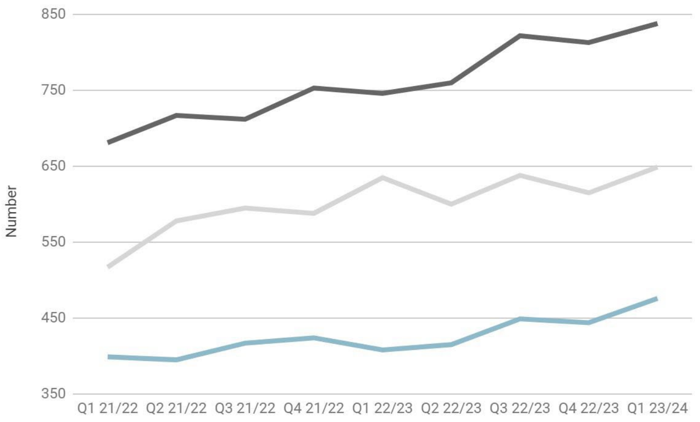


CDC
FODDC
WODC

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	↑	↑
Against last Year	↑	↑	↑

Target for Q1

CDC	FODDC	WODC

No Target

Properties continue to be added and removed from the list but as the graph indicates there is an upward trend.

Maintaining registers of long-term empty properties, can help monitor the situation, target interventions, and communicate with property owners more effectively. The LTE list is constantly being addressed with all owners being contacted by email, phone or letter in an attempt to bring properties back into use

There have been challenges within the team due to resource issues which has meant the strategy to identify and tackle the issue of long-term empty properties effectively has lost focus. However, the service reports the resource issue is now resolved and work will resume.

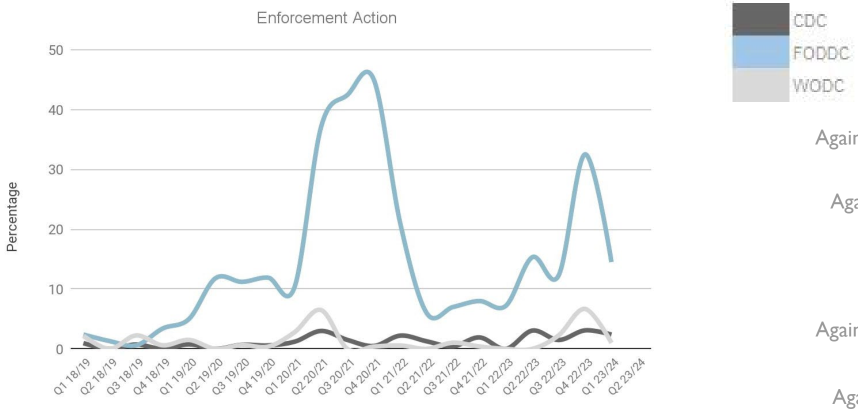
The service reports that properties are staying on the LTE list longer; anecdotal evidence suggests there are difficulties in getting building supplies for refurb work as well as the impact of the cost of living crisis. Most properties are individually owned and have to be followed up individually which is resource intensive, and will not result in the removal of large numbers from the LTE list.

How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

Number of fly tips collected and percentage that result in an enforcement action

(defined as a warning letter, fixed penalty notice, simple caution or prosecution)



Direction of Travel

	CDC	FODDC	WODC
Number of Fly Tips			
Against last Quarter	↓	↓	↓
Against last Year	→	↓	↓
Percentage Enforcement Action			
Against last Quarter	↓	↓	↓
Against last Year	↑	↑	↑

Target for Q1

CDC	FODDC	WODC

No Target

How do we compare?

Number of Fly Tips reported for year 2022-23 for Local Authorities in England
There are 301 authorities with a total of 995545 Fly Tips reported (Range - 34830)

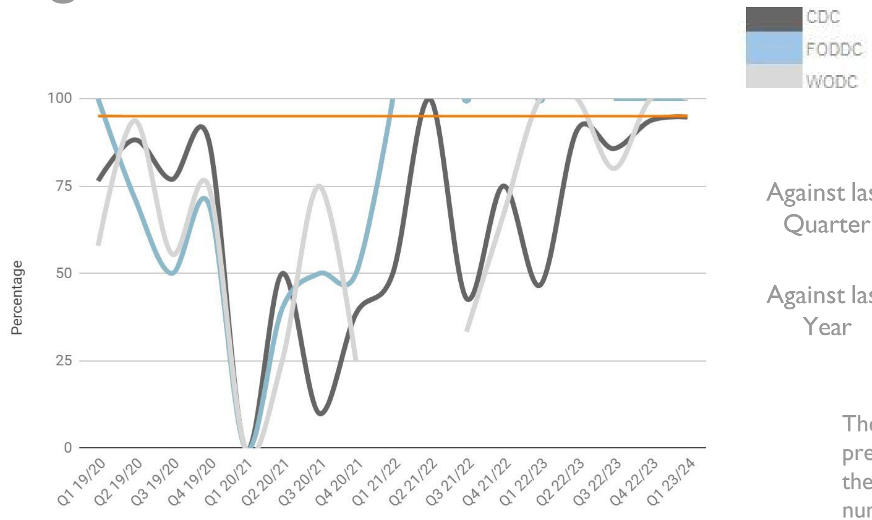
	No. Fly Tips for 2022-23	% Total Fly Tips	Absolute Value from Highest No. Fly Tips	Absolute Value from Lowest No. Fly Tips
Cotswold	1092	0.11%	33738	1092
Forest	1569	0.16%	33261	1569
West	1150	0.12%	33680	1150

There was a reduction in fly tipping across the district from last quarter. This has been attributed to the installation of CCTV cameras at fly tipping hot spots. This has also facilitated gathering evidence for enforcement action.

Although the enforcement action percentage has dropped to 2.38%, the Council has one case to be heard in September and 3 cases that are being recommended for prosecution including one for fly tipping at Green Lane. Four warning letters and 6 FPNs were issued in the quarter. The amendment for increased powers for Fixed Penalty Notices (FPNs) has not yet been implemented.

The service are also working with Ubico to tackle side waste being left out by residents.

Percentage of high risk food premises inspected within target timescales



Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↑	→	→
Against last Year	↑	→	→

Target for Q1

CDC	FODDC	WODC
95	95	95

The Council had 19 inspections, one of which was not inspected within the allotted time.The premises that was not inspected in time was a family business that worked irregular hours and the inspector needed to visit when they were in production.There have always been a higher number of required inspections in the district as there are more complex businesses within the district.

High risk work is naturally prioritised which can have an impact on lower risk scheduled inspection rates.The service now has a useful dashboard which is helpful for monitoring team performance and tracking lower risk scheduled inspections within the team.

There were two premises that required improvement following scheduled inspections; both of which have all improved to a score of 5.

How do we compare?

APSE performance networks are introducing benchmarking for environmental sectors for 2023-24

Number of affordable homes delivered (cumulative)

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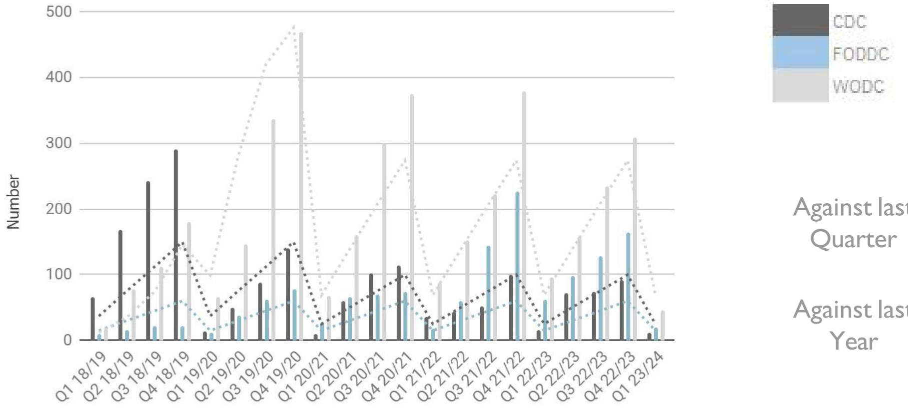

Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↓	↓
Against last Year	↓	↓	↓

Target for Q1

CDC	FODDC	WODC
25	15	69

Eleven affordable rent properties have been delivered in Cotswold at Upper Rissington and South Cerney despite the forecast of 68. Following changes within the team, work is underway to contact the Registered Providers (RPs) to assess the situation. Having contacted one of the RPs, the service report that 17 of the forecast properties for Q1, should actually have been forecast for Q1 2024-25.

The service reports that completions fluctuate over the year. A housing development period is at least 12 months, with some schemes phased over several years.

How do we compare?
No benchmarking currently available. The Data & Performance Team will investigate options

Note: this data is collected cumulatively from the beginning of the financial year to account for peaks and troughs

% High risk notifications risk assessed within 1 working day

(including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries)

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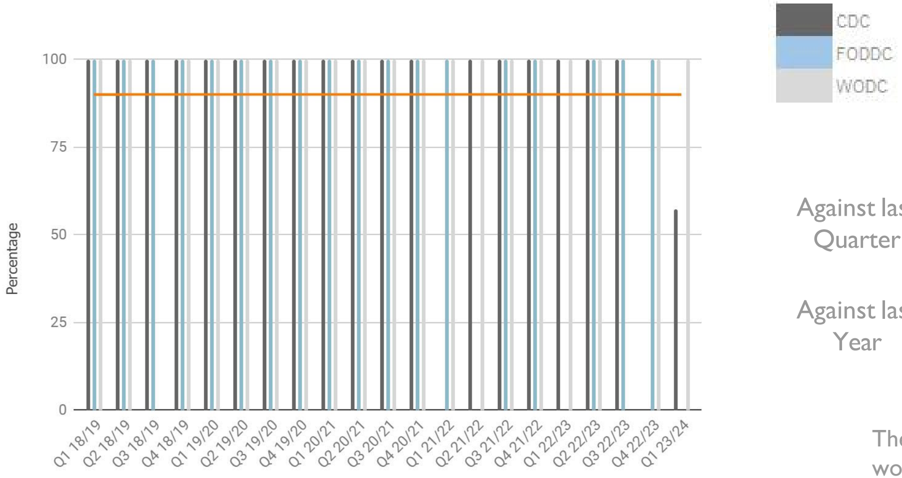


Direction of Travel

	CDC	FODDC	WODC
Against last Quarter	↓	↓	→
Against last Year	↓	↓	→

Target for Q1

CDC	FODDC	WODC
90	90	90

There were seven notifications received in Q1, three of which were not reviewed within one working day.

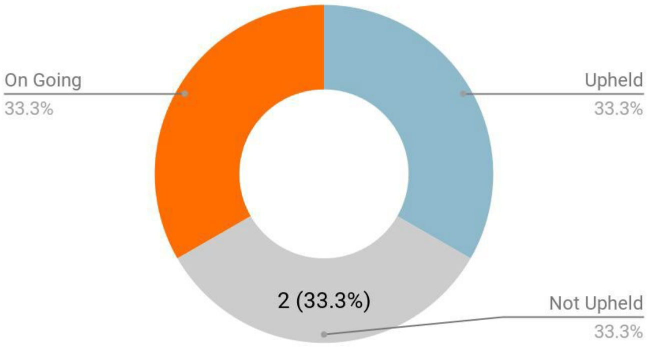
These notifications upon review, did not require a one day urgent response and the services are looking to ensure cases are managed and updated appropriately.

How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

Number of complaints upheld

Complaints by Status



Direction of Travel

Complaints upheld or partly upheld at Stage 1

	CDC	FODDC	WODC
Against last Quarter	↓	↓	↓
Against last Year	↓	↑	↓

Target for Q1

No Target

Target for 2023/24

No Target

How do we compare?

The complaints and enquiries received in the period by the Ombudsman
The decisions made in the period by the Ombudsman
Compliance with recommendations recorded during the period by the Ombudsman

2022-23	Received	Investigated	Percentage Upheld	Percentage Compliance with Recommendations	Percentage Satisfactory Remedy
Cotswold	10	1	100%	N/A	0%
Forest	6	1	100%	100%	0%
West	12	2	50%	N/A	100%
Similar Organisation			59%	100%	15%

Overall low numbers of complaints with a balanced picture of upheld/not upheld.

See the table on the following page for a breakdown of those upheld and partially upheld.

A new Customer Feedback Procedure went live on the 1st October 2021.
The new process has the following stages:

- Stage 1: Relevant service area responds to complaint within 10 working days
- Stage 2: Complaint is reviewed by Corporate Responsibility Team, response is signed off by relevant Business Manager, and sent to complainant within 10 working days
- Stage 3: Complaint is reviewed by relevant Business Manager, signed off by relevant Group Manager, and sent to complainant within 15 working days

Complaints Upheld or Partially Upheld Breakdown

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Service area	Description	Outcome/learning	Decision	Response time (days)
Council Tax	Ongoing issue with Council Tax dept	Dealt with by Service	Upheld	8
Planning	Complaint via Ombudsman regarding fathers land	Dealt with by Service	Upheld	14