



<b>Service Delivery Committee</b>	<b>Tuesday, 08 September 2020</b>	<b>Matter for Information</b>
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**Report Title:** **Corporate Performance Update (Q1 2020/21)**

**Report Author(s):** **Philippa Fisher (Head of Customer Service & Transformation)**

<b>Purpose of Report:</b>	To provide an update on progress during Quarter 1 of the 2020/21 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in 2020. The report combines updates on key service delivery achievements coupled with the Council's key performance indications in a single report.
<b>Report Summary:</b>	<p>There are 98 Key Performance Indicators for our Corporate Plan Objectives. These are categorised by each objective and service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system. There are two other ranks, a "blue" ranking and this is for indicators where work has yet to begin and a "white" ranking system where it is outside the control of the Council for delivery, and therefore cannot be ranked.</p> <p>Out of the 98 indicators, 58 were due for reporting as at the end of Quarter One. Of the 58, 45 were green status, 9 were amber status, and 4 were red status. This equates to 78% Green, 16% Amber and 6% Red status. It is important to note that the COVID19 pandemic has had a significant impact on the reporting of some of the KPI's and the ability to deliver.</p>
<b>Recommendation(s):</b>	<b>That the performance of the Council against its Corporate Objectives in delivering services be noted.</b>
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	<p>Stephen Hinds (Deputy Chief Executive) (0116) 257 2681 <a href="mailto:Stephen.hinds@oadby-wigston.gov.uk">Stephen.hinds@oadby-wigston.gov.uk</a></p> <p>Philippa Fisher (Head of Customer Service &amp; Transformation) (0116) 257 2677 <a href="mailto:philippa.fisher@oadby-wigston.gov.uk">philippa.fisher@oadby-wigston.gov.uk</a></p>
<b>Corporate Objectives:</b>	Building, Protecting and Empowering Communities (CO1) Providing Excellent Services (CO3)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision) Accountability (V1) Innovation (V4)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational/Transformational Change (CR8)

Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	Corporate Plan 2020 -2021
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. HRA Capital Programme (2020/21) - Q1 Financial Summary</li> <li>2. Lightbulb Highlight Report (Q1 2020/21)</li> <li>3. DFG Performance Report (Q1 2020/21)</li> <li>4. DFG Quarterly Dashboard (Q1 2020/21)</li> <li>5. HSC Performance Report (Q1 2020/21)</li> <li>6. HSC Quarterly Dashboard (Q1 2020/21)</li> </ol>

## 1. Introduction

- 1.1. As part of the Council's ongoing development to performance management and reporting, 2020/21 sees the next stage in how we measure and report Council performance (alongside the standard finance and statutory reporting framework).
- 1.2. The Council has produced 98 new Key Performance Measures for 2020/21, and these measures relate to each of the Council's three new Corporate Objectives as part of the Council's new five year Corporate Plan (2019-2024)
- 1.3. These measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the Corporate Objectives, and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.
- 1.4. The narrative from each service highlights the key activities, issues and outcomes that they have been working on, delivered or encountered during the first quarter of the year, and these directly correlate to achieving the Council's Corporate Plan.

## 2. Corporate Performance

- 2.1. The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's new Corporate Objectives.
- 2.2. There are three main objectives, with these being:
  - Building, Protecting and Empowering Communities
  - Growing the Borough Economically
  - Effective Service Provision
- 2.3. There are 98 Key Performance Indicators for our Corporate Plan Objectives. These are

categorised by each objective and service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system. There is also a “blue” ranking and this is for indicators where work has yet to begin, and therefore cannot be ranked. Finally, there is a “white” rating where the indicator cannot be met due to circumstances outside of the Council’s control. The scoring system has been applied using the following definitions:

- Green** Target fully achieved or is currently on track to achieve target
- Amber** Indicator is in danger of falling behind target
- Red** Indicator is off target or has been completed behind the deadline target.

2.4. Out of the 98 indicators, 58 were due for reporting as at the end of the financial year. It is important to note that COVID19 has had an impact on the reporting of some of the KPI’s and the ability to deliver and these have fallen into the white and blue categories.

Of the 58:

**45** were green status

**9** were amber status

**4** were red status

This equates to 78% Green, 16% Amber and 6% Red status. The previous quarter was 75% Green, 6% Amber and 19% Red. The following table identifies the Council’s performance, by objective and service delivery section.

**Chart 1: Performance Table by Corporate Objective**

Quarter One 2020/21	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	45	78%	9	16%	4	6%
<b>Corporate Priority</b>						
Building, Protecting and Empowering Communities	16	89%	2	11%	0	0%
Growing the Borough Economically	10	71%	4	29%	0	0%
Providing Excellent Services	19	73%	3	12%	4	15%

**Chart 2: Performance Table by Service Delivery**

Quarter One 2020/21	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	45	78%	9	16%	4	6%
<b>Department</b>						
Built Environment	17	65%	9	35%	0	0%
Community & Wellbeing	8	89%	0	0%	1	11%
Customer Service & Transformation	6	100%	0	0%	0	0%
Finance & Resources	6	75%	0	0%	2	25%
Law & Democracy	8	89%	0	0%	1	11%

(Continued overleaf)

### **3. Built Environment Update**

#### **3.1 2020-21 Housing Capital Programme**

The summaries provided within **Appendix 1** highlight that most elements of the capital programme were put on hold from Friday 20 March 2020 for various periods of time during the lockdown period. It is anticipated at the time of writing this report that all elements will be fully operational again from 1 September 2020 and that the full programme will still be delivered during the financial year.

It is proposed that the programme of customer satisfaction surveys for the capital programme will resume during the third quarter of the financial year.

#### **3.2 Gas Safety**

In terms of servicing and annual gas safety test, 98% compliance has been achieved as of 30 June 2020. The 22 properties without a valid certificate at that date were all tenants who had indicated that they didn't wish the service to be provided because of issues relating to Covid-19 and as a consequence are technically compliant. Contact is being maintained with these households to ensure access is gained to undertake servicing work as soon as is practicably possible.

#### **3.3 Lightbulb**

The Quarter 1 Partnership Highlight Report and Disabled Facilities Grant and Housing Support Co-ordinator Performance Reports are included at **Appendices 2 - 6** and consists of 5 documents.

- Lightbulb Highlight Report
- DFG Performance Report
- DFG Quarterly Dashboard
- HSC Performance Report
- HSC Quarterly Dashboard.

#### **3.4 Cleaning**

The provision of our front-line cleaning service to all housing sites and sheltered housing schemes has continued on a daily basis throughout lockdown and has been upgraded to help maintain community safety. The team of eight have maintained a 100% service throughout and not a single day or shift has been lost to sickness absence during the first quarter.

It is proposed to undertake an annual customer satisfaction survey for this service during the third quarter of the financial year but it should be noted that no complaints about the service were received from tenants in the first quarter.

#### **3.5 3G Pitch - Beauchamp College**

As reported in the Member's Bulletin, construction of the 3G pitch at Beauchamp College has been completed and will provide a fantastic facility for the Borough. The Borough Council has contributed £150,000 to this project, using Section 106 funding that officers have successfully negotiated from developers in relation to planning applications that the Council has approved. This project has been delivered through the hard work of a community partnership comprising the Council, Lionheart Academies Trust, Gartree High School, the Football Foundation and Oadby Owls FC. Work is ongoing to finalise community access agreements which we are aware is considered an important element of this project by Members. The key community user will be Oadby Owls FC who will use this facility to support and enhance all the work that they do with local children through

the sheer volume of teams under the Oadby Owls banner along with their Saturday football academy.

### 3.6 Exception Reporting - Built Environment

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Built Environment.

Reference	Measure/Activity	Target	Corporate Objective	Sub-Objective	Service	June 2020 Commentary	June Forecast
BPE 28	Estate walkabouts to be completed on time as published	100%	Building, Protecting and Empowering Communities	Informing, Including and Understanding our Communities	Built Environment	Unable to complete estate inspections due to COVID19 restrictions. Estate Inspections will recommence from July 2020 although tenants and partners not being invited to attend for first wave to keep numbers down ensure safety procedures adequate. Officers have been instructed to contact tenants via telephone to gain feedback on estate issues. This will be reviewed during Q2 and if practicable we will review inviting small numbers to attend.	amber
BPE 30	At least one tenant is involved on every block inspection	100% of inspections have tenant involvement	Building, Protecting and Empowering Communities	Informing, Including and Understanding our Communities	Built Environment	Unable to complete estate inspections due to COVID19 restrictions. Estate Inspections will recommence from July 2020 although tenants and partners not being invited to attend for first wave to keep numbers down ensure safety procedures adequate. Officers have been instructed to contact tenants via telephone to gain feedback on estate issues. This will be reviewed during Q2 and if practicable we will review inviting small numbers to attend.	amber
GBE3	To have all the necessary approvals in place to commence the redevelopment of Paddock Street	Mar-21	Growing the Borough Economically	Delivering Development of the Town Centres	Built Environment	BRP funding is agreed in principle but there are issues with funding agreements and transfer of funds due to legal issues with the funding body (Leicester City Council).	Amber
GBE4	To have commenced a mix use development comprising of GP surgery and residential in south Wigston	31/03/2021	Growing the Borough Economically	Delivering Development of the Town Centres	Built Environment	Agreed brief sent out to consultants for quotation using the Homes England Framework.	Amber

(Continued overleaf)

GBE 12	To complete a Tenancy Audit of all Council owned properties	24% of properties audited each year (100% over life of plan)	Growing the Borough Economically	Delivering on our Housing Need	Built Environment	This is an annual target and it is anticipated that this will be in place by the final quarter of the financial year 2020-21. However the team have been unable to attend tenants homes due to COVID19 restrictions. This will be reviewed in Q2 as part of recovery plan.	amber
GBE 14	To have completed a demand study for the Wigston Direction for Growth site	28/02/2021	Growing the Borough Economically	Attracting people and business to the Borough	Built Environment	The impact of Covid-19 on budgets led to a review of projects being match funded from Leicestershire Business Rates Pooling. The LLEP Board did not approve the proposed study due to changes to the funding arrangements.	Amber
PES 3	Void times for normal voids (those not requiring major works) kept to a minimum.	20 working days	Providing Excellent Services	Excellence for our Customers	Built Environment	There have been a total 16 revenue voids completed during Q1 with the average time taken to complete repairs to a lettable standard is 28 working days. This has been impacted by COVID19 restrictions.	amber
PES 6	Improve Customer Satisfaction with the repairs service delivered by the Housing Service.	100% of repairs surveyed, with 95% satisfaction rates for those returned.	Providing Excellent Services	Excellence for our Customers	Built Environment	The repairs service throughout the first quarter of the financial year 2020-21 was limited to emergency and urgent repairs only with all routine repairs put on hold as a result of the Covid-19 pandemic lockdown. No customer satisfaction surveys were undertaken during this period.	amber
PES 24	All tenant related call back requests to be responded to within targets set out in the SLA	95%	Providing Excellent Services	Improving how we work	Built Environment	89% of callbacks completed in line with service standards.	amber

## 4. Finance Update

### 4.1 Revenues and Benefits

The Revenues Team is responsible for the administration and collection of Council Tax and Non-Domestic Rates (NDR) for the Borough of Oadby and Wigston.

The Benefits Team also receives, assesses and administers the Housing Benefit service as well as facilitating the implementation of Universal Credit which will ultimately replace Housing Benefit for most working-age claimants.

### 4.2 Revenues

The Revenues Team is responsible for administering and collecting £30m of Council Tax and £12m of Non-Domestic Rates which it does on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service and Central Government as well Oadby and Wigston Borough Council itself.

The section is set specific collection targets for these income streams which are then included in the annual budget as part of the Council's core funding. Performance is measured through a comprehensive series of indicators which are reported to the area's management. Collection rates and arrears levels also are also reported as part of the Council's Key Performance Indicators.

The Revenues Team have actively been participating and are continuing to deal with the issuing of the government Business Grants in response to Covid-19. In attempting to assist with those struggling to pay their Council Tax instalments as the national lockdown was put into force, we offered our customers the option of pushing back their Council Tax instalments to pay from July 2020 up to and including March 2021, as opposed to paying April 2020 up to and including January 2021. Our support has aided over 150 residents.

#### 4.3 Collection Rates

Council Tax and Business rates collection have fallen behind their targets for this time of year. The impact of COVID-19 is evident from the Business Rates collection figures. The Revenues Team have been acting in response to Covid-19 by taking responsibility for the issuing of the government Business Support grants since the end of March 2020 and are still continuing to do so. As a result of the complications that have been brought about by Covid-19, we offered our residents the opportunity to push back their Council Tax instalments, allowing them to pay from June 2020 – March 2021 as opposed to paying April 2020 – January 2021. We have pushed back instalments accounts that would have a nil balance due to the Hardship Fund entitlement.

The Recovery Team have not yet taken any formal recovery action on any outstanding arrears by way of Council Tax or Non Domestic Rates as a result of the impact of Covid-19 on our local residents and businesses, although they have issued soft reminders to households in respect of Council Tax arrears. We are taking an incremental approach to recovery in view of the COVID19 crisis.

<b>Percentage of Debit Collected (Accumulative)</b>	<b>April (%)</b>	<b>May (%)</b>	<b>June (%)</b>
<b>Council Tax</b>			
Actual collection	10.14%	18.77%	27.69%
Target	10.94%	20.28%	29.39%
Actual Collection 2018/19	10.94%	20.28%	29.39%
<b>Non Domestic Rates</b>			
Actual collection	7.55%	10.34%	20.99%
Target	11.93%	19.31%	29.33%
Actual Collection 2017/18	11.77%	20.33%	29.19%

#### 4.4 Property Statistics

	<b>April</b>	<b>May</b>	<b>June</b>
No of Council Tax Properties	23,510	23,524	23,533
No of Council Tax Direct Debits	17,601	17,647	17,662
No of Single Person Discounts	7,298	7,298	7,313
No of Businesses	1437	1437	1437
No of Business in receipt of	650	649	666

#### 4.5 Benefits

The Benefits Team administers a total caseload of around 2800 claimants. New claims are processed against an average time target of 20 days for claims based on Universal Credit and 15 days for claims not based on Universal Credit.

	April	May	June	Total Q1
No of new claims processed	94	107	66	267
Avg. time taken per claim (days) – Combined	17.88	15.94	11.44	15.51 YTD
Avg. time taken per claim UC based	19.80	14.07	12.44	15.53 YTD
Avg. time taken per claim Non UC based	14.14	19.58	9.85	14.94 YTD

At the end of quarter 1, the average time taken to process a new claim based on Universal Credit was 15.53 days, inside the target of 20 days. The average time taken to process a new claim not based on Universal Credit was 14.94, inside the target of 15 days. Work is carried out to improve performance and meet targets, making decisions as soon as possible this we were receiving a significant higher number of claims due to the COVID19 pandemic. We received 267 new claims in Q1 compared to 183 in Q4 2019-2020.

Changes in circumstances are processed against an average time target of 5.5 days, down from 8 days last year. We are meeting this stretched target.

	April	May	June	Total Q1
No of changes received	1612	568	573	2753
Avg. time taken (days)	3.34	4	3.16	3.44 YTD

The Team also administers Discretionary Payments for both Housing Benefit and Council Tax Support.

	April	May	June
Cumulative successful claims			
Discretionary Housing Payment	17	33	42
Discretionary Council Tax Support	6	11	13

#### 4.6 Universal Credit (UC)

##### Activity

Universal Credit related activity continues to increase as more residents claim Universal Credit. In Q1 there has been a large increase in Universal notifications relating to Council Tax Support, up from 2111 in Q4 2019-20. This is not unexpected due to Covid19. Figures are expected to remain high as the Furlough scheme changes then ends.

Activity	April	May	June	Q1 total
Housing Benefit Stop notices	40	22	22	84
UC notifications for CTS	1096	1170	944	3210

#### 4.7 Exception Reporting - Finance

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Revenues and Benefits.

Reference	Measure/Activity	Target	Corporate Objective	Sub-Objective	Service	June 2020 Commentary	June Forecast
PES 32	Council tax collection rate	97.5%	Providing Excellent Services	Improving how we work	Finance and Resources	Target of 38.71% not achieved, actual is attained is 37.47%, pushbacked instalments have resumed, however no formal recovery yet in place due to Covid-19	Red
PES 33	NNDR collection rate	98.50%	Providing Excellent Services	Improving how we work	Finance and Resources	20.99% collected, target of 29.33% not achieved as a result of Covid-19 affecting local businesses	Red

### 5. Community and Wellbeing Services Update

#### 5.1. Leisure Contract

Although the leisure facilities were forced to close on 20th March due to Covid-19, Everyone Active organised a comprehensive package of virtual activities and classes for all exercise levels for members and non-members, which was very well received.

All membership payments for activities were frozen for the period other than those that requested an exclusive Gold Membership (supporter's package) who continued to pay their fees for the period allowing them long term benefits like price freezes.

The facilities have now re-opened on a limited offering of service and hours and take up has been positive. Feedback on the COVID19 safety guidelines being adopted has also been positive.

There is ongoing liaison with the contractor on recovery.

#### 5.2 Community Safety

Both the 2019-20 Delivery Plan and 2017-20 Strategic Plan for the Community Safety Partnership have been extended to cover 2020-21 in light of the disruption Covid-19 has had on key partner agencies.

The OPCC is satisfied with this approach and will be releasing 2020-21's funding allocation in due course. Addendums will be added to the Delivery Plan to reflect any changes in focus for partners post-Covid.

#### 5.3 Anti-Social Behaviour

A total of 23 ASB reports were received in Q1. Over a third of these reports related to drug taking. This was an increase from Q1 in 2019 where there were 20 ASB reports.

Our ASB Officer has and continues to liaise with partners regarding the receipt of several reports about the high amount of nitrous oxide canisters being found on our parks.

#### **5.4 Young People / Youth Provision**

The mental health of young people in light of Covid-19 has become a national concern. Locally, in light of easing lockdown restrictions, meetings will be taking place with partners across LLR to address these concerns from July onwards, and shape the new youth engagement landscape post-Covid. In Oadby & Wigston consultation with young people to shape this landscape will be a priority.

#### **5.5 Night Time Economy**

A response plan to the reopening of the Borough's NTE was drafted and approved ahead of the Government's intended re-opening date of 4 July. This plan was developed with input from across LLR to ensure a consistent approach, and drew locally on the shared knowledge of Council teams and partner agencies. Execution of the plan identified businesses in the Borough to ensure safe reopening and risk assessments were completed. Our Environmental Health team have been focusing on high risk businesses since re-opening.

#### **5.6 Brocks Hill Country Park**

During September there will be a review of the management of the grounds of Brocks Hill to balance the wild flower and bio diversity contribution and how these impact on the overall presentation of the park.

During COVID the input of volunteering hours was reduced which had a significant impact on the overall look and feel of the park.

Despite the lockdown, a range of tasks have been completed at Brocks Hill Country Park. These include the infrastructure with benches, gates, knee rails and wooden bins receiving timber treatment to prevent rot and improve their appearance.

#### **5.7 Community Engagement - Hub and Volunteering**

The Council's Community Hub was set up as an emergency response to the Covid 19 pandemic. Nearly 7,000 potentially vulnerable residents were contacted by phone and post in order to offer support where needed. Referrals have been received via elected Members, through the CSC, from Leicestershire County Council's First Contact Plus and direct from residents themselves. The Community Hub was initially open until the end of May; 7 days a week between the hours of 7:00am – 7:00pm. From June, due to a decrease in referrals, the opening hours were reduced to weekdays 9:00am – 5:00pm. A request for volunteer support was met with a strong response with 131 individual volunteers signing up and 37 voluntary groups or businesses coming forward. The majority of referrals have been for shopping and prescription collection other referrals such as befriending, emergency food parcels, financial assessments and emergency furniture have also been actioned by the team. Overall the feedback from residents has been overwhelmingly positive.

#### **Key Community Figures April – June 2020 – Q1**

Number of tasks completed by volunteers - 285  
Total NHS Good Sam Referrals – 88  
Total Community Hub referrals – 832

#### **5.8 Sport and Physical Activity Commissioning**

Due to Covid-19 the Sport and Physical Activity action plan was amended in order to adhere to the Government’s guidelines. Therefore the focus was on promoting local and national digital physical activity campaigns on being healthy at home during the lockdown. In line with the easing of restrictions this message was progressed to being active outdoors, whilst maintaining social distancing. During this time 60 family physical activity packs were distributed via the Neighbourhood Community Group and the Leicester South Foodbank, to families in areas of deprivation so they could continue to be active. Now the restrictions have been eased further a second action plan has been produced so programmes can be relaunched at the appropriate time.

### 5.9 Armed Forces Employers Recognition Scheme

This scheme encompasses bronze, silver and gold awards for employer organisations that pledge, demonstrate or advocate support to the armed forces community, and align their values with the Armed Forces Covenant.

The Silver Armed Forces Employers Recognition Scheme application was submitted in April. In July we were informed that the Council has now achieved the prestigious Silver Armed Forces Award.

### 5.10 Depot Teams

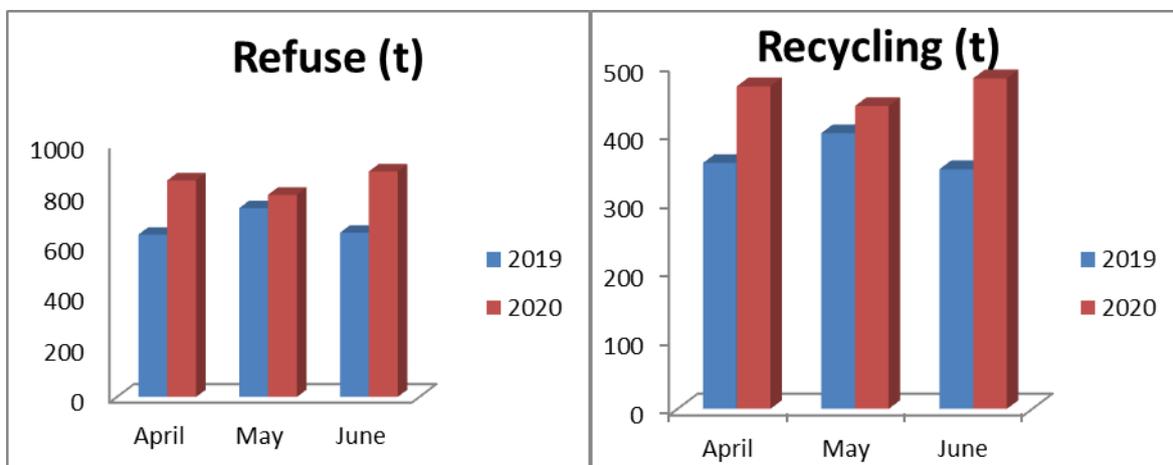
It has been business as usual with summer planting and grass cutting for our grounds maintenance. Due to COVID19 there has been increased sanitising of our litter bins and dog bins on a more regular schedule, plus sanitising benches, bins and play areas.

Due to the restrictions, the East Midlands in Bloom and the Green Flag award inspections were postponed until next year.

### 5.11 Refuse, Recycling and Garden Waste

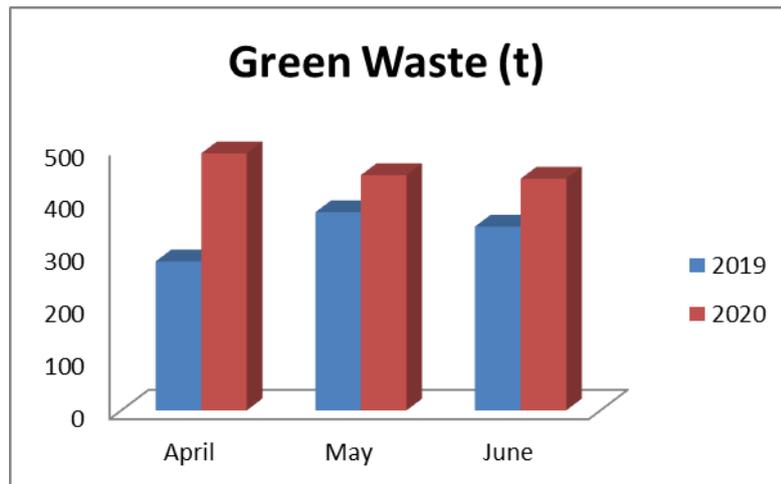
Despite the COVID19 pandemic our depot team provided a full ‘business as usual’ service without change apart from a brief halt on bulky wastes. The graphs below shows a significant increase in the ‘tonnage’ of refuse and recycling collected during Quarter 1 (during the lockdown period), in comparison to the same period last year.

Households during this period were producing extra waste and recycling resulting in the vehicles requiring extra trips to the tip each day.



(Continued overleaf)

The graph below shows a significant increase in the 'tonnage' of garden waste collected during Quarter 1 (during the lockdown period), in comparison to the same period last year.



### 5.12 Exception Reporting – Community and Wellbeing

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" status for the Community and Wellbeing Services.

Reference	Measure/Activity	Target	Corporate Objective	Sub-Objective	Service	June 2020 Commentary	June Forecast
PES 9	All tenant related ASB cases to have an agreed action plan in line with the Council's service Standards	95%	Providing Excellent Services	Excellence for our Customers	Community & Wellbeing	A total of 23 new cases opened in the first Qtr and of these 13 had an action plan completed in line with SLA timeframes. This equates to 56%. This is a new process for the team and the housing manager and Senior Office will be closely monitoring the team to ensure this is improve upon and to identify any barriers.	red

## 6. Customer Service and Transformation Update

### 6.1 Customer Service Centre

The Customer Service Centre closed to the public on 23 March 2020 and since then has been providing a 'business as usual service' virtually. The Customer Service Centre will currently remain closed as at this time as it is not feasible to open in a COVID19 safe way.

The table below shows call volumes based on 2019 versus 2020. This would indicate that residents are utilising other methods to find out the necessary information they require.

Call Volumes

	April Call volume	May Call volume	June Call volume
<b>Full Enquiries</b>			

2019	2,696	2,496	3,0335
2020	1,977	2,175	2,680
<b>Telephone quick enquiries/switchboard redirection</b>			
2019	2,496	3,406	3,038
2020	1,271	1,261	1,270

<b>My Account Sign Ups</b>	<b>April</b>	<b>May</b>	<b>June</b>
2019	408	394	307
2020	868	1,040	581

## 6.2 Customer Service Excellence Accreditation

Dedicated resource has now been allocated for secondment for this project. It is progressing well. As well as working on obtaining the Customer Service Excellence Award the Council is researching other innovative elements to help compliment the award that will help drive our cultural shift to a more customer focused Council.

## 6.3 Website

Final testing has been carried out and our new website launches on Wednesday 9 September. The website has been designed and styled to be much more friendly to online readers. It is easy to navigate and also works much more effectively on other mobile platforms. The content has been reviewed and is of good quality with easy to find information.

## 6.4 Chatbot

As part of our ongoing commitment to innovation and using technology to support our communication with residents and businesses, we launched 'Alfie' our Council chatbot. This coincided with the start of the pandemic and was used as a quick signposting mechanism for items related to COVID19. As we move into phase two we will be launching at the beginning of October a fully interactive chatbot.

## 6.5 Paying on Line – Move to CIVICA

Our current payment system (Paris) is due to no longer be supported from the end of the year. We were due to implement CIVICA on 19 August 2020. We are waiting a new implementation date very shortly.

## 6.5 Exception Reporting – Customer Service and Transformation

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Customer Service and Transformation. There are no red or amber statuses for Customer Service and Transformation.

### **Exception Reporting – Customer Service and Transformation**

There is no exception reporting for Customer Service and Transformation.

## 7.0 Law and Democracy Update

### 7.1 Corporate Assets

In Q1 the Corporate Assets Team were particularly impacted by the lock down and the impact that it had generally on the use of the Parks and Open Spaces and Community Centres, however the down turn in routine work enabled the implementation of the new Cemetery Policy (Rules and regulations) by the end of April completing KPI BPE1.

Further work on the development of a refurbishment strategy for parks, play area and open spaces (BPE19) and the redesign of the play area inspection programme (BPE20) has been delayed but officers are confident that the objectives can be recovered by March 2021.

## 7.2 Environmental Health and Licensing Teams

The Environmental Health and Licensing Teams were perhaps the most severely impacted teams during the pandemic with officers being pulled away from routine work to focus specifically on Covid related issues. Despite that officers were able to increase the number of HMO's registered from 8 in May to 16 in June (GBE6) and although delayed have continued and now accelerated the implementation of the Selective Licensing scheme in South Wigston (GBE7) which means that full implementation remains on target for March 2021. Likewise the Licensing Team met their statutory target of ensuring all licensing applications were dealt with in accordance with statutory time scales (PES20). The team were also able to harness information provided to the council as part of the governments' business support packages to identify 63 premises that fall within the Miscellaneous Licensing definition.

Physical food safety inspections (BPE3) were placed on hold by the Food Standards Agency (FSA) however officers have continued to engage with businesses providing up to date guidance and support. At the time of writing, an action plan was being prepared to ensure that all outstanding inspections will be completed by March 2021 in accordance with the updated FSA guidance.

## 7.3 Electoral and Democratic Services

The Bi-annual review of the constitution (PES22) was brought forward to enable new standing orders to be made to facilitate the move to remote meetings following a change in legislation. Officers have completed the migration to paperless committees (PES19) and further progress on this performance indicator is now reliant on continued member engagement.

## 7.4 Exception Reporting – Law and Democracy

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the rest of the Council.

Reference	Measure/Activity	Target	Corporate Objective	Sub-Objective	Service	June 2020 Commentary	June Forecast	July 2020 Commentary
PES 19	To continue to facilitate the migration towards 'paperless committees'	100% of members and officers by 31 March 2021	Providing Excellent Services	Improving how we work	Law and Democracy	As a result of the Pandemic all meetings were moved to Zoom however 12 members are still in receipt of paper agendas	Red	It is hoped that the successful transition to virtual meetings during lockdown will have the effect of encouraging more Members to embrace the benefits of paperless working and continue progress towards achievement of this target.