

Q4 19/20 Gloucester City Council Quarterly Performance Report

This report sets out the Council's performance against a set of key performance indicators.










PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Short Term Trend – At a Glance



















Short Term Trend – Improving

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD1	Number of affordable homes delivered, including: affordable rent; social rent; rent to homebuy; shared ownership; Low Cost Home Ownership discount. Data presented is cumulative across each year.			
CGD6	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.			
CIE3	Percentage of total waste recycled			
H23	Average number of Households in Temporary Accommodation			
H24	Average number of households in B & B			
H9	Number of families with children in B&B accommodation beyond 6 weeks			
HR1	Staff Turnover			
PG8	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			
VE2	Museum of Gloucester Footfall			

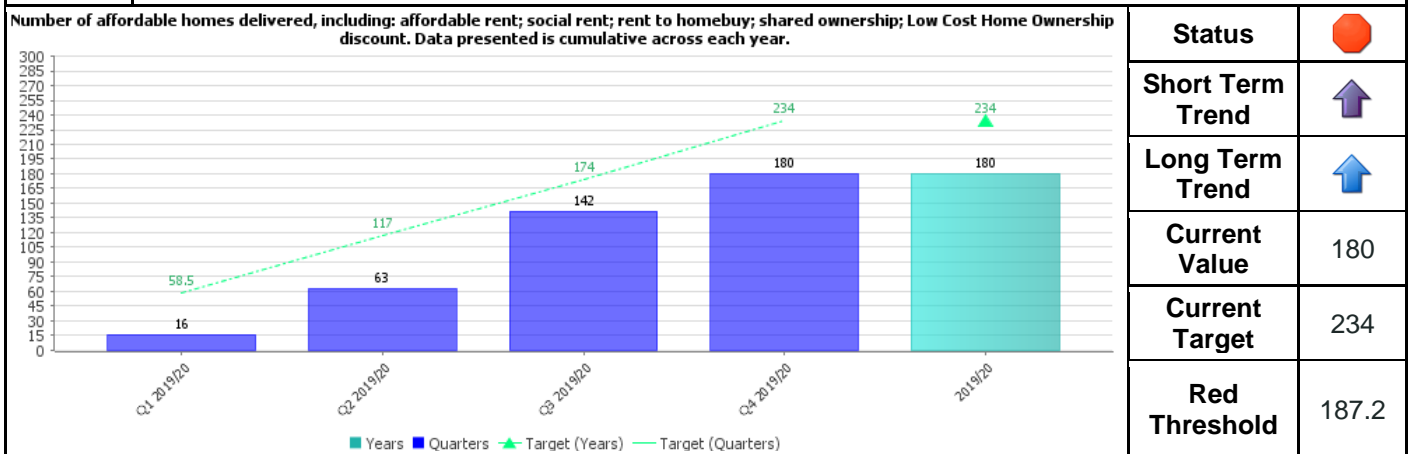
Short Term Trend - No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD5	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
CIE21	Number of active groups involved in open space management			
CST1	Average wait time for customers to be seen (Face to Face)			

Short Term Trend - Declining

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD14	Percentage of affordable housing built to Category 2 building regulations standards			
CGD15	Percentage of affordable housing built to Category 3 building regulations standards			
CIE4	Percentage of domestic waste collected on time			
COMM3	Percentage of Positive Media Coverage			
CST8	Percentage of complaints that escalate to stage 2			
HR4	Absence Rate			

CGD1 **Number of affordable homes delivered, including affordable rent; social rent; rent to homebuy; shared ownership; Low Cost Home Ownership discount. Data presented is cumulative across each year.**



It was expected that the completion of new build affordable homes would drop in the fourth quarter with the majority of schemes delivering in the first three quarters. In fact the fourth quarter has been mixed picture as result of the impact of the Covid-19 virus.

The Marconi site at Waterwells has seen a delay due to Land Registry Title issues, these have been resolved. This combined with the virus means that no properties have been completed in the last quarter.

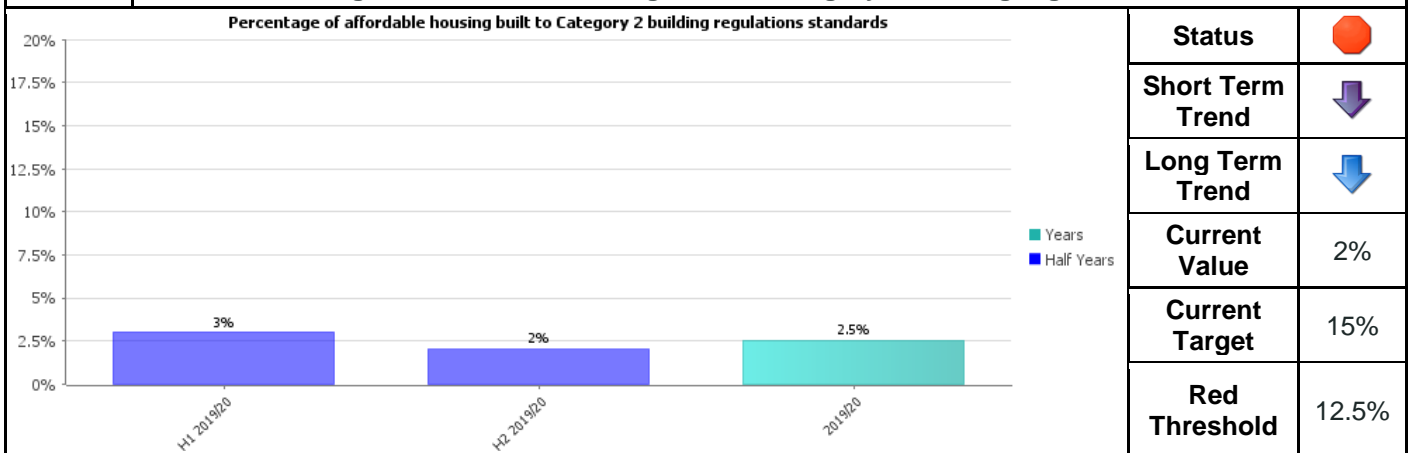
Guinness have completed 29 homes for Shared Ownership sale on the Quays site, 18 more than had been expected.

GCH also completed 3 Affordable Rent bungalows at Parklands in Sevenvale.

Many construction sites having ceased work, and supply chains closing down. It is likely that there will be few Affordable Housing Completions in Quarter 1 of 2020-21, and at present Housing Associations are not in a position to advise on revised trajectories.

City Growth & Delivery Manager

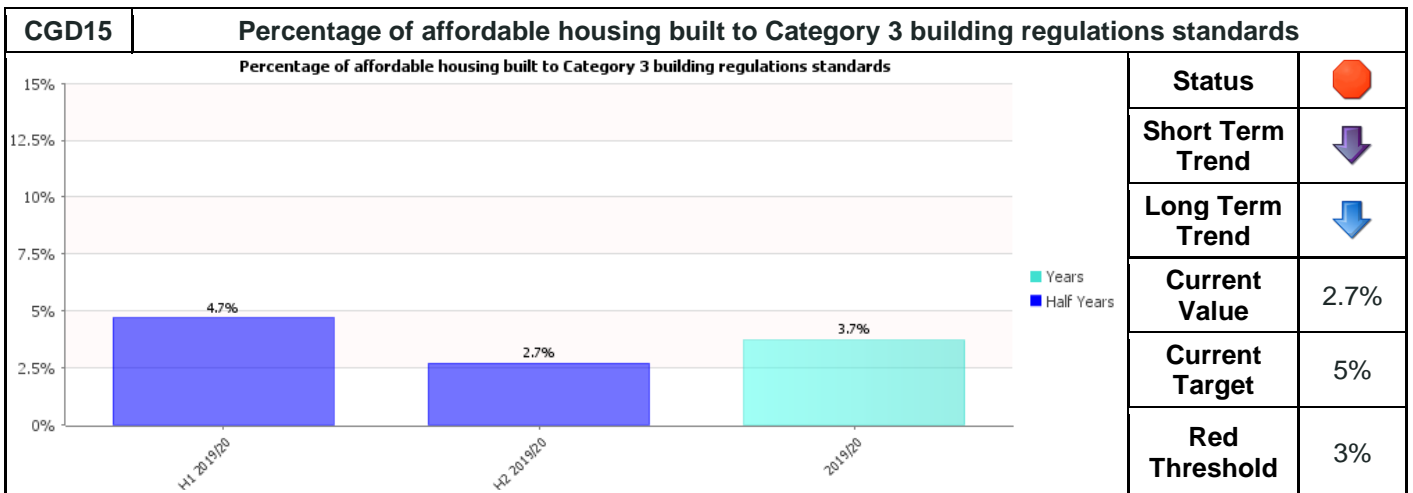
CGD14 **Percentage of affordable housing built to Category 2 building regulations standards**



4 units have been completed to Category 2 standard during the year out of 180 new affordable homes built.

Category 2 – [Accessible and adaptable dwellings](#). This requirement is met when a new [dwelling](#) provides reasonable provision for most people to [access](#) the [dwelling](#) and includes features that make it suitable for a range of potential [occupants](#), including [older people](#), individuals with reduced mobility and some [wheelchair users](#).

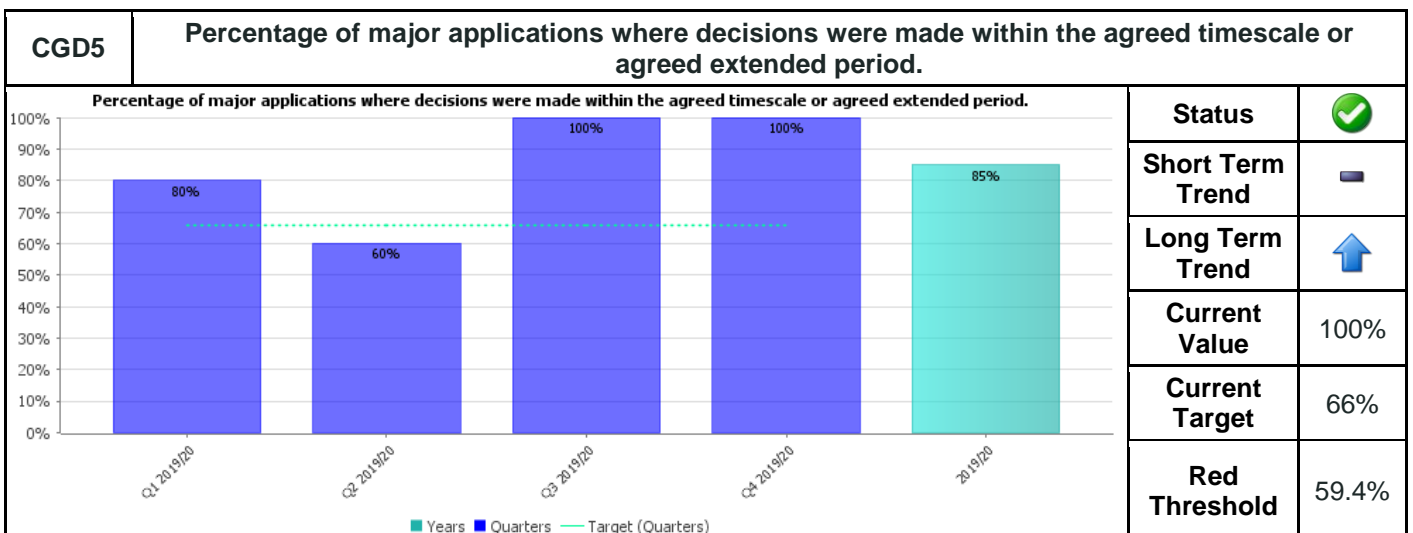
City Growth & Delivery Manager



5 units have been completed during the year to Category 3 standard of the 180 total affordable completions.

Category 3 – **Wheelchair user dwellings**. This requirement is achieved when a new **dwelling** provides reasonable provisions for a **wheelchair user** to live in the **dwelling** and have the ability to use any **outdoor space, parking** and communal **facilities**.

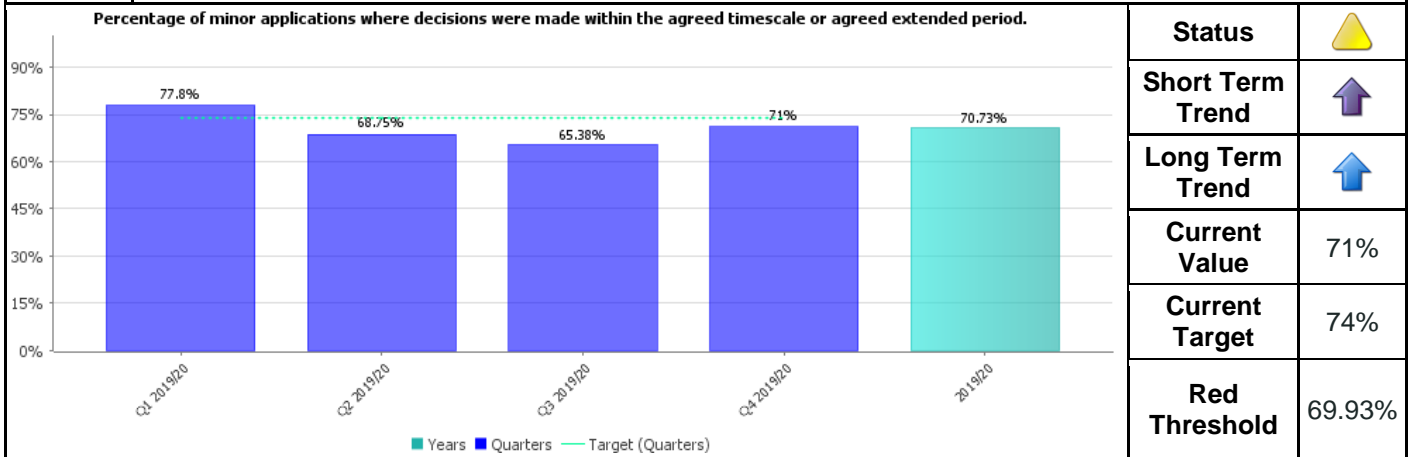
City Growth & Delivery Manager



All 4 major applications were determined within the agreed timescales, giving a performance of 100% against a local target of 66% and a national target of 60%. This demonstrates excellent performance and reflects the planning team's focus on delivering major developments within the city.

Business Transformation Manager (Planning); City Growth & Delivery Manager

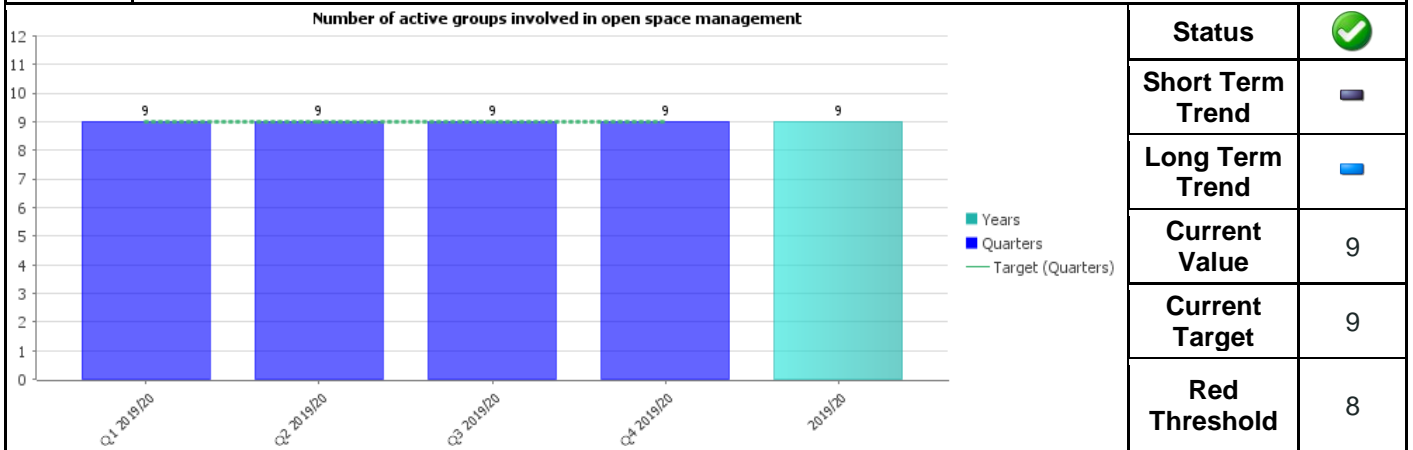
CGD6	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.
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17 of the 24 minor applications determined were within agreed timescales giving a performance of 71%. This was slightly below the local target of 74% but was above the 70% national target. This demonstrates a very positive direction of travel and an improvement compared to the 65% performance for Q.3.

Business Transformation Manager (Planning); City Growth & Delivery Manager

CIE21	Number of active groups involved in open space management
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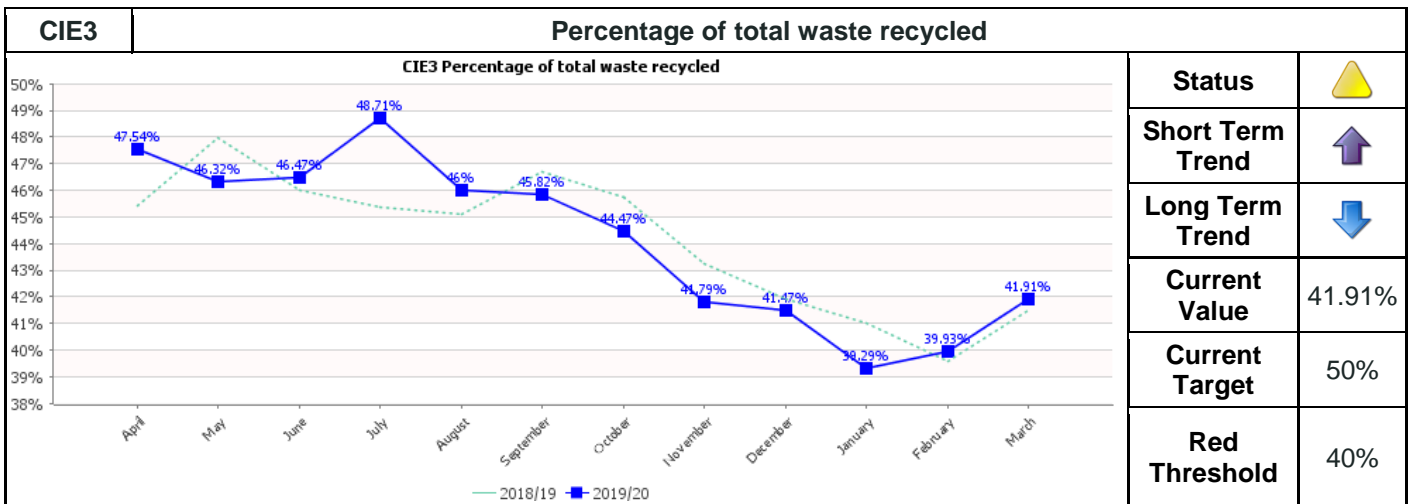
All 9 Groups have been active throughout the year, some are established and have been in existence for a number of years now, some were newer at the start of the year and have been finding their feet, it is pleasing to see that these now appear to have found their feet.

Making sure the groups felt valued and supported was key to ensuring they remained active throughout the year and we will continue to work towards increasing their number and resilience.

It is important for the City Council to keep a strong working relationship with these groups to ensure the numbers do not decrease. This is something we have worked on for the previous year and this has been successful to date.

Due to the recent Covid-19 outbreak, we have seen little activity recently, but will work closely with the groups when things return back to normal.

Climate Change and Environment Manager ; Dawn Fearn



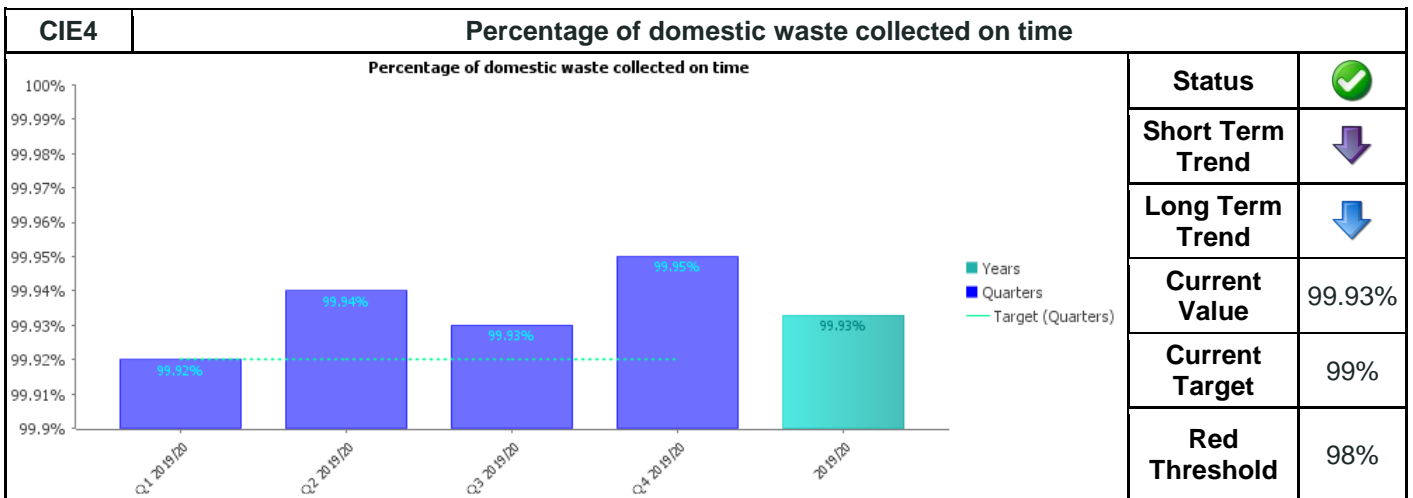
The average amount of waste recycled for the year was 44.14% - this was up from the year before (41.48%) This year we saw the introduction of the new lids and guidelines for recycling, this was towards the end of the year so we will monitor how this affects recycling over the new year.

The dip in recycling for Quarter 4 can mainly be attributed by the high level of wet weather, resulting in a reduction of Garden Waste.

March's total will have been affected by Covid 19 and the loss of garden waste during March, some of which will have added to the residual tonnage.

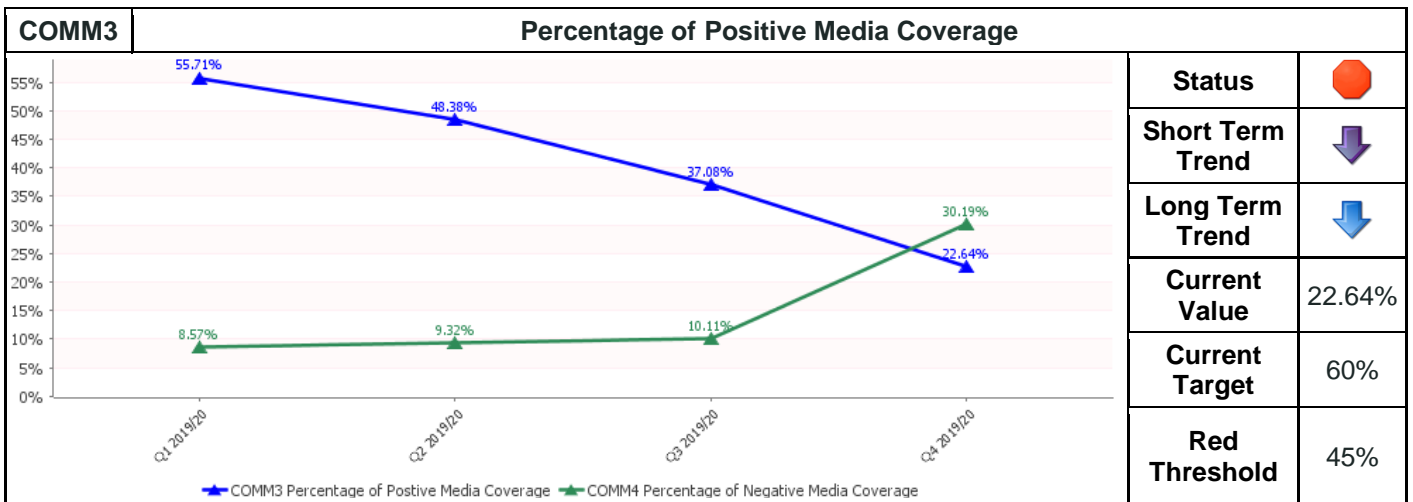
Hopefully with improvements being made to waste and recycling collections, for example this year's introduction of the new lids, we will continue to see a year on year growth of the percentage of waste recycled.

Recycling and Streetscene Manager

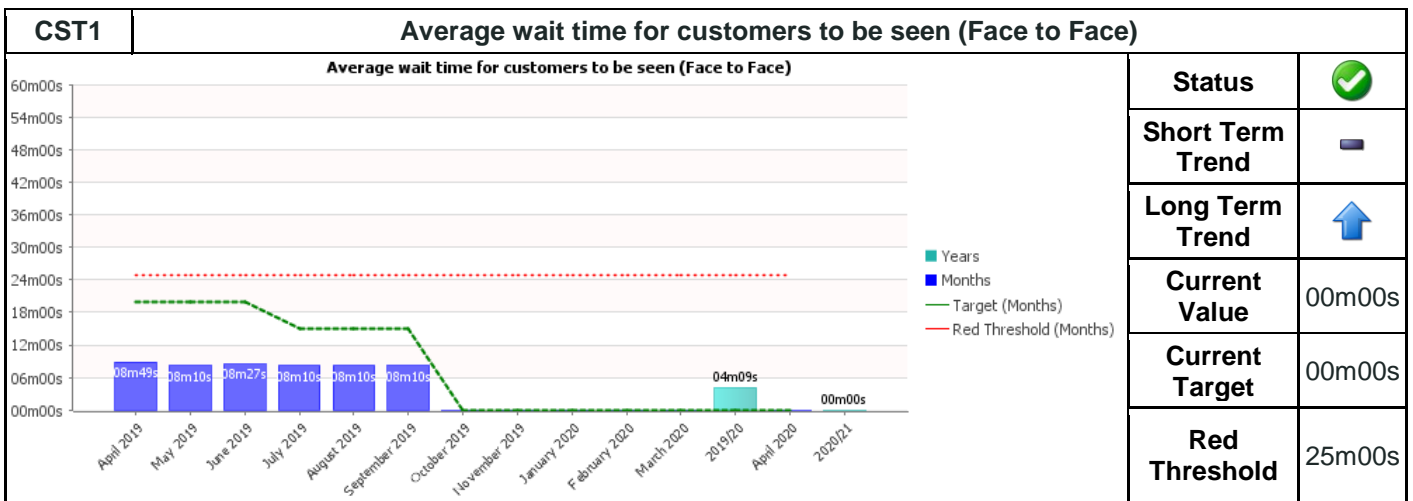


Percentage of missed domestic bins remained low during April and within KPI target. During Covid 19 situation domestic waste collections are prioritised above garden waste to ensure residents domestic waste collections are carried out. The low number of missed bins is a positive result especially considering there was a 6.05% increase in the amount of waste generated compared to April 2019. The Council's contractor Amey have to be commended for ensuring collections were completed.

Streetcare Client Officer; Recycling and Streetscene Manager



Over the quarter we also saw the liquidation of Marketing Gloucester (MGL). There was significant media interest in this locally as events unfolded, due to the 100% share Gloucester City Council had in MGL and the state of the company's finances prior to liquidation. This became an exclusive for one outlet, Punchline Magazine, whose parent company was a creditor owed by MGL and therefore was issued information about the liquidation. Once Coronavirus became the more pressing, ongoing news story, media enquiries about MGL have stopped, but we anticipate this starting again as liquidation proceedings continue and we move into the Recovery phase of the pandemic.



For April the data for recording the average wait time for customers in reception is not available as the system used to record this, Q-Flow, was de-commissioned back in July.

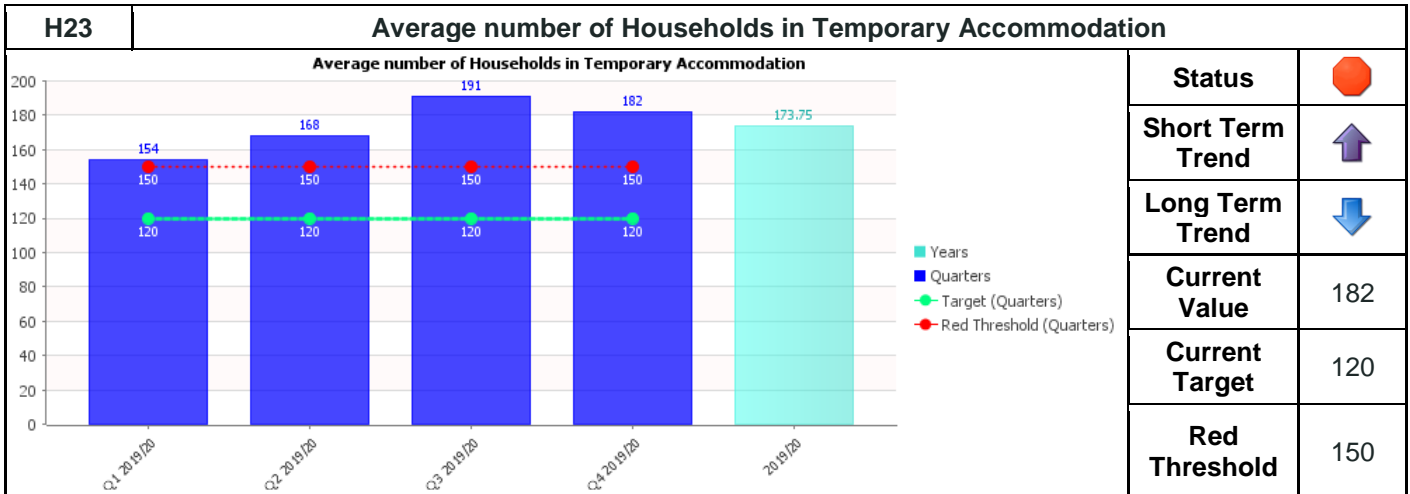
We are awaiting the implementation of Firmstep* and once this is in place, we will be able to have more accurate data regarding the footfall for both appointments and drop in customers.

*Firmstep is a customer experience platform that creates seamless and intuitive digital services that drive channel shift and provide the highest standards of customer services which are fast and simple to build. It supports the traditional access channels (telephony) whilst also embracing web self-service, mobile and social media.

Customer Service Transformation Manager; Customer Services Team Leader

CST8	Percentage of complaints that escalate to stage 2		Status	✔												
<table border="1"> <caption>Percentage of complaints that escalate to stage 2</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>0%</td> </tr> <tr> <td>Q2 2019/20</td> <td>16%</td> </tr> <tr> <td>Q3 2019/20</td> <td>0%</td> </tr> <tr> <td>Q4 2019/20</td> <td>4.76%</td> </tr> <tr> <td>2019/20</td> <td>5.19%</td> </tr> </tbody> </table>			Period	Percentage	Q1 2019/20	0%	Q2 2019/20	16%	Q3 2019/20	0%	Q4 2019/20	4.76%	2019/20	5.19%	Short Term Trend	↓
Period	Percentage															
Q1 2019/20	0%															
Q2 2019/20	16%															
Q3 2019/20	0%															
Q4 2019/20	4.76%															
2019/20	5.19%															
			Long Term Trend	↑												
			Current Value	4.76%												
			Current Target	10%												
			Red Threshold	12%												
<p>Q2 saw a brief spike in complaints being escalated to stage 2 of the complaints procedure. As a consequence of the spike the process was reviewed. All complainants are provided with a leaflet which explains the Council's procedure, each stage of the process and the opportunity to escalate a complaint if necessary.</p>																

Customer Service Transformation Manager; Customer Services Team Leader



At the end of Q4 we had 182 households in temporary accommodation which is decrease on Q3 figure of 191. This decrease is evidence of the work that the B&B task force have been doing, it is also the result of the robust assessments being made by Housing Officers as the team continuously strive to improve their performance.

Improvements to how we record households who have made their own arrangements have continued this quarter, to enable us to have a clearer picture of who and what duty we owe.

The breakdown of the 182 is as follows:

84 (average) families in temporary accommodation, albeit dispersed or hostel or B&B.

98 (average) singles/couples households are accommodated in temporary accommodation, albeit dispersed, hostel or B&B

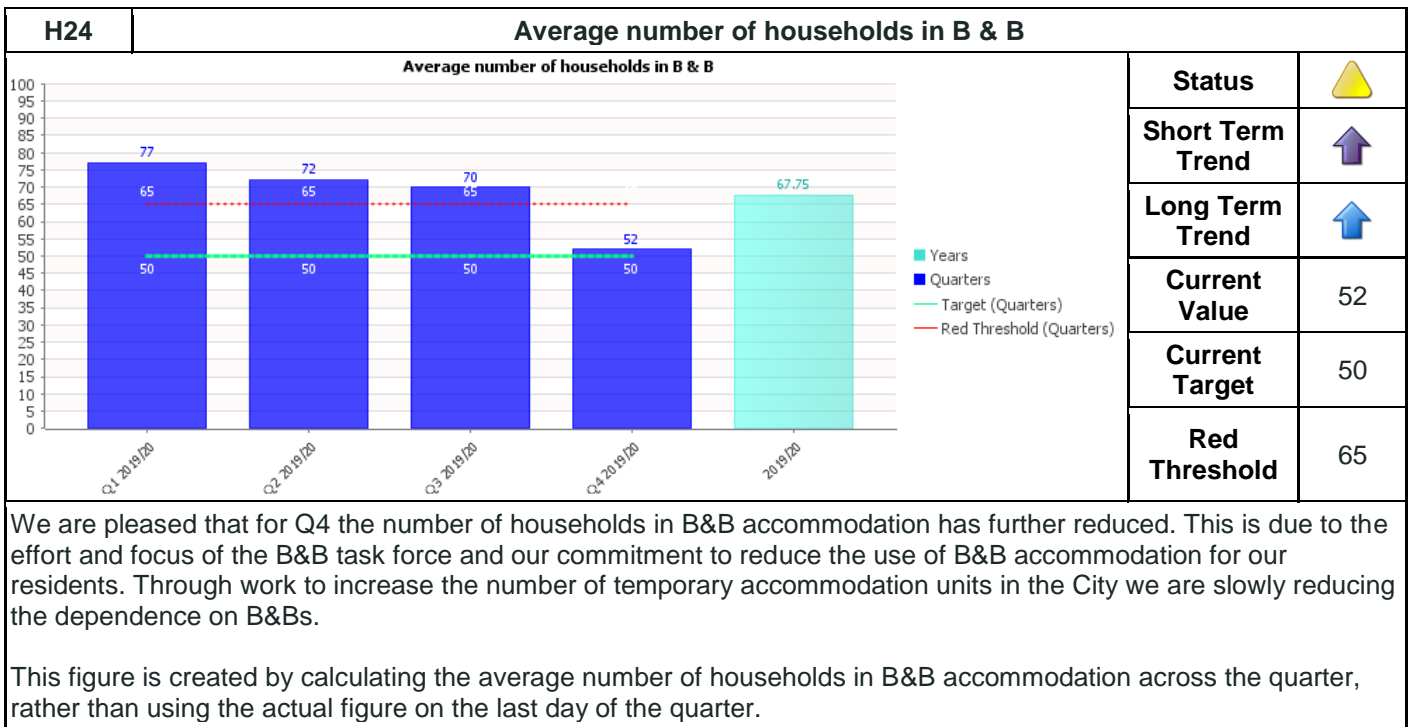
Out of these 34 households (on average) have made their own arrangements

3 families were in Places of Safety during the period.

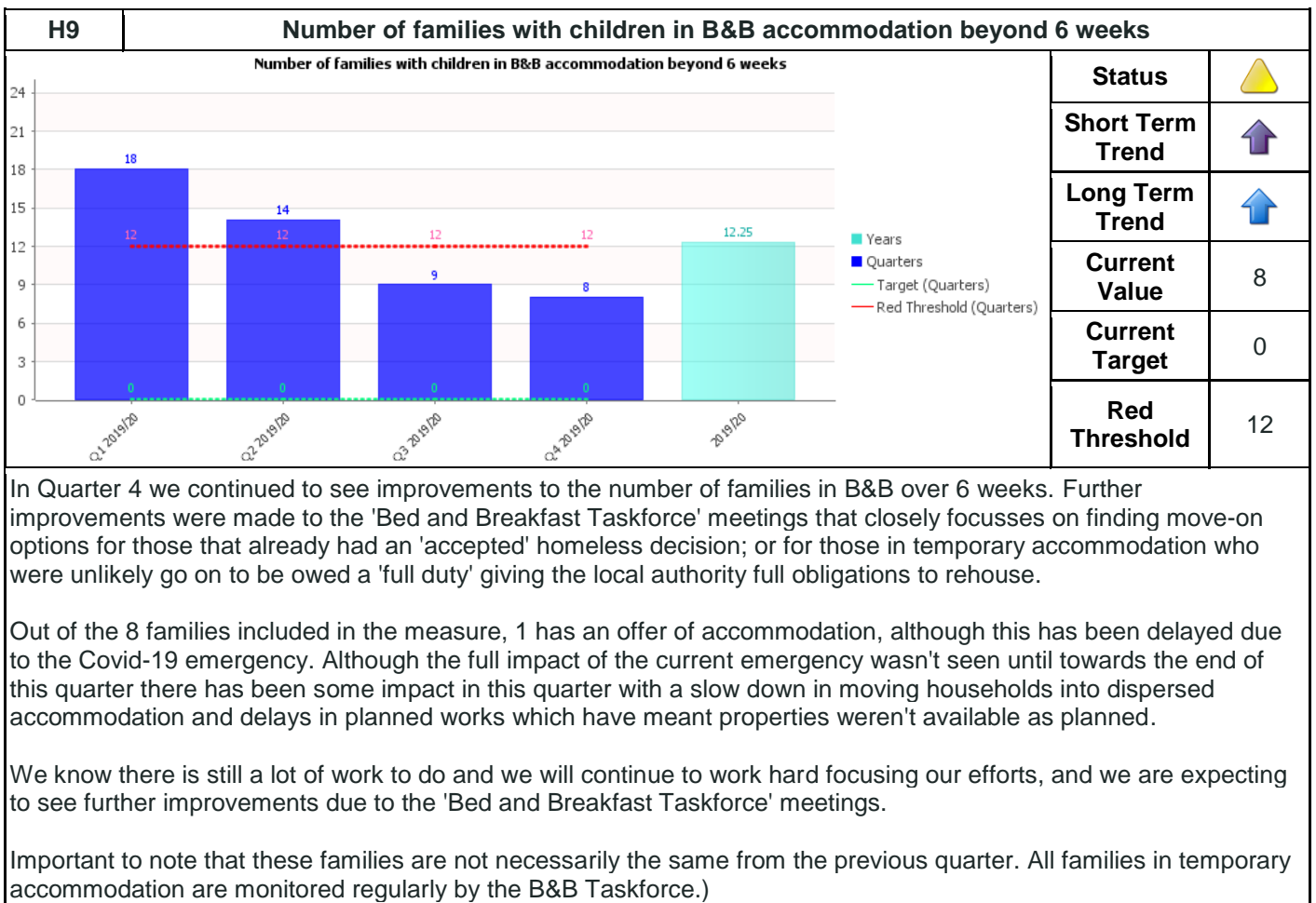
Focus over the next 12 months will be on securing longer term accommodation so that households are able to move out of the 'temporary' category, therefore preventing a 'bottleneck' in the system.

Please note- Temporary Accommodation numbers also include people who are staying temporarily with friend or family. It is important to note that the Council will always need to use Temporary Accommodation and our goal is to ensure this accommodation is of a good standard and appropriate to the needs of the individuals placed.

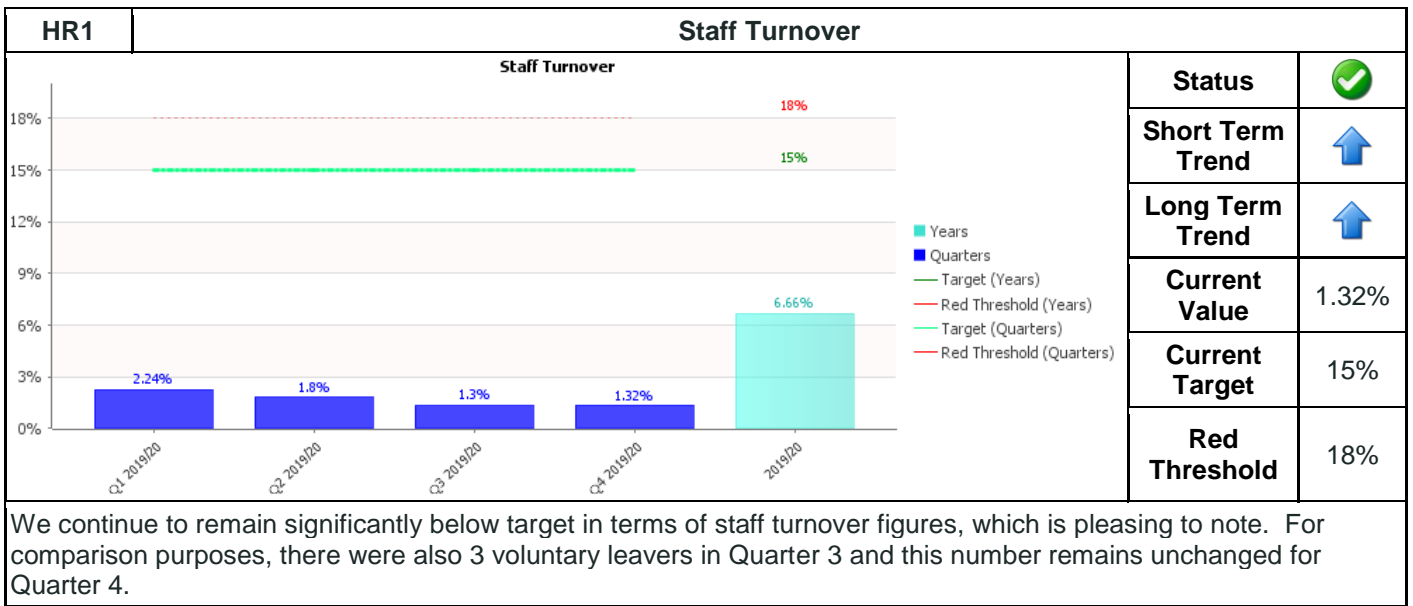
Housing Services Manager; Housing Team Leader



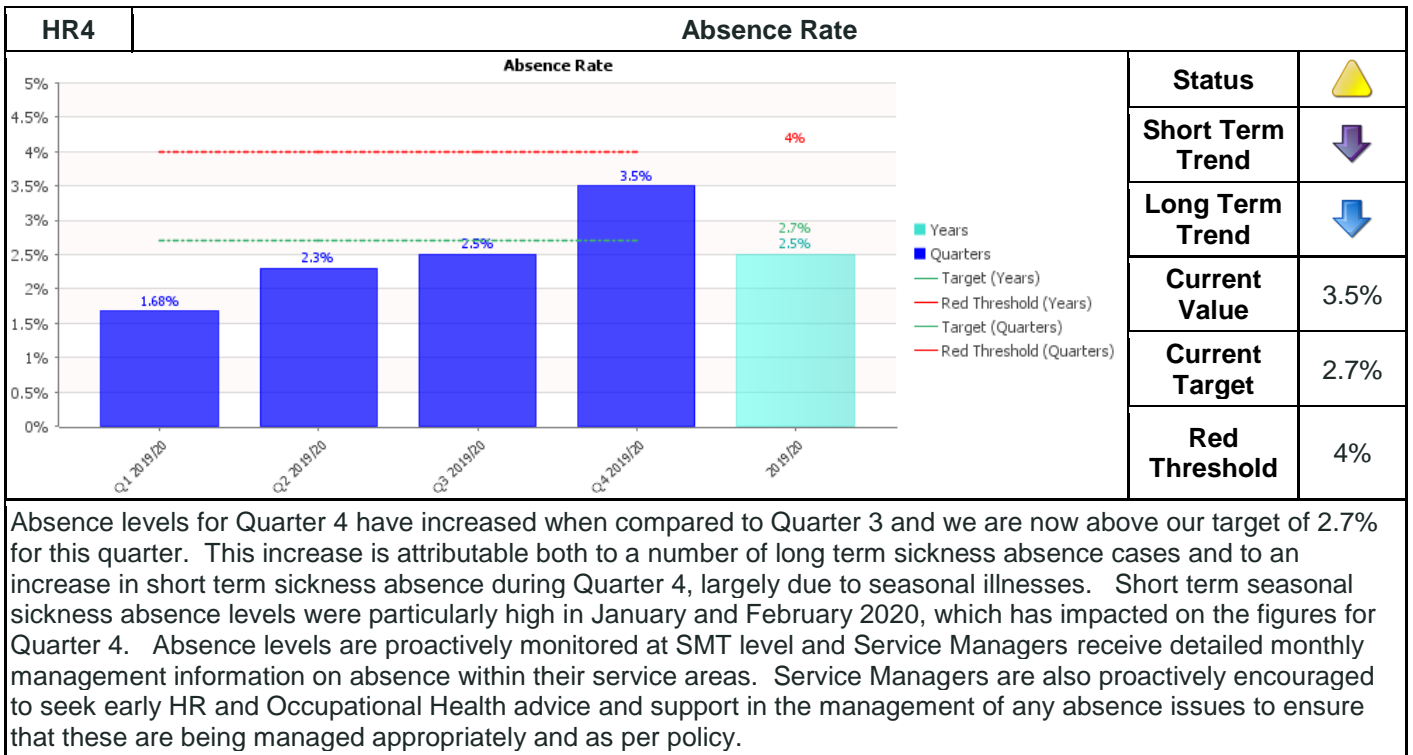
Housing Services Manager; Housing Team Leader



Housing Services Manager; Housing Team Leader

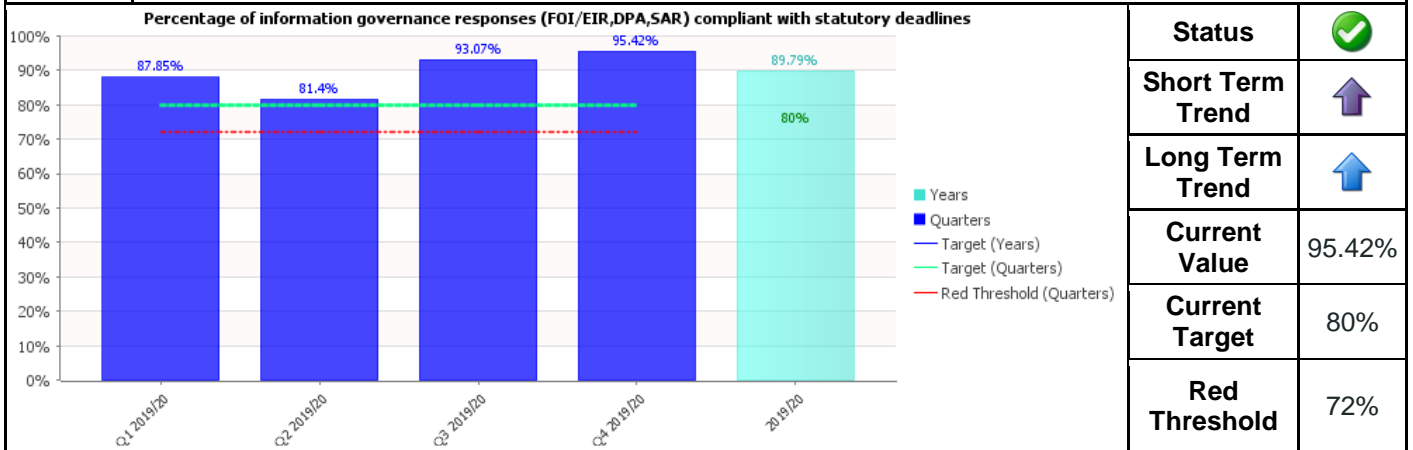


HR Business Partner



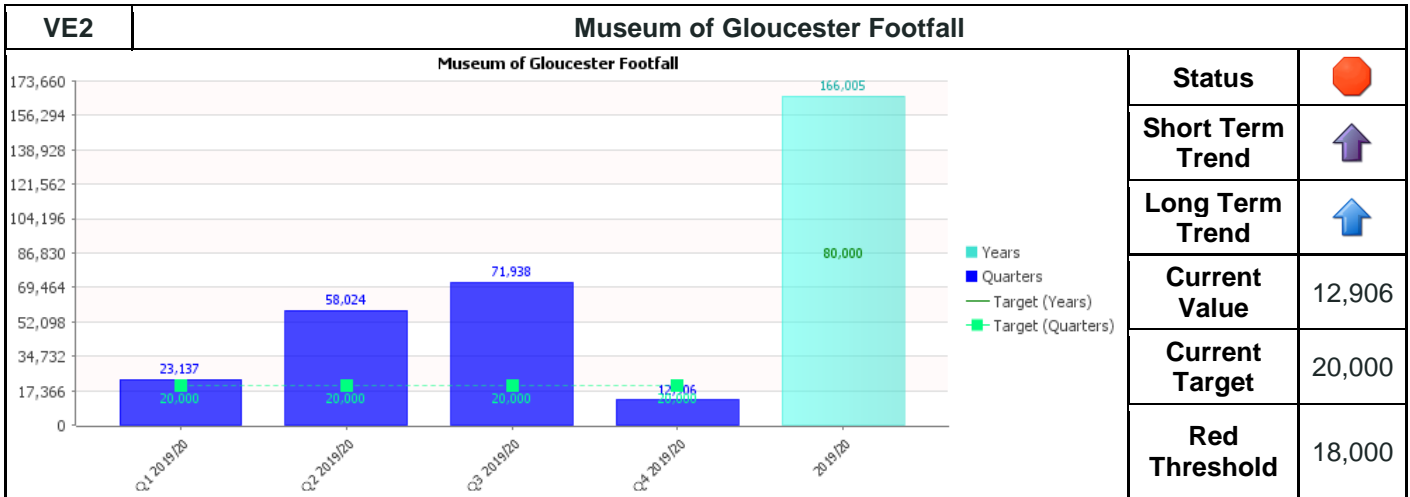
HR Business Partner

PG8 **Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines**



The aim is to respond to all requests by the statutory deadline, however, a target of 80% is set for monitoring purposes. Following a dip in Q2, performance has seen a marked improvement in the final two quarters of the year, reaching a high of 95.42% for the final quarter of the year to increase performance for the year as whole by just under 2% when compared with the previous year. All services are now performing above target and only very complex requests exceeding the statutory deadline. This improvement has in large been due to consistent internal monitoring and reporting on service performance, in addition to new processes implemented by some teams that have improved how requests are handled. The council will continue to strive to respond to all requests within the statutory timescale and recent performance indicates that the current high standard will be maintained.

Policy & Governance Manager



The final quarter of 2019-20 saw the sudden closure of the Museum of Gloucester on the 17th March due to COVID-19.

The 28th January 2020 saw the closure of the Ben Uri exhibition which was curated in partnership with the Ben Uri Museum in London and the Gloucestershire Action for Refugees and Asylum Seekers. Over the 17 week period, nearly 3500 visitors saw the exhibition. This exhibition was a positive addition to the Museum programme as it connected to many residents of Gloucester.

I-MMIGRATE launched on the 15th February 2020 and showcases the stories of black and minority ethnic communities from the Windrush generation in Gloucester and African diaspora in Cheltenham through 20 powerful images and oral histories. 1200 people viewed the exhibition in the 5 weeks it was available to the public before the Museum closed to the public.

The William Simmonds exhibition continued into the final quarter with a planned end date of the 18th April. This specialist exhibition saw 3300 people view the arts and crafts objects, many of which are part of the Gloucester Museums service collection.

To compliment the Museum exhibition programme, a number of free and paid for events took place including puppet making and talks from guest speakers. The Museum's very own 'Doc Saurus' interacted with a total of 500 people during the 2 occasions he appeared in the Museum, a great hands-on experience for visitors to the Museum.

Due to the sudden closure of the Museum, the team are working hard in curating digital content to continue to engage with it's followers on social media and to gain new users who may not have interacted with the service previously. Programme discussions are taking place in preparation for when the Museum reopens up to the public.

Visitor Experience Team Leader; Visitor Experience Manager