

Gloucester City Council Quarterly Performance Report – Quarter 3 2019/2020.

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		Not Available		Not Available
	OK		Declining		Declining
	Unknown				
	Data Only				













Short 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.			
CGD14	Percentage of affordable housing built to Category 2 building regulations standards			
CGD15	Percentage of affordable housing built to Category 3 building regulations standards			
CGD5	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
CST1	Average wait time for customers to be seen (Face to Face)			
CST8	Percentage of complaints that escalate to stage 2			
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			

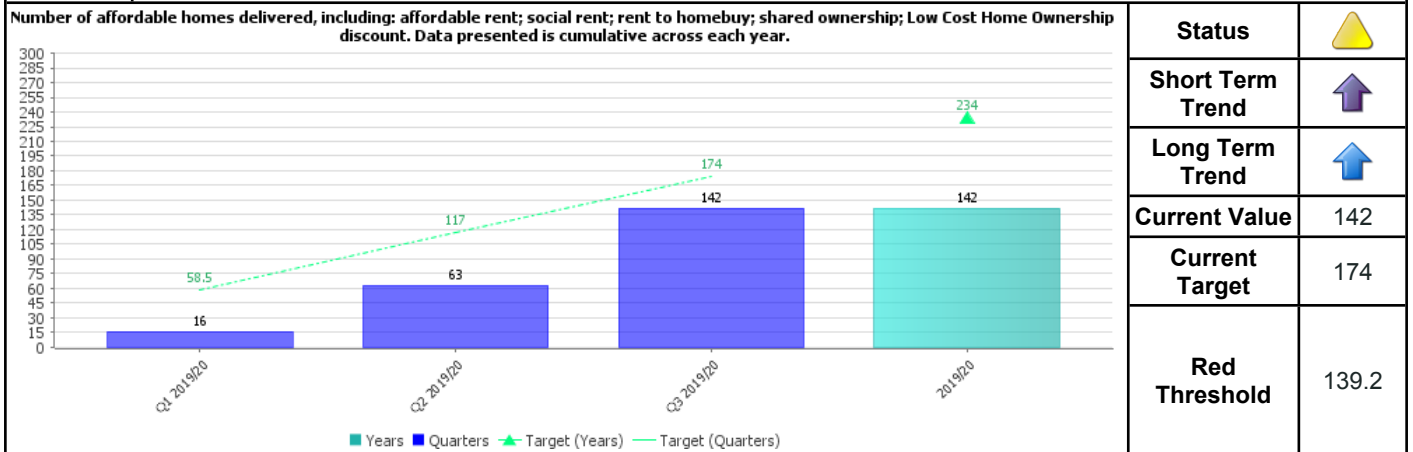
Short Trend - Not Available

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CIE21	Number of active groups involved in open space management			

Short Trend - Declining

PI Code	Measure	Status	Short Term Trend	Long Term Trend
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			
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.
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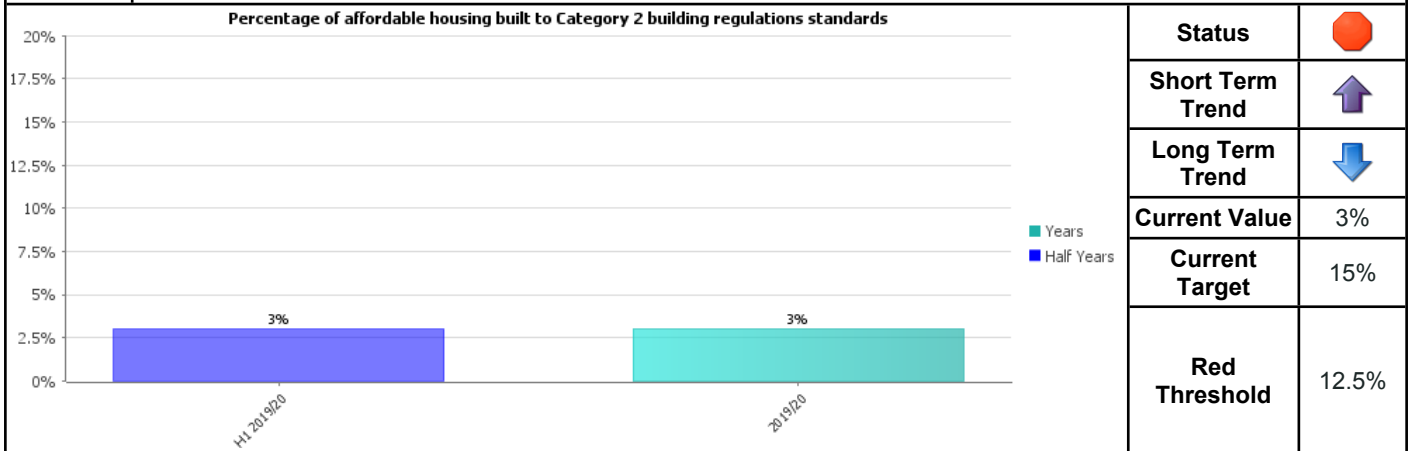


Of the annual target of 234 affordable homes delivered, 142 were delivered by the end of Q2 with a forecast of 181 delivered by the end of Q4.

Q3 has seen the completion of Newark Farm, St. James' Close and the regeneration scheme at the former Norville Factory on Paul Street. These have provided a range of family houses and flats for affordable rent, social rent and shared ownership.

Quarterly returns are collated by Officers from all of the providers of affordable housing that are building in the City. Officers continue to work closely with the providers and with Homes England to encourage the provision of homes that meet the needs of the City's residents.

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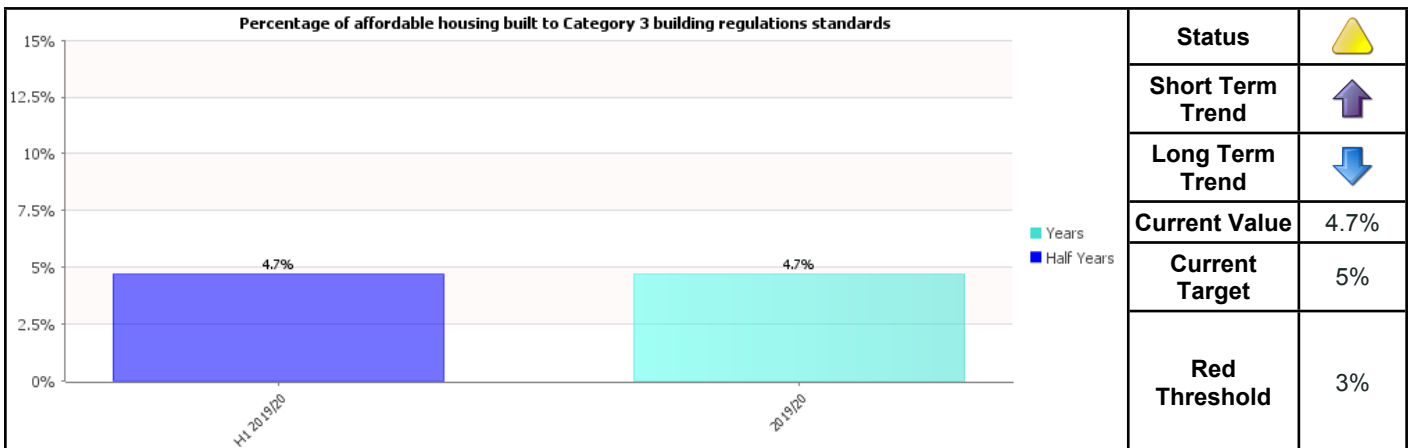


Of the 63 affordable units completed during the first half of the current year, 2 have been to Category 2 standard.

The Category 2 units was provided on Newark farm, this was one of two homes provided to this standard on the development. The Category 2 and 3 home on the scheme totalling 15% of the affordable housing delivery.

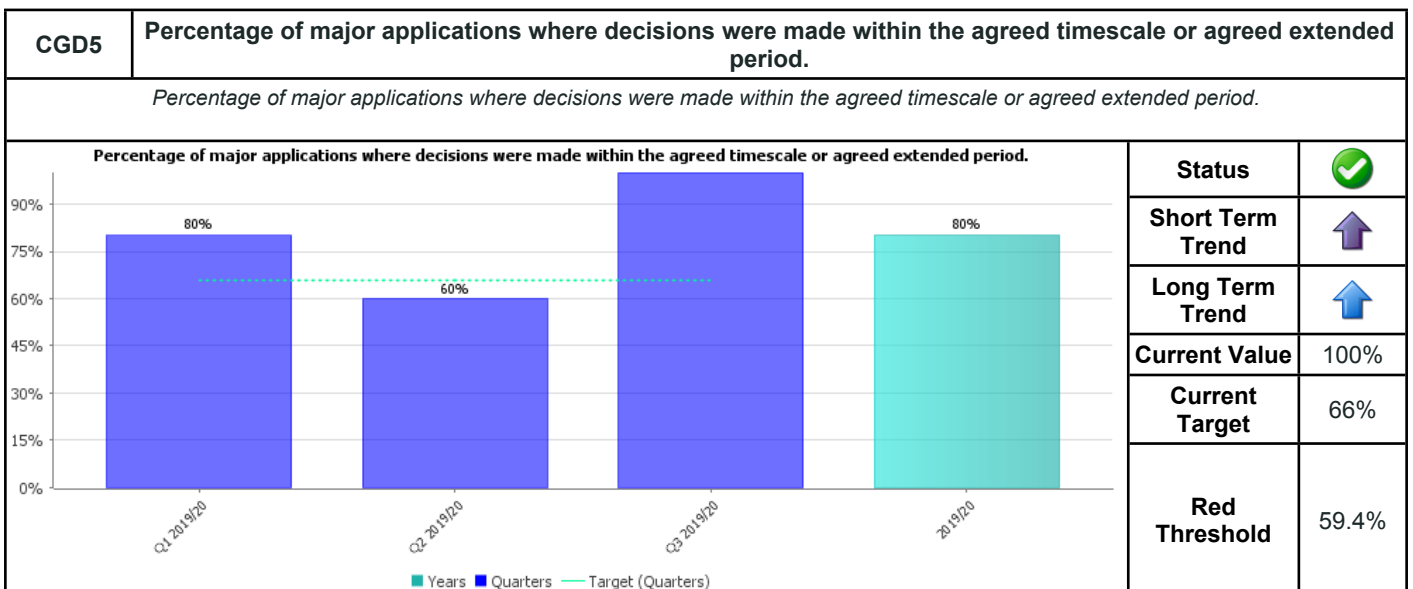
Category 2 – [Accessible and adaptable dwellings](#). This requirement is met when a new [dwelling](#) provides reasonable provision for most people to [access](#) the [dwelling](#) and includes features that make it suitable for a range of potential [occupants](#), including [older people](#), individuals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

CGD15	Percentage of affordable housing built to Category 3 building regulations standards
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Newark Farm development provided the one Category 3 unit and a wheelchair user has now move in the adapted flat. The 1 unit represented 5% of the development.

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](#).



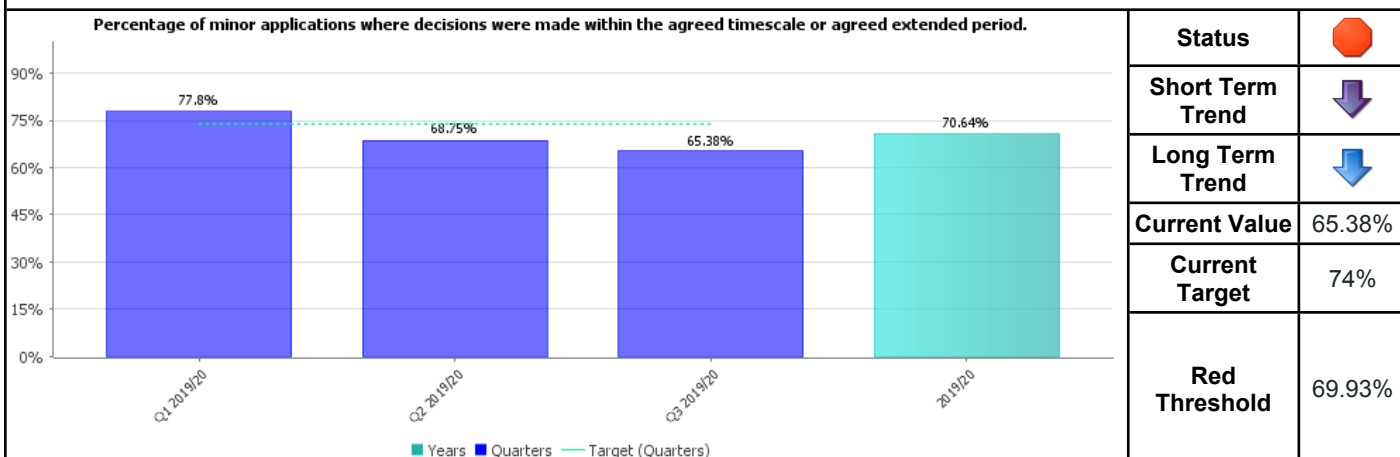
Five major applications were determined in Quarter 3 with 100% agreed within timescales. This demonstrates the Planning Team's positive working arrangements with applicants for major schemes, seeking to resolve any technical issues within agreed timescales.

This puts us on a Year to Date value of 80%.

It is anticipated that the year-end performance for major applications where decisions were made within the agreed timescale will be above the local target of 66% and the national target of 60%. This is positive considering the difficulties we faced in Q2 with complex retail issues that needed a retail consultants' input.

CGD6	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.
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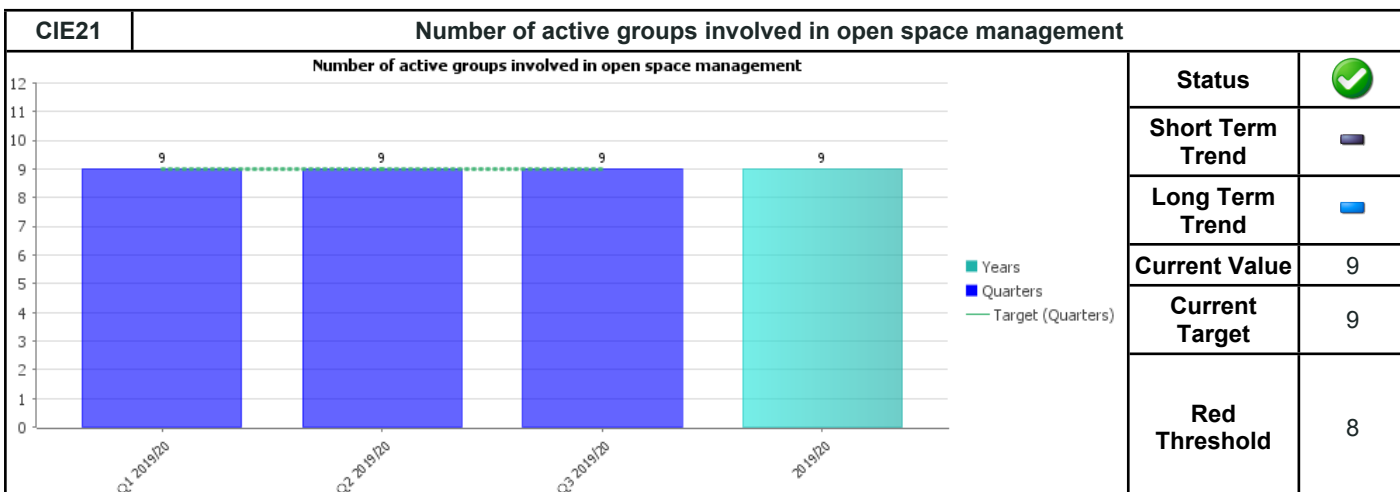
Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period. The national target set by MHCLG is 70%.



There was a decline in performance for minors in Q.3 with just 65.38% of decisions being within agreed timescales. This was due to the determination of a number of "stalled" planning applications.

This puts us on a current Year to Date value of 70.64% currently sitting below the local target, but above the national target.

However, it is anticipated that the local target of 74% and the national target of 70% will be achieved by the year end by focussing to clearing a backlog of applications for some case officers.

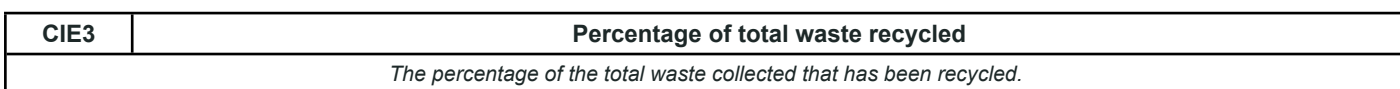


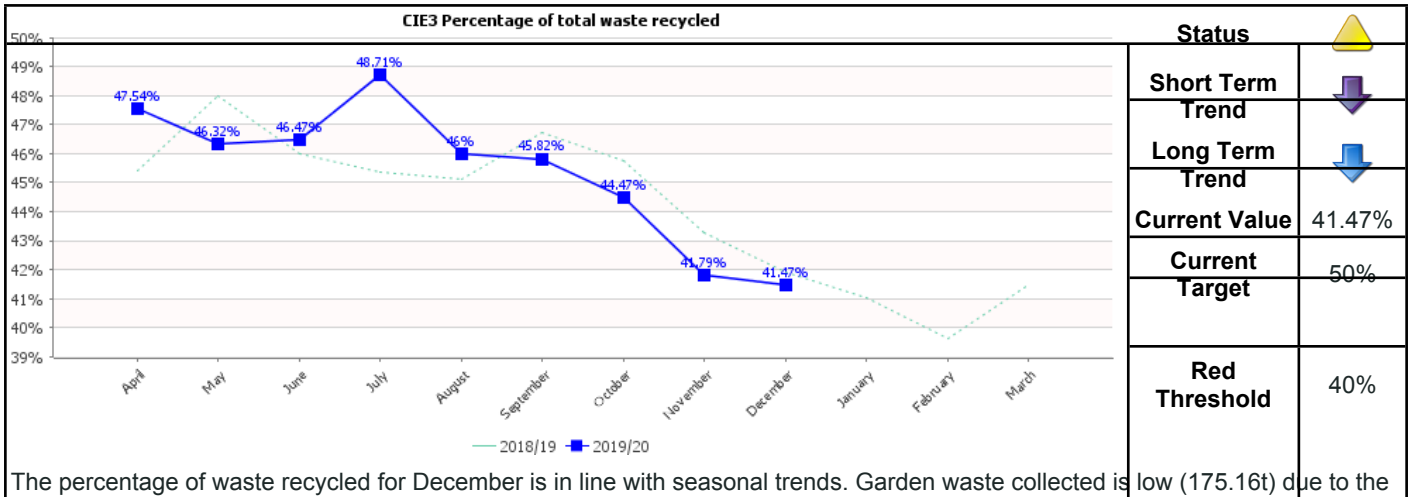
There are 9 groups currently active in open space management within the City that we work with on a regular basis. Some are strong and have been in existence for a number of years, for example the Friends of Robinswood Hill. However, some of the groups are newer and still finding their feet, for example Kingsway Wildlife Group.

We will continue our support for existing groups and will encourage new groups to be actively involved in open space management and work towards increasing their number and resilience.

Making sure the groups feel valued and supported is key to ensuring they remain active in open space management; 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 years and has been successful to date.

A meeting with the community is scheduled for Stroud Road Rose Garden if successful this will add to the current total.



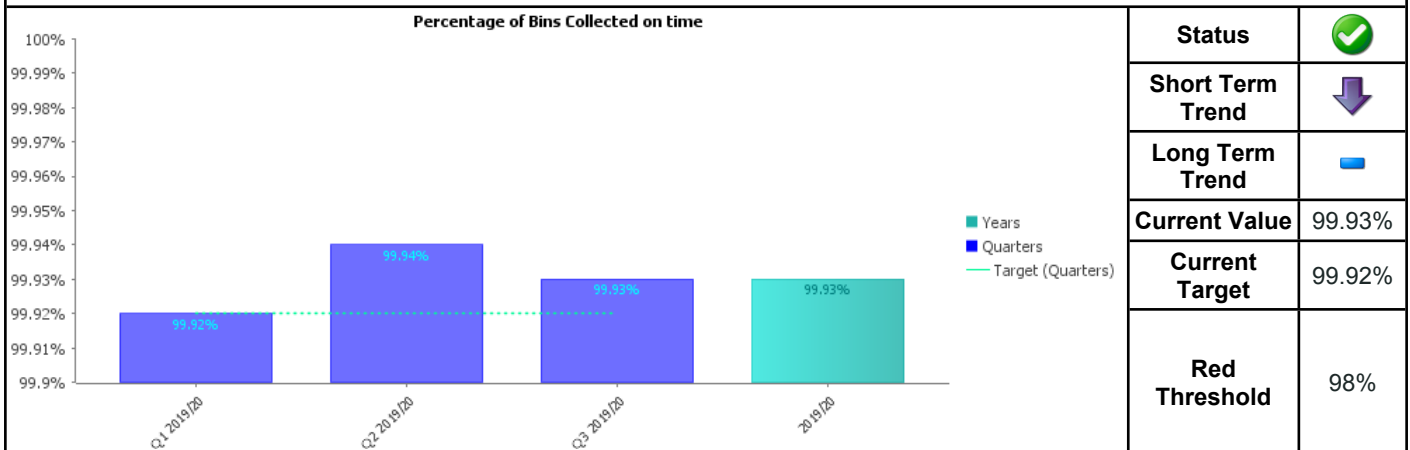


The percentage of waste recycled for December is in line with seasonal trends. Garden waste collected is low (175.16t) due to the inclement weather and the suspension of the service for 2 weeks during December.

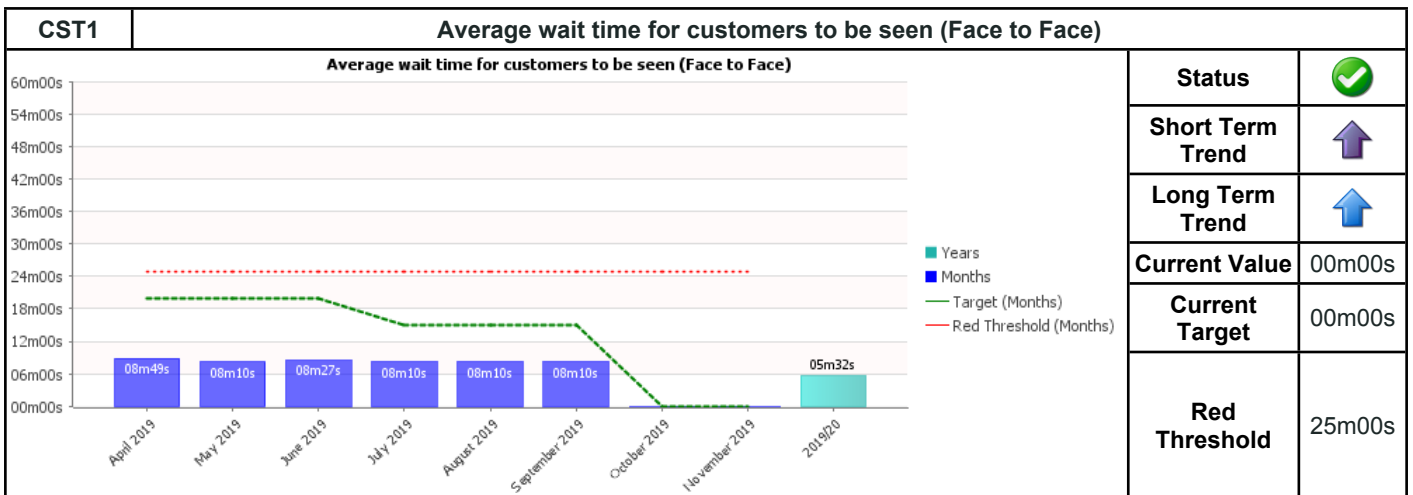
The Quarter 3 for 2019/2020 is below when compared to last year, all signs at the moment currently point towards weather affected levels of recycling.

Performance may see changes as a result of recent changes to the service, however we understand that this is an education process to the residents and expect to see an increase once the process/new service has had chance to embed.

CIE4	Percentage of Bins Collected on time
<i>Number of reports from customers of missed domestic waste (black bin) collections.</i>	

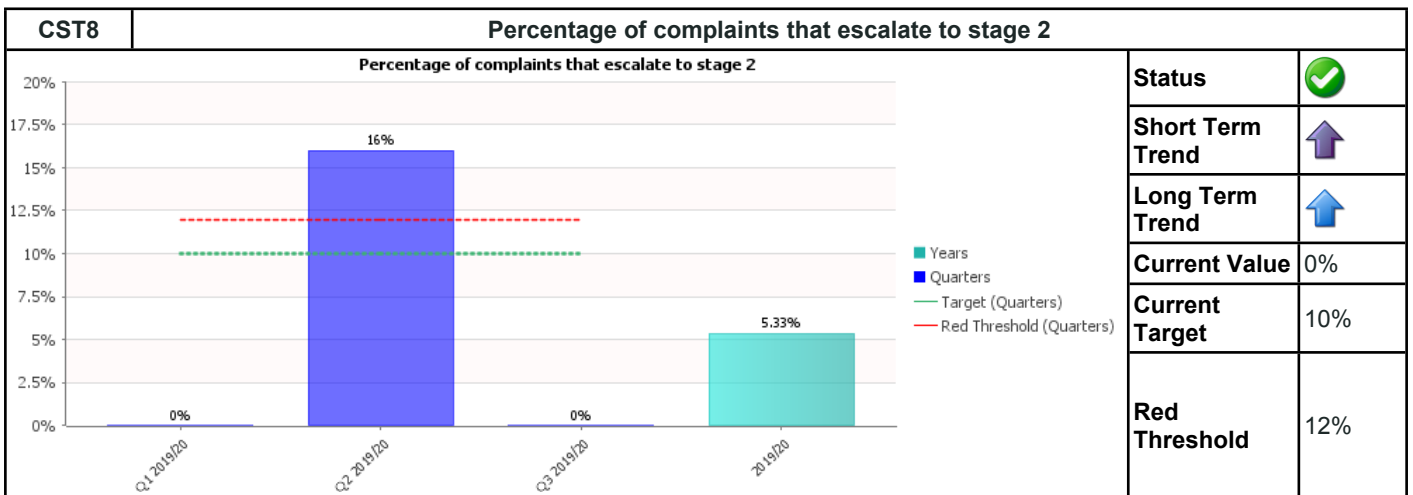


Percentage of bins collected on time remains on target with an average of 99.93% being collected, with the target value being 99.92%. We work to ensure all feedback is received and all communications of changes to services are notified to residence in advance.



For Q3 (October, November & December) 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.



For Qt1 (April - June) we received a total of 12 complaints regarding customer service and 0 escalated to stage 2. For Qt2 (July - Sept) we received a total of 31 complaints and 5 escalated to stage 2. This is 16% of complaints received.

In July a different Team Leader started handling the complaints received in and in their responses, they very clearly detailed how to make a stage 2 complaint. Previously, we had only sent out the complaints process leaflet which details how to make a stage 2 and stage 3 complaint. As a result, we have seen a marked increase in the number of stage 2 complaints raised. We feel this approach and information was almost asking customers to make a stage 2 complaint.

As a result of this we In Q3 we reverted back to providing the leaflet, this still clearly shows customers how to make a stage 2 complaint if they wish, without seemingly asking them to, as per Quarter 2's approach.

As a result of this for Q3 we had 14 complaints, and none were escalated to a stage 2.

Housing Overview:

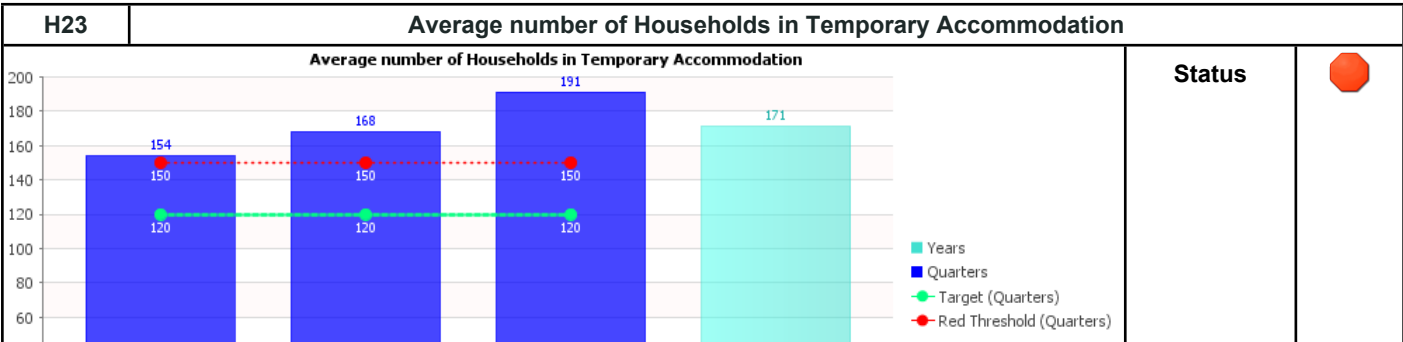
Housing Services are a high demand and complex area of work for the Council, creating considerable resource pressures. The Housing and Homelessness Officers deal with some of our most vulnerable residents with a wide range of support needs. The

implementation of the Homelessness Reduction Act last year has meant the biggest change in this legislation in over a decade and puts a clear emphasis on prevention and relief duties for all eligible households, something which we wholeheartedly support. This new legislation has taken time to implement whilst training staff, engaging in and supporting a transformation programme and continuing to deliver the service to our residents.

Currently, the key area of focus is on temporary accommodation- ensuring adequate supply to meet our needs, making sure we can place households quickly, but also making sure that 'temporary' doesn't become permanent due to lack of move on accommodation. We regularly review our use of B&B accommodation and are actively working to reduce our reliance on this type of accommodation in recognition that it is not generally suitable to be used in this way. We have recently secured 48 temporary accommodation units in partnership with a registered provider which will help us to reduce our use of B&B accommodation and ensure appropriate and supportive placements are available when required.

The data for 'temporary accommodation' includes the number in B&B, hostels, self-contained properties, and supported housing, but also includes households who are temporarily staying with family or friends. The data for the 'average number of households in B&B accommodation' demonstrate our focus on monitoring closely this specific accommodation type with a view to reducing the number each quarter.

The final measure we are reporting on is the number of families in B&B for a period of more than 6 weeks. We do not support the use of B&B accommodation for families and would not expect for them to be in B&B accommodation for this length of time. However, the Council has a duty to accommodate and when there is no other option, we do use these premises to house these families as a last resort. Again, the purpose of reporting against this measure specifically demonstrates our commitment to focus on reduction and ensure attention on this issue continues. The 'number of families in B&B over 6 weeks' is also included within the 'average number of households in B&B accommodation' and within the broader 'number of households in temporary accommodation'.



	Short Term Trend	↓
	Long Term Trend	↓
	Current Value	191
	Current Target	120
	Red Threshold	150

At the end of Q3 we had 191 households in temporary accommodation which is an increase on Q2. However, this increase is partly due to the inclusion of Places of Safety (POS) which is a new type of Housing in this category. (Places Of Safety is specialist supported domestic abuse housing). It is also partly due to the increase in access to Temporary Accommodation as Potters Place opened its doors this quarter.

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

The breakdown of the 191 is as follows:

37 have made their own arrangements

64 families in temporary accommodation, albeit dispersed or hostel or B&B.

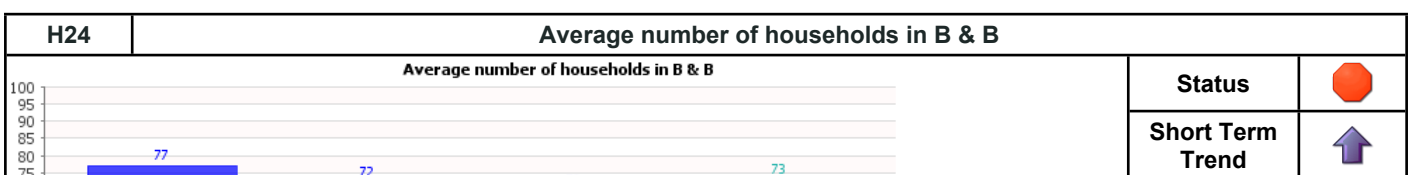
90 singles households are accommodated in supported and temporary accommodation, albeit dispersed, hostel or B&B

5 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 in Supported Accommodation. These individuals may be in this accommodation for longer periods of time due to their individual needs. These 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.

This figure is created by calculating the average number of households in temporary accommodation across the quarter rather than using the actual number on the last day of the quarter.



	Long Term Trend	↑
	Current Value	70
	Current Target	50
	Red Threshold	65

For Q3 the number of households in B&B accommodation has slightly reduced. This is due to the effort and focus of the B&B task force and our commitment to reduce the use of B&B accommodation for our residents. Through work to increase the number of temporary accommodation units in the City we are slowly reducing the dependence on B&Bs.

This figure is created by calculating the average number of households in B&B accommodation across the quarter, rather than using the actual figure on the last day of the quarter.

H9	Number of families with children in B&B accommodation beyond 6 weeks													
		<table border="1"> <tr> <td>Status</td> <td>⚠</td> </tr> <tr> <td>Short Term Trend</td> <td>↑</td> </tr> <tr> <td>Long Term Trend</td> <td>↑</td> </tr> <tr> <td>Current Value</td> <td>9</td> </tr> <tr> <td>Current Target</td> <td>0</td> </tr> <tr> <td>Red Threshold</td> <td>12</td> </tr> </table>	Status	⚠	Short Term Trend	↑	Long Term Trend	↑	Current Value	9	Current Target	0	Red Threshold	12
Status	⚠													
Short Term Trend	↑													
Long Term Trend	↑													
Current Value	9													
Current Target	0													
Red Threshold	12													
<p>In Quarter 3 further improvements were made to the 'Bed and Breakfast Taskforce' meetings that closely focussed on finding move-on options for those that already had an 'accepted' homeless decision; or for those in temporary accommodation who were unlikely go on to be owed a 'full duty' giving the local authority full obligations to rehouse. Support was also provided from private sector solutions and from the newly opened service deliver by CYMCA.</p> <p>As a result, we were pleased to see a further positive reduction for this measure in Quarter 3 as this is an area that the Housing Team have been focusing on. Out of the 9 families included in the measure, 1 has an offer of accommodation.</p> <p>We know there is still a lot of work to do and we will continue to work hard focusing our efforts, and we are expecting to see further improvements due to the 'Bed and Breakfast Taskforce' meetings</p> <p>Important to note that these families are not necessarily the same from the previous quarter. All families in temporary accommodation are monitored regularly by the B&B Taskforce.</p>														

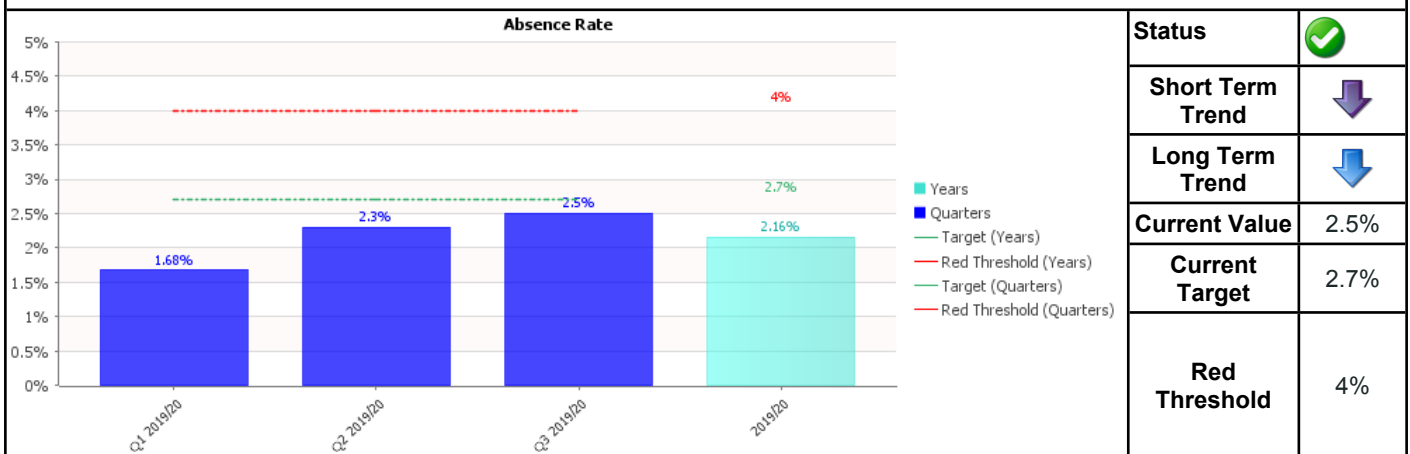
HR1	Staff Turnover					
<i>Number of staff leaving the organisation represented as a percentage.</i>						
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	Long Term Trend	↑
	Current Value	1.3%
	Current Target	15%
	Red Threshold	18%

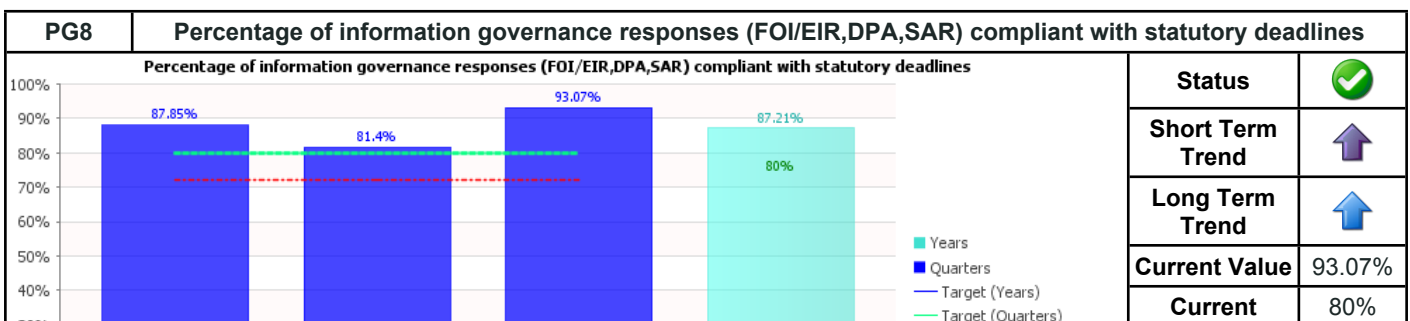
During Quarter 3, there were 3 voluntary leavers, which represents a slight reduction on the figure for Quarter 2 which stood at 4 voluntary leavers. This continues to remain significantly below target, which is very positive.

We continue to promote the value and importance of exit interviews to understand why individuals are leaving the organisation and allow for early identification of any trends or areas of concern. We remain significantly below the public sector average annual turnover percentage of 15%, which is pleasing to note.

HR4	Absence Rate
<i>The percentage of total working days lost in the relevant period through sickness against the total available working days for that period.</i>	



The absence rate for Quarter 3 has increased slightly to 2.5% from 2.3% in Quarter 2. Whilst absence levels have increased slightly this is not unexpected given the prevalence of seasonal illnesses at this time of year. Absence levels are proactively monitored with managers encouraged to seek early HR and Occupational Health advice for any absence cases of concern. Detailed management information is also provided to Service Managers and above on a monthly basis to allow for patterns of absence to be identified and appropriate action taken as per policy. The absence rate continues to remain below the public sector average of 2.7%.

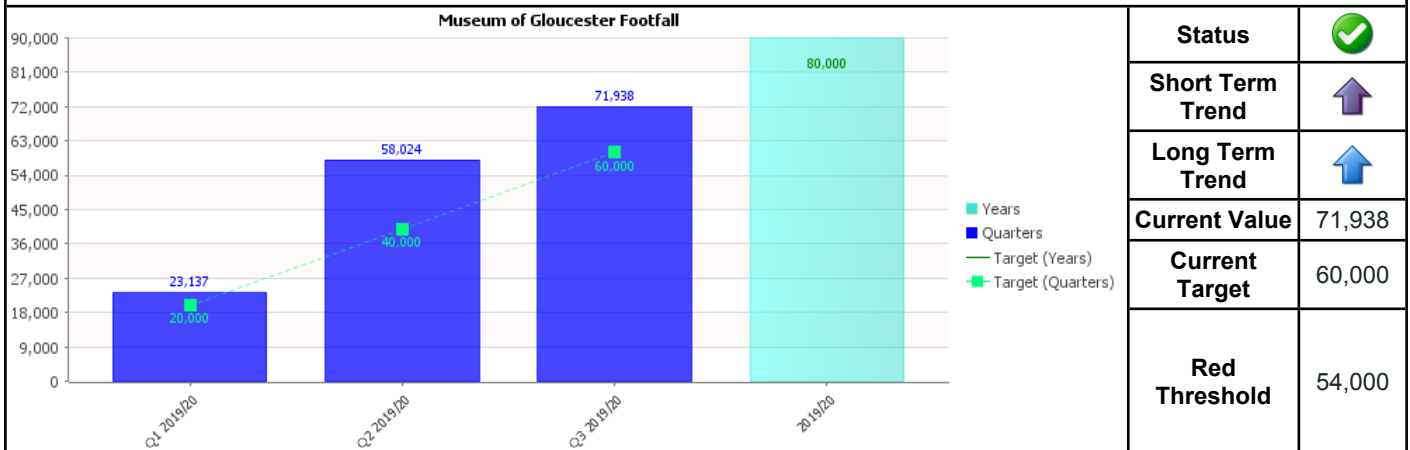


	Target	
	Red Threshold	72%

The aim is to respond to all requests by the statutory deadline, however, a target of 80% is set for monitoring purposes. The compliance rate across the council has increased from Q2 and is currently above target at 93.07%. This is a marked improvement on the last quarter and indicative of the efforts made in services that were previously below target. A very small number of services are below target this quarter and the relevant managers have been informed and reminded of the importance of meeting the statutory deadlines. Overall, the data represents a welcome improvement.

VE2 **Museum of Gloucester Footfall**

The Museum of Gloucester is a paid-for visitor attraction within Gloucester. The displays and supporting service enable visitors to view objects from the City's Museum collection and the venue is used as a meeting point for various community groups. The Wheatstone Hall is offered as a hire space and members of the public can use the cafe, shop and toilets without having to pay an entrance fee. The performance measure relates to the total number of users entering the Museum for all the reasons listed previously.



Quarter 3 is generally known as the quieter season for the Museum of Gloucester and the Tourist Information service and although there were a number of exhibitions available to be viewed, the footfall numbers reflect the typical off-peak season.

October 2019 saw the launch of 2 very different exhibitions that followed the successful Moon exhibition which saw in excess of 5000 people see the objects on display. 'Migrations: Masterworks from the Ben Uri Collection' marked the 20th anniversary of Gloucestershire Action for Refugees and Asylum Seekers (GARAS) and the exhibition showcased a number of drawings, paintings, sculptures and prints from the Ben Uri Collection. This exhibition runs until the 28th January 2020 and has proved to be successful with 2500 seeing the artwork on display so far.

The Magical World of William Simmonds (Sculptor & Puppets) saw a guest curator utilise the Gloucester Museums collections as well as a number of other relevant objects received from private lenders. Many of the objects were carved in the early 1900s and some have not been available to view for nearly 40 years. Initially a paid entry exhibition, exhibition charges were dropped in December 2019 to allow more people to see the exhibition and the conservation work that enabled the exhibition to take place. 1000 people have viewed the work of William Simmonds, a key Gloucestershire artist in the 'Arts and Crafts Movement'.

The service continues to offer a number of talks, craft activities, tours and events as well as room hires and a tourist information service which all contributes to the footfall into the Museum building.