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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		Declining		Getting Worse
	Unknown				
	Data Only				

Short Trend Improving

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD-23	Percentage of minor applications where decisions were made within the agreed timescale or agreed extended period.			
CS-8	Average customer waiting time (telephone)			
CGD-16	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.			
CGD-20	Number of minor planning applications			
CWB-13	Percentage of broadly compliant food premises			
F-13	Financial Outturn vs. Budget (Year-End Forecast)			
H-13	Average number of Households in Temporary Accommodation			
H-14	Average number of households in B&B			
H-15	Average Households with children in B&B or shared facilities over 6 weeks			
H-16*	Number of families in temporary accommodation outside the county			
H-7*	Number of successful homeless preventions			
HR-3	Staff Absence Rate			
WR-13	Percentage of domestic waste collected on time			
WR-15	Percentage of Recycling Receptacles collected on time			
WR-31	Percentage of total waste recycled			

Short Trend No Change

PI Code	Measure	Status	Short Term Trend	Long Term Trend
CGD-22	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.			
CS-3	Percentage of complaints that escalate to stage 2			

Short Trend Declining

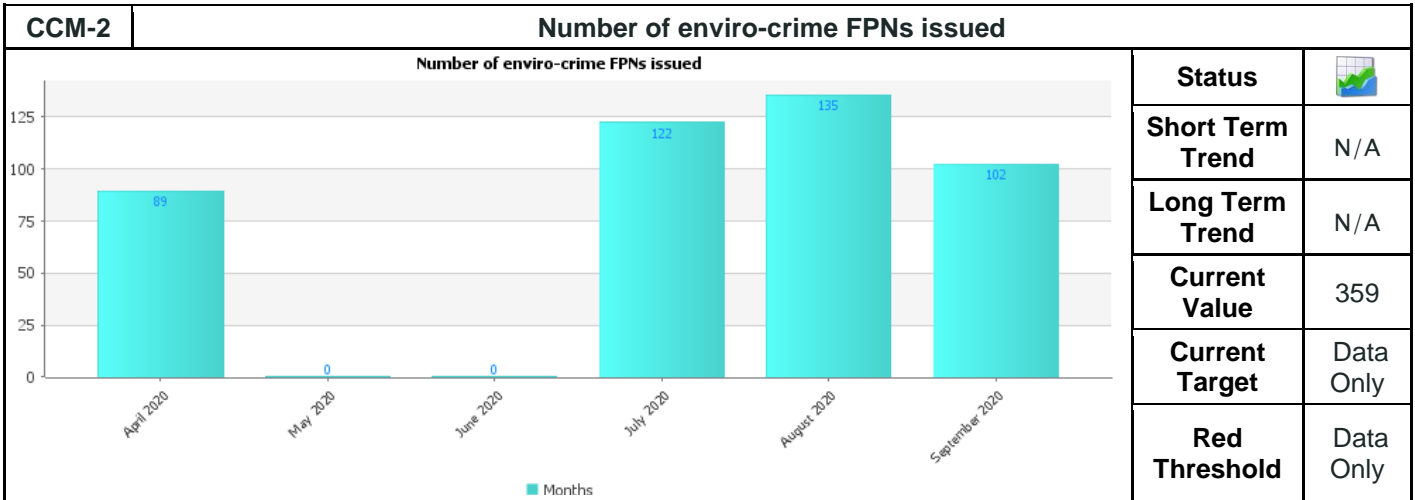
PI Code	Measure	Status	Short Term Trend	Long Term Trend
CD & VE-1	Museum of Gloucester/TIC Footfall			
CWB-2	Number of environmental health service requests responded to within 3 working days			
CGD-19	Number of major planning applications			
CS-11	Number of complaints			
CS-6	Number of telephone calls			
CWB-33	Number of ASB interventions by Solace completed successfully			
CWB-45	Number of requests received through the Covid19 Community Hub			
PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines			

Data only No target

PI Code	Measure
CCM-2	Number of enviro-crime FPNs issued
CWB-1	Number of environmental health service requests
H-22*	Number of Homeseeker applications received

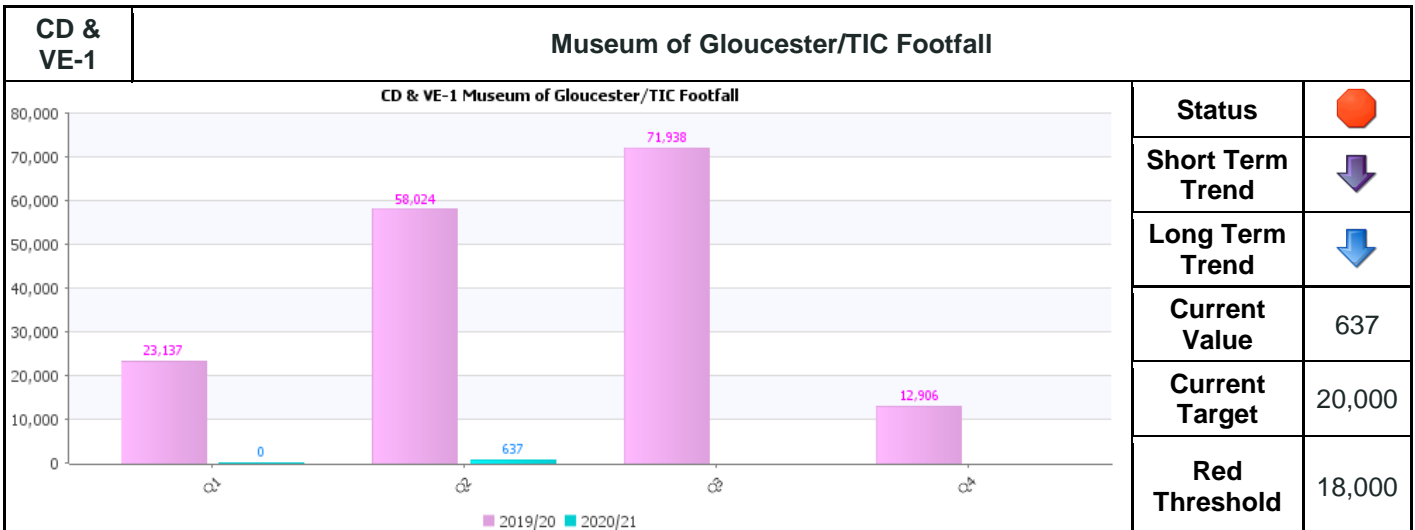
Data not available

PI Code	Measure
CE-1	Number of visitors to City Council nature reserves
CGD-10	City Centre Footfall
CGD-11	City Centre Spend



The reason that there was a dropped in the number of FPN issued in the month of September, when compared to the 2 previous months, is because we usually have 3 3GS Enforcement Officers issuing FPN. But in the month of September, there was a gap of 2 weeks between on officers ending his work with 3GS and a second one starting (after his training). There was also one week, when, due to an injury (a fall) sustained at work, an Enforcement Officer was off work. In effect, for the month of September, we did not have our usual 3 Enforcement Officers on the ground at all times.

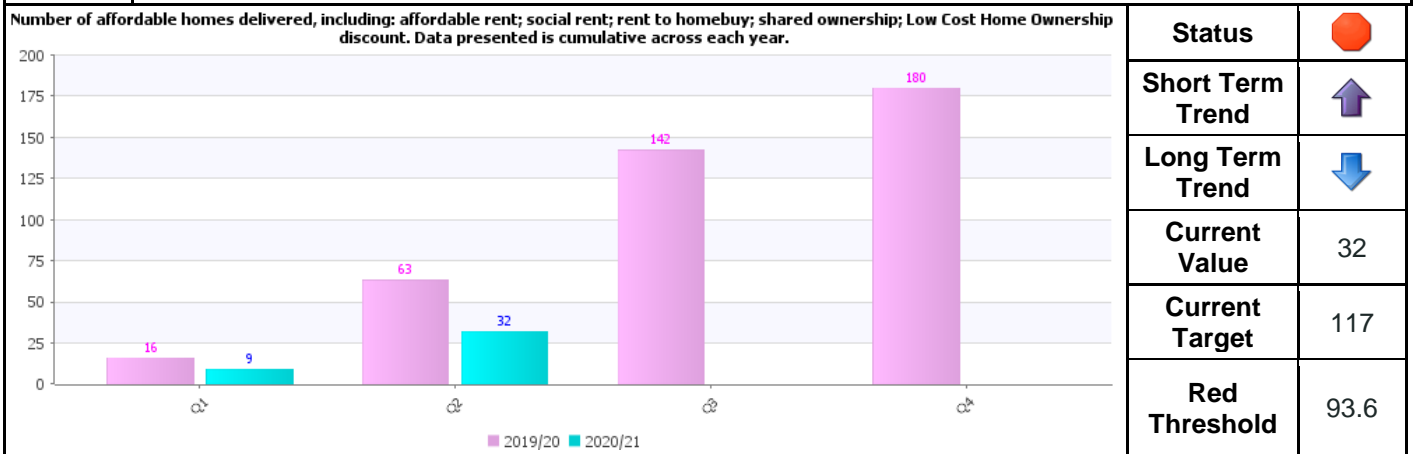
City Centre Manager



The Tourist Information Centre reopened on the 1st September. The Museum of Gloucester reopened on the 3rd September. Due to social distancing measures, the venue can only accommodate 50 visitors onsite at any one time. Visitor numbers have initially been low and with the country entering a second lockdown, the service is focusing on building it's programme of activity for when national restrictions are lifted. Due to being a cultural venue in a national pandemic, planning for reopening is challenging however the service will continue to adapt and respond to national guidance.

Cultural Development Manager; Visitor Experience Team Leader; Visitor Experience Manager

CGD-16 **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.**



Q1 - Covid-19 impacted severely on construction sites leading to a slow down in delivery over the end of 2019-20 and a significant impact on first quarter of 2020-21. Completions are expected to increase in quarter 2 with construction.

Q2 - Has again been impacted by the pandemic but Housing Association Registered Providers (HARP) have achieved slightly increased delivery. The projection received from the HARPS indicate that the outturn at the end of the year is likely to be in the region of 340 homes with the recent successful bid for Next Steps Affordable Programme Funding achieving funding for 37 homes that have to be completed by 31.03.2021

City Growth & Delivery Manager

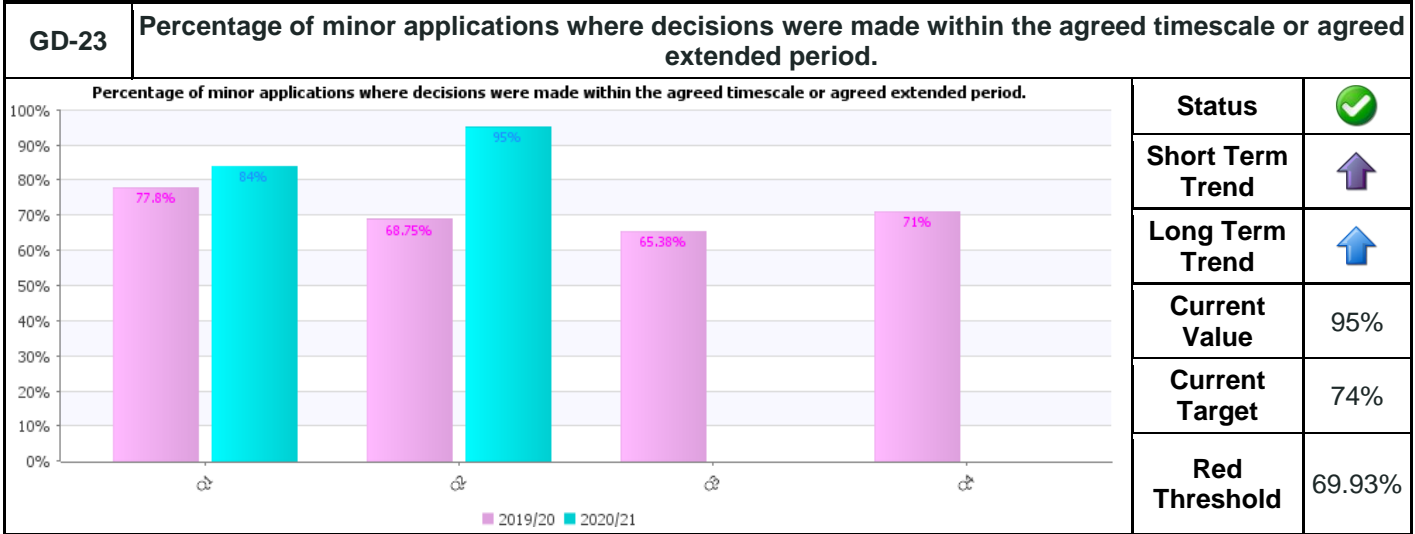
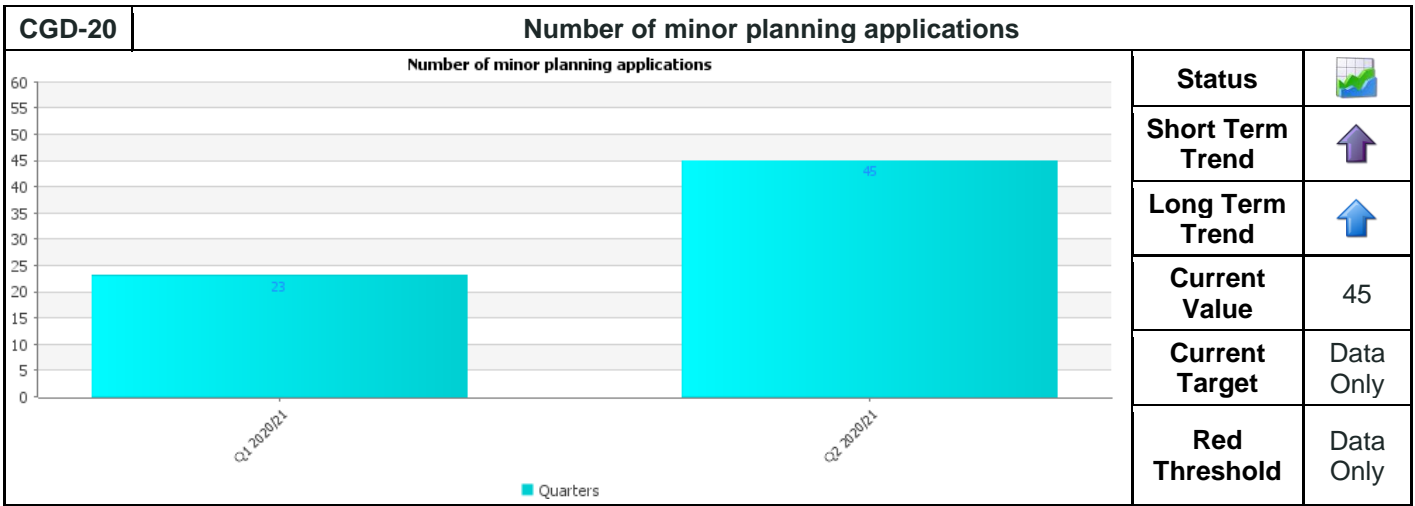
CGD-19	Number of major planning applications		Status	
			Short Term Trend	
			Long Term Trend	
			Current Value	6
			Current Target	Data Only
			Red Threshold	Data Only

CGD-22	Percentage of major applications where decisions were made within the agreed timescale or agreed extended period.		Status	
			Short Term Trend	
			Long Term Trend	
			Current Value	100%
			Current Target	66%
			Red Threshold	59.4%

Significant major applications indicated in the fee income projection and resource planning for 2020-21 are being received in line with projections. The COVID pandemic resulted in a delay in submission date of some major applications and consequently a number of significant major applications with similar determination timescales. This has caused some short-term capacity issues which are being managed by prioritisation and agreeing timescales with applicants.

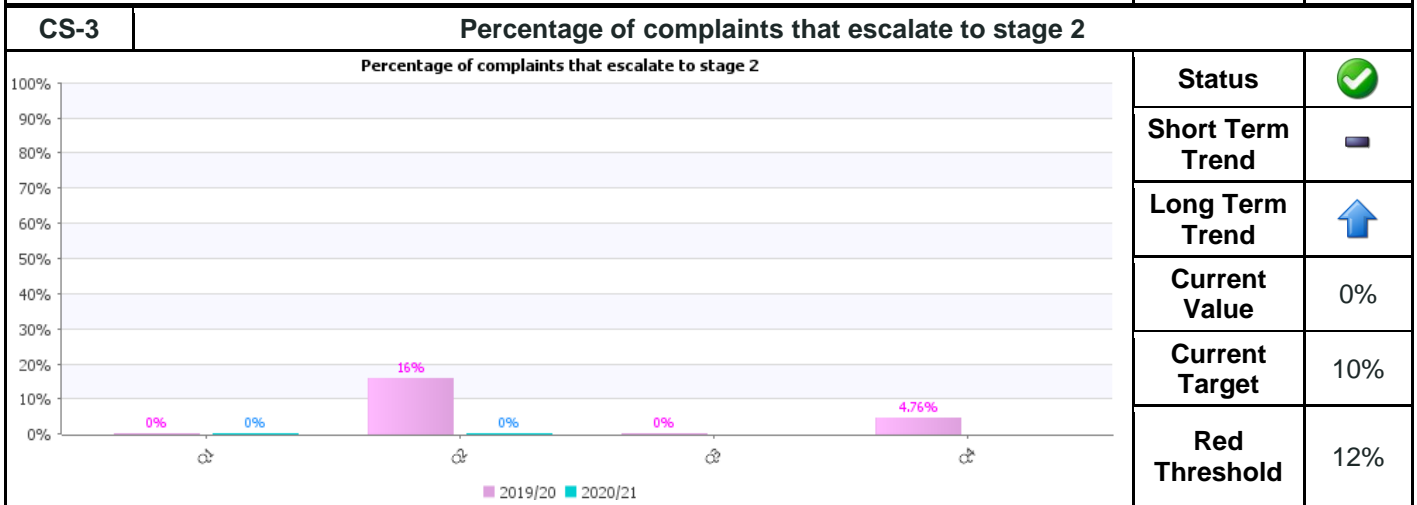
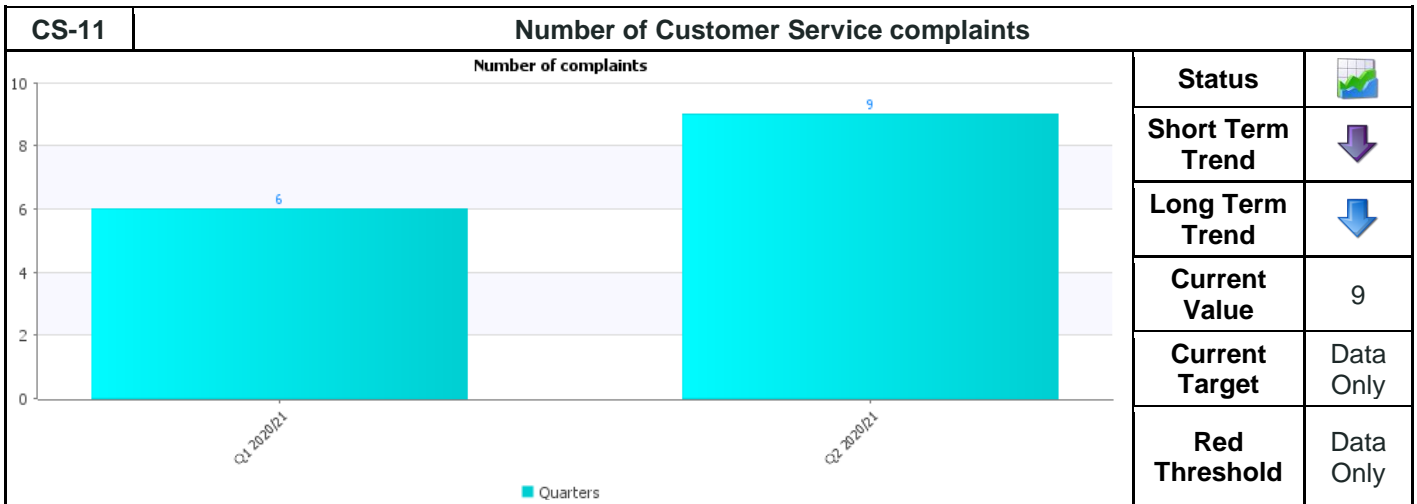
10 major applications were determined in quarter 2, within the agreed timescale, giving a performance of 100% against a local target of 66% and a national target of 60%. This demonstrates excellent performance. This is due to determination of major applications being the priority for the planning team. The team establishes good working relationships with developers and other stakeholders to progress major applications. Given the relatively small number of applications, it is likely that the year-end performance will be less than 100%.

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



18 of the 19 minor applications determined were within agreed timescales giving an excellent performance of 95%. This is significantly above the local target of 74% and the 70% national target. It is a considerable improvement on the 70.6% full year performance for 2019-20. There was reduction in the number of minor applications received April to June 2020 with number of applications returning to normal levels from July. This together with a concerted effort by the development management team to work with applicants to determine applications within agreed timescales has enabled improved performance.

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



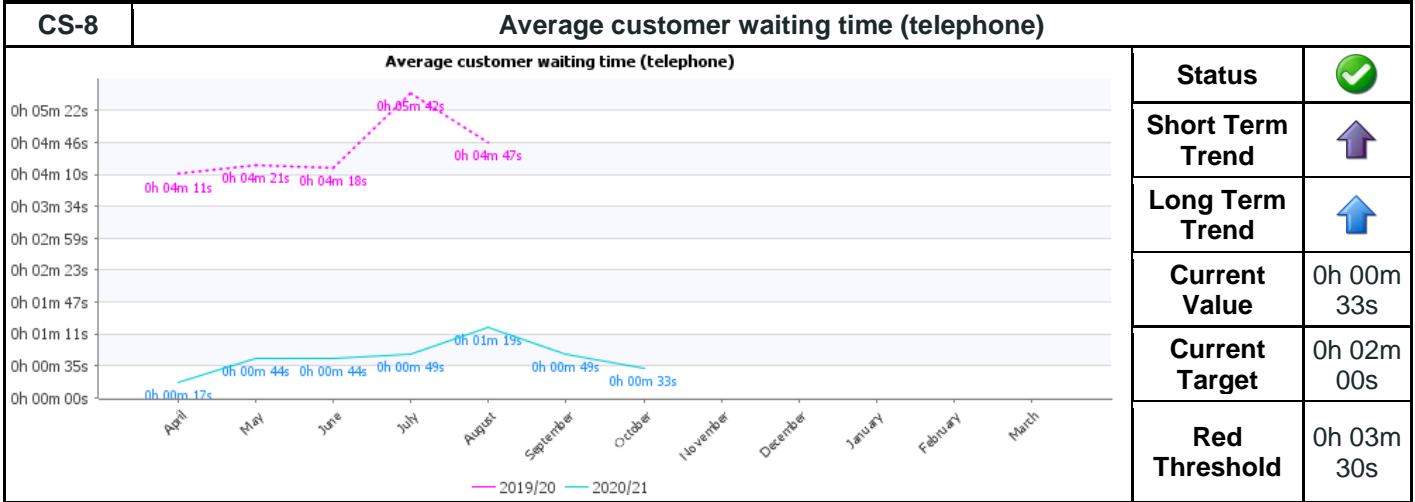
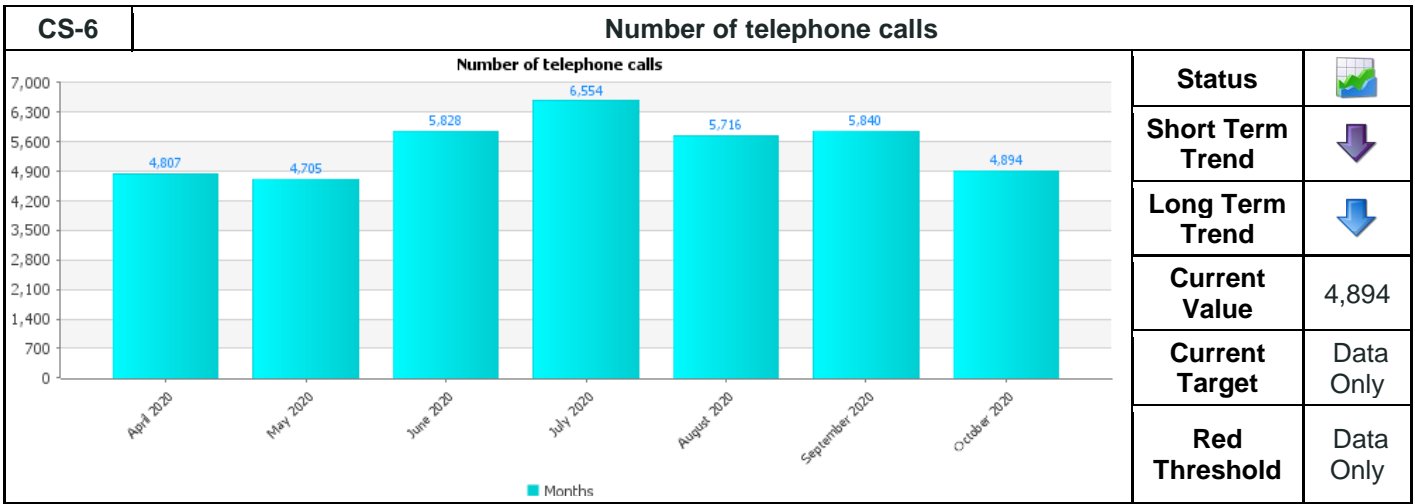
For Q2 20/21 Customer Services, as a department, received a total of 9 complaints about the service that they provided to our customers (complaints are when a customer wishes to make a formal complaint about lack of service or action they have received from Customer Services directly) .

The total number of complaints regarding service received across all departments in the council was 655. Of the 655, 569 were for Amey (87%). In comparison in Qt 2 19/20 Customer Service received 31 complaints so this is a reduction this year of 22 complaints. The council as a whole received 742 in 19/20 (with Amey receiving 595 of these) so for Qt2 20/21 the council as a whole has had 87 fewer complaints.

For note 19/20 and 20/21 saw an increase in complaints between Qt1 to Qt2.

None have escalated to stage 2. Therefore, this is 0%.

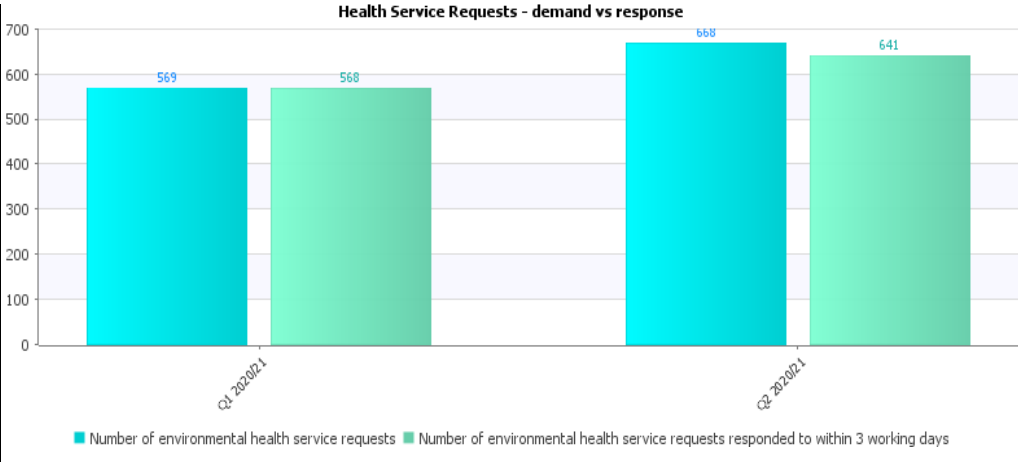
Customer Service Transformation Manager; Customer Services Team Leader



In October we handled 4894 calls and we missed 242 calls.

Due to Covid19 all staff have been working from home answering calls and emails. As such there have been no resources needed face to face so our call handling time has improved. For October our customer wait time for calls to be answered was 33s.

(No data was available from September 2019 to March 2020)

CWB-1 & CWB-2	Number of environmental health service requests vs Number of requests responded to within 3 working days		
			
	CWB-1	CWB-2	
Status			
Short Term Trend	N/A		
Long Term Trend	N/A		
Current Value	668	641	
Current Target	Data Only	Data Only	
Red Threshold	Data Only	Data Only	

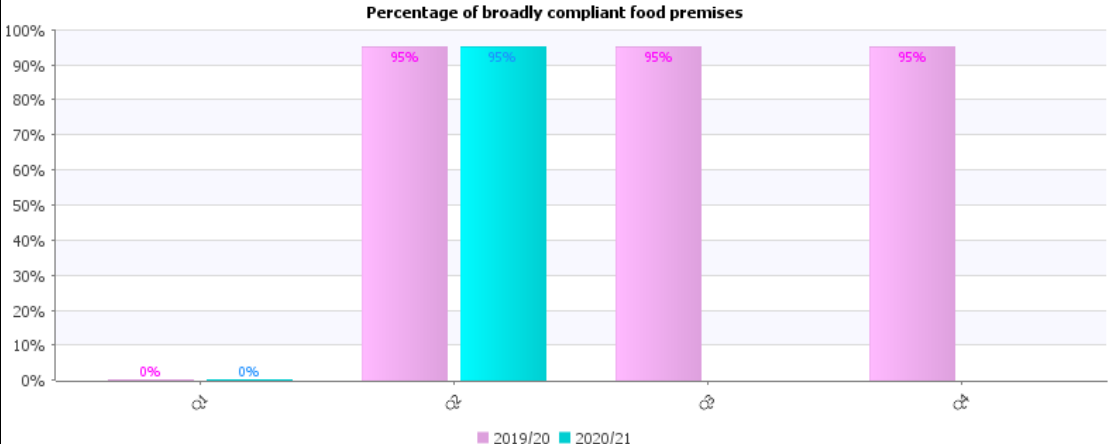
CWB-1 This measure relates to the total number of calls/complaints logged to The Community Wellbeing Team during Q1 & Q2. These cases require initial contact and in many cases investigation and include complaints regarding nuisance Issues such as noise, smoke (Bonfires), dust etc, and food premise complaints. Since Covid 19 we have also received calls for advice on essential services, Key Workers and Social Distancing which is also included.

Q1- When compared to 2019/20 data we have seen a reduction of 7.4%. This is likely to reflect the reduction in complaints regarding food premises as many of them were closed during this period. We also saw a degree of community tolerance during this time as more people were working from home, children were off school and the community was adapting to new circumstances.

Q2- in Q2 we saw an increase in the number of cases logged in comparison with 2019/20 data. This coincides with food premises reopening and possibly the strain of the 'new normal' translating into service requests relating to neighbourhood issues such as bonfires and noise.

CWB-2 Community Wellbeing Team's service standard is to respond to all requests for service within three working days. We are pleased that this has been accomplished during Q1 & 2 and achieved because the availability of technology to Gloucester City Council staff meant we were able to effectively deliver services from home during the pandemic and through prompt engagement and problem solving with the complainants.

Community Wellbeing Manager

CWB-13	Percentage of broadly compliant food premises		
			
Status			
Short Term Trend			
Long Term Trend			
Current Value	95%		
Current Target	90%		
Red Threshold	85%		

Q1 there were no inspections due to lockdown (The Majority of Food Businesses we all closed).

Q2- Inspections of All Food Premises resumed following lockdown the priority was to inspect all Food Premises to ensure that they achieve standards of compliance levels equivalent to a Food Hygiene Ratings (FHRs) of 3, 4 or 5; these are referred to by the Food Standards Agency as 'broadly compliant' premises.

Community Wellbeing Manager

CWB-33	Number of ASB interventions by Solace completed successfully																			
<p>Number of ASB interventions by Solace completed successfully</p> <table border="1"> <caption>ASB Interventions by Solace</caption> <thead> <tr> <th>Quarter</th> <th>Number of Interventions</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>12</td> </tr> <tr> <td>Q2 2020/21</td> <td>10</td> </tr> </tbody> </table>		Quarter	Number of Interventions	Q1 2020/21	12	Q2 2020/21	10	<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>10</td> </tr> <tr> <td>Current Target</td> <td>10</td> </tr> <tr> <td>Red Threshold</td> <td>7</td> </tr> </table>	Status		Short Term Trend		Long Term Trend		Current Value	10	Current Target	10	Red Threshold	7
Quarter	Number of Interventions																			
Q1 2020/21	12																			
Q2 2020/21	10																			
Status																				
Short Term Trend																				
Long Term Trend																				
Current Value	10																			
Current Target	10																			
Red Threshold	7																			

Q1- This quarter we were pleased that 12 ASB cases were closed positively. There were 8 new cases logged for this period.

Q2- This quarter 10 cases were closed positively with no need for legal intervention and 6 new cases were logged with Solace.

Community Wellbeing Manager

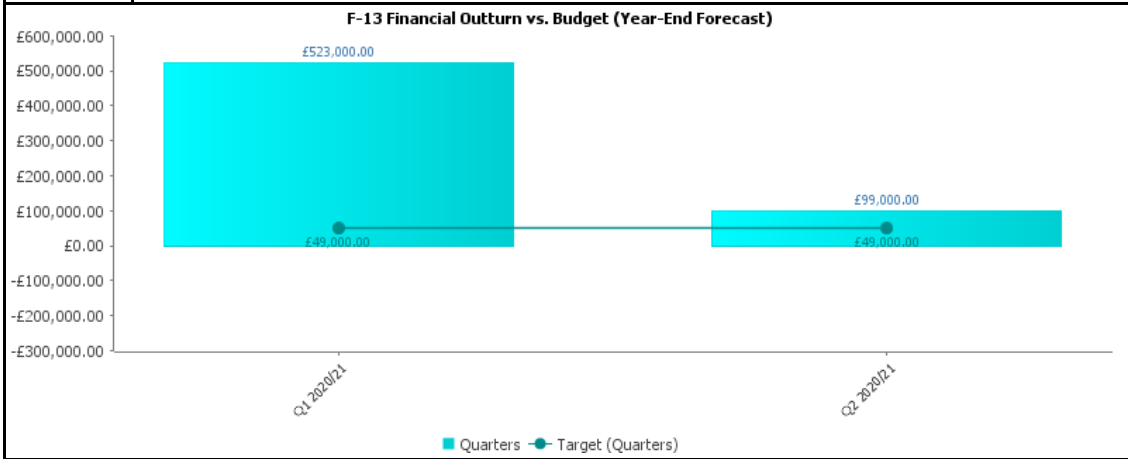
CWB-45	Number of requests received through the Covid19 Community Hub																													
<p>Number of requests received through the Covid19 Community Hub</p> <table border="1"> <caption>Requests Received through Covid19 Community Hub</caption> <thead> <tr> <th>Month</th> <th>Number of Requests</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>436</td> </tr> <tr> <td>May 2020</td> <td>141</td> </tr> <tr> <td>June 2020</td> <td>77</td> </tr> <tr> <td>July 2020</td> <td>16</td> </tr> <tr> <td>August 2020</td> <td>8</td> </tr> <tr> <td>September 2020</td> <td>11</td> </tr> <tr> <td>October 2020</td> <td>6</td> </tr> </tbody> </table>		Month	Number of Requests	April 2020	436	May 2020	141	June 2020	77	July 2020	16	August 2020	8	September 2020	11	October 2020	6	<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>135</td> </tr> <tr> <td>Current Target</td> <td>Data Only</td> </tr> <tr> <td>Red Threshold</td> <td>Data Only</td> </tr> </table>	Status		Short Term Trend		Long Term Trend		Current Value	135	Current Target	Data Only	Red Threshold	Data Only
Month	Number of Requests																													
April 2020	436																													
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September 2020	11																													
October 2020	6																													
Status																														
Short Term Trend																														
Long Term Trend																														
Current Value	135																													
Current Target	Data Only																													
Red Threshold	Data Only																													

The Covid-19 Community Help Hub was set up at the end of Q4 2019/2020 as national lockdown was implemented. Since the help hub was set up we have had a total of 899 requests with all being contacted (since mid-march). We have signed up 820 residents who have volunteered to support and have received 331 contacts from people who have concerns for neighbours.

The help hub has been supported by colleagues throughout the council.

Community Wellbeing Manager

F-13 Financial Outturn vs. Budget (Year-End Forecast)



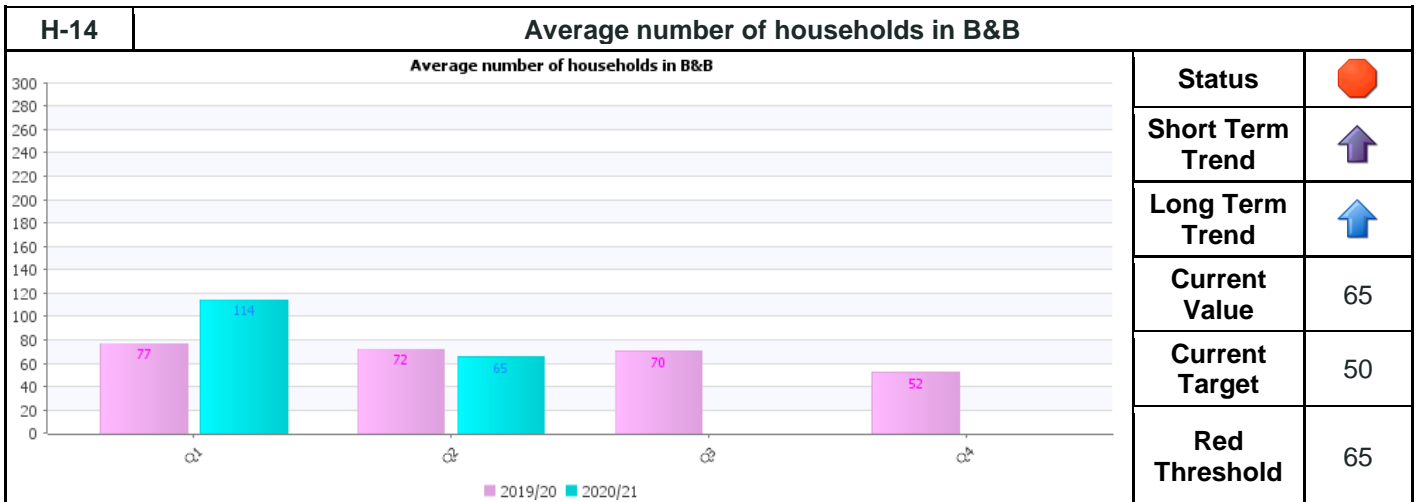
Status	✔
Short Term Trend	↑
Long Term Trend	↑
Current Value	£99,000.00
Current Target	£49,000.00
Red Threshold	£200,000.00

The forecast position at Q2 is a decrease in the Council’s General Fund by £99k. This is an improvement from Q1 as a result of additional grant funding either received or expected from Central Government as the Council continues to navigate the Covid-19 pandemic’

Accountancy Manager

H-13	Average number of Households in Temporary Accommodation																
<table border="1"> <caption>Average number of Households in Temporary Accommodation</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>154</td> <td>168</td> <td>191</td> <td>182</td> </tr> <tr> <td>2020/21</td> <td>265</td> <td>226</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2019/20	154	168	191	182	2020/21	265	226	-	-	Status
Year	Q1	Q2	Q3	Q4													
2019/20	154	168	191	182													
2020/21	265	226	-	-													
		Short Term Trend 															
		Long Term Trend 															
		Current Value 216															
		Current Target 200															
		Red Threshold 150															
<p>At the end of Q1 2020/21 we had 265 households in temporary accommodation which is an increase on Q4 2019/20 figure of 182. This increase is directly related to the 'Everyone In' initiative led by Central Government as a response to the COVID-19 pandemic, which aimed to protect vulnerable people and ensure shielding and self isolation was possible if necessary.</p>																	
<p>By the end of Q2 the figure had reduced to 216 households in temporary accommodation and this reduction reflects the fact that the Housing system had restarted after lockdown so referrals and placements beyond temporary became possible.</p>																	
<p>The figures also reflect the increase in the provision of temporary accommodation units including our use of hotel accommodation used as a safe way to accommodate through the pandemic. Due to the risks associated with COVID19 and restrictions put in place we saw a number of 'sofa surfers' or those staying with friends and family present to Housing Services in need of emergency placements.</p>																	
<p>For quarter 2 the breakdown of the 216 is as follows:</p>																	
<p>50 (average) families in temporary accommodation, albeit dispersed or hostel or B&B.</p>																	
<p>122 (average) singles/couples households are accommodated in temporary accommodation, albeit dispersed, hostel or B&B</p>																	
<p>41 Out of these households (on average) have made their own arrangements</p>																	
<p>3 families were in Places of Safety during the period.</p>																	
<p>Focus over the next 6 months will be on delivering longer term accommodation funded through the Next Steps Accommodation Programme which will ensure that households are able to move out of the 'temporary' accommodation, therefore freeing up capacity within the system.</p>																	
<p>Please note- Temporary Accommodation numbers also include people who have made their own arrangement or temporarily remains within their current property but have a live Housing Application. 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.</p>																	

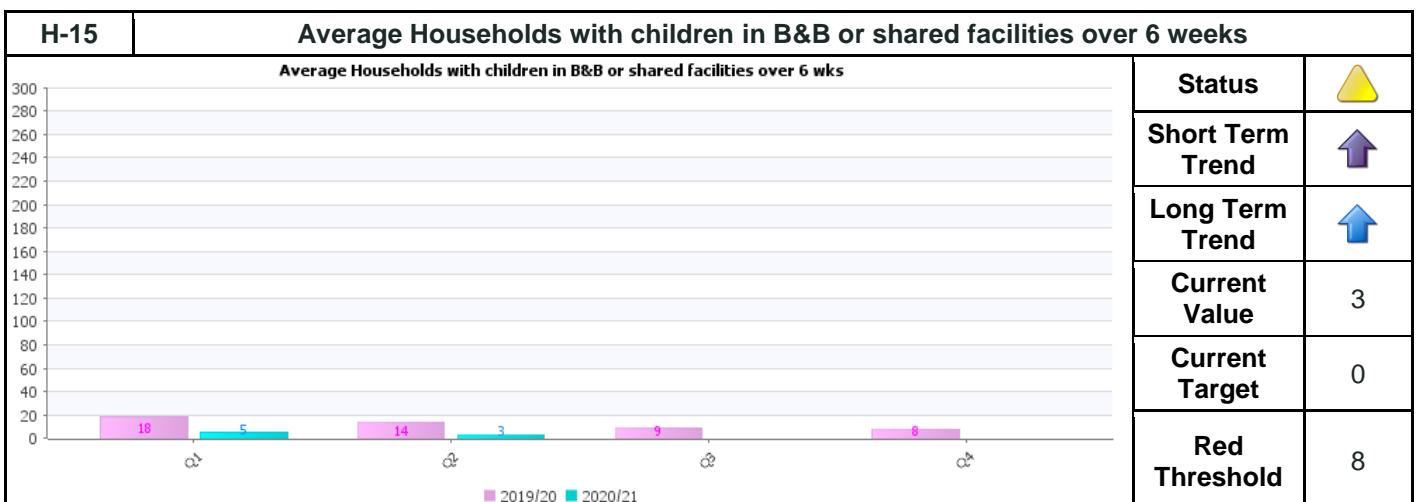
Housing Services Manager; Housing Team Leader



The number of households in B&B accommodation has decreased significantly this month. The initial step increase was a direct result of the 'Bring Everyone In' effort due to Covid-19 lockdown and the need for self-isolation and the ability for shielding to take place. Since this time a lot of hard work by Officers has taken place to move individuals on to more appropriate longer term placements. The effort and focus of the B&B task force and our commitment to reduce the use of B&B accommodation for our residents continues as we look to find move on solutions for the remaining individual's.

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.

Housing Services Manager; Housing Team Leader



In Quarter 2 we continued to see improvements to the number of families in B&B over 6 weeks. Further improvements were made to the 'Bed and Breakfast Taskforce' meetings that closely focusses 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.

Due to Covid-19 there was a slow down in moving households into dispersed accommodation and delays in planned works but we have now started to see an improvement in this.

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.)

Housing Services Manager; Housing Team Leader

H-16*	Number of families in temporary accommodation outside the county													
		<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>8</td> </tr> <tr> <td>Current Target</td> <td>Data Only</td> </tr> <tr> <td>Red Threshold</td> <td>Data Only</td> </tr> </table>	Status		Short Term Trend		Long Term Trend		Current Value	8	Current Target	Data Only	Red Threshold	Data Only
Status														
Short Term Trend														
Long Term Trend														
Current Value	8													
Current Target	Data Only													
Red Threshold	Data Only													

In Q1 we had 1 household placed out of area for the duration. In Q2 this number increased to 4 however by the end of Q2 it reduced back down to 2. These 2 households whom were placed out of area was due to a risk of Domestic Abuse, therefore officers sought accommodation out of the area, to safeguard these households. This has been an extremely challenging time securing family sized self-contained accommodation which allows for self-isolation, and a rise in families presenting due to relationship breakdown as a result of the stresses of lockdown 1. We expect this number to reduce by the next quarter due to the completion of a new scheme for families in the City.

Housing Services Manager; Housing Team Leader

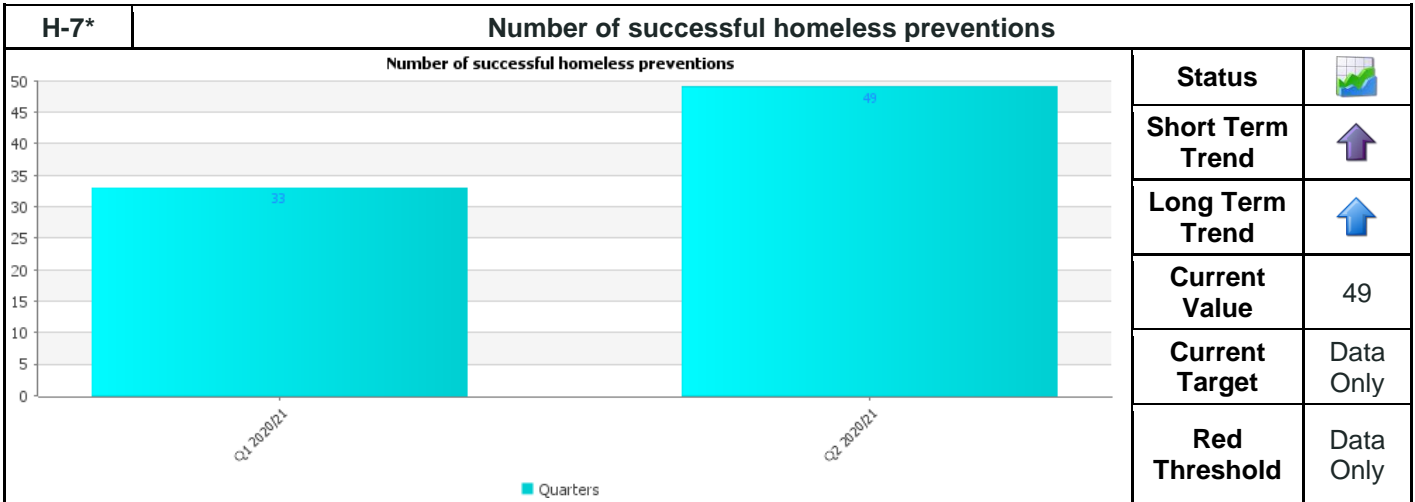
H-22*	Number of Homeseeker applications received													
		<table border="1"> <tr> <td>Status</td> <td></td> </tr> <tr> <td>Short Term Trend</td> <td>N/A</td> </tr> <tr> <td>Long Term Trend</td> <td>N/A</td> </tr> <tr> <td>Current Value</td> <td>378</td> </tr> <tr> <td>Current Target</td> <td>Data Only</td> </tr> <tr> <td>Red Threshold</td> <td>Data Only</td> </tr> </table>	Status		Short Term Trend	N/A	Long Term Trend	N/A	Current Value	378	Current Target	Data Only	Red Threshold	Data Only
Status														
Short Term Trend	N/A													
Long Term Trend	N/A													
Current Value	378													
Current Target	Data Only													
Red Threshold	Data Only													

Q1 - 216 applications received of which 45 were due to a change in circumstances. Due to lockdown and restrictions put in place, and the housing market almost coming to a standstill, we saw a reduction of new homeseekerplus applications made.

Q2 - 378 applications of which 243 were due to a change in circumstances. This quarter we have seen an increase in new homeseekerplus applications, as the housing market starts to mobilise after lockdown restrictions were relaxed. Housing Associations and Housing Services, are working hard to maintain allocations despite the impact of Covid-19 and the changing situation.

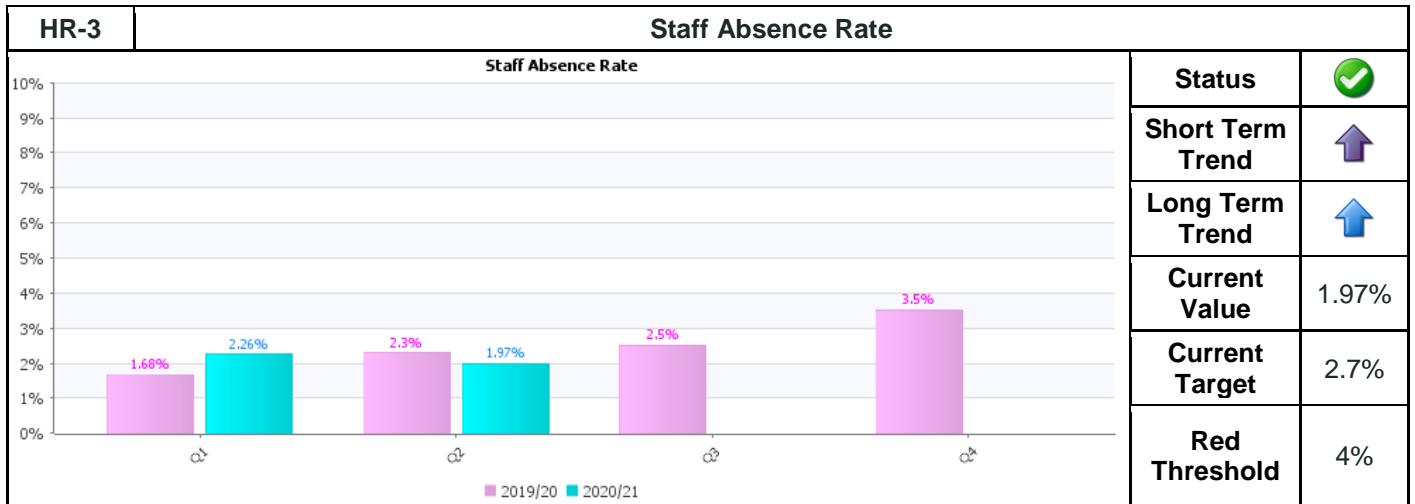
These figures is only reflective of new homeseekerplus applications, and does not include “change of circumstances” applications

Housing Services Manager; Housing Team Leader



In Q2 the number of new homeless prevention applications increased, and we are pleased to see that the number of successful homelessness preventions also increased. There was a rise in applications and successful preventions after a lower number of applications during Q1 when the country was in a period of 'lockdown'.

Housing Services Manager; Housing Team Leader



The absence rate in Quarter 2 was 1.97%, which is a reduction on the figure for Quarter 1 which stood at 2.26%. The HR service continue to provide advice and guidance to managers on absence issues and triggers with detailed support being provided to management on complex and/or protracted cases by the Specialist Case Team. This advice is supported by an extensive suite of management guidance documents and policies in respect of effective absence management. For Quarter 2, we continue to remain below our absence target of 2.7% (public sector average), which is pleasing to note.

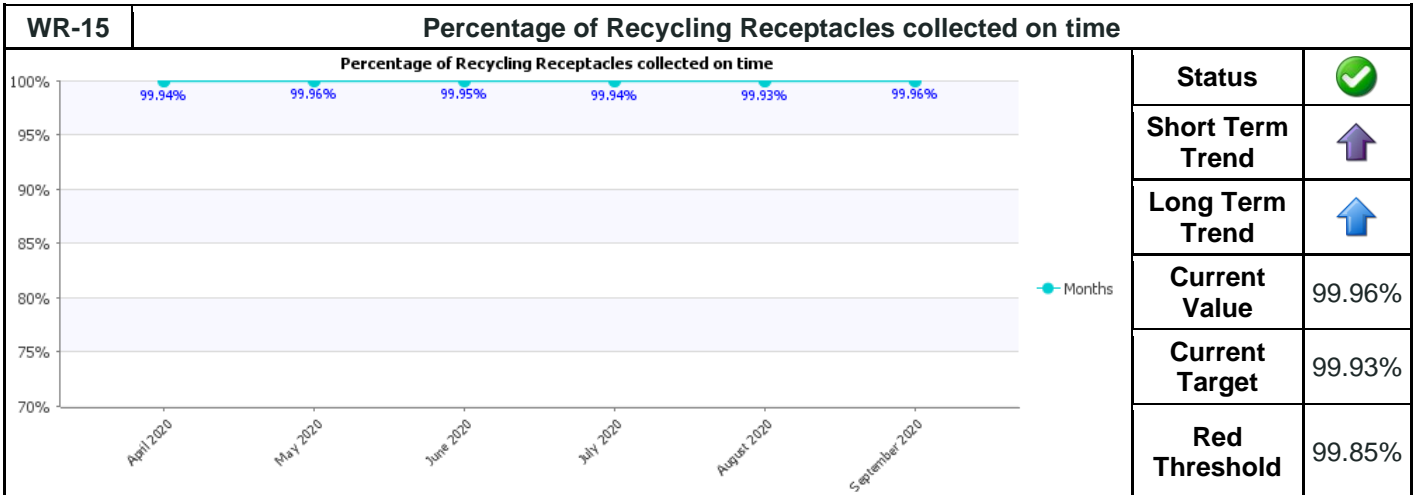
HR Business Partner

PG-24	Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines																												
<table border="1"> <caption>Percentage of information governance responses (FOI/EIR,DPA,SAR) compliant with statutory deadlines</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>87.85%</td> <td>81.4%</td> <td>93.07%</td> <td>95.42%</td> </tr> <tr> <td>2020/21</td> <td>92.56%</td> <td>92.16%</td> <td></td> <td></td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2019/20	87.85%	81.4%	93.07%	95.42%	2020/21	92.56%	92.16%			<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>92.16%</td> </tr> <tr> <td>Current Target</td> <td>85%</td> </tr> <tr> <td>Red Threshold</td> <td>76.5%</td> </tr> </table>	Status	✔	Short Term Trend	↓	Long Term Trend	↑	Current Value	92.16%	Current Target	85%	Red Threshold	76.5%
Year	Q1	Q2	Q3	Q4																									
2019/20	87.85%	81.4%	93.07%	95.42%																									
2020/21	92.56%	92.16%																											
Status	✔																												
Short Term Trend	↓																												
Long Term Trend	↑																												
Current Value	92.16%																												
Current Target	85%																												
Red Threshold	76.5%																												
<p>The aim is to respond to all requests by the statutory deadline, however, an increased target of 85% is set for monitoring purposes following improvement in performance in 2019/20. The compliance rate across the council has remained consistent at just above 92% despite an increase in requests when compared with the previous quarter; the volume of requests is still low when compared with pre-Covid periods. A small number of services have dropped below individual targets, but across the council compliance remains above target. Services have been informed where their performance has slipped, however, the reduction in requests means that it is easier to slip below target for services that do not receive many requests.</p>																													

Policy & Governance Manager

WR-13	Percentage of domestic waste collected on time																											
<table border="1"> <caption>Percentage of domestic waste collected on time</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>99.93%</td> </tr> <tr> <td>May 2020</td> <td>99.94%</td> </tr> <tr> <td>June 2020</td> <td>99.95%</td> </tr> <tr> <td>July 2020</td> <td>99.92%</td> </tr> <tr> <td>August 2020</td> <td>99.93%</td> </tr> <tr> <td>September 2020</td> <td>99.96%</td> </tr> </tbody> </table>		Month	Percentage	April 2020	99.93%	May 2020	99.94%	June 2020	99.95%	July 2020	99.92%	August 2020	99.93%	September 2020	99.96%	<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>99.96%</td> </tr> <tr> <td>Current Target</td> <td>99.92%</td> </tr> <tr> <td>Red Threshold</td> <td>98%</td> </tr> </table>	Status	✔	Short Term Trend	↑	Long Term Trend	↑	Current Value	99.96%	Current Target	99.92%	Red Threshold	98%
Month	Percentage																											
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<p>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.</p> <p>In May waste and recycling had been a priority throughout the Covid-19 situation, with resource being moved as necessary to ensure collections were completed and so the number of completed collections remains on target. June and the summer months things started to return to normal in regards to resourcing and we successfully stayed within threshold levels for domestic waste collected on time with 86 domestic waste collections missed out of 123132 for August and 48 out of 123132 for September.</p>																												

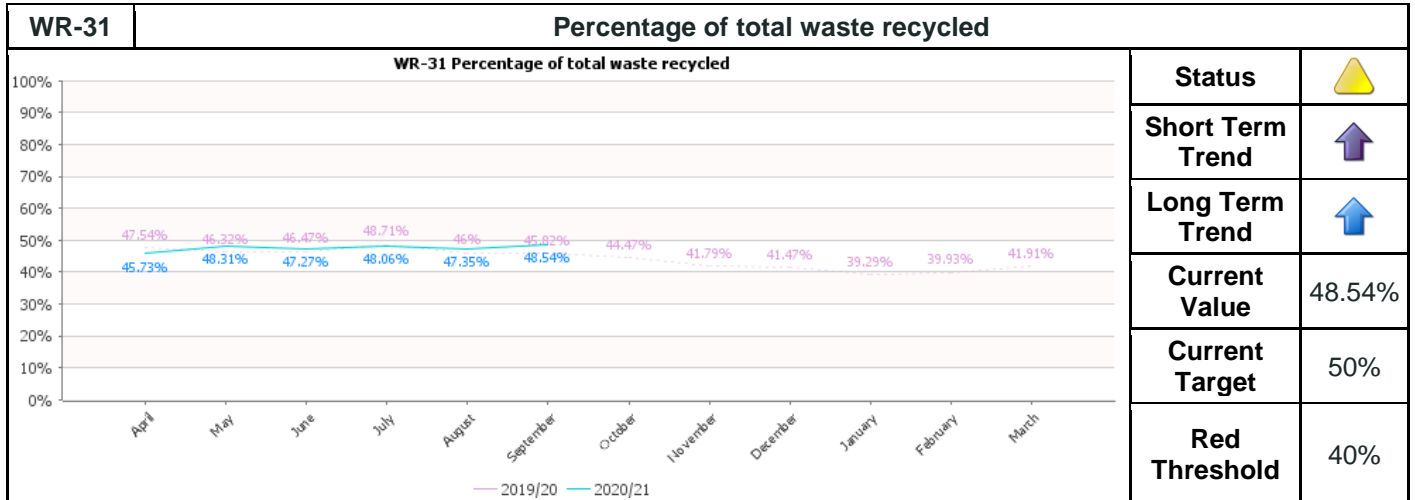
Streetcare Client Officer; Recycling and Streetscene Manager Waste



Much like WR-13 household recycling was prioritised over Garden Waste due to the impact of Covid-19. Likewise the low number of missed receptacles is really positive and should be credited to the hard work of the team and Amey to ensure a consistent service during Covid-19.

August was our lowest performing month with 184 Recycling receptacles missed/late out of 246263 and with that we have focused on improving during September which has resulted in our best month of 87 out of 246263 missed.

Streetcare Client Officer; Recycling and Streetscene Manager Waste



By the end of quarter 2 the percentage of waste recycled in the city is 48%, a 1% increase when compared to the same period last year. This increase is attributed to an additional 1328 tonnes of recycling having been collected at the kerbside during this period.

This year we introduced a number of new performance indicators to measure the impact Covid-19 restrictions had on the city. The tools to records these measures are awaiting installation. The three new performance indicators are as follows. (CE-1, CGD-10 & CGD-11)

CE-1	Number of visitors to City Council nature reserves
<i>As before still no counter in place, though numbers clearly higher than last year. For more information please contact Meyrick Brentnall</i>	

CGD-10	City Centre Footfall
<i>Two national companies submitted tenders to provide footfall measurement service in the city centre. Officers are currently evaluating them. Aiming to commence installation of equipment and commencement of measuring during Q4.</i>	
<i>However, using footfall in City Council owned Eastgate Shopping Centre as a proxy, footfall was down 35% in September 2020 as compared with September 2019.</i>	

CGD-11	City Centre Spend
<i>This data is not captured by the Council. A dashboard of economic indicators will be prepared later in the year which will provide a proxy of how businesses in the city centre are performing.</i>	