

Guildford Borough Council – Performance Monitoring Report

Quarter 2, 2021/22

1. Introduction

The Council's performance monitoring framework incorporates a range of performance indicators (PI) aligned under four broad themes: Environment, Homes and Jobs, Community and Council. The PI data shows how the Council is performing in various service areas along with indicators giving a broad picture of the 'health' of Guildford borough. Our framework comprises a total of 72 PI: 64 recorded quarterly and 8 annually.

This report incorporates an 'at a glance' [scorecard summary](#) of the rating of each of our PI, with more detailed information and a chart table for each quarterly indicator shown in [section 5](#). An explanation of the rating for each PI is included in section 1.2, as is an overview of our [current position](#) and an [exception summary](#) showing where PI data has not been submitted for reporting on this occasion.

Section 1.4 gives details on changes which have been made to the report/ PI since the previous iteration.

This report will be submitted to Corporate Management Team and our Corporate Governance and Standards Committee on a quarterly basis for their comment and review.

1.1 External factors






Whilst COVID-19 restrictions have lifted, it is still worth bearing in mind that the Council has been operating in an exceptional environment for much of the financial year 2020/21 and adjustments to some services have continued for Quarters 1 and 2 of 2021/22. Frontline services continue to ensure our communities are supported and provided for during the pandemic and any restrictions. This continues to have an impact on performance against some indicators below and this has been noted where relevant.

The Government restrictions also had a direct impact on Council services in a variety of ways including the forced closures of visitor attractions/ public buildings, an increased need to support vulnerable people and providing financial support to businesses. This continues to be the case in a number of service areas.

1.2 Performance indicator rating

To show the status of individual indicators we have assessed each one against a red, amber, or green (RAG) rating. Where the indicator has a target, it will be RAG rated against this, otherwise it will be rated against the preferred direction of travel (i.e. increasing or decreasing).

The RAG ratings applied to this report are detailed below:

-  Green: on, or over, target or heading in the preferred direction of travel (including for annual targets)
-  Amber: up to 5% off target, or the same as the previous quarter/ year
-  Red: more than 5% off target or heading in the wrong direction of travel
-  Data only, or no data to compare with
-  No data submitted for this quarter

1.3 Performance monitoring themes

To help categorise our PI we have grouped them under the headings shown below. These themes are broadly aligned to our current Corporate Plan.

Environment (section 5.1)	ENV
Homes and Jobs (section 5.2)	H&J
Community (section 5.3)	COM
Council (section 5.4)	COU

1.4 Changes from our previous report

As our performance monitoring framework and associated reporting is still developing, we accept that it will evolve and that there will be changes to the report and PI to ensure that it continues to provide the right information and detail required.

For quarter 2, changes include the addition of 3 new PI for Community Services. They do not have a target but provide information on the services provided by the Community Wellbeing Team (PI ref: COM18 - No. of visitors to Thrive at The Hive; PI ref: COM19 - No. of visitors to the Community Fridge; and PI ref: COM20 - No. of attendees at Playranger Sessions).

In addition, for PI ref: COU2 (Staff Turnover) the target has been revised to 15% so that we can benchmark against the public sector average. The previous target of less than/equal to 10% was based on our normal turnover rate prior to the Covid-19 pandemic.

2. Scorecard summary

The table below provides an overview of the RAG rating for each PI for quarters 2, 3 and 4 of 2020/21 and quarters 1 and 2 of 2021/22. Where an indicator is recorded annually, the rating for each quarter has been greyed out in the table and has not been shown in section 5 for this period.

For quarter 2 there may be no means of assessing the RAG rating against a preferred direction of travel if we do not have data for the preceding quarter. Where this is the case, quarter 2 data has been rated as 'data only' (i) and is shown in the chart table accompanying each PI in section 5.








































There are some new PI for this quarter and where they do not have data for 2020/21 and quarter 1 of 2021/22 'n/a' is noted in the table.

Ref no	Theme	Performance indicator	2020/21			2021/22	
			Q2	Q3	Q4	Q1	Q2
ENV1	Environment	Kilograms of domestic residual waste collected, per household, from the kerbside	✓	✗	✗	✓	■
ENV2	Environment	Household waste recycled and composted	✗	✗	✗	✓	■
ENV3	Environment	Number of fly tips	✗	✓	✓	✓	■
ENV4	Environment	Number of outstanding statutory nuisance investigations (all noise (except in street), bonfires, light, odour, living conditions prejudicial to health, insects and accumulations)	■	■	■	i	✓
ENV5	Environment	Total number of 'Green Flag' open spaces					
ENV6	Environment	Conservation sites in positive management					
ENV7	Environment	Nitrogen dioxide concentration at monitoring site(s) at risk of exceeding limits					
ENV8	Environment	CO2 emissions from Council operations					
ENV9	Environment	Energy use by the Council; gas, electricity and fleet	■	■	■	■	■
H&J1	Homes & Jobs	Average time to let void housing properties	✗	■	■	■	✓
H&J2	Homes & Jobs	Number of empty homes					

Ref no	Theme	Performance indicator	2020/21			2021/22	
			Q2	Q3	Q4	Q1	Q2
H&J3	Homes & Jobs	Number of net new additional homes	✓	✓	✓	✓	■
H&J4	Homes & Jobs	Affordable new homes completed each year	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
H&J5	Homes & Jobs	Number of homeless families placed in B&B	ⓘ	ⓘ	ⓘ	✗	✗
H&J6	Homes & Jobs	Average waiting time for Council housing					
H&J7	Homes & Jobs	Total number of households on the housing needs register	✗	✗	✓	✗	■
H&J8	Homes & Jobs	Total number of households on the housing transfer register	✗	■	✓	✗	■
H&J9	Homes & Jobs	Working age population claiming key out of work benefits	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
H&J10	Homes & Jobs	Local Council Tax Support claimants - pension and working age	■	■	✓	✓	✓
H&J11	Homes & Jobs	Food businesses with a food hygiene rating of 3 or over	✓	✓	✓	✓	✓
H&J12	Homes & Jobs	Non-domestic (business) rates collected	✓	✓	✓	ⓘ	ⓘ
H&J13	Homes & Jobs	Total number of empty days in rateable properties	✗	✗	✓	✗	✓
H&J14	Homes & Jobs	Number of empty rateable properties	✗	✗	✓	✗	✓
H&J15	Homes & Jobs	Net change in completed commercial and business floorspace (B1, B2 and B8)					
H&J16	Homes & Jobs	Percentage of vacant town centre retail units	ⓘ	✗	✓	✗	✗
H&J17	Homes & Jobs	Visits to town centre car parks	✓	✗	✗	✓	✓

Ref no	Theme	Performance indicator	2020/21			2021/22	
			Q2	Q3	Q4	Q1	Q2
H&J18	Homes & Jobs	Guildford town centre footfall	n/a	n/a	n/a	✓	□
H&J19	Homes & Jobs	Domestic abuse victims prioritised for housing	n/a	n/a	n/a	i	■
H&J20	Homes & Jobs	Percentage of affordable housing units granted planning permission on eligible sites	n/a	n/a	n/a	i	✓
COM1	Community	Number of customers taking part in day care activities	✓	✗	✗	✓	✓
COM2	Community	Number of community transport single journeys	✓	✓	✗	✓	✓
COM3	Community	Number of community hot meals delivered	✗	✗	✗	✗	✓
COM4	Community	Number of handyperson jobs completed	■	■	■	■	i
COM5	Community	Number of Care and Repair jobs completed	■	■	■	i	✓
COM6	Community	Number of public sector home adaptations completed	■	■	■	i	□
COM7	Community	Number of households living in temporary accommodation	✗	✓	✓	✓	✓
COM8	Community	Snapshot of rough sleepers	✓	✓	✓	✗	✗
COM9	Community	Number of successful homelessness outcomes	✓	✓	✓	✓	✓
COM10	Community	Council tax collected	✓	✓	□	i	✓
COM11	Community	Number of planning applications	n/a	n/a	n/a	i	i
COM12	Community	Total attendance at G Live	■	■	■	■	i
COM13	Community	Total visits to sports and leisure venues	■	■	■	i	✓
COM14	Community	Total visits to heritage venues	✓	✓	✗	✓	✓

Ref no	Theme	Performance indicator	2020/21			2021/22	
			Q2	Q3	Q4	Q1	Q2
COM15	Community	Total number of attendances at events, engagements and outreach sessions delivered by Heritage Services	■	✓	✗	✓	✓
COM16	Community	Number of bookings of sports pitches and courts	■	■	■	ⓘ	✓
COM17	Community	Total visitor numbers to parks and countryside sites	✓	✓	✓	✓	✓
COM18	Community	Number of visitors to Thrive at the Hive	n/a	n/a	n/a	n/a	ⓘ
COM19	Community	Number of visitors to the Community Fridge	n/a	n/a	n/a	ⓘ	ⓘ
COM20	Community	Number of attendees at Playranger Sessions	n/a	n/a	n/a	ⓘ	ⓘ
COU1	Council	Staff sickness absence	■	✓	✓	✓	✓
COU2	Council	Staff turnover	■	✗	✗	✗	✗
COU3	Council	Council suppliers paid within 30 days	■	✗	✗	✗	✗
COU4	Council	Council sundry debt invoices collected within 30 days	■	✗	✗	✗	✗
COU5	Council	Time taken to assess new Housing Benefit claims	✗	✗	✗	✗	✗
COU6	Council	Rent collection rate – rent collected in year	✓	✓	✓	✓	✓
COU7	Council	Rent collection rate – rent collected in year plus arrears brought forward	✓	✓	✓	✓	✓
COU8	Council	Financial return on commercial property investments					
COU9	Council	Vacancy rates of commercial property investments	■	✓	✓	✓	✓
COU10	Council	Speed of determining applications for major development	✓	✓	✓	✓	✓
COU11	Council	Speed of determining applications for minor development	✓	✓	✗	✗	✗
COU12	Council	Speed of determining applications for other development	■	■	✗	✗	✗

Ref no	Theme	Performance indicator	2020/21			2021/22	
			Q2	Q3	Q4	Q1	Q2
COU13	Council	Appeals dismissed against the Council's refusal of planning permission					
COU14	Council	Percentage of Freedom of Information and Environmental Information Regulation requests responded to within statutory timeframes					
COU15	Council	Number of web page views					
COU16	Council	Total number of social media followers					
COU17	Council	Number of customer complaints received	n/a	n/a			
COU18	Council	Percentage of customer complaints upheld	n/a	n/a			
COU19	Council	Number of Ombudsman complaints upheld					
COU20	Council	Enquiries resolved at first contact	n/a	n/a	n/a		
COU21	Council	Transactions through digital channels	n/a	n/a	n/a		
COU22	Council	Number of online customer accounts	n/a	n/a	n/a		
COU23	Council	Satisfaction with online services	n/a	n/a	n/a		

3. Current position

Each quarter we will present the current position of our performance indicators which will show, broadly speaking, our overall progress against each RAG rating. This will also be considered in relation to previous quarters where relevant.

3.1 Quarter 2

At the end of quarter 2 we have been able to give a RAG rating to all 64 of our quarterly recorded PIs which are shown in the table below.

Quarter	RAG Rating				
	Green	Amber	Red	Data only	No data
2	33	2	10	10	9
	51.6%	3.1%	15.6	15.6%	14.1%

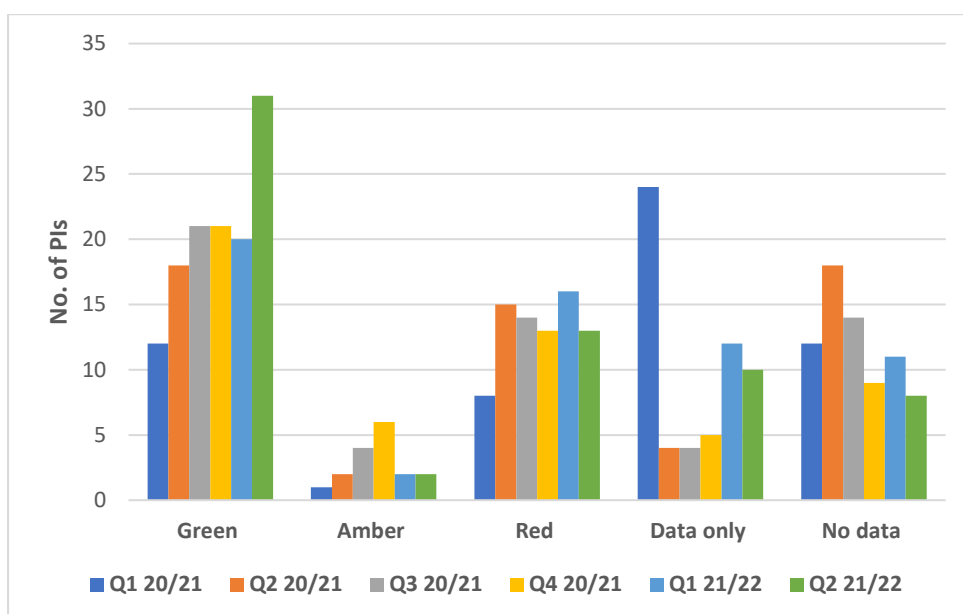
In the table above, over half (54.7%) of the quarterly PI are showing a positive green or amber rating. The red rating has also decreased significantly since the last quarter by almost 11%. 14.1% of the quarterly PI had no data available, mainly due to time lag in receiving data, introduction of new systems, registration periods and limited resources to collate the data.

3.2 Previous quarters

There are 64 PIs for quarter 2 of 2021/22. The table below focusses on the quarterly recorded PI to provide a comparison across the year. The change in the number of PIs from 2020/21 and quarters 1 and 2 of 2021/22 is due to the deletion of some PIs which were for covid monitors, plus the addition of new PIs. Data omitted from/ updated since our previous report has been included in the table where possible.

		RAG Rating				
Year	Quarter	Green	Amber	Red	Data only	No data
2020/21	Q2 57 PI	18	2	15	4	18
		31.6%	3.5%	26.3%	7.0%	31.6%
	Q3 57 PI	21	4	14	4	14
		36.8%	7.0%	24.6%	7.0%	24.6%
	Q4 54 PI	21	6	13	5	9
		38.9%	11.1%	24.1%	9.3%	16.7%
2021/22	Q1 61 PI	20	2	16	12	11
		32.8%	3.3%	26.2%	19.7%	18.0%
	Q2 64 PI	33	2	10	10	9
		51.6%	3.1%	15.6%	15.6%	14.1%

The data above is also demonstrated in the chart shown overleaf:



When comparing quarter 2 against quarter 1 for 2021/22, the most significant change has been the increase in quarter 2 by almost 19% of green rated (on or exceeding target) PI. This is largely due to PIs recorded as data only in Q1 now have data to compare against in Q2.

4. Exception summary

This section highlights any indicators where data has not been submitted for the period of this report (2021/22 quarter 2). The exception summary below covers quarterly PI, i.e. the situation at the end of quarter 2.

Three categories of 'exceptions' have been used in this summary:

Reason	Explanation
Time lag in data provision	There is a period of lag in data for this PI being available/ recorded
Data not currently available/ possible to record	Data is not available or the capacity/ ability to record data for this PI is not possible currently
No reason given	Data has not been submitted and no further explanation has been given

A category of 'time lag in data provision' was added in Quarter 4 to the exception summary for this quarter to show more clearly where data will be provided but has a time lag (usually between 1 and 3 months). This data will appear in a report from quarter 3, 2021/22 onwards.

We have a total of 64 PI reportable for quarter 2 and 14.1% of these PI had no data provided. We have relied on Service Leads to communicate any reason for the non-submission of data for this quarter. We have not made any assumptions about the priorities a specific service area may have and therefore why data has not been submitted on this occasion.

Reason	Number	Percentage
Time lag in data provision	4	44.4%
Data not currently available/ possible to record	5	55.6%
No reason given	0	-
Total	9	100%

The tables below show the exception summary by directorate and service area.

Reason	Directorate	
	Service Delivery	Strategic Services
Time lag in data provision	3	1
Data not currently available/ possible to record	4	1
No reason given	0	0
Total	7	2

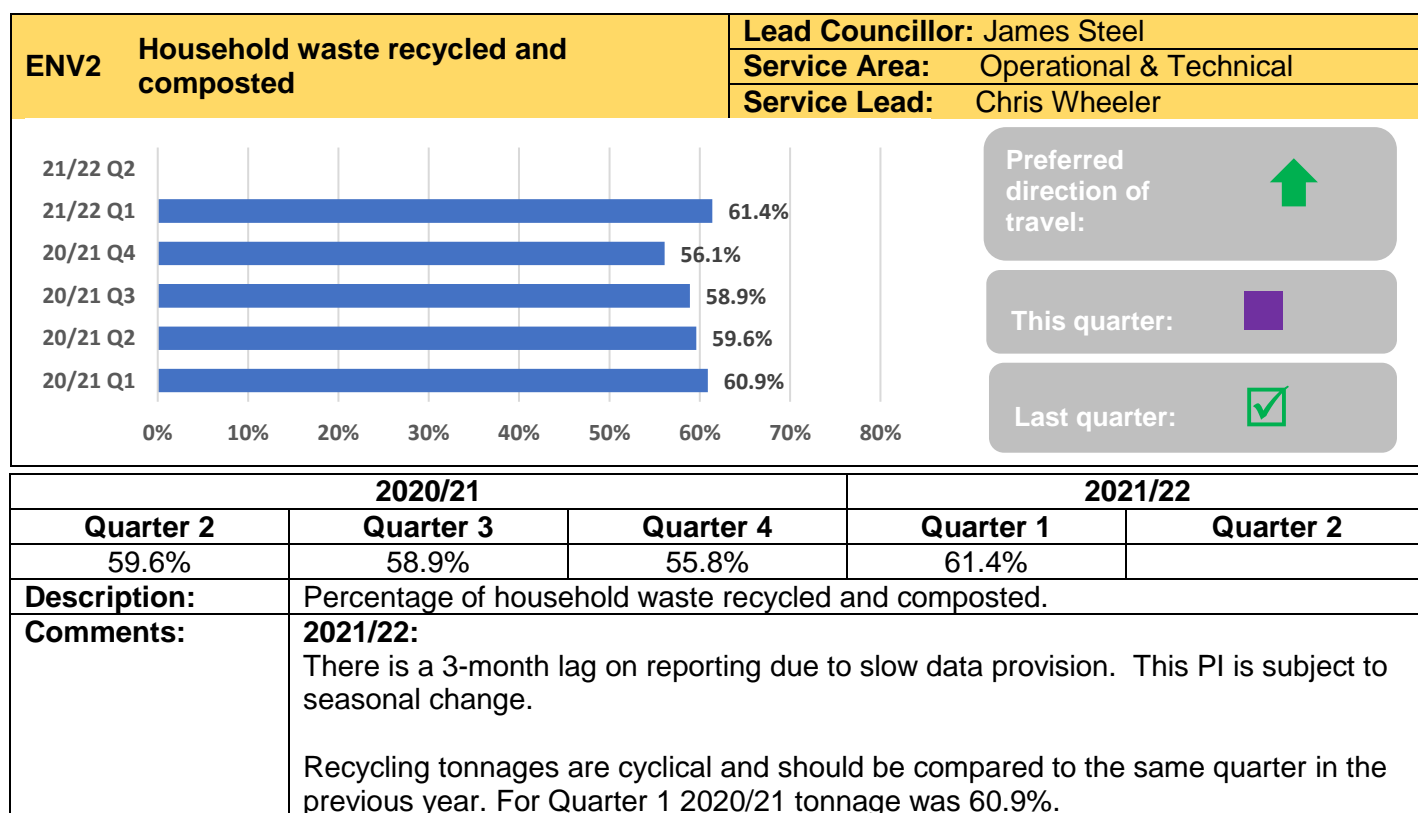
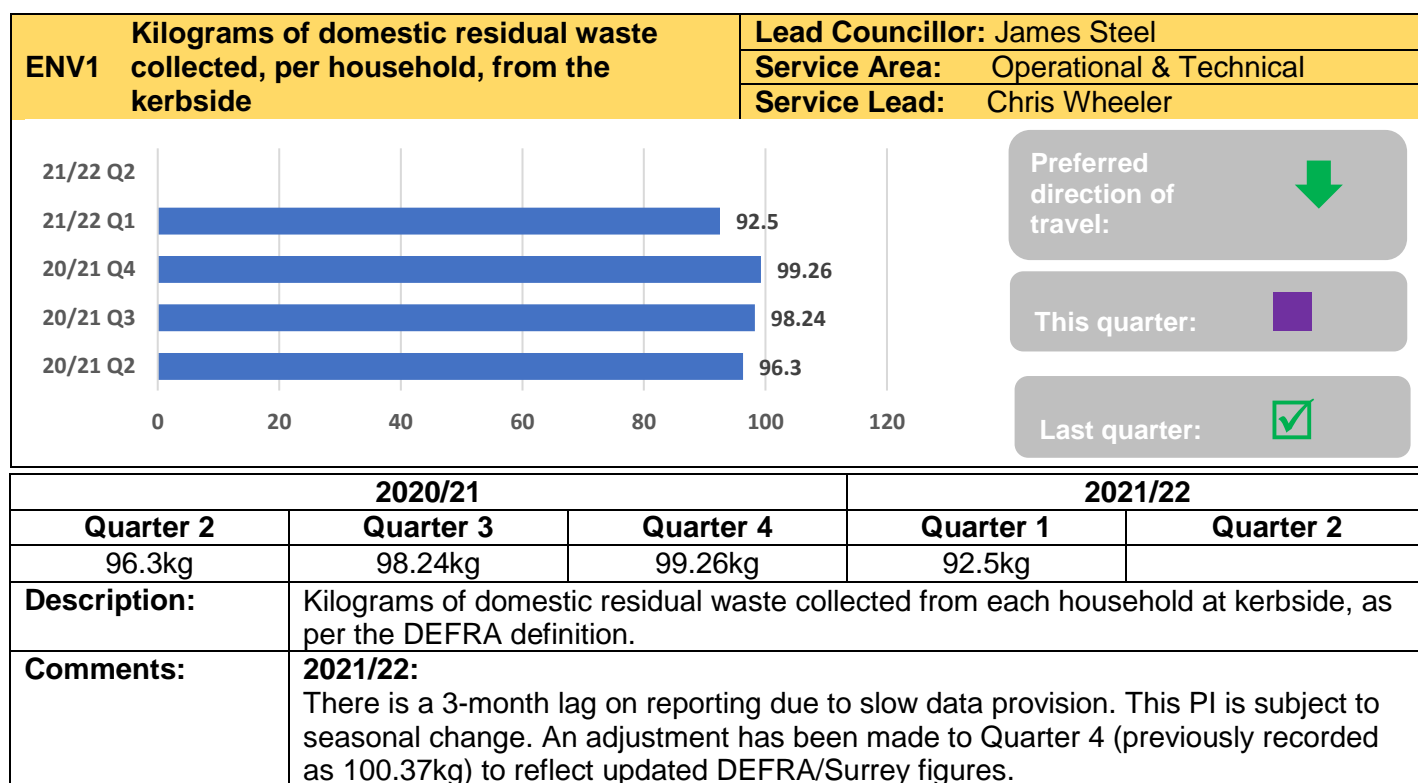
Service Area	Time lag in data provision	Data not currently available	No reason given
Asset Management		1	
Culture, Heritage and Leisure			
Customer, Case and Parking		1	
Environment and Regulatory			
Housing		3	
Operational and Technical	3		
Planning Policy	1		
Strategy and Communications			

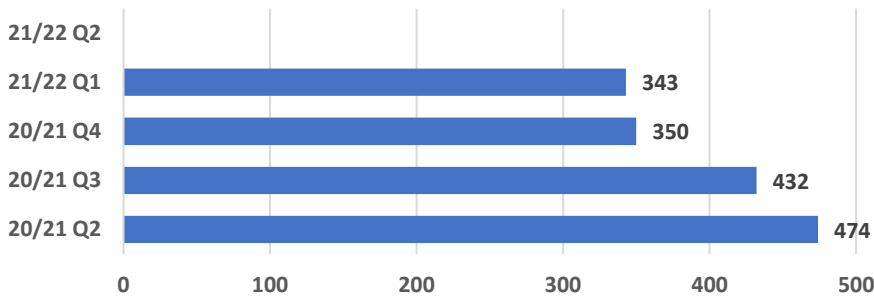



Every effort will continue to be made to encourage the owners of the corporate PI to submit data for inclusion in the next monitoring report. We will continue to work closely with Service Leads and Directors to identify any issues with reporting/ gathering data and support them where possible to bring a complete performance picture in future reports.

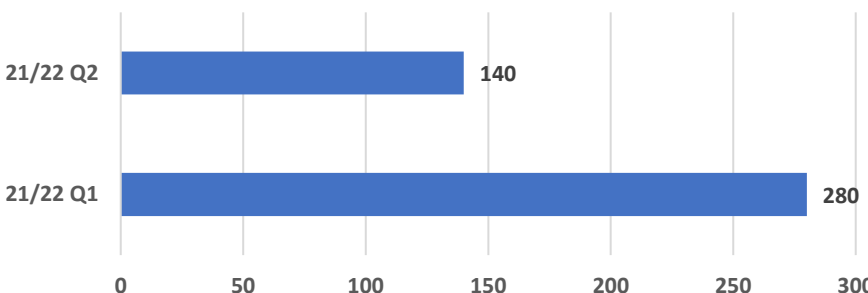



5. Performance monitoring data




5.1 Environment

This section includes all performance indicators with a broad environmental theme.



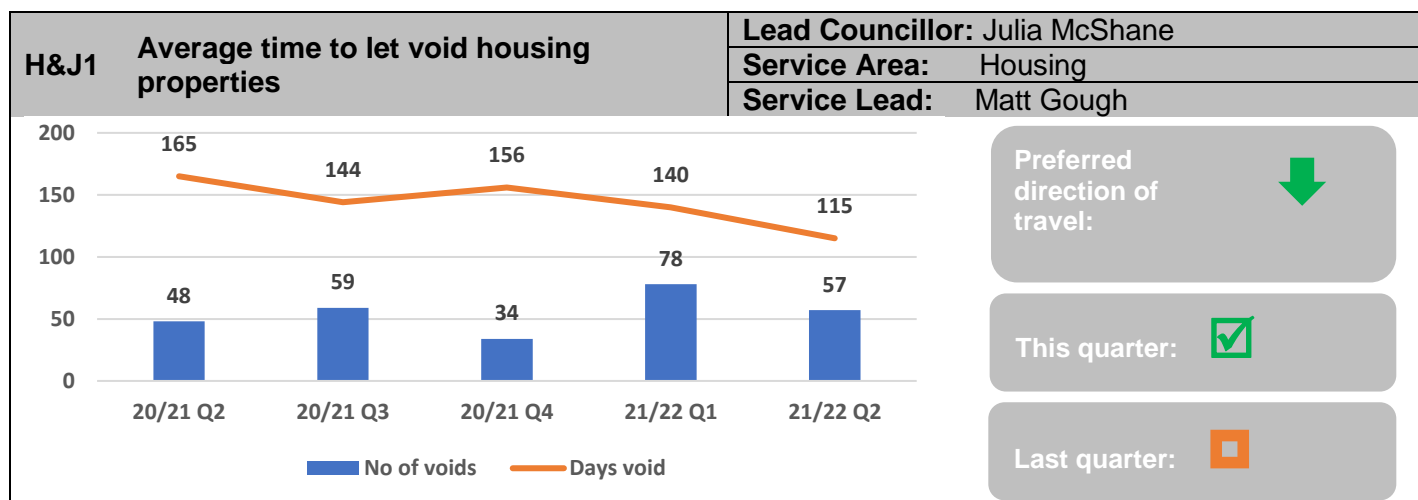
ENV3	Number of fly tips	Lead Councillor: James Steel																
		Service Area: Operational & Technical																
		Service Lead: Chris Wheeler																
 <table><caption>Number of fly tips</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>21/22 Q2</td><td>343</td></tr><tr><td>21/22 Q1</td><td>350</td></tr><tr><td>20/21 Q4</td><td>432</td></tr><tr><td>20/21 Q3</td><td>474</td></tr></tbody></table>		Quarter	Value	21/22 Q2	343	21/22 Q1	350	20/21 Q4	432	20/21 Q3	474	<div>Preferred direction of travel: </div> <div>This quarter: </div> <div>Last quarter: </div>						
Quarter	Value																	
21/22 Q2	343																	
21/22 Q1	350																	
20/21 Q4	432																	
20/21 Q3	474																	
<table><tr><th colspan="3">2020/21</th><th colspan="2">2021/22</th></tr><tr><th>Quarter 2</th><th>Quarter 3</th><th>Quarter 4</th><th>Quarter 1</th><th>Quarter 2</th></tr><tr><td>474</td><td>432</td><td>350</td><td>343</td><td></td></tr></table>		2020/21			2021/22		Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	474	432	350	343			
2020/21			2021/22															
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2														
474	432	350	343															
Description:		Number of reported fly tips.																
Comments:		2021/22: There is a 2-month lag in reporting due to sign off/ processing requirements. This PI is subject to seasonal change.																

ENV4	Number of outstanding statutory nuisance investigations (all noise (except in street), bonfires, light, odour, living conditions prejudicial to health, insects and accumulations)	Lead Councillor: James Steel							
		Service Area:	Environment & Regulatory						
		Service Lead:	Justine Fuller						
 <table><caption>Number of outstanding statutory nuisance investigations</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>21/22 Q2</td><td>140</td></tr><tr><td>21/22 Q1</td><td>280</td></tr></tbody></table>		Quarter	Value	21/22 Q2	140	21/22 Q1	280	Preferred direction of travel: 	
Quarter	Value								
21/22 Q2	140								
21/22 Q1	280								
		This quarter: 							
		Last quarter: 							
2020/21			2021/22						
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2					
-	-	-	280	140					
Description:	Includes all outstanding cases (including current ongoing investigations) received up to the day the report was compiled.								
Comments:	None.								

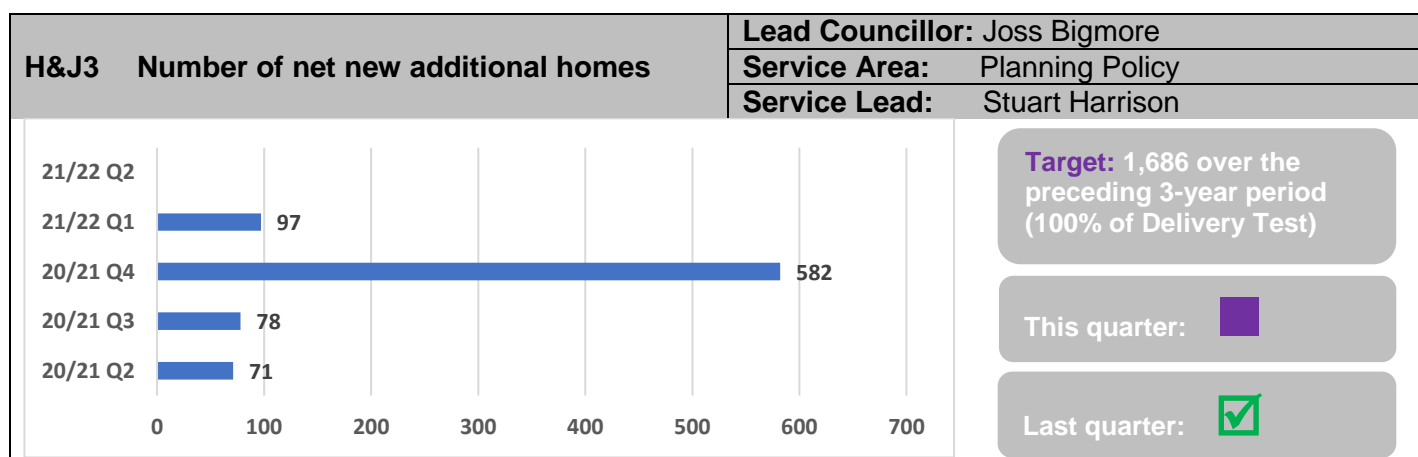
ENV9	Energy use by the Council; gas, electricity and fleet	Lead Councillor: Cait Taylor		
		Service Area: Asset Management		
		Service Lead: Marieke van der Reijden		
Data not provided for 2020/21 or Qtrs 1&2 for 2021/22				
<div>Preferred direction of travel: </div> <div>This quarter: </div> <div>Last quarter: </div>				
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	-	-
Description:	Definition changed to PI to reflect what is going to be recorded.			
Comments:	2021/22 – Quarter 2: Despite best efforts to recruit, the Climate Change officer role has been vacant since September 2021 and therefore there is no update for Q2 for this performance indicator due to limited resource. Once the Climate Change officer is in post, this indicator will be progressed.			

5.2 Homes and Jobs

This section includes all performance indicators with a broad homes and jobs theme.



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
48/165	59/144	34/156	78/140	57/115
Description:	The number of voids/ the average number of days void. This figure excludes major voids, new builds, sheltered and supported properties. This PI crosses over service areas, so one area does not have full control of the statistics shown.			
Comments:	None.			



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
71	78	582	97	
Description:	This is the calculation of all new residential properties built, or created through change of use to residential use, minus all residential properties demolished in the year. This equals the net new additional homes.			
Comments:	<p>2021/22 - Quarter 2:</p> <p>There is up to a 3-month reporting lag with housing completion data due to the way completions are reported.</p> <p>No conclusion can be reached regarding the direction of travel on only one quarter's worth of data.</p>			

H&J4	Affordable new homes completed each year	Lead Councillor: Julia McShane		
		Service Area: Housing		
		Service Lead: Matt Gough		

Quarter	Count
21/22 Q2	18
21/22 Q1	17
20/21 Q4	35
20/21 Q3	12
20/21 Q2	26

Target: no target

This quarter: ⓘ

Last quarter: ⓘ

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
26	12	35	17	18
Description:		Data only.		
Comments:		2021/22 - Quarter 2: Breakdown – 8 social housing; 10 affordable housing.		

H&J5	Number of homeless families placed in B&B	Lead Councillor: Julia McShane		
		Service Area: Housing		
		Service Lead: Matt Gough		

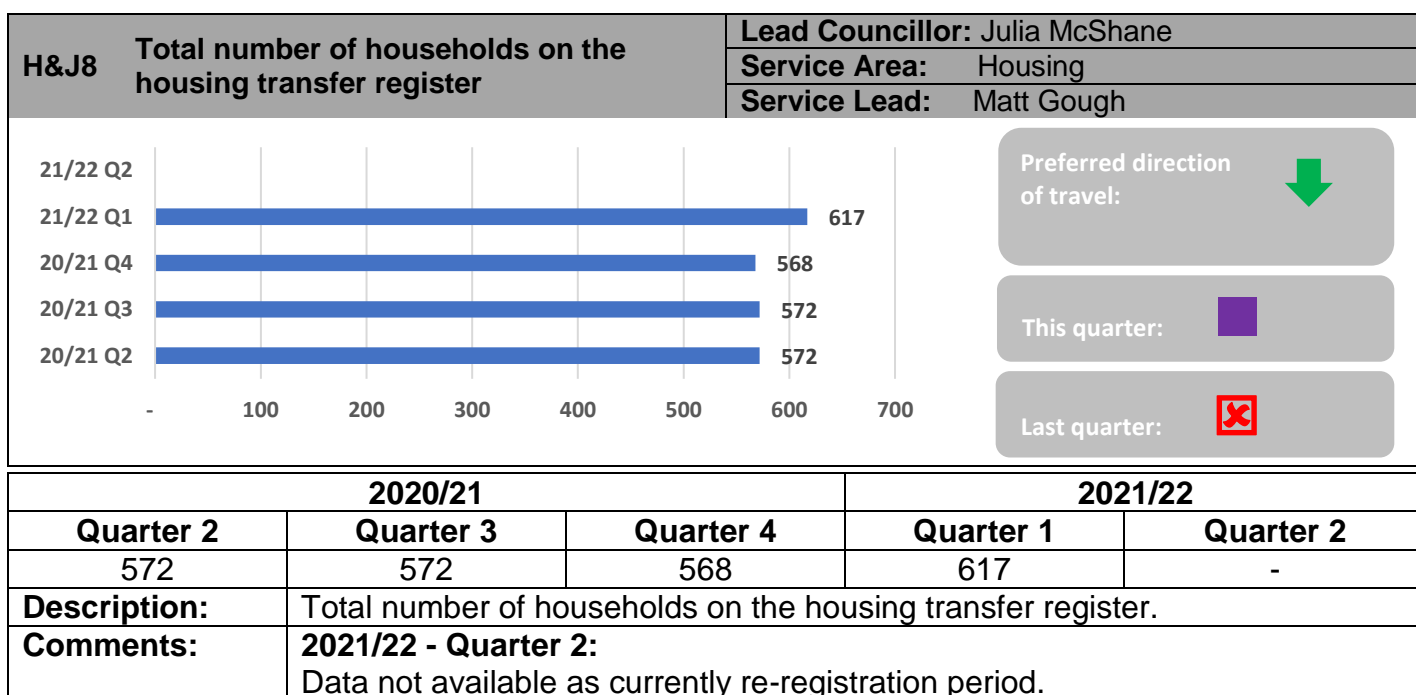
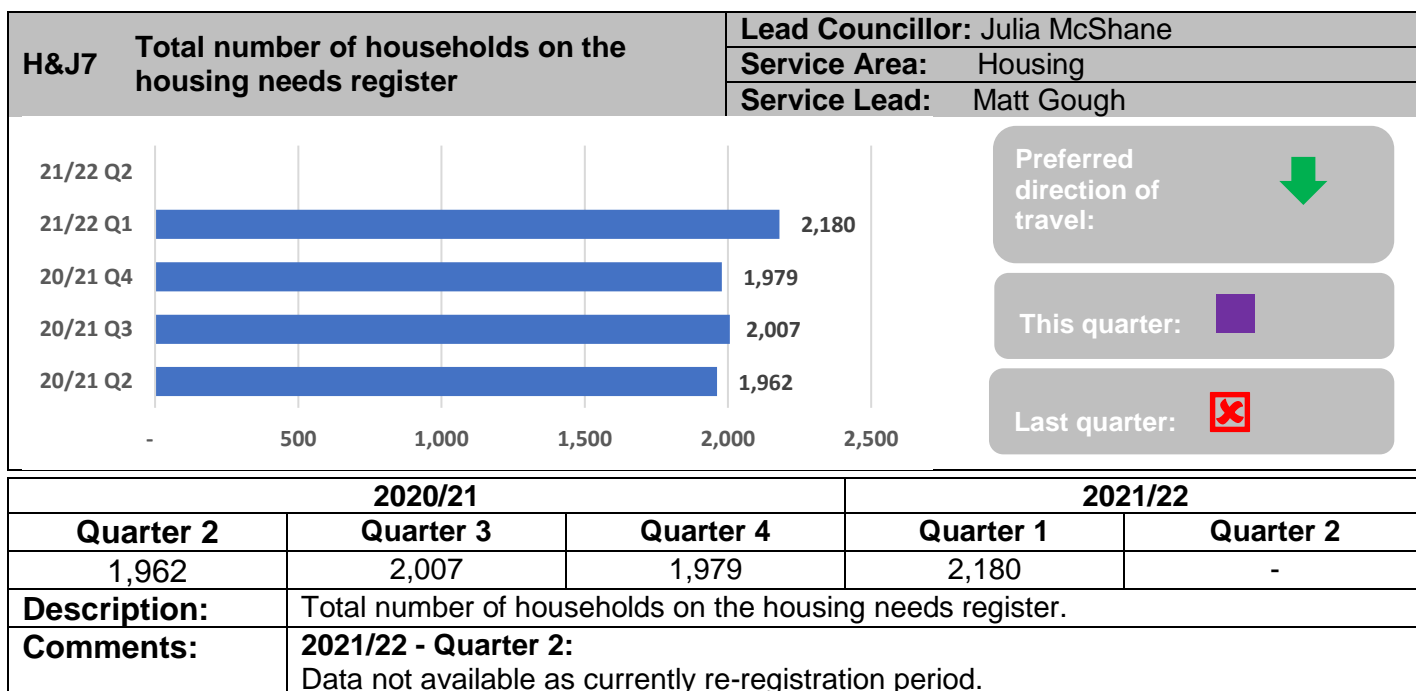
Quarter	Count
21/22 Q2	5
21/22 Q1	4
20/21 Q4	3
20/21 Q3	1
20/21 Q2	0

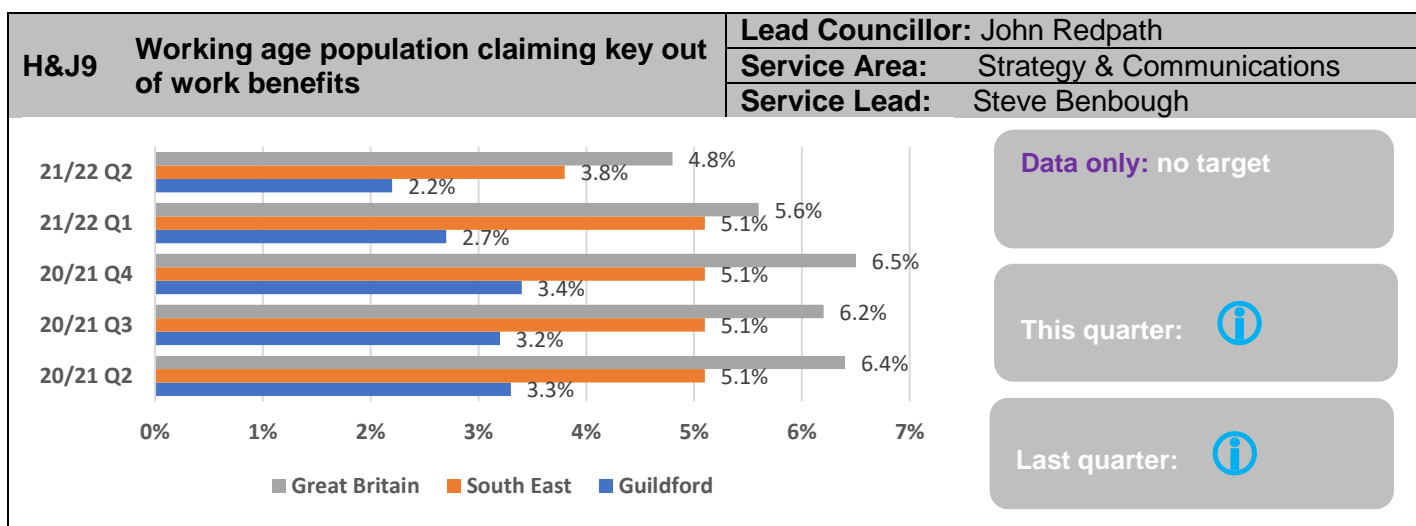
Preferred direction of travel: ↓

This quarter: ❌

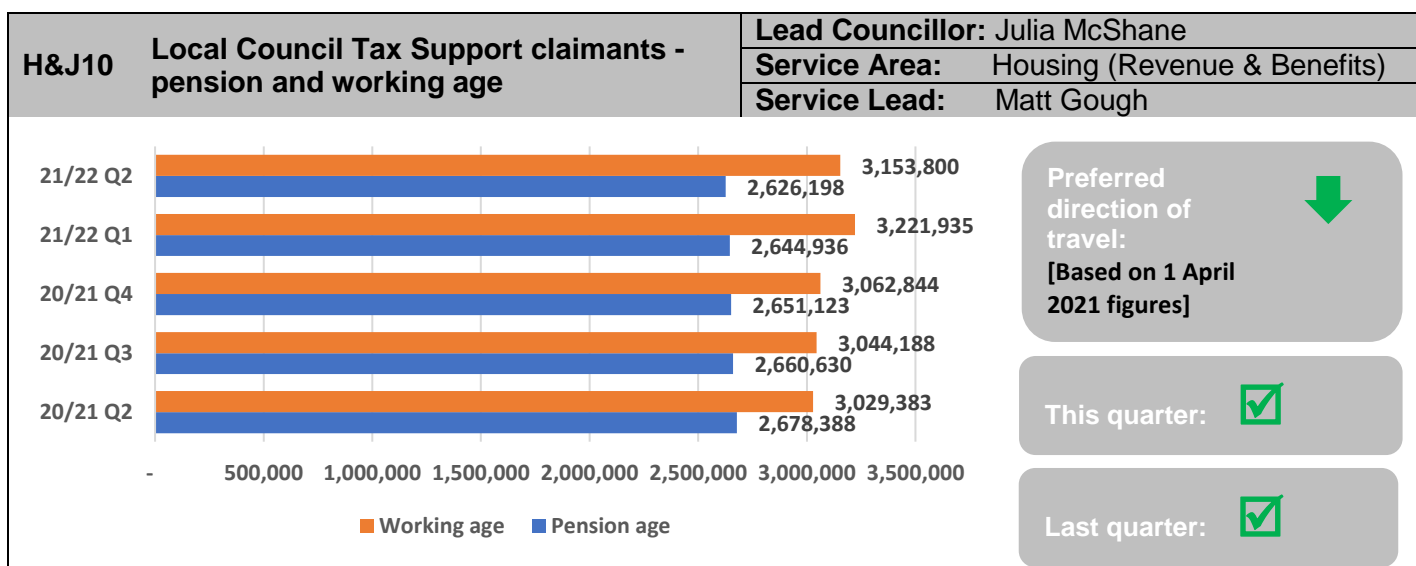
Last quarter: ❌

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
0	1	3	4	5
Description:		Number of homeless families placed in B&B.		
Comments:		This is a new PI for 2021/22.		

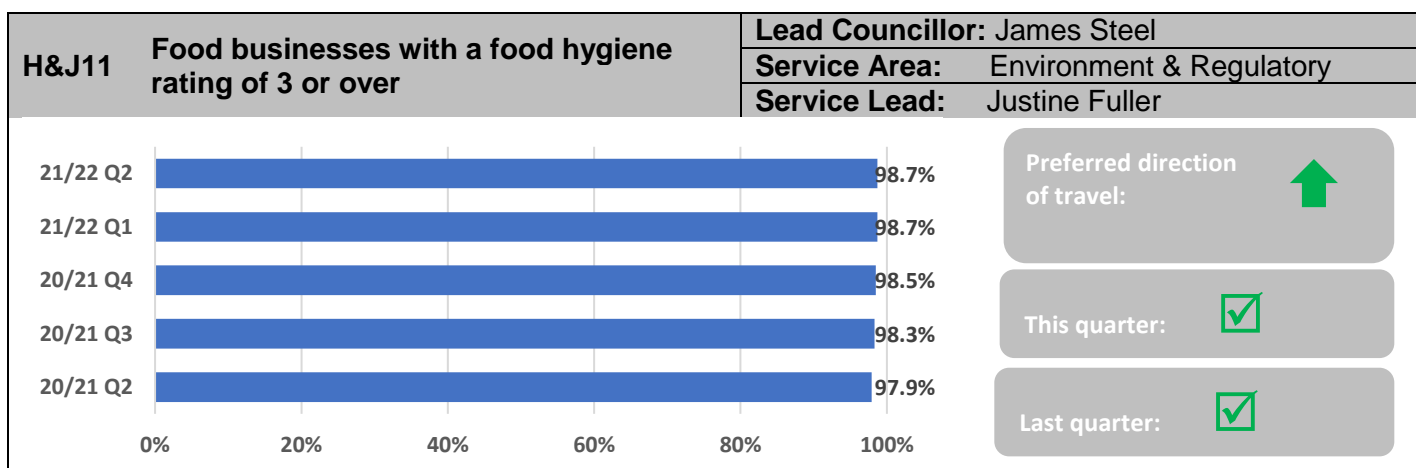




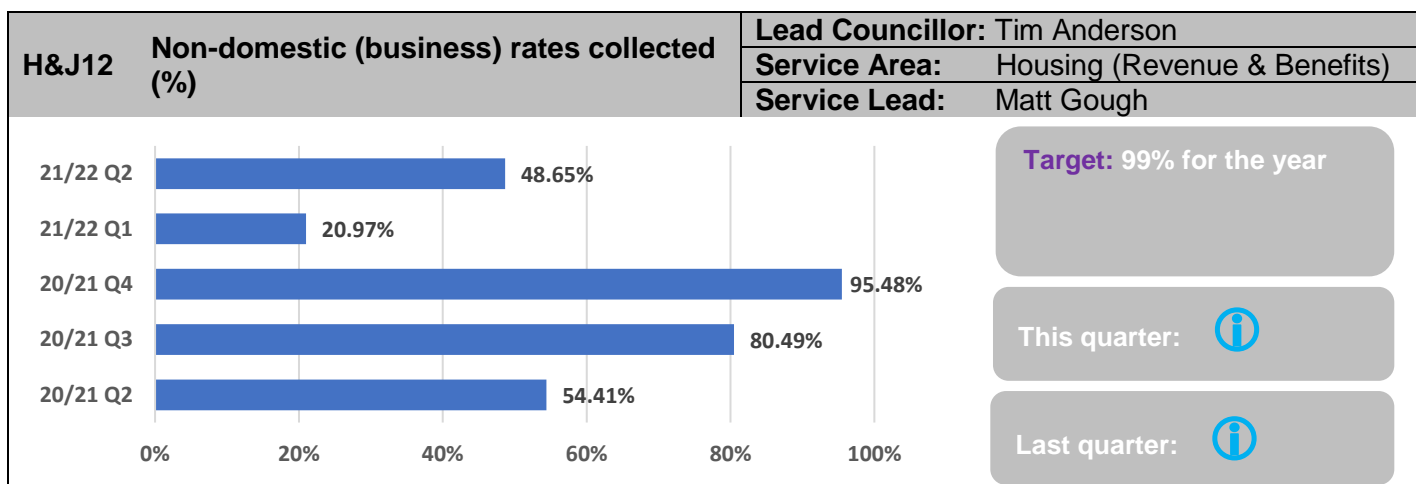
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
3.3%	3.2%	3.4%	2.7%	2.2%
Description:		The claimant count is the number of people claiming benefit principally for the reason of being unemployed. Data shown is for the month at the end of each quarter. Comparison provided for Guildford, South East and Great Britain. Data provided by the ONS.		
Comments:		There is a 1-2 month lag on reporting.		



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
£3,029,383/ £2,678,388	£3,044,188/ £2,660,630	£3,062,844/ £2,651,123	£3,221,935/ £2,644,936	£3,153,800/ £2,626,198
Description:		Local Council Tax Support claimants are defined as a monetary value for the year, rather than the number of claimants, and split between working and pension age. In a normal year this declines slightly over the year. The above are the amounts granted so far this year until the end of the financial year (i.e. not just the amounts that relate to the elapsed year so far).		
Comments:		This PI was introduced as a COVID monitor as it gives an indication of whether more help is being provided to council taxpayers on low incomes. It should not be compared to 2020 Q4 but to 1 April 2021 figures, this is because the Council Tax increased and we amended the scheme to give some additional help in 2021. Preferred direction of travel is therefore based on the 1 April 2021 figures, Working Age £3,301,965 and Pension Age £2,657,914.		



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
97.9%	98.3%	98.5%	98.7%	98.7%
Description:		Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme (previously known as 'scores on the doors').		
Comments:		None.		



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
54.41%	80.49%	95.48%	20.97%	48.65%
Description:		Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year.		
Comments:		For 2021/22 there is a target of 99% for the year whereas previously this PI had a preferred direction of travel as increasing. This PI will be reported as information only until the final performance figure is reported in Q4.		

H&J13 Total number of empty days in rateable properties		Lead Councillor: John Redpath	
		Service Area:	Housing (Revenue & Benefits)
		Service Lead:	Matt Gough

21/22 Q2

21/22 Q1

20/21 Q4

20/21 Q3

20/21 Q2

201,476

208,784

180,588

194,980

191,763

Preferred direction of travel:

↓

This quarter:

✓

Last quarter:

✗

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
191,763	194,980	180,588	208,784	201,476

Description:	Snapshot data: this is the total number of empty days for the financial year on the last day of the quarter (i.e. it assumes a lot of empty days in future, which may not happen).
Comments:	2021/22 - Quarter 2: This measure was introduced as a Covid-19 monitor. It indicates the number of empty business properties in the Borough based on rating records. The indication is that the number of empty properties is still increasing. The number of days monitored is most accurate in Q4. In Q1 the assumption for rating is that the property will be empty for the rest of the financial year and this only changes when it becomes occupied again. This assumption inflates the empty days figure.

H&J14 Number of empty rateable properties		Lead Councillor: John Redpath	
		Service Area:	Housing (Revenue & Benefits)
		Service Lead:	Matt Gough

21/22 Q2

21/22 Q1

20/21 Q4

20/21 Q3

20/21 Q2

557

572

533

560

532

Preferred direction of travel:

↓

This quarter:

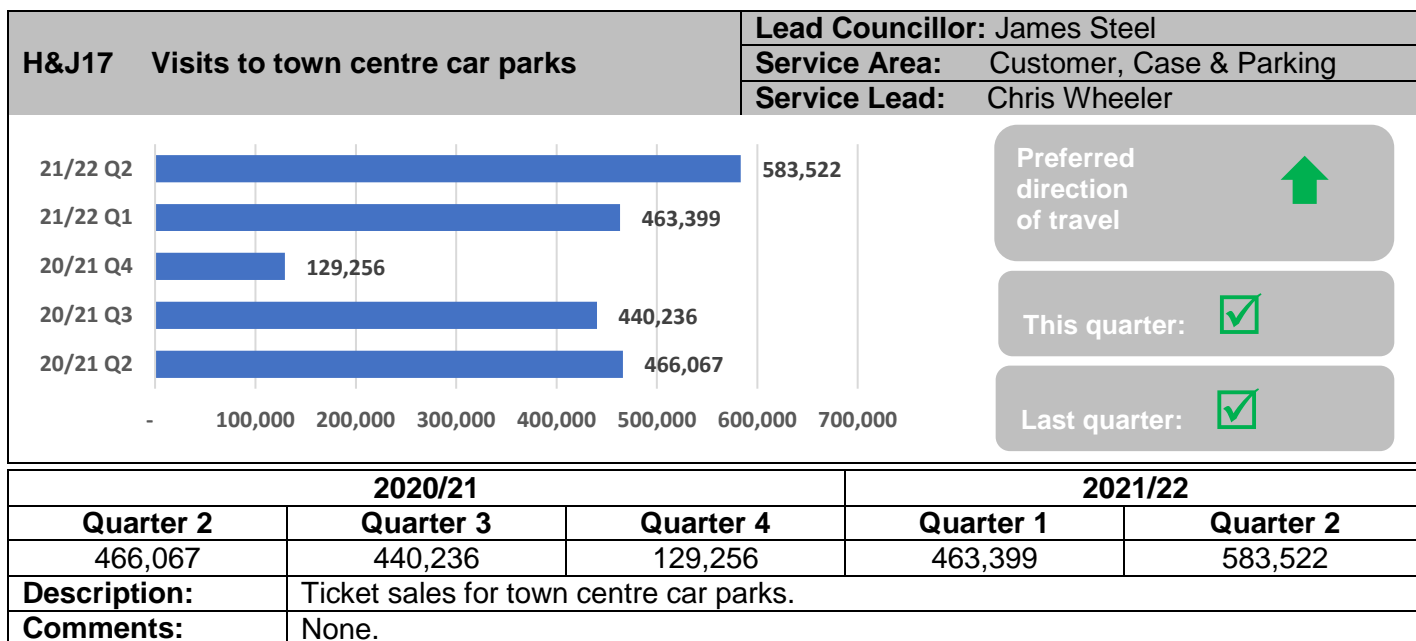
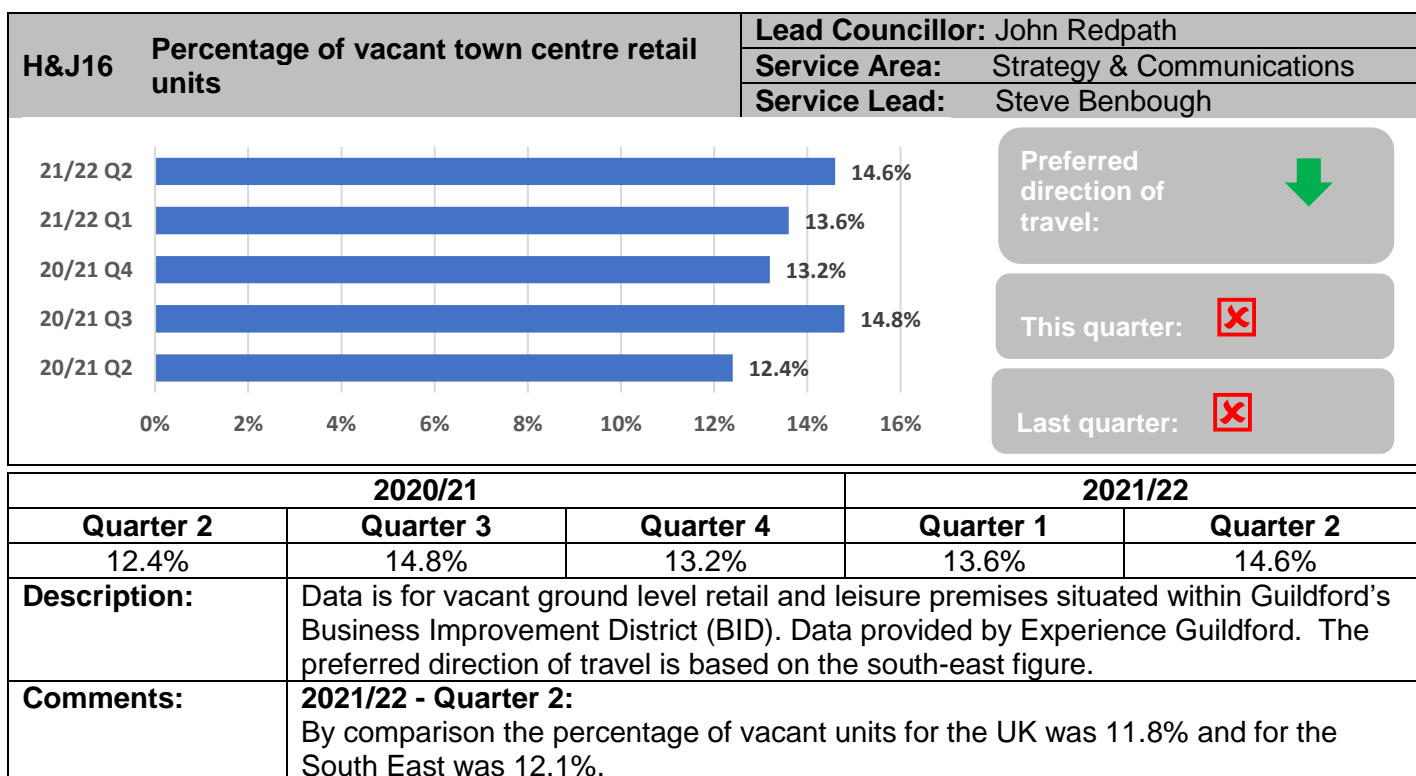
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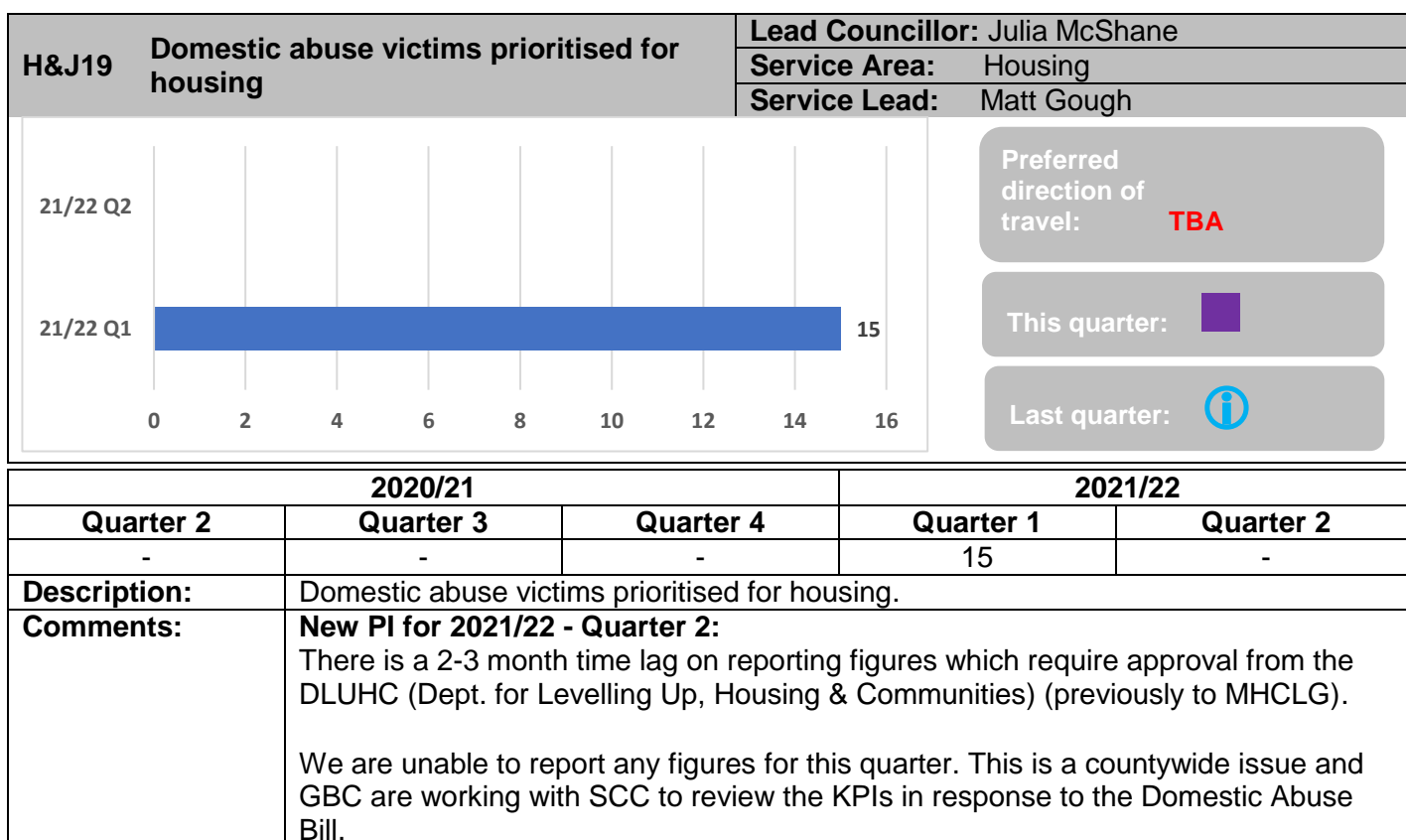
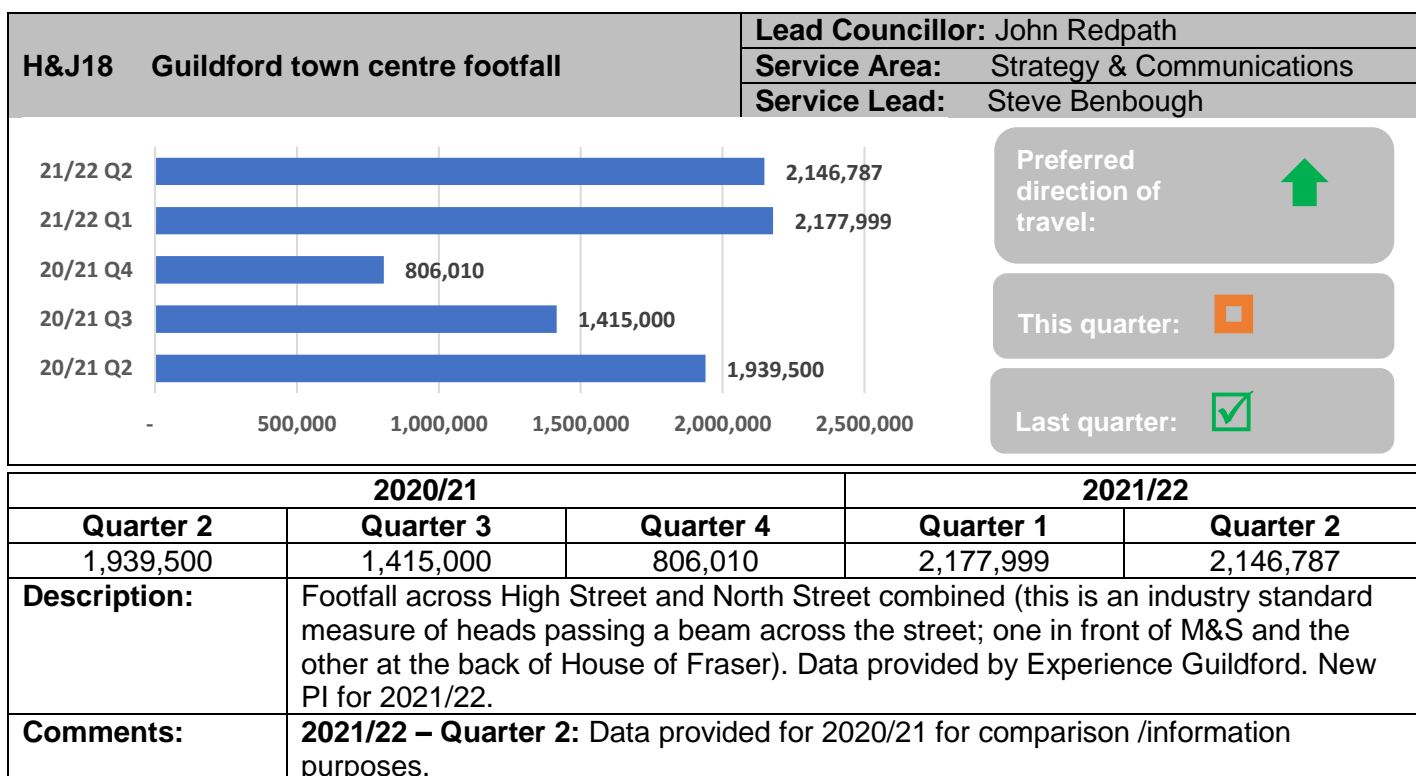
Last quarter:

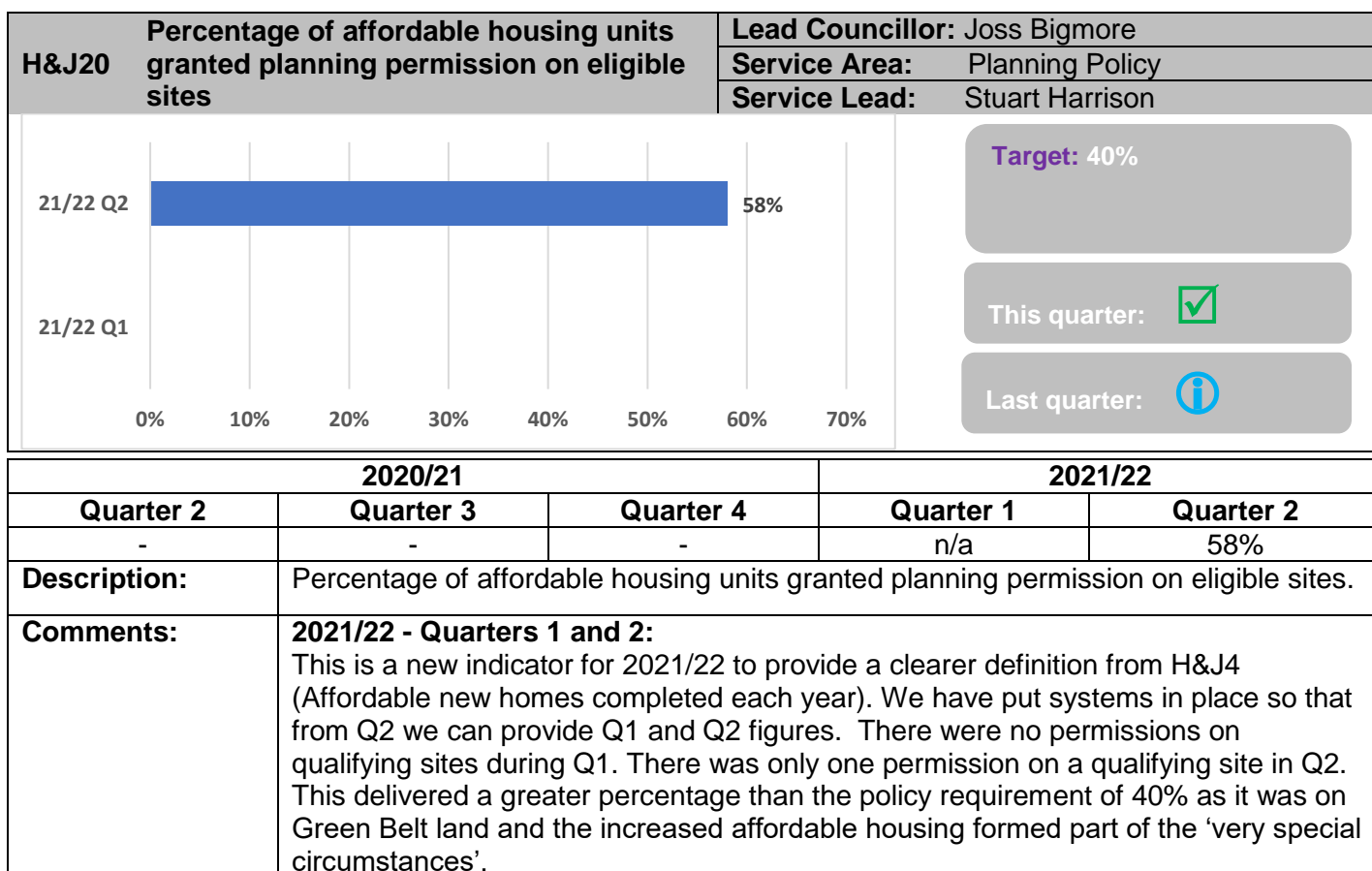
✗

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
532	560	533	572	557

Description:	Snapshot data: these are the properties showing as empty on the system on the last day of the quarter.
Comments:	2021/22 - Quarter 2: This measure was introduced as a Covid-19 monitor. It indicates the number of empty business properties in the Borough based on rating records. The indication is that the number of empty properties is still increasing. The number of days monitored is most accurate in Q4. In Q1 the assumption for rating is that the property will be empty for the rest of the financial year and this only changes when it becomes occupied again. This assumption inflates the empty days figure.

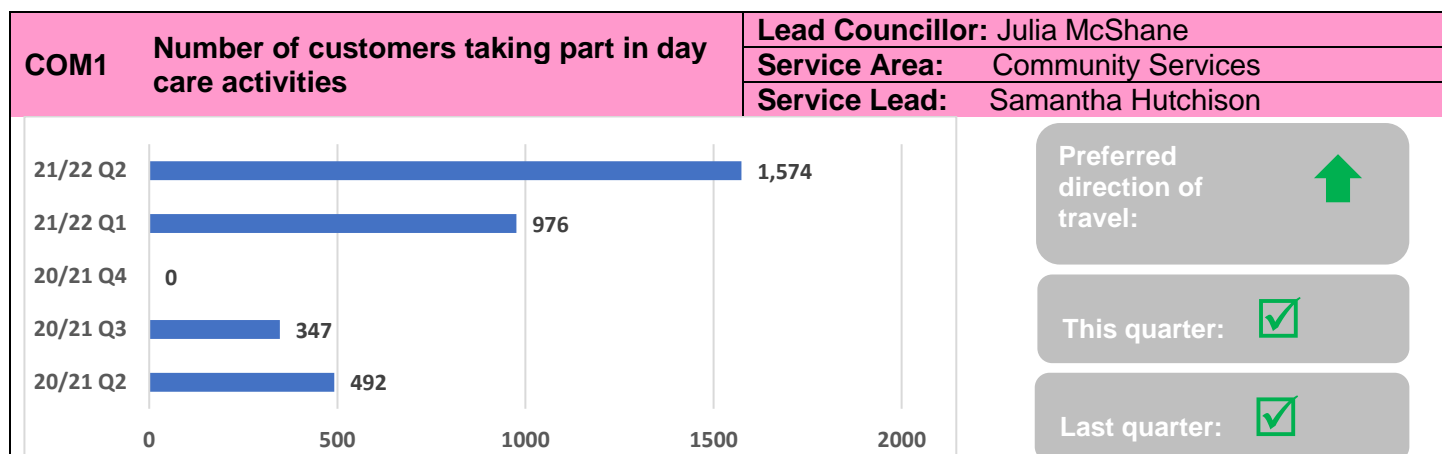




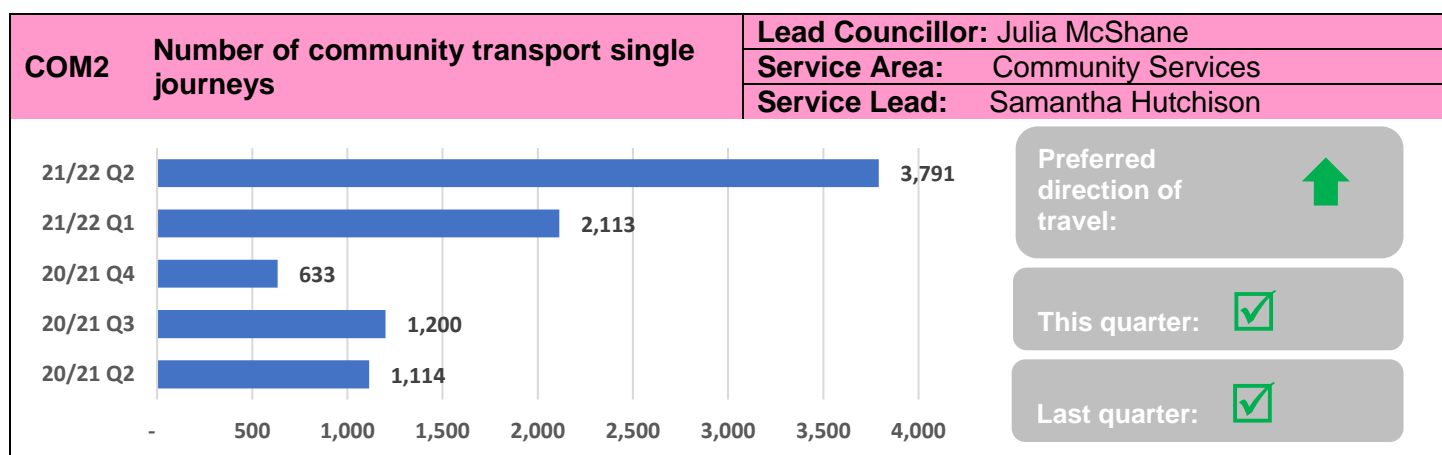


5.3 Community

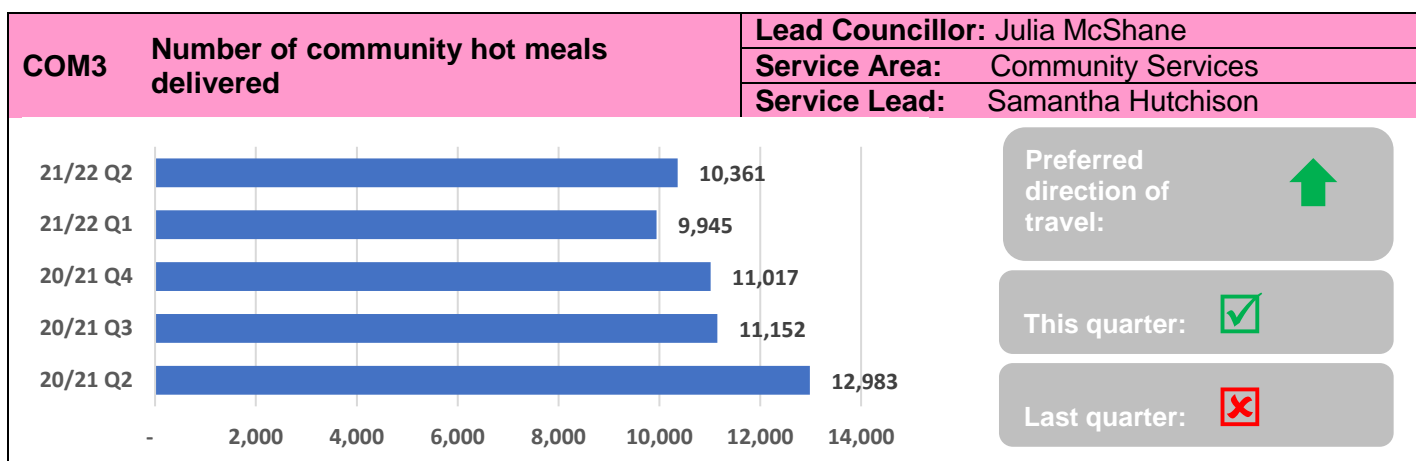
This section includes all performance indicators with a broad community theme.



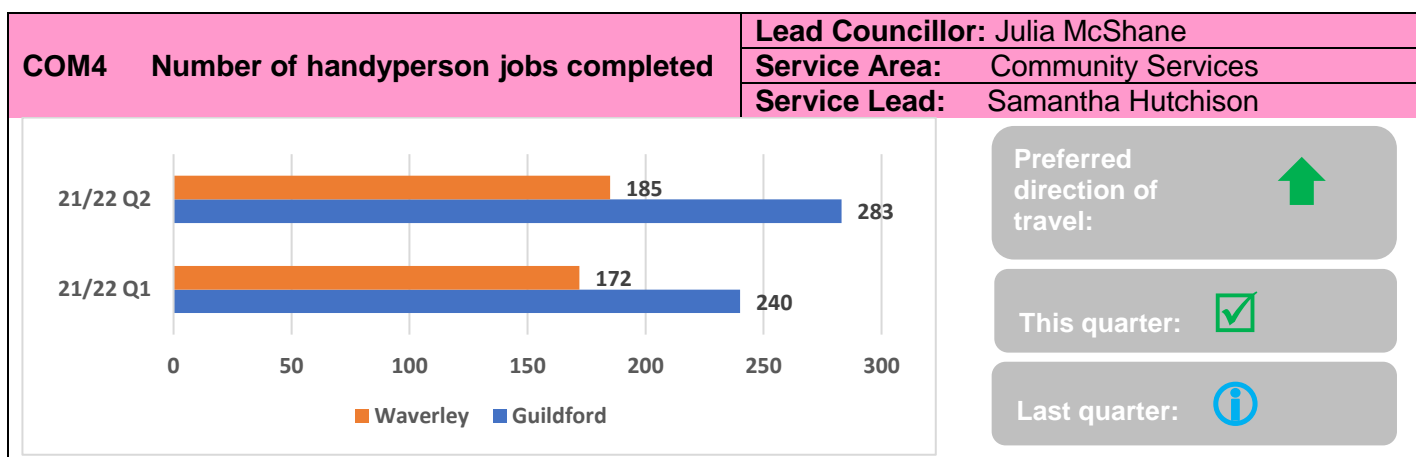
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
492	347	0	976	1,574
Description:		Includes activities taking place at all day centres and activity packages delivered to customer homes.		
Comments:		None.		



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
1,114	1,200	633	2,113	3,791
Description:		Includes all journeys completed by Community Transport. For example, trips to medical appointments, community centres, supermarkets etc. A return journey is classed as two single trips.		
Comments:		None.		



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
12,983	11,152	11,017	9,945	10,361
Description:		Includes community meals delivery service as well as meals ordered by day care customers at our day centres.		
Comments:		None.		



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	240 Guildford 172 Waverley	283 Guildford 185 Waverley
Description:		Number of handyperson jobs completed.		
Comments:		None.		

COM5	Number of Care and Repair jobs completed	Lead Councillor: Julia McShane		
		Service Area: Community Services		
		Service Lead: Samantha Hutchison		

Quarter	Waverley	Guildford
21/22 Q1	10	35
21/22 Q2	13	41

Preferred direction of travel:

This quarter:

Last quarter:

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	45 projects: 35 Guildford 10 Waverley	54 projects: 41 Guildford 13 Waverley
Description:	Private sector only, includes Waverley jobs.			
Comments:	2021/22 – Quarter 2: The figures have been revised for Quarters 1 and 2 as they previously showed the number of referrals and not the number of jobs completed.			

COM6	Number of public sector adaptations completed	Lead Councillor: Julia McShane		
		Service Area: Environment & Regulatory		
		Service Lead: Justine Fuller		

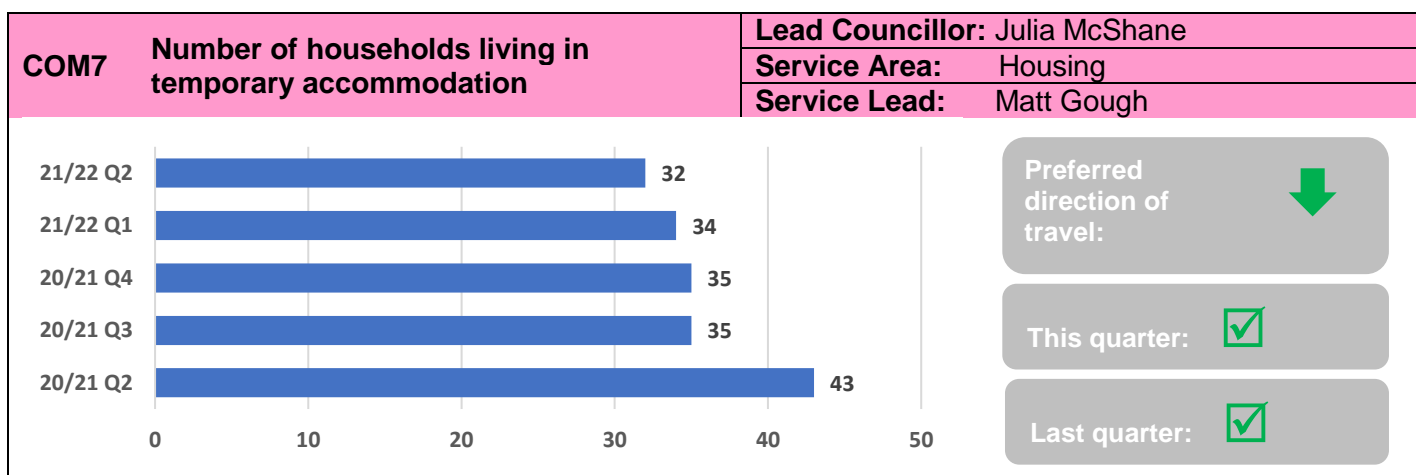
Quarter	Adaptations
21/22 Q1	24
21/22 Q2	23

Preferred direction of travel:

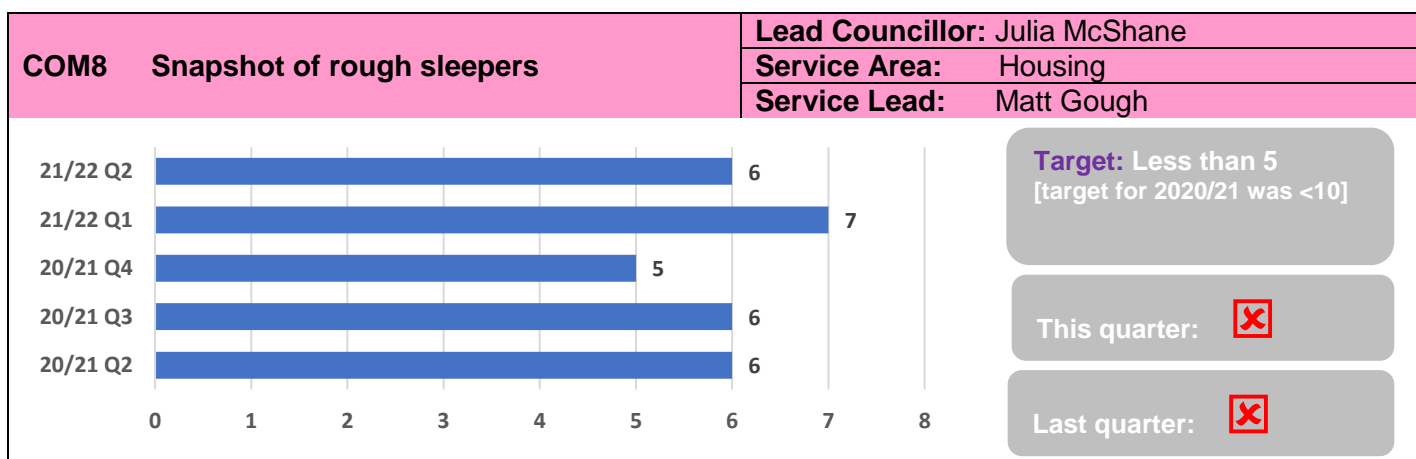
This quarter:

Last quarter:

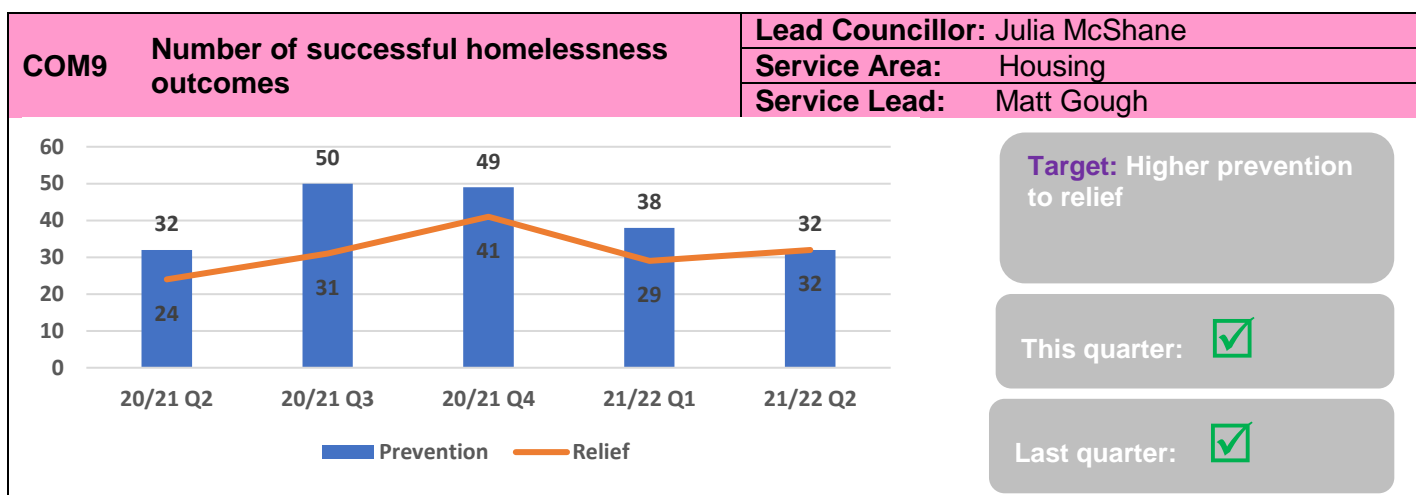
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	24	23
Description:	Number of public sector adaptations completed.			
Comments:	Public sector only, includes Waverley jobs.			



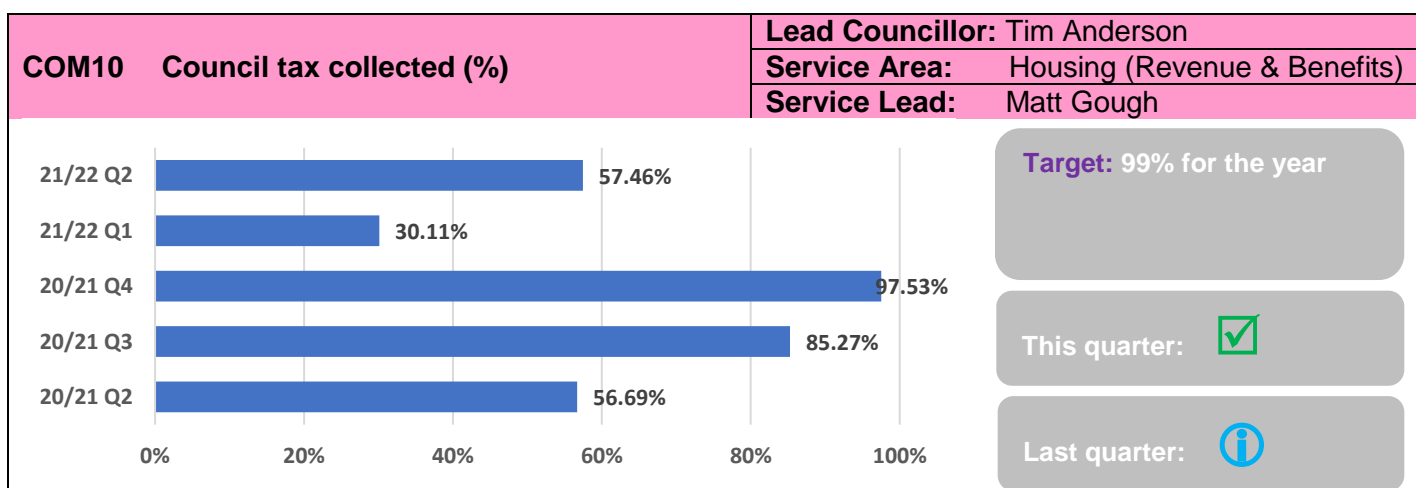
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
43	35	35	34	32
Description:	Number of households in temporary accommodation at the end of the quarter. These are only the households who are accommodated following an acceptance of a homelessness duty. Other households may be placed in temporary accommodation without us accepting a duty, but by using our prevention powers.			
Comments:	None.			



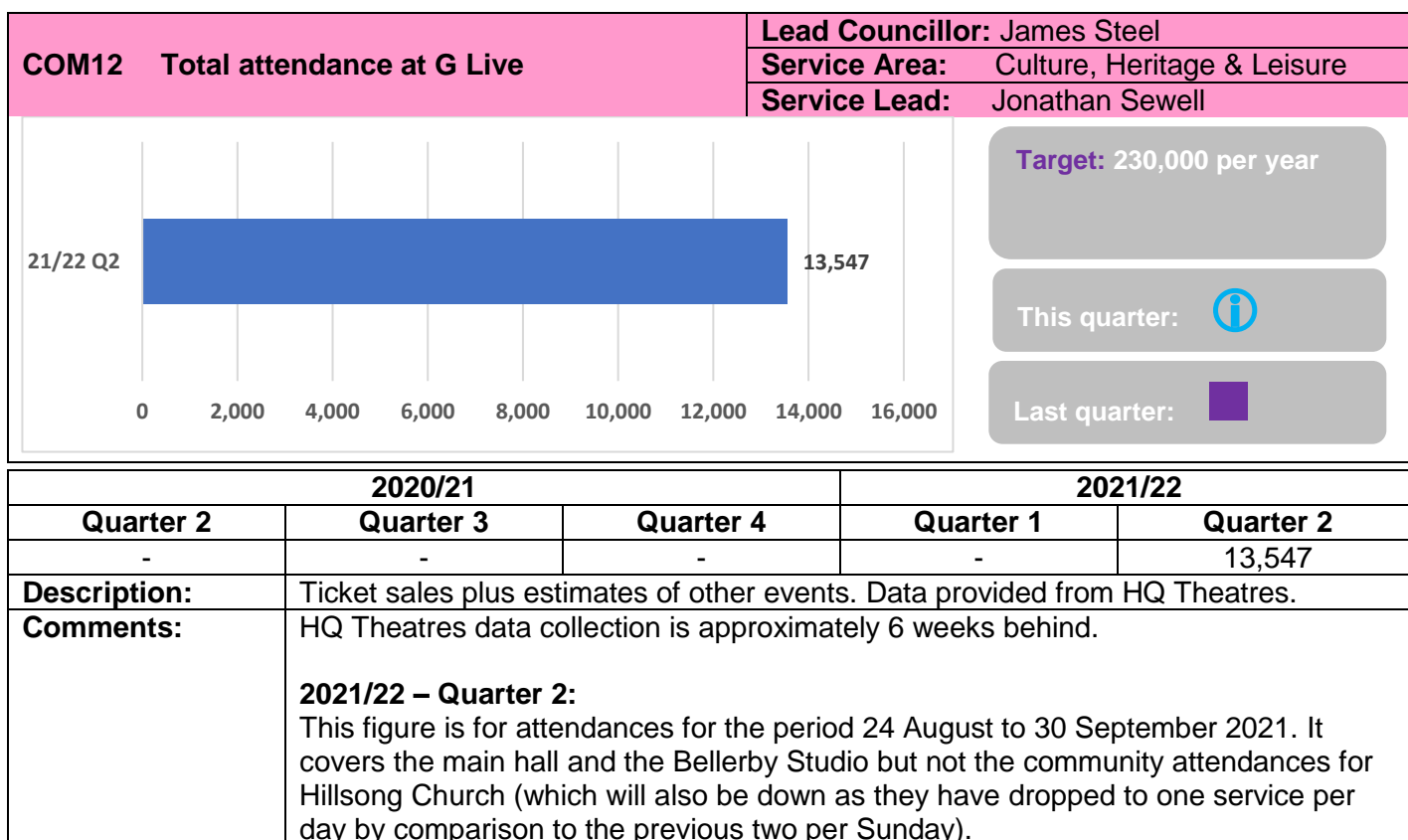
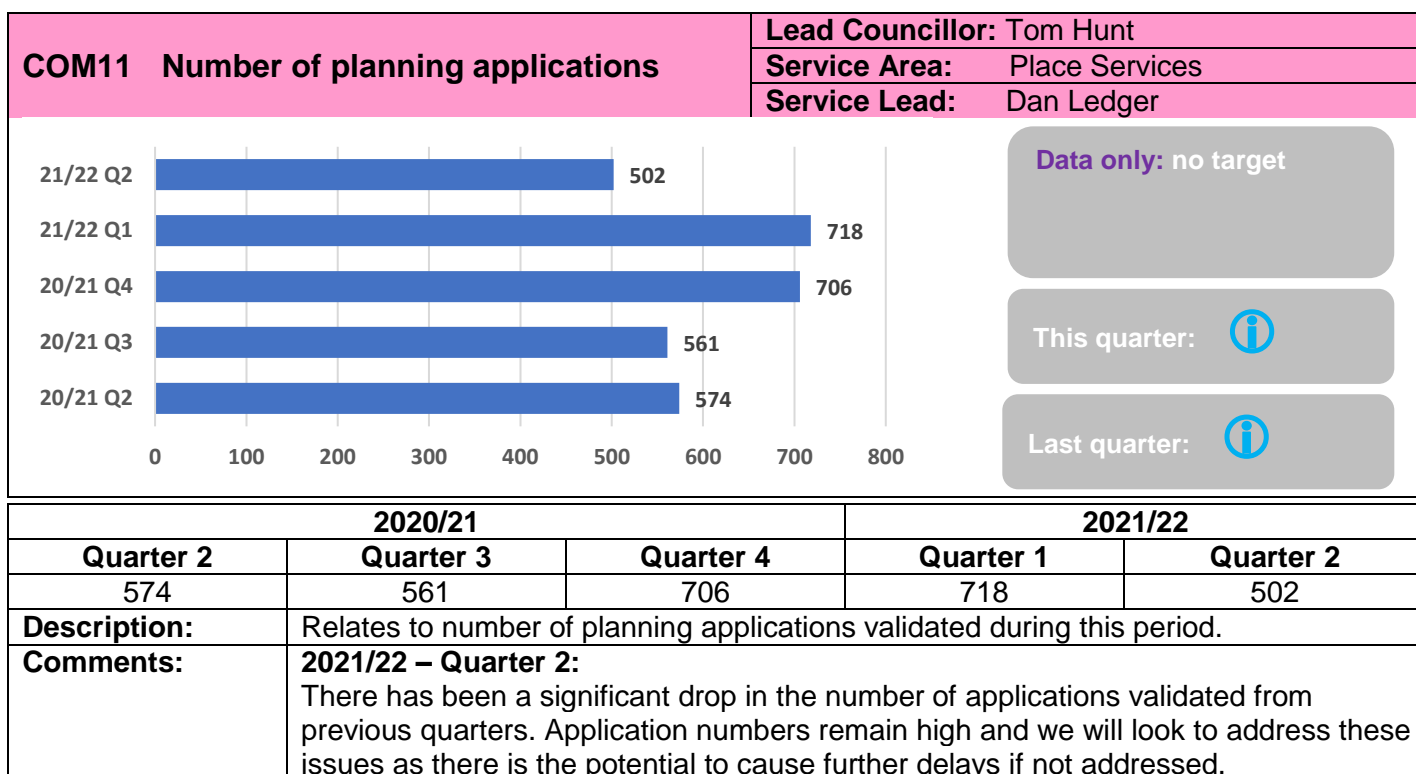
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
6	6	5	7	6
Description:	These figures are intelligence-based estimates relating to a specified date each quarter. HOST collate information based on their caseload, rough sleeper outreach and multi-agency feedback received.			
Comments:	2021/22 - Quarter 2: Rough sleepers are now from outside the area and not Guildford. This has been reported to the Department for Levelling Up, Housing and Communities who have provided funding to help resolve this issue.			

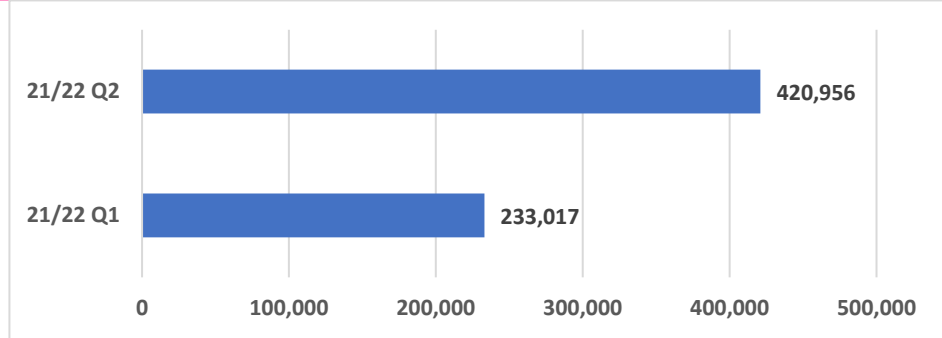




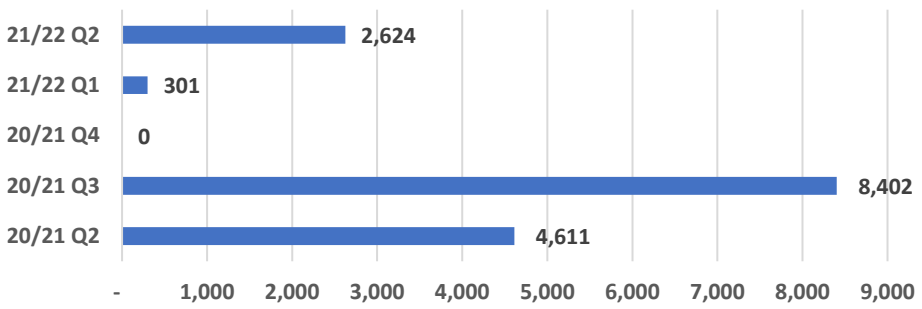


2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
32/24	50/31	49/41	38/29	32/32 (pending DLUHC approval)
Description:	Successful prevention/ relief case outcomes.			
Comments:	None.			



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
56.69%	85.27%	97.53%	30.11%	57.46%
Description:	Percentage calculated, as a cumulative year-to-date figure, from the total of council tax payments received compared to the total amounts payable in that year.			
Comments:	For 2021/22 there is a target of 99% for the year whereas previously this PI had a preferred direction of travel as increasing.			



COM13	Total visits to sports and leisure venues (Spectrum, Lido, Ash Manor)	Lead Councillor: James Steel		
		Service Area: Culture, Heritage & Leisure		
		Service Lead: Jonathan Sewell		
		<div>Target: Spectrum - 1.7m visits per year; Lido and Ash Manor – 80,000 visits per year per venue</div> <div>This quarter: </div> <div>Last quarter: </div>		
2020/21		2021/22		
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	233,017	420,956
Description:	Ticket sales plus estimates of other events (includes door counters and booking sources). Data provided from Freedom Leisure.			
Comments:	Freedom Leisure data collection is around 2 months behind. 2021/22 – Quarter 2: Targets are based on pre-pandemic levels, but provide an indication. The Lido had a good summer season, but Spectrum and Ash Manor have been struggling particularly with the return of direct debit members to the gym and classes.			

COM14	Total visits to heritage venues	Lead Councillor: John Redpath		
		Service Area: Culture, Heritage & Leisure		
		Service Lead: Jonathan Sewell		
		Target: 148,000 per year		
		This quarter: 		
		Last quarter: 		
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
4,611	8,402	0	301	2,624
Description:	Total visits to heritage venues including the Castle, Guildford House Gallery, the Museum and the Guildhall. Data is collected through visitor and door counters at Guildford House Gallery, Museum, Castle and the Guildhall.			
Comments:	2021/22 - Quarter 2: Facilities closed much of the time due to imposed lockdowns; followed by staff reduction and seasonal closure. Museum re-opened to the public on May 26 with reduced days and hours: Wed to Sat, 12 noon to 4.30pm. Guildford House Galleries closed for covid followed by ongoing lighting system installation and then structural works. Commercial hire of the Guildhall affected by covid closures and therefore number of events attendances at the venue reduced. Given the pandemic the target will clearly be missed so we are currently monitoring the direction of travel.			

COM15	Total number of attendances at events, engagements and outreach sessions delivered by Heritage Services	Lead Councillor: John Redpath		
		Service Area: Culture, Heritage & Leisure		
		Service Lead: Jonathan Sewell		

Period	Attendance
21/22 Q2	180
21/22 Q1	906
20/21 Q4	33
20/21 Q3	1,252
20/21 Q2	0

Target: 2,000 per year

This quarter: ☒

Last quarter: ☒

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
0	1,252	33	906	180
Description:	Total attendance at events, engagement and outreach sessions delivered by Heritage Services. Attendances are recorded by facilitators or through bookings and include virtual attendance.			
Comments:	2021/22 - Quarter 2: Includes events etc arranged by Heritage Service only as part of our programme. Does not include commercial lets and hires or corporate events. Stats do not include web hits and visits to our on-line exhibitions and other on-line activity etc.			

COM16	Number of bookings of sports pitches and courts	Lead Councillor: James Steel		
		Service Area: Customer, Case & Parking		
		Service Lead: Nicola Haymes		

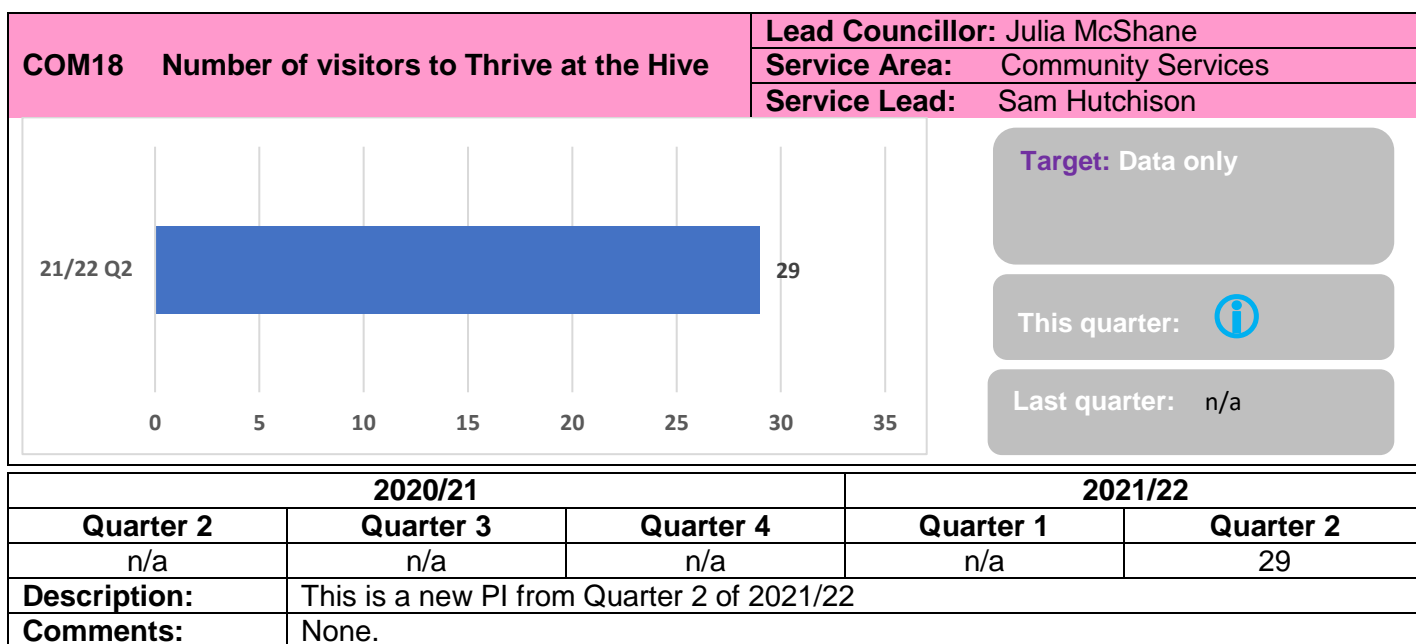
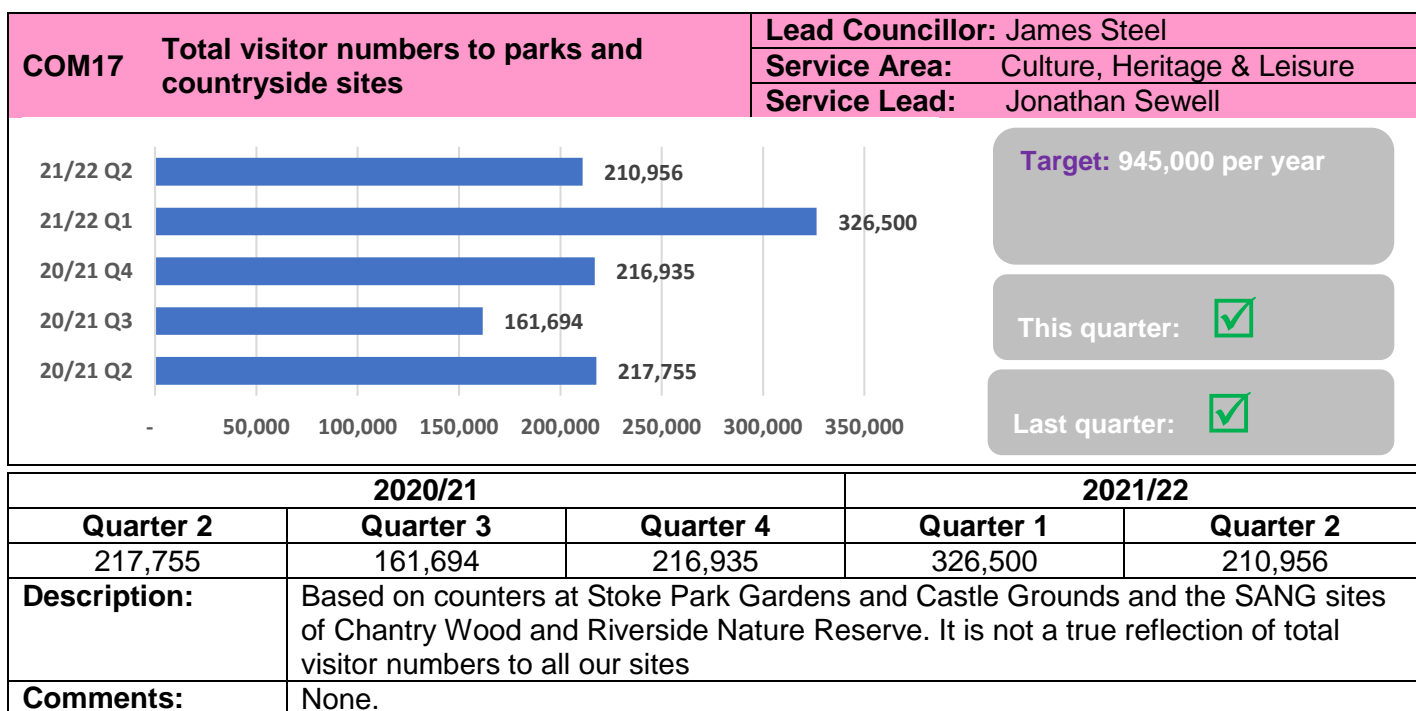
Period	Bookings
21/22 Q2	835
21/22 Q1	1,243

Target: 3,300 per year

This quarter: ☒

Last quarter: ☐

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	1,243	835
Description:	Data collated from pitch/ court booking system. Excludes tennis court bookings at Stoke Park Gardens (these have been contracted out).			
Comments:	2021/22 - Quarter 2: Reduced figure in Q2 due to seasonal transition between cricket and winter sports.			



COM19	Number of visitors to the Community Fridge	Lead Councillor: Julia McShane		
		Service Area: Community Services		
		Service Lead: Sam Hutchison		

Quarter	Visitors
21/22 Q2	543
21/22 Q1	127

Target: Data only

This quarter:

Last quarter:

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
n/a	n/a	n/a	127	543

Description: This is a new PI for 2021/22

Comments: **2021/22 - Quarters 1 and 2:**
Data was not available until after the deadline for the Q1 report, so now reporting on both quarters in Q2.

COM20	Number of attendees at Playranger Sessions	Lead Councillor: Julia McShane		
		Service Area: Community Services		
		Service Lead: Sam Hutchison		

Quarter	Attendees
21/22 Q2	177
21/22 Q1	453

Target: Data only

This quarter:

Last quarter:

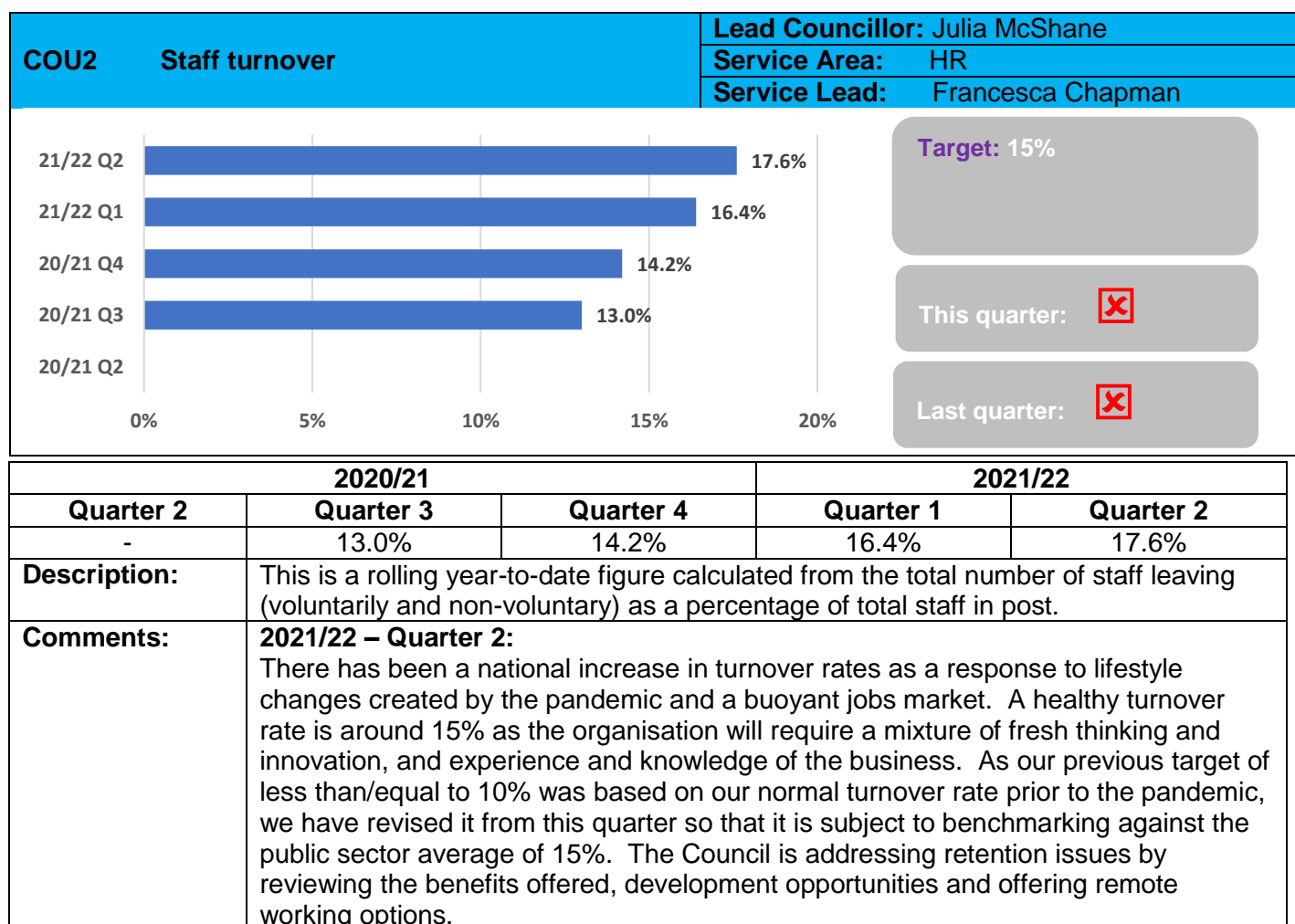
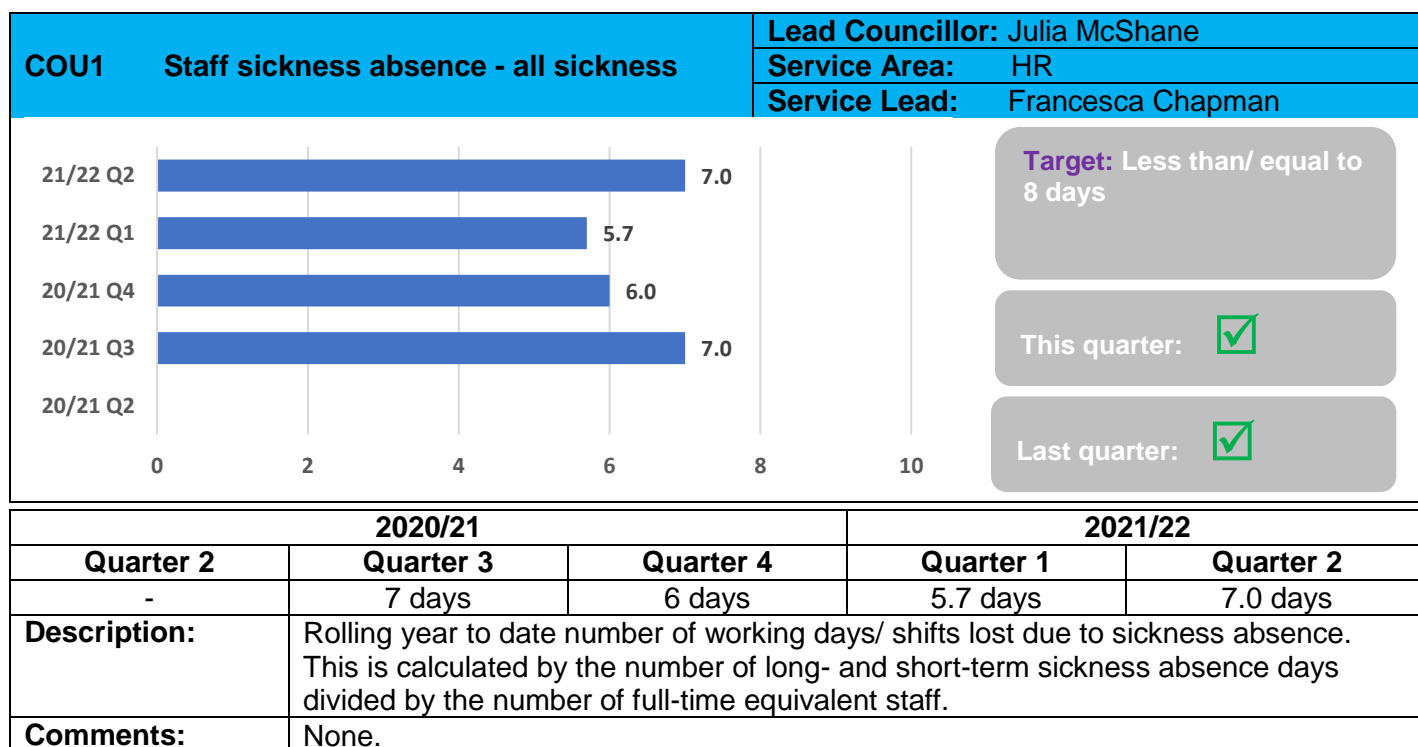
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
n/a	n/a	n/a	453	177

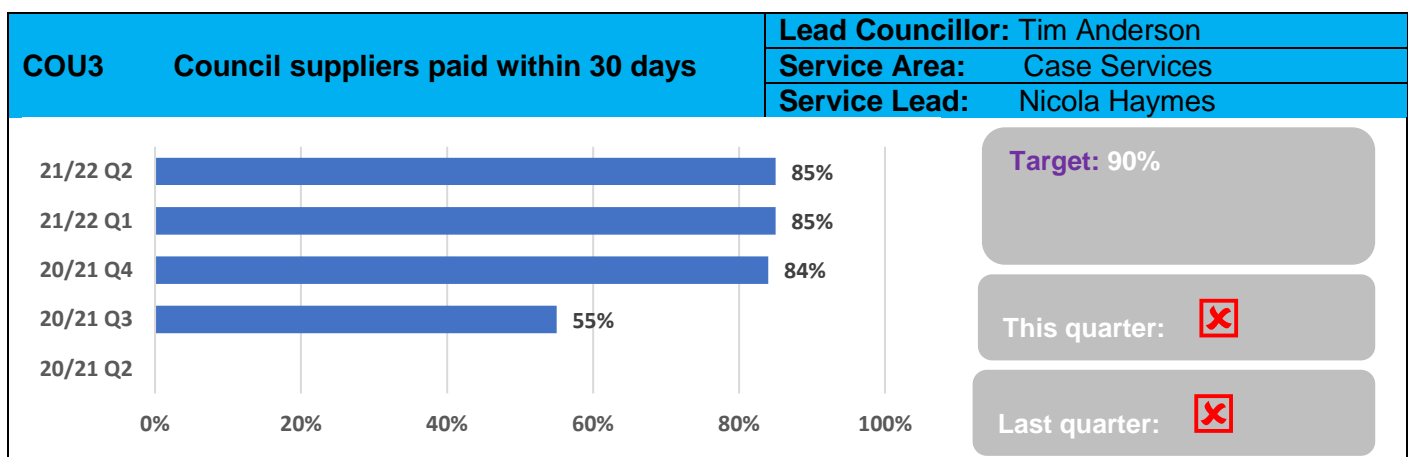
Description: This is a new PI for 2021/22

Comments: **2021/22 - Quarters 1 and 2:**
Data was not available until after the deadline for the Q1 report, so now reporting on both quarters in Q2. We would expect a decrease over the summer holidays as Playrangers would not normally run in August and the return in September can be slower with a new term.

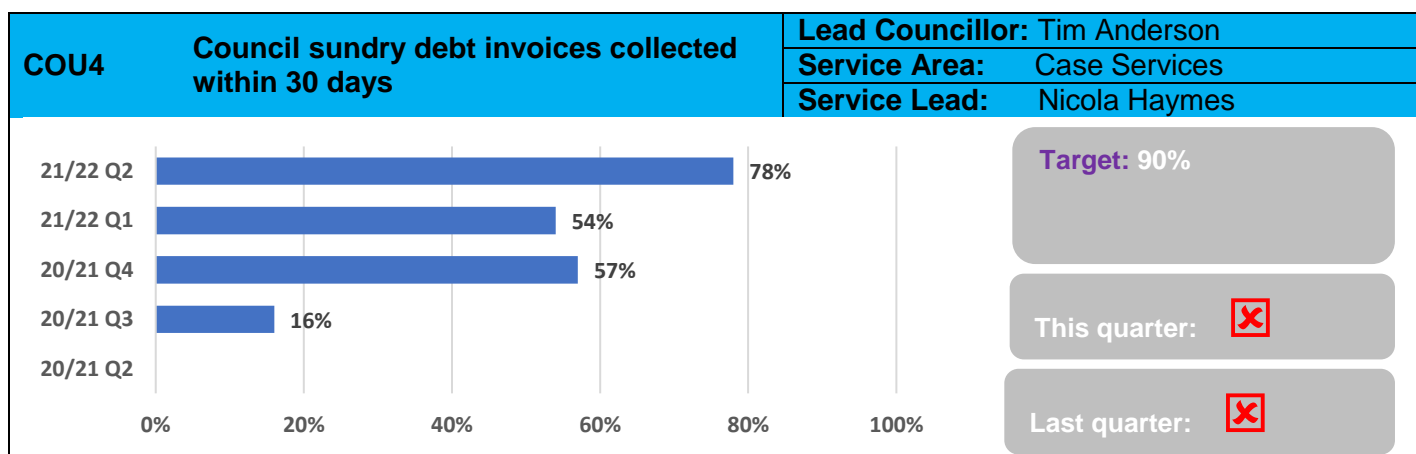
5.4 Council

This section includes all performance indicators with a broad Council theme.

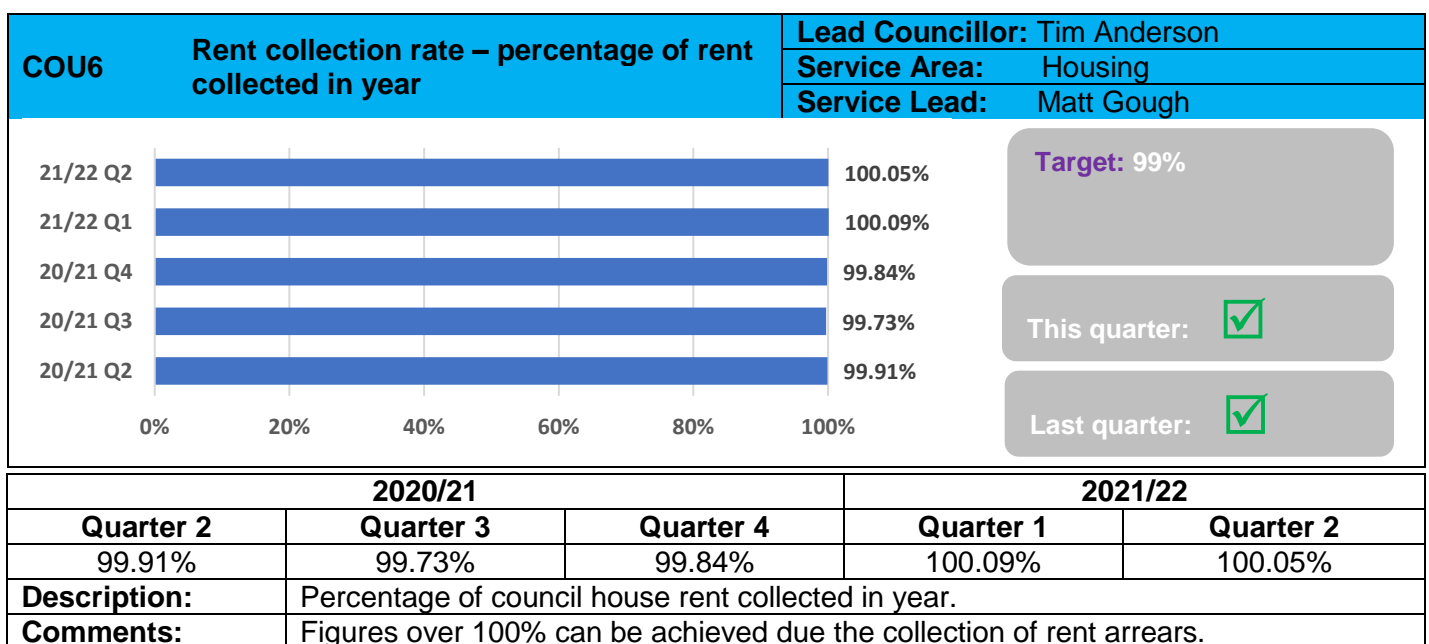
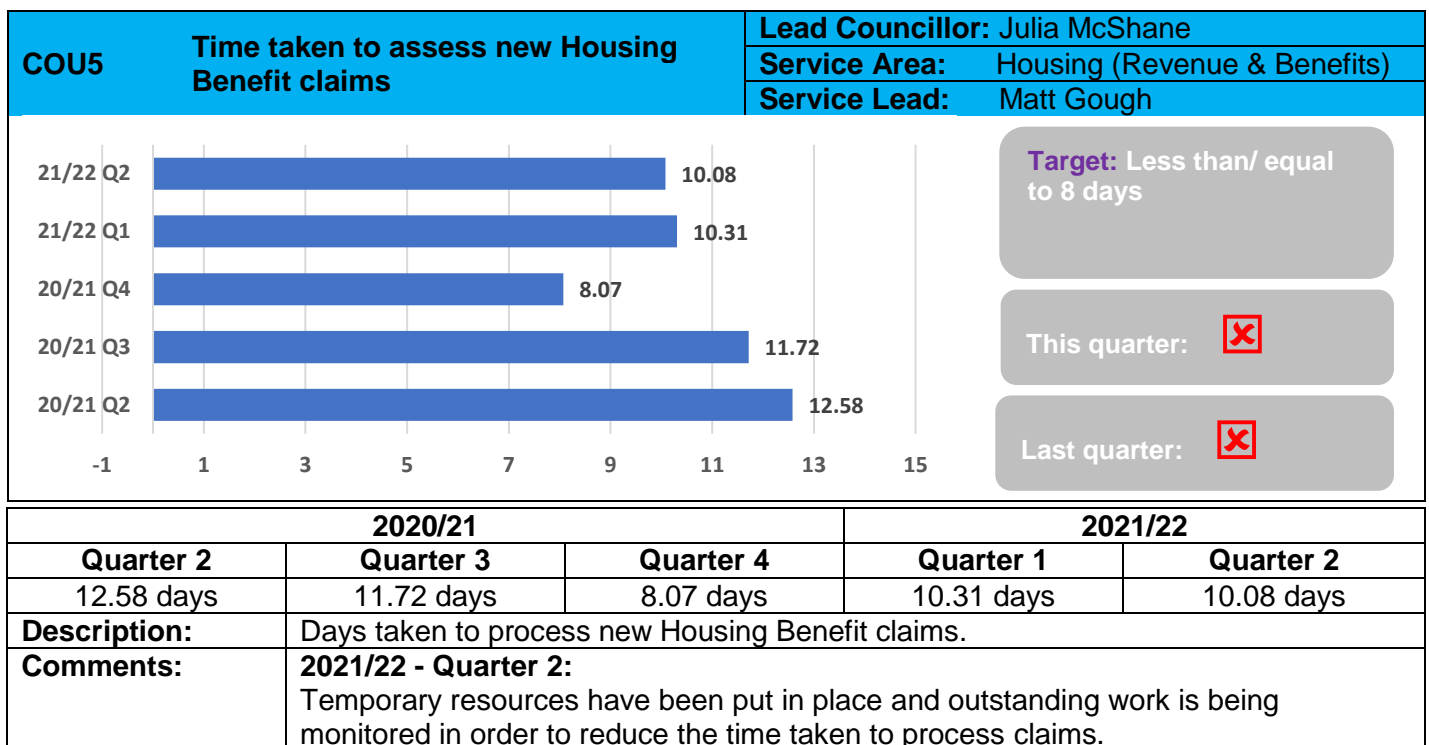




2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	55%	84%	85%	85%
Description: Percentage of Council suppliers paid within 30 days.				
Comments: 2021/22 - Quarter 2: We continue to work with services and suppliers to ensure that purchase orders are raised at the time of ordering and are included on invoicing as part of our no PO, no Pay policy which can often be the reason for any delays in payments occurring.				



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	16%	57%	54%	78%
Description: Percentage of debt owed to the Council collected within 30 days.				
Comments: 2021/22 - Quarter 2: Definition of PI amended to more clearly reflect that the indicator is invoices paid. More accurate reporting has been developed to allow for better monitoring of the council's debt recovery. Debt collection procedures were put on hold during 2020/21 due to the covid-19 pandemic as the government introduced various emergency legislation to allow an extension of time on repayment of various debts and court dates were unavailable during this period. The Council also made the decision to treat debt collection compassionately during the pandemic as we were mindful of the impact on individual's financial circumstances. In addition, we had initial issues with the functionality of Business World and were therefore unable to send out automated letters. This has now been resolved and debt collection procedures have been reinstated in full.				



COU7	Rent collection rate – percentage of rent collected in year, plus arrears brought forward			Lead Councillor: Tim Anderson	
				Service Area:	Housing
				Service Lead:	Matt Gough

21/22 Q2

99.55%

21/22 Q1

99.10%

20/21 Q4

98.97%

20/21 Q3

98.86%

20/21 Q2

99.05%

0%20%40%60%80%100%

Target: 98.5%

This quarter: ☒

Last quarter: ☒

COU9	Vacancy rates of commercial property investments			Lead Councillor: Tim Anderson	
				Service Area:	Asset Management
				Service Lead:	Marieke van der Reijden

21/22 Q2

3.35%

21/22 Q1

2.99%

20/21 Q4

3.50%

20/21 Q3

4.55%

20/21 Q2

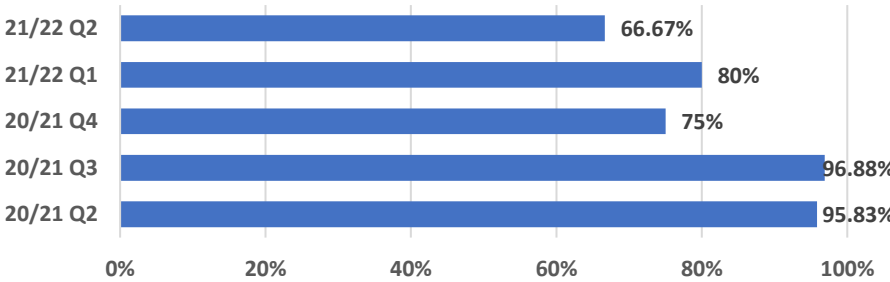
5.09%

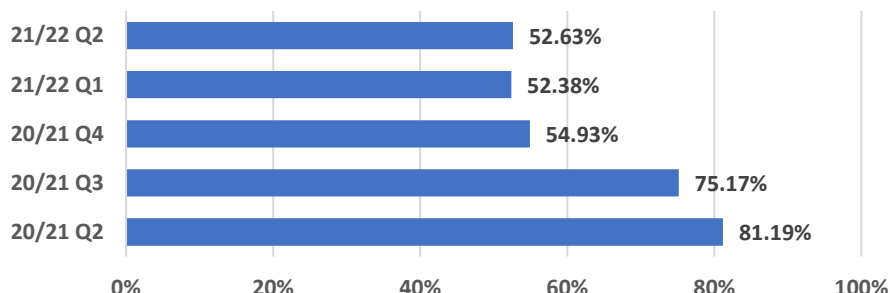


0%2%4%6%8%10%

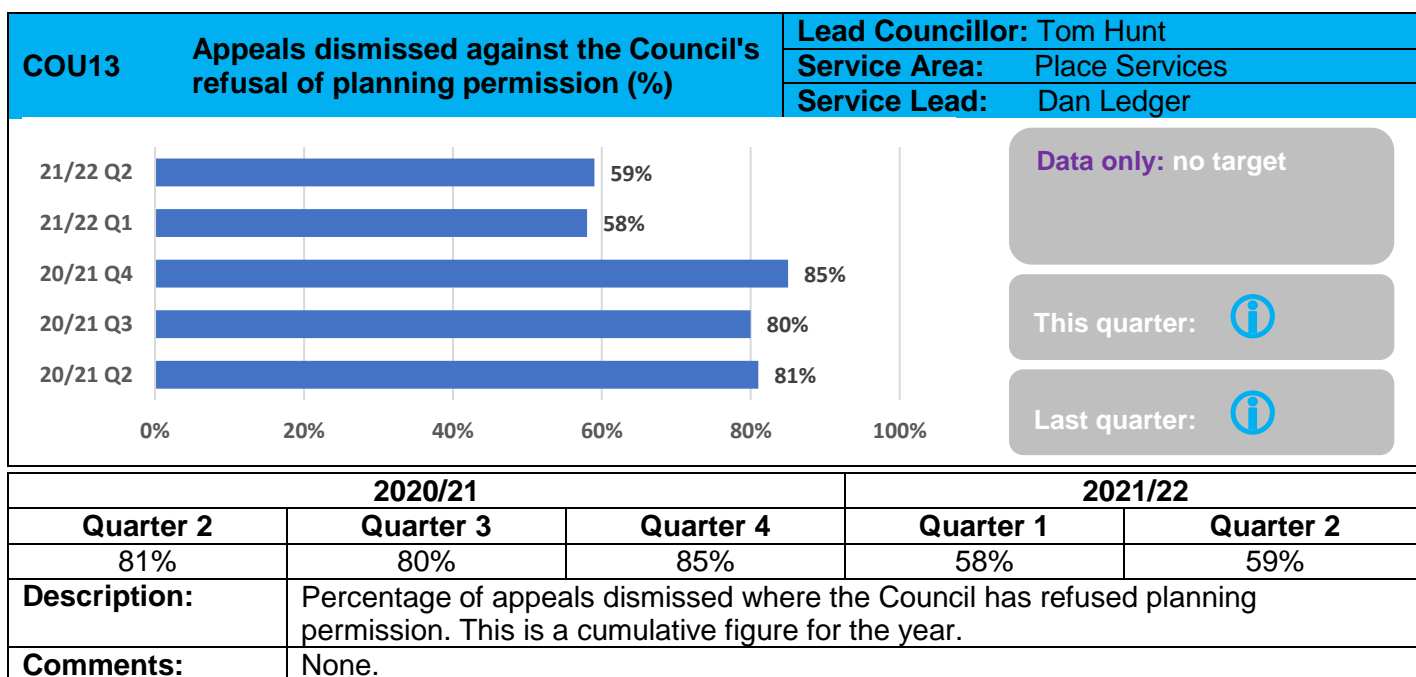
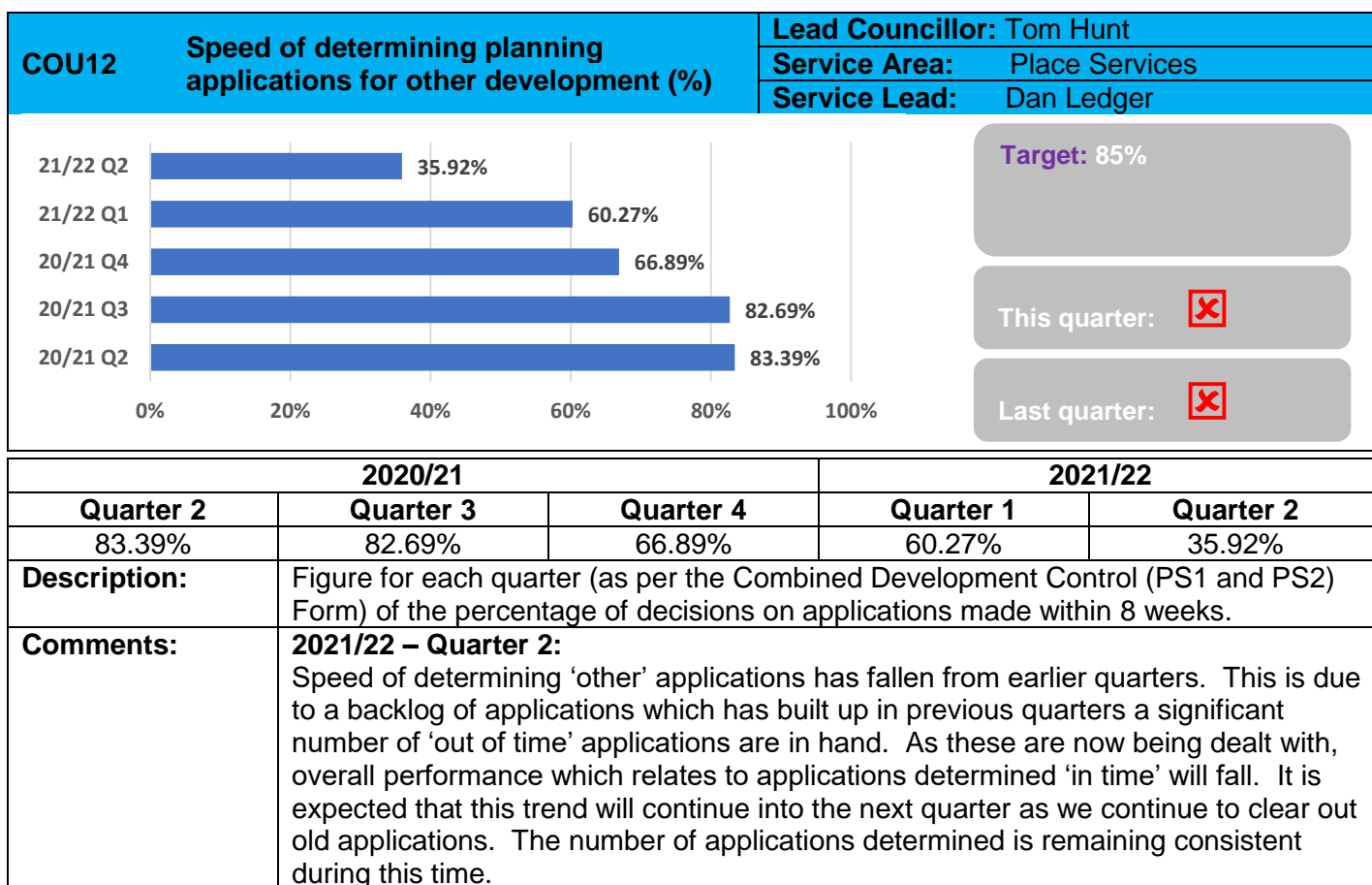
Target: Less than 5%

This quarter: ☒

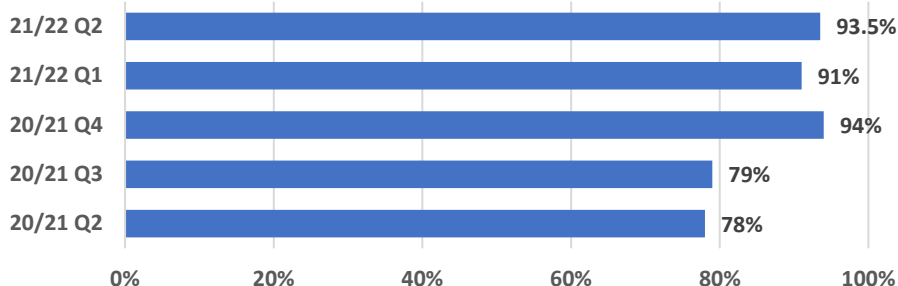
Last quarter: ☒

COU10	Speed of determining planning applications for major development (%)	Lead Councillor: Tom Hunt		
		Service Area: Place Services		
		Service Lead: Dan Ledger		
		Target: 60%		
		This quarter: <input checked="" type="checkbox"/>		
		Last quarter: <input checked="" type="checkbox"/>		
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
95.83%	96.88%	75%	80%	66.67%
Description:	Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 13 weeks.			
Comments:	None.			

COU11	Speed of determining planning applications for minor development (%)	Lead Councillor: Tom Hunt																	
		Service Area: Place Services																	
		Service Lead: Dan Ledger																	
		Target: 70%																	
		This quarter: 																	
		Last quarter: 																	
<table><tr><td colspan="3">2020/21</td><td colspan="2">2021/22</td></tr><tr><td>Quarter 2</td><td>Quarter 3</td><td>Quarter 4</td><td>Quarter 1</td><td>Quarter 2</td></tr><tr><td>81.19%</td><td>75.17%</td><td>54.93%</td><td>52.38%</td><td>52.63%</td></tr></table>					2020/21			2021/22		Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	81.19%	75.17%	54.93%	52.38%	52.63%
2020/21			2021/22																
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2															
81.19%	75.17%	54.93%	52.38%	52.63%															
Description:		Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 8 weeks.																	
Comments:		2021/22 – Quarter 2: Speed of determining ‘other’ applications has fallen from earlier quarters. This is due to a backlog of applications which has built up in previous quarters a significant number of ‘out of time’ applications are in hand. As these are now being dealt with, overall performance which relates to applications determined ‘in time’ will fall. It is expected that this trend will continue into the next quarter as we continue to clear out old applications. The number of applications determined is remaining consistent during this time.																	



COU14	Percentage of Freedom of Information and Environmental Information Regulation requests responded to within statutory timeframes	Lead Councillor: Joss Bigmore
		Service Area: Strategy & Communications
		Service Lead: Steve Benbough



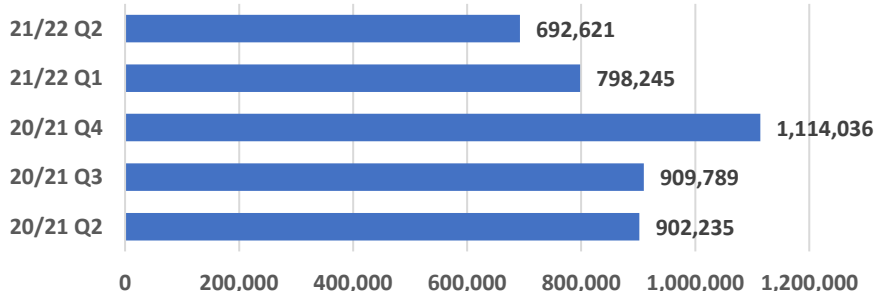
Target: 90%

This quarter: ☒

Last quarter: ☒

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
78%	79%	94%	91%	93.5%
Description:		Percentage of FOI/ EIR responses given within the statutory timeframe of 20 days.		
Comments:		Reporting lag of 1 month due to 20 working day deadline (some FOIs will still be within their due date after the month ends).		

COU15	Number of web page views	Lead Councillor: John Redpath
		Service Area: Customer, Case & Parking
		Service Lead: Nicola Haymes



Preferred direction of travel:

This quarter: ☒

Last quarter: ☒

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
902,235	909,789	1,114,036	798,245	692,621
Description:		Total number of web page views.		
Comments:		2021/22 - Quarter 2: The website relaunched on Thursday 29 April. A significant page review, page reduction and streamlining of customer journeys - along with the launch of a new digital platform MyGuildford - has meant a reduction in page views but a huge increase to the improvement of customer journeys on the website and customer self-service. A decrease in page views can also be seen as an improvement to customer satisfaction as they are visiting less pages to find the information that they need and complete their task. This data also only relates to the page views on Guildford.gov.uk not the MyGuildford platform. Page views of customers going direct to the MyGuildford platform from promotional activities will not have been counted. We are looking to implement tracking on this site soon. During Q3 we will be reviewing this PI to provide a clearer breakdown of the customer journey to better reflect and measure success.		

COU16	Total number of social media followers	Lead Councillor: Tim Anderson		
		Service Area: Strategy & Communications		
		Service Lead: Steve Benbough		

Quarter	Followers
21/22 Q2	53,727
21/22 Q1	51,064
20/21 Q4	46,661
20/21 Q3	45,904
20/21 Q2	21,550

Preferred direction of travel:

This quarter: ☒

Last quarter: ☒

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
21,550	45,904	46,661	51,064	53,727
Description: Total number of social media followers across all platforms.				
Comments: None.				

COU17	Number of customer complaints received	Lead Councillor: John Redpath		
		Service Area: Customer, Case & Parking		
		Service Lead: Nicola Haymes		

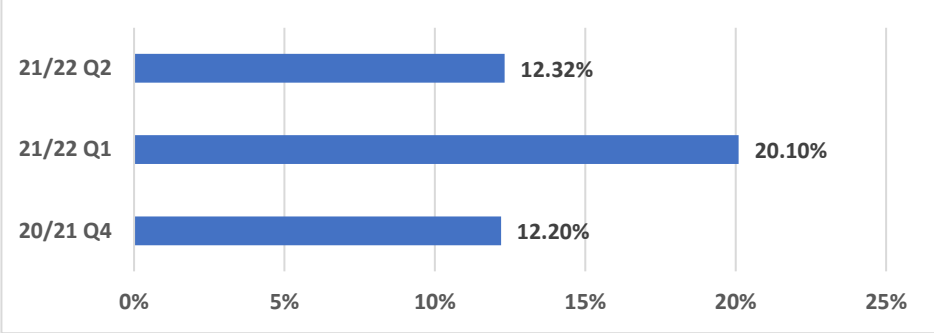


Quarter	Complaints
21/22 Q2	138
21/22 Q1	184
20/21 Q4	98

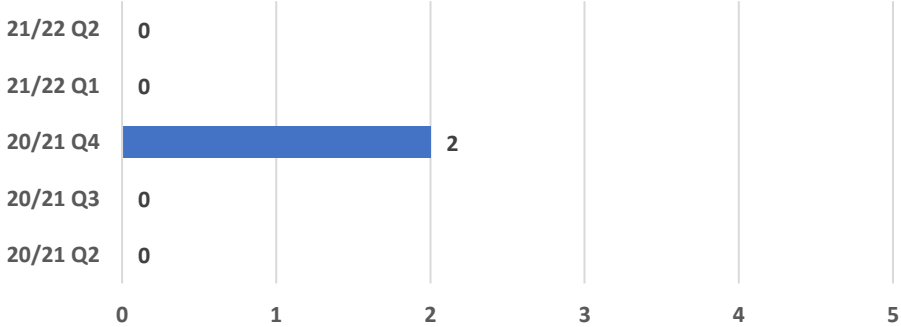



Preferred direction of travel:

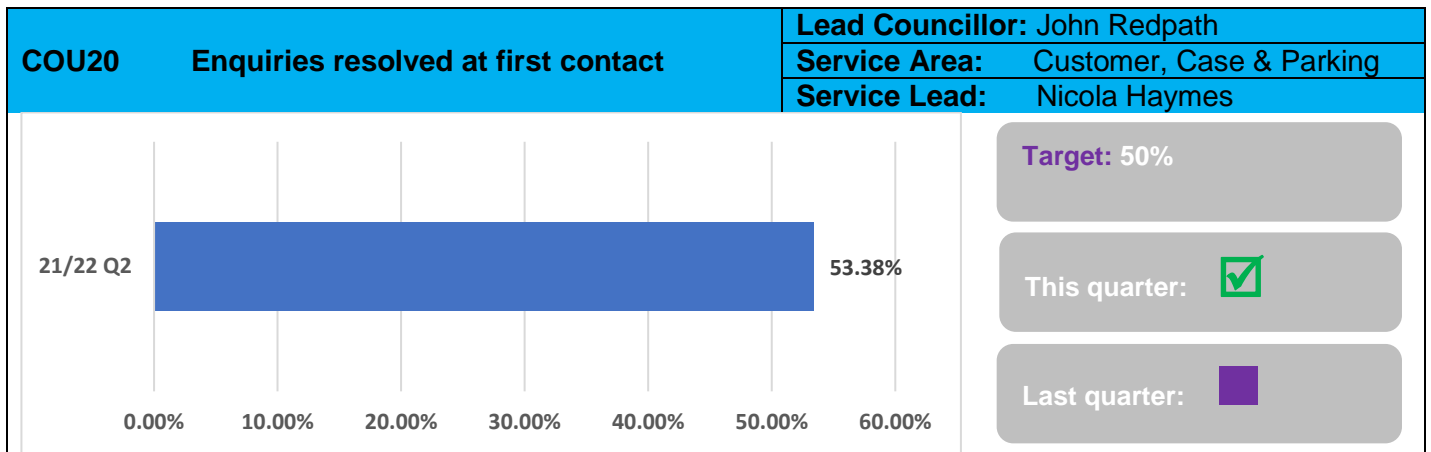
This quarter: ☒

Last quarter: ☒

2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	98	184	138
Description: This includes complaints received through our formal complaints system (currently eCase). It excludes general enquiries received through the complaints system and specific enquiries which already have remedial action in place e.g. missed bin collections. All complaints are dealt with inside of 10 working days (as per our complaints process) unless an extended deadline has been given to the complainant.				
Comments: None.				

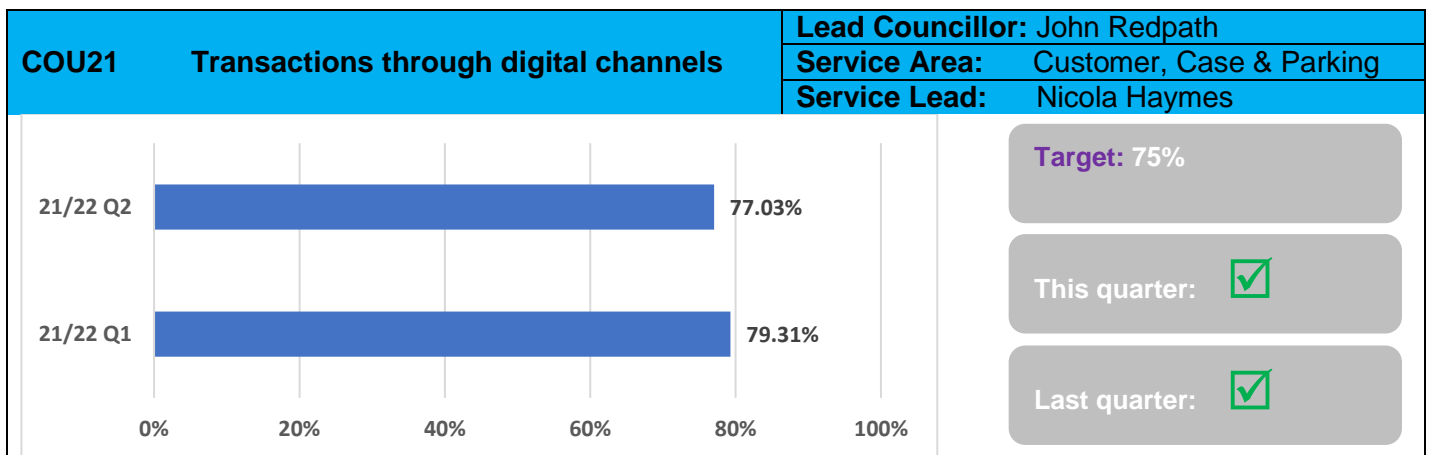
COU18	Percentage of customer complaints upheld	Lead Councillor: John Redpath		
		Service Area: Customer, Case & Parking		
		Service Lead: Nicola Haymes		
		Target: less than 20%		
		This quarter: 		
		Last quarter: 		
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	12.20%	20.10%	12.32%
Description:	The data relates to the complaints upheld in each quarter; it does not include partially upheld complaints.			
Comments:	2021/22 - Quarter 2: Reduction reflects the end of the Garden Waste renewal/subscription period where we received a high volume of complaints due to delays in delivering new bins (supply chain issues).			

COU19	Number of Ombudsman complaints upheld	Lead Councillor: John Redpath		
		Service Area: Strategy & Communications		
		Service Lead: Steve Benbough		
		Preferred direction of travel: 		
		This quarter: 		
		Last quarter: 		
2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
0	0	2	0	0
Description:	Number of Ombudsman complaints upheld.			
Comments:	This is a new PI for 2021/22 but data has been provided for 2020/21 for comparison /information purposes.			



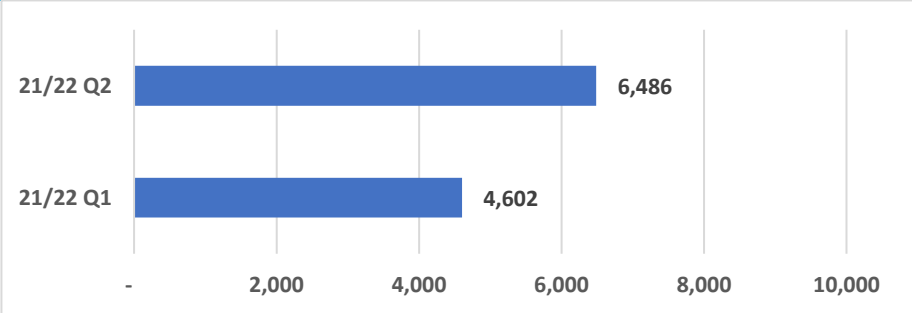


2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	-	53.38%



Description: Enquiries resolved at first contact.
Comments: None.



2020/21			2021/22	
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
-	-	-	79.31%	77.03%

Description: Transactions through digital channels.
Comments: None.

COU22 Number of online customer accounts			Lead Councillor: John Redpath							
			Service Area: Customer, Case & Parking							
			Service Lead: Nicola Haymes							
 <table><caption>Online Customer Accounts Data</caption><thead><tr><th>Quarter</th><th>Accounts</th></tr></thead><tbody><tr><td>21/22 Q2</td><td>6,486</td></tr><tr><td>21/22 Q1</td><td>4,602</td></tr></tbody></table>			Quarter	Accounts	21/22 Q2	6,486	21/22 Q1	4,602	Target: 10,000 within one year	
Quarter	Accounts									
21/22 Q2	6,486									
21/22 Q1	4,602									
			This quarter: 							
			Last quarter: 							
2020/21			2021/22							
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2						
-	-	-	4,602	6,486						
Description:	Number of online customer accounts.									
Comments:	2021/22 - Quarter 2: The Customer Portal went live on 30 April 2021. The cumulative total is 11,088, so the target has been exceeded within 6 months.									

COU23 Satisfaction with online services			Lead Councillor: John Redpath																
			Service Area: Customer, Case & Parking																
			Service Lead: Nicola Haymes																
Data not provided for 2021/22			Target: 70% This quarter:  Last quarter: 																
			<table border="1"> <thead> <tr> <th colspan="3">2020/21</th><th colspan="2">2021/22</th></tr> <tr> <th>Quarter 2</th><th>Quarter 3</th><th>Quarter 4</th><th>Quarter 1</th><th>Quarter 2</th></tr> </thead> <tbody> <tr> <td>-</td><td>-</td><td>-</td><td>-</td><td>-</td></tr> </tbody> </table>		2020/21			2021/22		Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	-	-	-	-	-
2020/21			2021/22																
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2															
-	-	-	-	-															
Description:			Satisfaction with online services.																
Comments:			This is a new PI for 2021/22. Following the recent departure of the Head of Customer, Case and Parking, the service is unable to provide the data for Q2 due to the uncertainty of the data source. The service is currently reviewing and verifying the data source but will not be able to submit the data in time for this report.																

6. Conclusion

This report has shown that for this quarter there have been significant improvements for quarter 2 showing over half (54.7%) of all PIs were on target or within tolerances and less than a quarter (15.6%) were off track, or not meeting targets.

In comparison to quarter 2 of 2020/21 of all PIs in quarter 2 for 2021/22, showed an increase in PIs on target or within tolerances, by almost 20%.

Those PIs which, for quarter 2, were rated as 'no data' (i.e. no data was submitted for this report) made up 14.1% of all PIs, which showed a decrease of 3.9% on quarter 1. The primary reason for the lack of data submission was due to time lags in receiving data, the introduction of new systems, registration periods and limited resources to collate the data.

As the performance monitoring framework and reporting cycle continue to embed within the organisation, we aim to continue to reduce the amount of data not submitted by working closely with Service Leads and Directors and providing them with support to gather and submit data required. As a result, we hope to be able to present a fuller picture of our performance in future reports. We also aim to further improve performance across the Council, as we identify trends, issues, and relevant remedial action where necessary.