






Appendix A – Where performance is now in comparison to year-end 2019/20


This appendix provides the current performance and direction of travel for measures within priorities 3 and 4 which did not meet their year-end 2019/20 targets. The table also provides information regarding what is being done to address performance or why performance may still be off track.

Priority	Off Track Measure	Good Performance	Target	Year End 2019/20	Most Recent Performance	DOT	Comments (reason for current position and action being taken)
Priority 3: A strong community in a clean safe environment	3.A2 The proportion of positive outcomes over the year, for reported Hate Crime cases	High	20%	18.95%	13.6% (end December 2020)		<p>This is a South Yorkshire Police Measure.</p> <p>Hate crimes are monitored by the Safer Rotherham Partnership Board as part of their quarterly performance dashboard. This topic was also subject to an OSMB performance clinic in October 2019. Outcomes showed a marked improvement from Quarter 3 2019/20 to Quarter 1 20/21. The improvement was due to Police action to improve outcomes across all crimes, along with targeted activity, such as improvements in community resolution.</p> <p>The latest quarterly performance data for December 2020 (due to be reported to the Board at their February 2021 meeting) shows a reduction in positive hate crime outcomes.</p> <p>It should be noted that there are still a number of investigations ongoing (in both Quarter 2 - 12 / Quarter 3 – 36) so the figures are subject to change. The figures for the previous quarters should remain.</p> <p>Further investigations are taking place with</p>

							the Inspector lead for hate crime to understand the current position.
	3.A4(b) The proportion of a) licensed vehicles b) drivers found to be compliant with licensing requirements during in the spot inspections	High	85% (Vehicles and drivers)	Rolling Average Vehicles = 70% Drivers = 83%	n/a.	n/a	<p>Although this target was not achieved, the measure for the number of taxi inspections did achieve its target and 121 inspections were carried out against a target of 110.</p> <p>Regarding compliance rates, although the yearly target was not achieved, most compliance issues throughout the year were able to be remedied immediately. The low number of inspections carried out in Quarter 3 which were beyond the services control impacted on this measure.</p> <p>No inspections have been carried out due to the current Covid-19 situation, given the need to enter vehicles. Restarting inspections is dependent on the lifting of restrictions.</p> <p>The taxi licensing regime has continued to be robust however, with Licensing Board Sub-Committee hearing a number of cases virtually during the period.</p>
	3.A5(b) Overall, all things considered, how satisfied or dissatisfied are you with Rotherham Borough as a place to live	High – very or fairly satisfied	>69%	58% (Wave 9 June 2019) Very or Fairly Satisfied	64% (Wave 10 June 2020) Very or Fairly Satisfied		<p>This is only one of many measures which improved in the most recent survey conducted in 2020.</p> <p>There was also an improvement in how well-informed residents are about services (58% said very or fairly well informed which is the highest it has been.)</p> <p>The results suggest that the improvements are due to increased communications activity and how well the Council is working in general.</p>

							The next survey is to be conducted in June 2021.
3.B3 Total number of customer contacts by service area and overall total. Service areas measured are a) Street Cleansing, b) Grounds Maintenance, c) Litter, d) Waste Management. Contacts measured are: i) Official complaints ii) Compliments received iii) Service Requests	Low	10% reduction (target around 190 cumulative for year) in the number of official complaints received	Total cumulative complaints figure = 208 Total Compliments figure = 28 Total Service Requests: a) 779 b) 8,870 c) 766 d) 47,736	Complaints to end Dec 20: a) 1 b) 6 c) 1 d) 98 Total = 106 Compliments to end Dec 20: a) 1 b) 2 c) 0 d) 16 Total = 19 Service Requests to end Dec 20: a) 672 b) 6,754 c) 538 d) Not yet available		<p>The services are well on course to have fewer complaints at the end of the financial year than last year and are also set to achieve the 'old' 10% reduction target of 190 for the full year.</p> <p>Compliments are likely to exceed last year's performance. They are currently 19 at the end of the third quarter, in comparison to 28 at year-end (March 2020).</p> <p>Service Requests are on course to produce similar numbers at year end to those received during 2019-20, for Street Cleansing, Grounds Maintenance and Litter.</p>	
3.B4 Number of missed bins per 100,000 collections	Low	50	84.16	71.61 (December 21)		<p>Performance has improved since year end, however the service was negatively impacted by the Covid-19 pandemic in Quarter 4, as staff self-isolating led to the Garden Waste service being temporarily stood down on 23 March 2020.</p> <p>Staff absence, the majority of which has been Covid related, has led to issues regarding service quality.</p> <p>Performance is expected to be further impacted by the recent adverse weather</p>	

							conditions.
Priority 4: Extending opportunity, prosperity and planning for the future	4.A1 Number of new businesses started with help from the Council	High	15	14.25 (average for the year)	15 (Q3 October-December). 31 cumulative total (April - December 20)		<p>Quarter 3 saw RMBC help more businesses start up through the Launchpad and other RMBC assistance.</p> <p>Covid has created harsh operating conditions for all businesses, especially start-ups, so levels of new business start-ups fell dramatically in Quarter 1 as trading in various sectors became practically impossible. The number of start-ups the Launchpad team is assisting is now picking up again, with increased enquiries from people recently made redundant. All start-up support activity has been moved online, with the workshop programme adapted in January to help fast-track people into self-employment. Since April 2020, the team has responded to 158 enquiries, down 9% on the previous year.</p> <p>The Business Centres have remained popular during the pandemic, with the number of new and early-stage businesses moving in consistent with previous years. There is demand for workshop space where businesses need to undertake activities that can't be accommodated from home. Occupancy is down 4%, partly due to two very successful business moving out to their own premises, and a number of larger office-based businesses consolidating to work from home.</p>
	4.A2 Survival rate of new businesses (3 years)	High	60%	Data not available for 2019/20, status	No data yet, waiting on ONS.	n/a	The status and DOT for the 2019/20 report was based on the latest available data for 2018/19 published in Q3 2019/20. Data for 2019/20 will be published imminently.

				therefore based on 2018/19 data 57.7%			
	4.A5 Narrow the gap to the UK average on the rate of the working age population economically active in the borough	Low	0% - achieve the National Average	4.20%	4.50% (at of end of June 20)		<p>Impacts of Covid restrictions from March 2020 likely to have disproportionately impacted areas of deprivation. However, Quarter 3 saw RMBC help more businesses start up. See notes for measure 4.A1.</p> <p>Further support measures are under consideration in line with the Sheffield City Region's Renewal Action Plan, including measures to support getting people back into work, careers and skills advice.</p>