

**HOUSING, PLANNING, REGENERATION & REGULATORY SCRUTINY COMMITTEE
2ND JULY 2019**

**Report of the Director of Housing, Planning, Regeneration & Regulatory Services
Lead Members: Various**

**ITEM 6 2018-19 QUARTER 4 PERFORMANCE MONITORING AND END OF
YEAR OUTTURN REPORT**

Purpose of Report

To provide performance monitoring information and results for the fourth quarter of 2018-19 and end of year outturn, in respect of the Corporate Plan Objectives and Key Performance Indicators for the Housing, Planning, Regeneration & Regulatory Services Directorate.

Action Requested

The Committee is requested to note the performance results; associated commentary and the explanations provided.

Reason

To ensure that targets and objectives are being met, and to identify areas where performance might be improved.

Policy Context

Quarterly reporting of performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan and Annual Business Plan.

Background

The Committee receives performance reports on a quarterly basis to allow it to monitor progress against achieving the agreed targets which support the delivery of the Council's objectives as set out in the Corporate Plan (2016-2020). As part of the scrutiny arrangements it is envisaged that the Committee will be forward and outward looking and review performance through investigating how performance can be improved, for example by visiting Council's where performance exceeds that of Charnwood.

The attached report presents detailed performance results for the fourth quarter 2018-19 (and end of year outturn), of the third year of the Corporate Plan (2016-2020) for the Housing, Planning, Regeneration & Regulatory Services Directorate. It provides explanations and commentary in respect of poor performance or non- achievement of targets and details of remedial actions being taken where appropriate. The report focuses on detailed information and dashboard reporting in order to provide the Committee with the information required to sufficiently scrutinise performance.

Options Available with Reasons

The Committee has the option to use the performance information to suggest new items for its scrutiny work programme.

Financial and Legal Implications

None directly arising from this report.

Risk Management

The risks associated with the options available and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to maintain a rigorous and embedded performance management framework could adversely impact on the achievement of the outcomes and objectives set out in the Council's Corporate Plan.	Low	High	Quarterly performance monitoring, including reporting to the Senior Management Team, and to this Committee.

Background Papers: None

Appendices: Appendix 1 – Performance information

Appendix 2 – additional performance information regarding Anti Social Behaviour (ASB) and Housing complaints

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Charnwood Borough Council

**Housing, Planning & Regeneration and Regulatory
Services Directorate**

Corporate Performance Report Quarter 4 & Annual Outturn: 2018-2019



Corporate Plan (2016-2020) Priorities



Creating a Strong and Lasting Economy

“A strong growing and diverse economy is good for every business, community and household.”

New businesses, new homes and improved infrastructure will be key features in the next four years, with a range of affordable homes, new schools, shops and leisure facilities being planned to accommodate growth. We will support our rural communities, maintaining the characteristics that make them special, whilst encouraging the rural economy through small business investment and tourism opportunities. We will embrace innovation and technology so that Charnwood can compete on a worldwide platform at the highest level. We will maintain our commitment to our environment, celebrating its significance to both our heritage and future.



Every Resident Matters

“Every resident is important to us. Our vision is to make sure that Charnwood is a great place to live for families by creating a safe, secure & caring environment.”

We want everyone to feel valued, have a sense of belonging, share in our successes and enjoy life. We will provide opportunities to participate in social, leisure and cultural activities and in community life. We will also look after the more vulnerable members of our community and give support to those who need it most, especially older people and those less able to cope. We will nurture our young people and celebrate our rich cultural mix. We will welcome new communities so that we can all celebrate and enjoy our diverse culture.



Delivering Excellent Services

“We will maintain our focus on meeting our customers’ and residents’ needs.”

We will provide high quality, affordable and responsive services and improve online access to them. We are always seeking to improve the services that we deliver, by providing strong community leadership, being well governed, accountable, open and transparent. We will maintain the financial stability of the Council whilst continuing to seek ways to deliver better services as efficiently as possible.

Performance Overview

Quarterly reporting of performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan (2016-2020) and Annual Business Plan (2018-2019). This report presents detailed performance results for the Quarter 4 of 2018-2019, in respect of the Corporate Plan Objectives and Key Performance Indicators for the **Housing, Planning & Regeneration and Regulatory Services Directorate**. It provides explanations and commentary in respect of poor performance, or non-achievement of targets, and details of remedial actions being taken where appropriate.

Corporate Performance Objectives: Quarter 4 2018-2019

Overall, at Quarter 4 there are 41 activities in the Annual Business Plan (2018-2019) which address the objectives outlined in the Corporate Plan. There are **9** objectives are reported as red in status this quarter and **32** are assessed as completed.

Housing, Planning & Regeneration and Regulatory Services Directorate Objectives: Quarter 4 2018-2019

At Quarter 4 there are **12** activities which are assigned to and are the responsibility of the **Housing, Planning & Regeneration and Regulatory Services Directorate**. There are **3** objectives reported as red and **9** objectives graded as completed this quarter.

Corporate Performance Indicators: Quarter 4 2018-2019

Corporate performance against the Business Plan Indicators at Quarter 4 includes **1** indicator assessed as red, **3** as amber, and **18** are green.

Performance against the Key Indicators associated with the Corporate Plan at Quarter 4 includes **7** as green, **1** indicators rated at amber and **4** indicators are red.

At the annual outturn this equates to **6** indicators assessed as green, **2** as amber and **4** as red.

Housing, Planning & Regeneration & Regulatory Services Directorate Indicators: Quarter 4 2018-2019

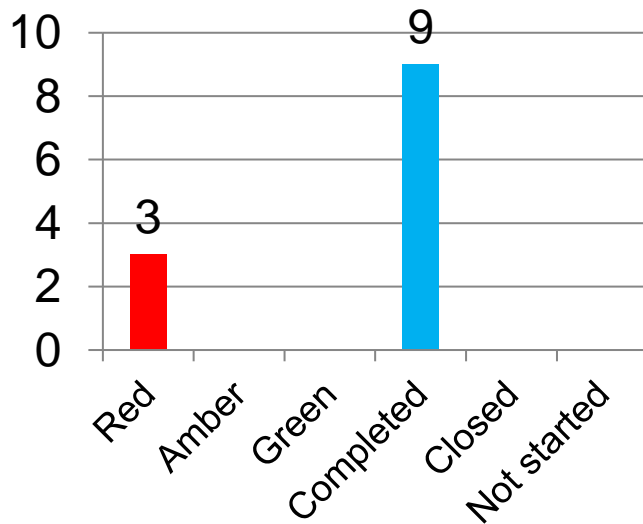
At Quarter 4 and annual outturn there are **6** Business Plan Indicators which are assigned to and are the responsibility of the **Housing, Planning & Regeneration and Regulatory Services Directorate**. Of these, **1** indicator is graded as amber and **5** are green.

Directorate performance against the Council's Key Indicators, at both Quarter 4 and annual outturn, includes **6** indicators assessed as green.

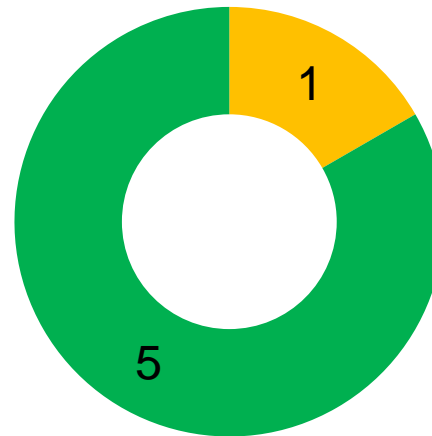
Housing, Planning & Regeneration and Regulatory Services Directorate Dashboard

Quarter 4: 2018-2019

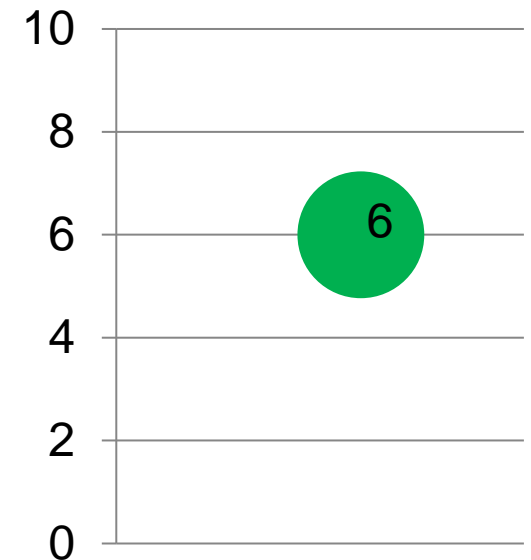
Business Plan Objectives



Business Plan Indicators



Key Performance Indicators



Creating a Strong and Lasting Economy

Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG	Linked Indictors	
SLE2 - PR - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.	Complete the milestones in the Local Development Scheme 2018-2021 for the preparation of the local plan.	To publish consultation on a draft local plan by October 2018.	<p>The Local Development Framework Project Board has considered the programme for preparing the Local Plan and re-programmed dates identified for the preparation of the draft plan, taking account of a range of factors affecting the timetable including, impacts arising from evidence collection (including traffic modelling) and staff absence.</p> <p>A revised Local Development Scheme was considered by Cabinet in March 2019 setting out a consultation date of July 2019.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p>	R		

<p>SLE2 - HOU - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.</p>	<p>Bring Empty Homes back into use through housing advice/ assistance and partnership grants.</p>	<p>50 Homes brought back into use as a result of action by the Council. Complete.</p>	<p>At the close of Quarter 4, an annual total of 55 empty homes have been bought back into use against the Strategy Target of 50. Completed at Quarter 4.</p>	<p>C</p>	<p>BP3</p>	<p>G</p>
<p>SLE3 - RS(2) -Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>As part of the Leicestershire 'Fly-Tipping' promotional and enforcement campaign undertake the following:</p> <p>A) A joint multi-media campaign with all Leicestershire District Councils, Leicester City Council and Leicestershire County Council.</p> <p>B) Investigate all reported fly-tipping incidents and take action where sufficient evidence is obtained.</p>	<p>A) 40% increase in awareness of fly-tipping offences amongst those residents who were surveyed at the start and end of the campaign. Complete.</p> <p>B) 80% of fly-tipping cases referred for legal action result in a Fixed Penalty Notice or Prosecution. Complete.</p>	<p>A) Completed at Quarter 2.</p> <p>B) During Quarter 4 – 199 Fly tipping cases were investigated. 31 FPNs issued for littering and fly-tipping offences. 100% FPNs paid with total fines £2000 during quarter.</p> <p>Annual total number of fly-tipping cases investigated was 838, with 76 FPNs issued for littering & fly-tipping resulting in total fines of £5,840 and 100% of these were paid. Completed at Quarter 4.</p>	<p>C</p>	<p>BP4</p>	<p>G</p>

SLE4 - RS - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.

Complete phase 1 of the Beehive Lane car park improvements and refurbishment scheme to maintain the long-term viability of the car park and encourage increased customer car parking in Loughborough.

Installation of new car park railings on the top floor of Beehive Lane car park completed by 31st March 2019.

Following the procurement process for the new railing's installation, no suitable Tenders, meeting the Council's requirements were received. The procurement process will be reviewed with a view to re-tendering during 2019-20. The procurement of the Fire Detection system was completed, and contract signed. Work for this commenced in April and is due to complete by July 2019.

Objective included within the 2019/20 Business Plan for further progression.

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Every Resident Matters

Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG	Linked Indicators	
ERM1 - RS(1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	<p>As part of the Food Hygiene Rating Scheme, undertake the following actions:</p> <p>A) Introduce a new procedure to allow food businesses to request a chargeable re-scoring visit prior to the next scheduled inspection. Complete.</p> <p>B) Complete a minimum of 95% of High Risk (Risk Ratings A-C's) Food Safety Inspections. Complete.</p>	<p>92% of food establishments meeting level 3 (broadly compliant) within the Charnwood Food Hygiene Rating System. Complete.</p>	<p>A) Completed at Quarter 1.</p> <p>B) 83 high risk inspections were undertaken in Quarter 4. The total for year is 99% (179 completed out of 180 open food businesses).</p> <p>97.7% (1409 out of 1442) of food businesses are Level 3 or above on the National Food Hygiene Rating Scheme.</p> <p>Completed at Quarter 4.</p>	C	KI3	G
ERM1 - RS(2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	<p>Review, update and obtain Council approval for the Charnwood Borough Council Gambling Act 2005 'Statement of Principles' in order to protect our children & vulnerable residents by ensuring responsible Gambling Premises operate across the Borough.</p>	<p>A) The Statement of Principles approved by Full Council by January 2019. Complete.</p> <p>B) 90% of premises holding a Gambling Act Licence (of those inspected) comply with the legal standards. Complete.</p>	<p>A) Complete at Quarter 3.</p> <p>B) 11 Gambling Premises have been inspected over the year. 91% (10) were fully compliant on first visit with 1 compliant after revisit. Completed at Quarter 4.</p>	C		

<p>ERM1 - RS(3) -Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.</p>	<p>As part of the 'Don't Muck Around' campaign undertake the following actions targeted at reducing bin side waste and bins on streets offences:</p> <p>A) Undertake a minimum of 3 Litter & Waste Ward Walks, in areas with the highest number of reports. Completed.</p> <p>B) Undertake a minimum of 12 targeted Litter and Waste Patrols in locations with the highest number of reports. Completed.</p>	<p>Completion of planned campaigns to achieve 20% reduction in bin side waste and bins on streets offences (baseline set at start of campaign). Complete.</p>	<p>A) Completed at Quarter 3.</p> <p>B) 5 Ward Walks and 12 targeted litter & waste patrols were undertaken during the year.</p> <p>The final monitoring was undertaken in January 2019. Overall for the targeted locations there was a decrease in the number of bins on-street of 57% (67 bins on street at start compared to 29 at the final monitoring).</p> <p>Completed at Quarter 4.</p>	<p>C</p>	<p>BP18</p>	<p>G</p>
<p>ERM1 - LS - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.</p>	<p>Undertake the 2018/19 programme of works to install 23 new communal door entry systems in order to provide enhanced security for tenants.</p>	<p>Completion of works, with 23 new communal door entry systems installed. Complete.</p>	<p>24 blocks have been completed, exceeding the target of 23 blocks. Completed at Quarter 4.</p>	<p>C</p>	<p>BP16</p>	<p>G</p>
<p>ERM2 - HOU(1) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p>	<p>Deploy available resources from the Right to Buy Receipts to acquire additional properties, to meet the housing needs of households on the housing register.</p>	<p>Spend the allocated budget of £1,953k (purchasing between 8 and 10 properties in 2018-2019) to meet the housing needs of the Borough. Complete.</p>	<p>Sales have been completed on 11 properties with a further 1 being progressed, a 3-bed house.</p> <p>To date £2,079,780 has been spent or committed and £126,780 of the 2019-2020 budget has been brought forward to cover the additional spend. Completed at Quarter 4.</p>	<p>C</p>	<p></p>	<p></p>

ERM2 - HOU(2) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.

Implement the Homelessness Strategy Action Plan as approved by Cabinet in March 2018.

Complete the milestones in the Homelessness Strategy Action Plan for 2018-19. **Complete.**

All milestones in the Homelessness Strategy Action Plan for 2018-19 fully met. The following activity has taken place throughout Quarter 4:

1. A second bid was submitted for the Rapid Rehousing Fund in March 2019 and the outcome is pending.

2. A single referral form and process for referrals to Falcon Support Services is being set up, to make referral processes more efficient and effective.

3. The new online Housing Register application form was launched in March 2019. The New Housing Allocations Policy was introduced on the 1st April 2019.

5. A 10 bed space Supported Accommodation scheme within Charnwood for homeless applicants has been commissioned. Additionally, 1 emergency bed space within Charnwood for Rough Sleepers and those at imminent risk of Rough Sleeping has been commissioned.

6. Product options for the Social Lettings Service have been agreed and are due to be

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			<p>launched at a Landlord Forum in April 2019.</p> <p>7. The Council's Discretionary Housing Payments Policy has been reviewed and can now be used for rent in advance and deposit payments for Private Sector Tenancies.</p> <p>Completed at Quarter 4.</p>			
<p>ERM2 - LS(1) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p>	<p>Invest in our housing stock through the delivery of (an estimated) 84 kitchens, 144 bathrooms, and 308 heating installations to provide high quality homes for Council tenants.</p>	<p>0% non-decent council general needs homes.</p>	<p>Performance has improved, and the kitchen and heating installation programmes have been completed. At the close of Quarter 4, the following were delivered:</p> <ul style="list-style-type: none"> ▪ Kitchens: 81; ▪ Bathrooms: 109; ▪ Heating: 296. 	<p>R</p>	<p>BP19</p>	<p>A</p>
			<p>Total = 486 Improvements (50 less than anticipated target). This equates to a 90.7% completion rate for the year against the anticipated target.</p> <p>The bathroom programme is expected to be completed by the end of Q1 2019. The level of non-decency is not affected by the slower than expected progress on this stream.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p>		<p>KI5</p>	<p>G</p>

ERM2 - LS(2) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.	Refurbish 10 communal areas on the Bell Foundry estate to provide an enhanced environment for tenants, residents and visitors.	Completion of works, with 10 communal areas refurbished. Complete.	10 communal areas have been refurbished, meeting the target set. Completed at Quarter 4.	C	BP20	G
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Business Plan Indicators

The Business Plan indicators below are those which Charnwood Borough Council directly impacts:

Indicator	Quarter 1 2018/19		Quarter 2 2018/19		Quarter 3 2018/19		Quarter 4 2018/19			Annual Outturn 2018/19		
							Target	Result		Target	Result	
BP3 - Number of Empty Homes brought back into use <i>(Cumulative Target)</i>	5 Homes	G	21 Homes	G	42 Homes	G	50 Homes	55 Homes	G	50 Homes	55 Homes	G
Exceeded annual target of 55 by bringing a further 5 empty homes back into use over the period.												
BP4 - Percentage of fly-tipping cases referred for legal action result in a Fixed Penalty Notice or Prosecution	100%	G	100%	G	100%	G	80%	100%	G	80%	100%	G
2 Fly-tipping FPNs for £400 issued in Quarter 4 and paid.												
BP16 - Number of communal door entry systems installed	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	23 Doors	24 Doors	G	23 Doors	24 Doors	G
Exceeded annual target of 23 by installing an additional communal door (creating a total of 24).												
BP18 - Percentage reduction in bin side waste and bins on streets offences	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	20% Reduction	57% Reduction	G	20% Reduction	57% Reduction	G
At the end of the project there was a 57% reduction in bins on street offences. There were 67 bins on street in the targeted locations in November 2018 and 29 in January 2019 after the final monitoring.												

BP19 - Number of kitchens, bathrooms and heating streams delivered	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	536 Improvements	486 Improvements	A	536 Improvements	486 Improvements	A
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Kitchens: 81; Bathrooms: 109; Heating: 296. Total = 486 Improvements (50 below anticipated target). 90.7% completion rate against anticipated target. *Tolerance set (below target) at 455 Improvements.*

BP20 - Number of communal areas refurbished on Bell Foundry Estate	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	10 Refurbishments	10 Refurbishments	G	10 Refurbishments	10 Refurbishments	G
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10 communal areas have been refurbished, meeting the target set.

Key Corporate Indicators

The key indicators below are those which Charnwood Borough Council directly impacts:

Indicator	Quarter 1 2018/19		Quarter 2 2018/19		Quarter 3 2018/19		Quarter 4			Annual Outturn		
							Target	Result		Target	Result	
KI3 - Percentage of food establishments that achieve level 3 (broadly compliant) within the Charnwood Food Hygiene Rating System	97.00%	G	97.00%	G	97.50%	G	97.70%	92.00%	G	92.00%	95.88%	G
1409 out of a total of 1442 registered food businesses have been rated at level 3 and above at the end of Quarter 4.												
KI5 - Percentage non-decent council general needs homes							0%	0%	G	0%	0%	G
Target of 0% met. Core investment programmes for kitchens and bathrooms have been completed.												
KI6 - % rent collected (including arrears brought forward) <i>(Cumulative Target)</i>	91.54%	G	94.95%	G	96.17%	G	95.31%	96.75%	G	95.31%	96.75%	G
Target achieved and exceeded by 1.44%.												

KI11 – Percentage of rent loss from void properties <i>(Proxy Target)</i>	2.14%	G	2.10%	G	2.14%	G	2.20%	2.16%	G	2.20%	2.14%	G
<p>Performance at end of Quarter 4 is 2.16%, rent loss of £456,111 against available rent of £21,157,198. The rent loss breakdown equates to £221,079 for General Needs and £235,032 for Sheltered Housing accommodation.</p> <p>Void turnaround times have been impacted by 14 properties which were having major works completed for a combined total of 1,409 days. There were 6 General Needs properties with a combined total of 13 refusals during the period giving a total of 548 void days.</p> <p>The Voids Working Groups continue to meet regularly to discuss processes and individual properties. In addition to this the Senior Allocations and Lettings Officer meets with the Senior Repairs Officer to discuss the weekly voids and prioritise the works.</p> <p>The Sheltered Housing Review is underway to consider the options to reduce long term voids within the Sheltered Schemes being considered.</p>												

KI1 - Net additional homes provided (Cumulative Target)	208 Homes	G	429 Homes	G	700 Homes	G	820 Homes	1,117 Homes	G	820 Homes	1,117 Homes	G
Surpassed CBC set target for the year. The shortfall on new dwellings over the period 2011 to 2019 is 37 Homes.												
KI2 - Number of affordable homes delivered (gross) (Cumulative Target)	59 Homes	G	79 Homes	R	126 Homes	A	176 Homes	189 Homes	G	176 Homes	189 Homes	G
Surpassed CBC set target for the year. The shortfall on affordable homes over the period 2011 to 2019 is 30 Homes.												

HOUSING REPAIRS COMPLAINTS

1. Performance

1.1 Comparison with previous years

Full Year	Total number of Repairs and Asset Management complaints (All stages) ¹
2012/13 _A	340
2013/14 _A	317
2014/15 _A	193
2015/16	420
2016/17	427
2017/18	390
2018/19 _B	244

Notes

A Information is not directly comparable due to the change in the Corporate Complaints procedure with the introduction of the informal stage (Stage 0). Data provided for information purposes only.

B 31 complaints relating to the correct application of policy or practice have been excluded. Complaints of this nature are not defined as complaints under the Council’s Corporate Complaints Procedure (2015).

1.2 Complaint reasons (all stages)

Row Labels	Number of Complaints
Service delay	55
Service failure	44
Issue with work completed	42
Issue with work in progress	35
Communication	28
Staff Attitude/Behaviour	26
Incorrect action taken	7
Incorrect or insufficient information	5
Misc	2
Grand Total	244

1.3 Number of complaints received at each stage of the complaints process

Stage	Number of Complaints
Stage 0	210
Stage 1	28
Stage 2	6
Grand Total	244

¹ The number of complaints detailed reflects stage 0, 1 and 2 complaints. One complaint may pass through each stage therefore it will be counted three times.

1.4 Number of complaints received by Service area

Service Area	Number of Complaints
Asset Management	93
Compliance	24
Repairs	127
Grand Total	244

1.5 Number of Stage 1 complaints upheld or partially upheld by service area

Service Area	Partially upheld	Upheld
Asset Management	1	12
Repairs	4	5
Grand Total	5	17

1.6 Number of Stage 2 complaints upheld or partially upheld by service area

Service Area	Partially Upheld	Upheld
Asset Management	1	2
Repairs	0	2
Grand Total	1	4

Officers to Contact:

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ANTI-SOCIAL BEHAVIOUR RELATING TO THE COUNCIL'S HOUSING STOCK

1. New ASB cases opened by estate - Quarter 4 2018/19

Estate	2018/19 Total	Q4	Q3	Q2	Q1
Loughborough - Bell Foundry	155	38	37	42	38
Sileby	95	6	22	33	34
Loughborough - Shelthorpe	93	13	20	29	31
Shepshed	91	20	22	24	25
Loughborough - Town Centre Central	78	21	9	26	22
Syston	73	16	21	18	18
Loughborough - General	67	16	8	20	23
Loughborough - Warwick Way	67	14	24	14	15
Loughborough - Thorpe Acre	60	15	13	21	11
Mountsorrel	46	10	12	9	15
Thurmaston	43	13	5	12	13
Loughborough - Ashby Road	42	6	4	10	22
Quorn	36	11	10	11	4
Anstey	33	1	11	10	11
Birstall	21	2	8	8	3
Barrow Upon Soar	20	8	5	6	1
Rest of Charnwood	18	1	4	7	6
Rothley	17	5	3	3	6
Woodhouse Eaves	7	4	0	2	1
Grand total	1062	220	238	305	299

The information is based primarily on complaint location. Where the complaint location is unavailable, the incident location has been used.

Cases closed as *duplicates/entered in error* are included. Cases in this category may be closed as such for other reasons in addition to where a case is a true duplicate or has been entered in error. For example, where several people have called about the same issue, their details are uploaded against a master case record, and the individual cases closed as *duplicate/entered in error*.

2. Case closure quarter 4

Cases closed during Q4	Q4	Q3
Numbers of cases closed	237	293
Total time open (days)	19,991	18,319
Average length of time open (days)	84	63

3. Case resolution rate quarter 4

Case resolution descriptor	Q4	Q3
Numbers of cases closed	189	242
of which were resolved	143	203
Case resolution rate (%)	75.7	83.9

Any cases that were duplicates or entered in error have been excluded from this calculation.

3.1. Reasons for closure when unresolved quarter 4

Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	3
Referred to environmental health	2
Referred to police	5
Referred to street management	2
No perpetrator identified	5
Anonymous complaint (unable to confirm if issue resolved)	11
Not anti-social behaviour	9
No evidence in order to take action/insufficient evidence to progress	9
Grand total	46

4. Case closure by disposal quarter 4 (action status at point of closure)

Disposal type	Q4	Q3	Q2	Q1
No further action - other	65	46	124	106
Other (in this case non-engagement by complainant)	59	111	0	0
Advice	42	46	36	40
Entered in error/duplicate	39	54	57	41
No further action – at request of complainant	11	15	19	12
Written warning	7	3	4	6
No further action – no perpetrator identified	5	11	9	9
Community Protection advice/warning letter	2	0	0	0
Injunction	2	0	0	2
No further action – reported for information only	2	2	3	3
Verbal warning	1	1	1	2
Mediation	1	0	7	10
Acceptable behaviour contract	0	0	2	0

Tenancy - extension to introductory tenancy	0	0	0	0
Notice of seeking possession	0	0	0	0
Suspended possession order (SPO)	0	0	0	0
Possession order - outright	0	0	0	0
Eviction order	0	2	1	1
Grand total	236	291	263	232

The category *Other (in this case non-engagement by complainant)*, is a new category introduced in Q3.

5. Open cases at end of quarter 4

Cases open at end quarter	Q4
Numbers of cases	49
Total number of days open	6,483 days
Average length of time	132 days

6. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 4	
Anonymous/no victim or complainant	26
Reported just once	175
Reported twice	15
Reported three times or more	4
Grand total	220

Officers to Contact:

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Email: peter.oliver@charnwood.gov.uk

Andrew Staton
Landlord Services Manager
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