

How did we perform in 2022/23



Corporate Health



Streetscene



Social Services



Education



Waste



Housing



Highways



Planning



Public Protection



Sports & Leisure



Customer



Graphs

Corporate Health



The % sickness absence for the authority at the end of Q4 was **5.4%**



Budget

Streetscene



It took an average of **4.03 working days** to clear fly-tipping incidents reported to the authority during the year



46 Fixed Penalty Notices were issued for fly tipping and householder duty of care



22 Fixed Penalty Notices were issued for littering



4 Fixed Penalty Notices were issued for dog fouling and not having the means to pick up



Social Services



There was a total of **1143** Adults receiving a service aged 18 and over at the end of the year



There was a total of **1606** Adults receiving a service aged 65 and over at the end of the year



There was a total of **467** Children looked after (CLA) at the end of the year



There was a total of **198** Children on the child protection register (CPR) at the end of the year

Education



Between September 2022 and March 2023 Primary School pupil attendance was **91.1%**. Secondary School attendance was **86.8%**



There were **26** Permanent Exclusions and **1369** Fixed Term Exclusions during the academic year in Primary and Secondary Schools



A total of **3397 days** were lost during the academic year as a result of Exclusions in Primary and Secondary Schools



The percentage of total take-up of Primary school Universal Primary Free School Meals was **61%**

Waste



60.76% of our municipal waste was collected and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way



It took us an average of **9.7 days** to collect bulky waste items in Q4



In Q4 there were **0.06%** missed waste and recycling collections as a % of total collections undertaken (food, garden, waste, recycling)

Housing



It took an average of **281 calendar days** to deliver a Disabled Facilities Grant to the Private Sector and 188 calendar days to deliver a Public Sector Adaptation

Highways



In 2021/22 **3.7%** of our principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition

2269 Civil Parking Enforcement (CPE) notices were issued in Q4

Planning



94% of minor and householder planning applications and **75%** of major planning applications were determined on time. The average time taken to determine all applications was **121 days**

Public Protection



50% of significant breaches were rectified by intervention for Trading Standards



100% of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene during Q4



100% of high risk businesses that were liable for a programmed inspection that were inspected for Food Standards during Q4

Sports & Leisure



There were **8099** visits made to our indoor & outdoor sport facilities per 1,000 population during the year

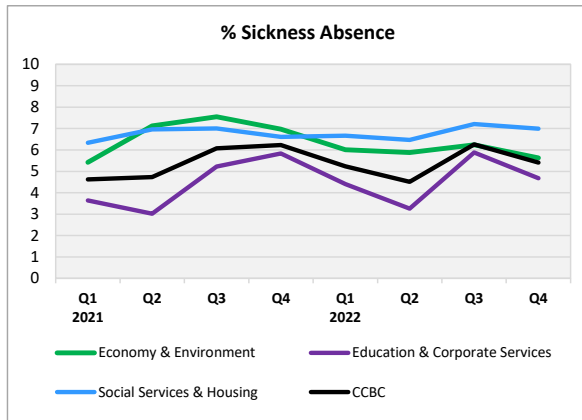


99.64% of Contact Centre:
telephone calls were
resolved at the first point of
contact



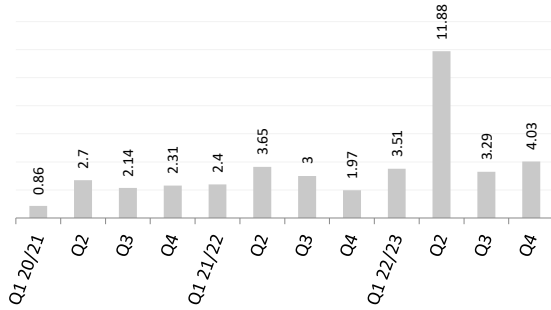
79% of FOI/EIR
requests were answered
within compliance

Corporate Health

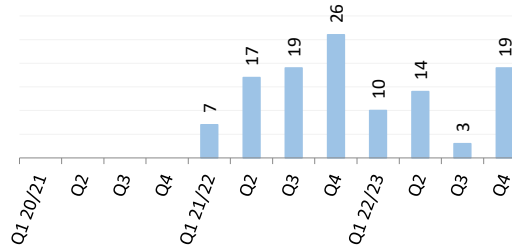




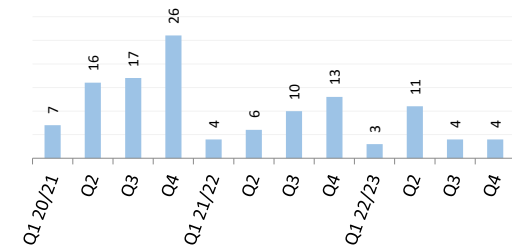
Average number of working days taken to clear fly-tipping incidents reported to the authority during the year



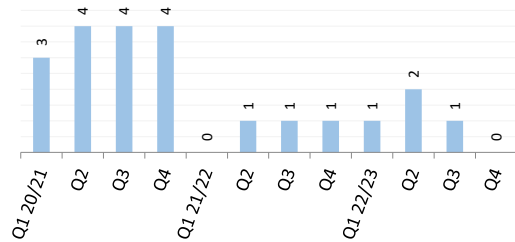
Number of Fixed Penalty Notices issued for fly tipping and householder duty of care



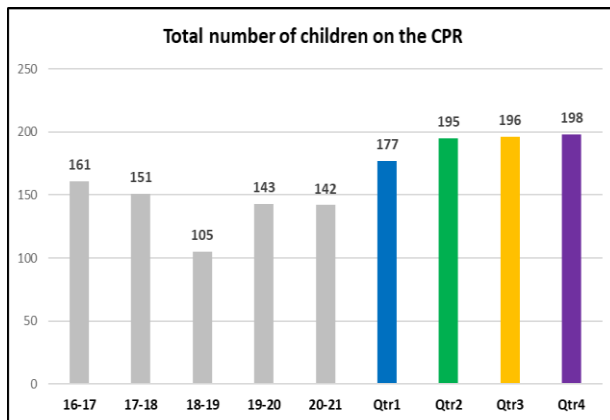
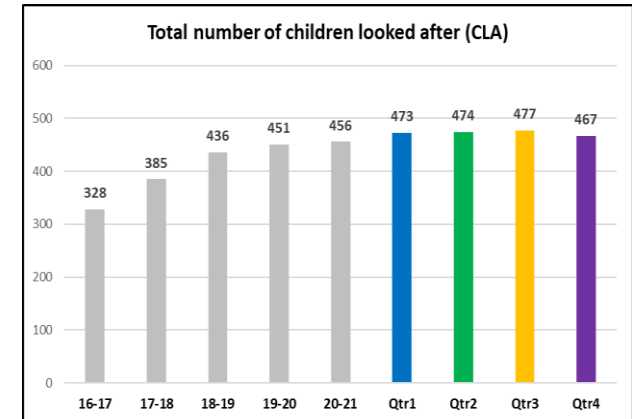
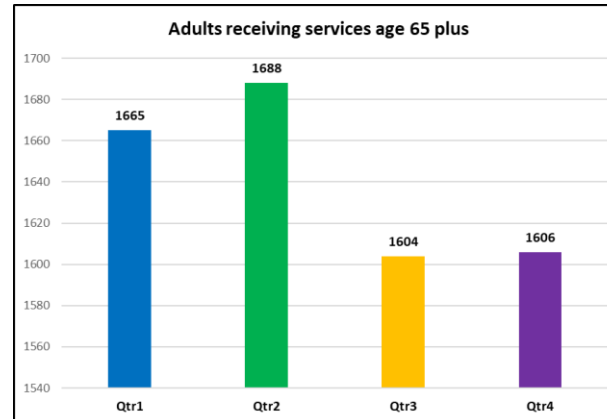
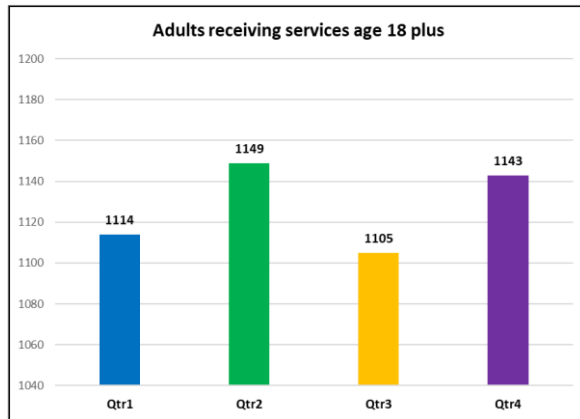
Number of Fixed Penalty Notices issued for littering (Accum)

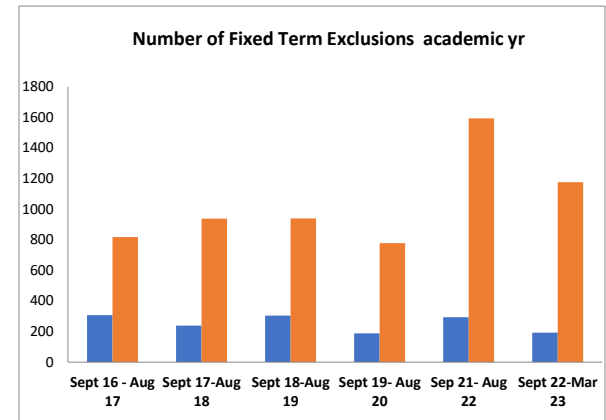
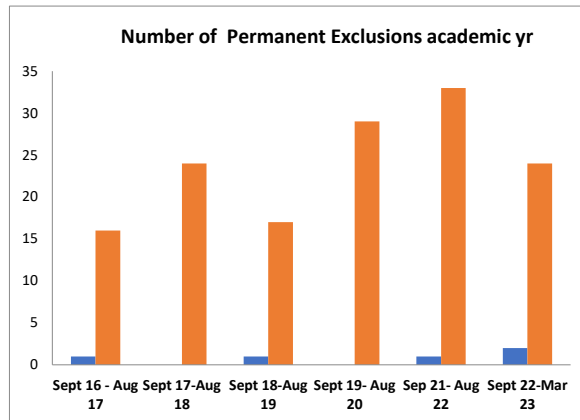
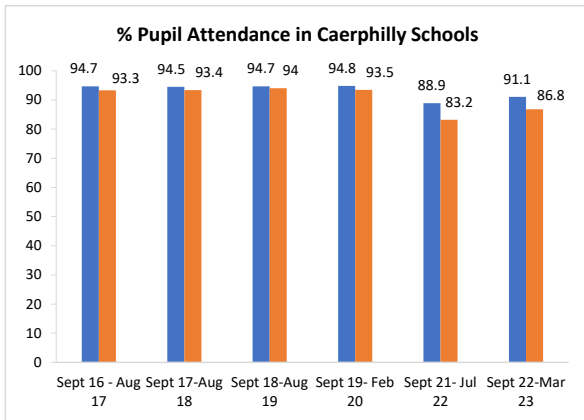


Number of Fixed Penalty Notices issued for dog fouling and not having the means to pick up (Accum)

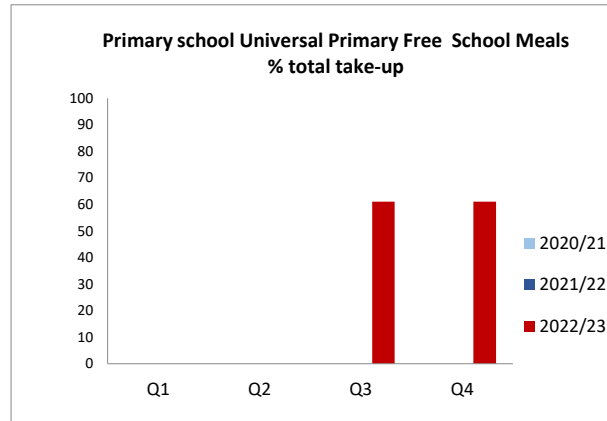
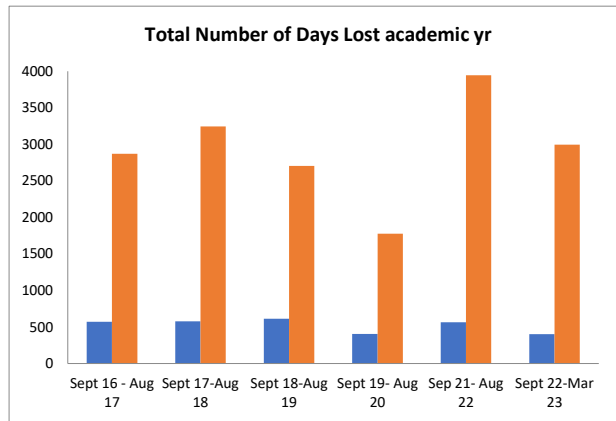


Social Services





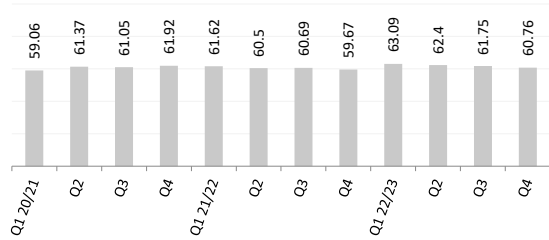
Primary Schools Secondary Schools



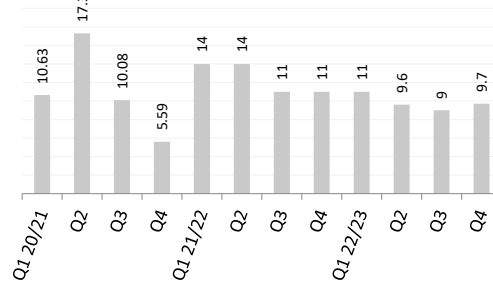
Waste



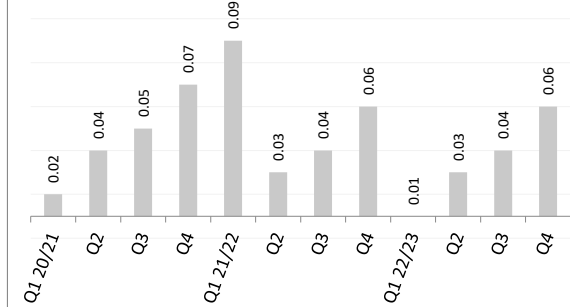
The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way (Accum)



Average time (days) to collect bulky waste items



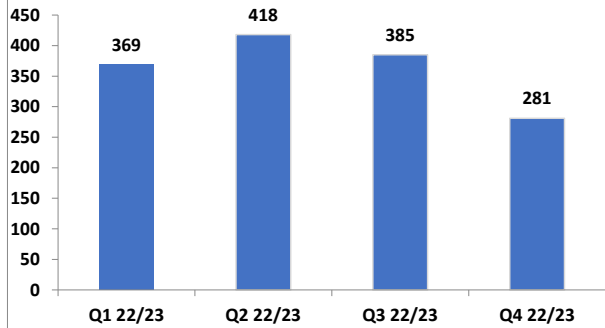
Missed waste and recycling collections as a % of total collections undertaken (food, garden, waste, recycling) (Accum)



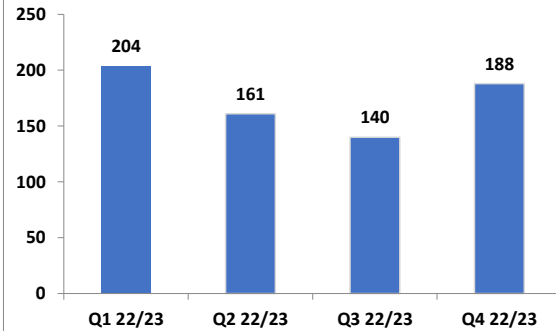
Housing



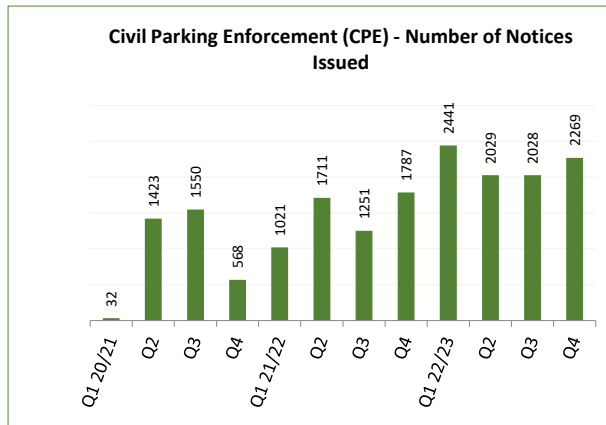
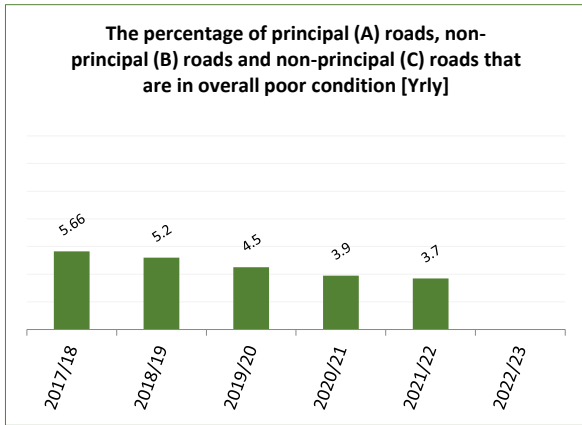
The Average number of Calendar days taken to deliver a Disabled Facilities Grant - Private Sector



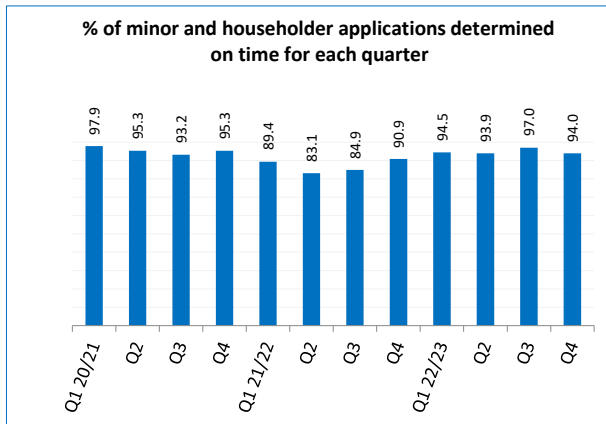
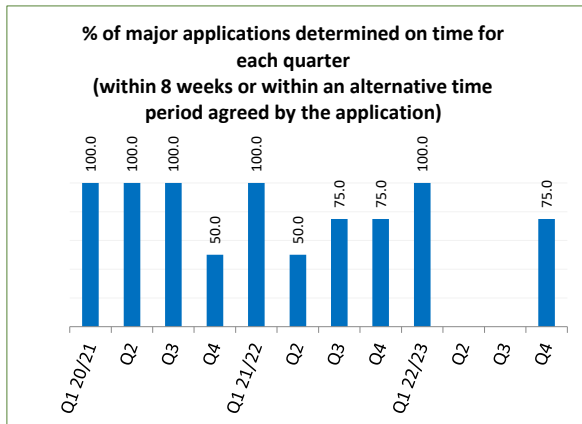
The Average number of days taken to deliver a Public Sector Adaptation



Highways



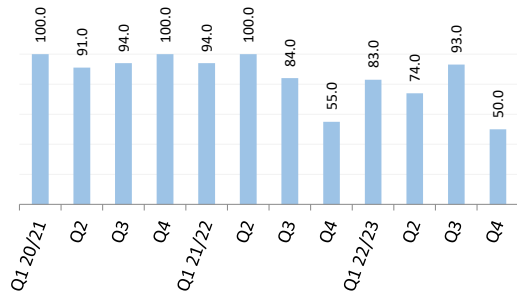
Planning



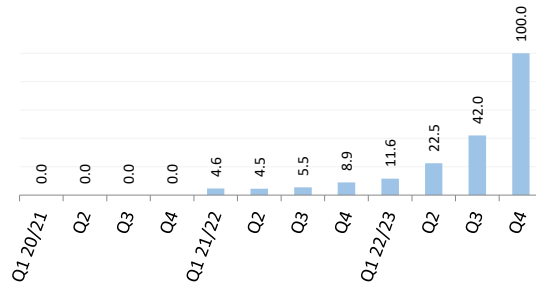
Public Protection



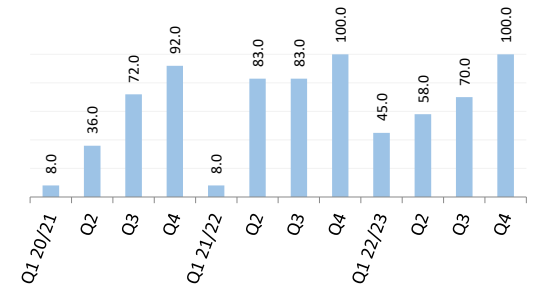
The percentage of significant breaches that were rectified by intervention for Trading Standards (Accum)



The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene (Accum)



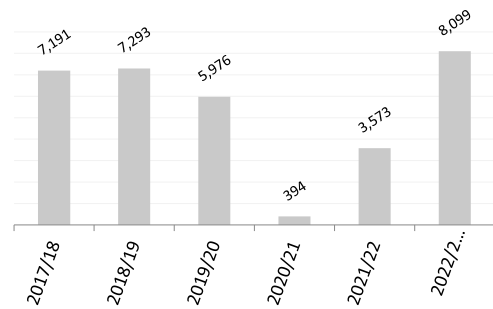
The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Standards (Accum)



Sports & Leisure

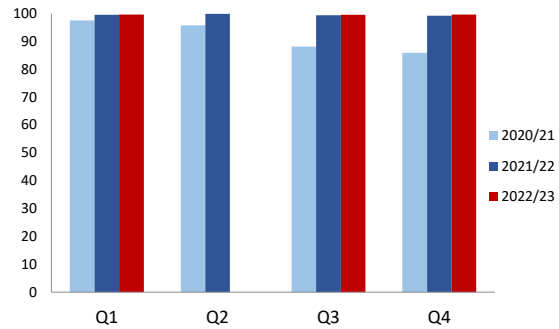


Number of visits to indoor & outdoor sport facilities per 1,000 population





Contact Centre: % of telephone calls resolved at the first point of contact



Percentage of FOI/EIR requests - answered within compliance

