




Brighton & Hove City Council

Appendix 6: 2020-21 year-end Corporate KPI results

Period: Apr-20 - Mar-21

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
2020-21 Corporate Plan - A city to call home				
Housing Tenants: Rent collected as % of rent due [Corporate - council]	%	95.00	96.40	 Declining

Position:

At the end of March 2021, the rent collection rate for council housing tenants is 96.40% for the 2020/21 financial year. This would amount to £50,977,304 collected during the financial year.

- Mar 2021 = 96.40% (actual)
- Dec 2020 = 96.41% (annual forecast)
- Sep 2020 = 96.68% (annual forecast)
- Jun 2020 = 96.28% (annual forecast)
- Mar 2020 = 96.80% (actual)
- Dec 2019 = 97.14% (annual forecast)
- Sep 2019 = 97.19% (annual forecast)
- Jun 2019 = 97.51% (annual forecast)
- Mar 2019 = 97.81% (actual)
- Dec 2018 = 98.10% (annual forecast)
- Sep 2018 = 98.31% (annual forecast)
- Jun 2018 = 98.56% (annual forecast)
- Mar 2018 = 98.66% (actual)

Performance has decreased by 0.01 percentage points between December 2020 and March 2021, and is still 0.40 percentage points lower than at the end of the 2019/20 financial year. The target of 95% is set at one percentage point above the projected drop in performance by March 2021 due to the economic impact of the Coronavirus pandemic on council tenants as well as the continued impact of Universal Credit (UC).

Benchmarking data from HouseMark for 2019/20 indicates that top quartile performance was 98.44% among local authorities nationwide. The median proportion of tenants on UC was 7.92% (the upper quartile was 10.61% and the lower quartile was 3.62%).

The extent of UC among council tenants is higher locally than nationally. At the end of March, 26% of tenants are known by Housing to be claiming UC (2,886 of 11,298 tenancies) and their rent arrears account for 66% of total arrears.

Actual numbers of tenants in receipt of UC have risen by 769 during the past year, with much of the increase happening in April 2020 (317) which suggests this has largely been due to the impact of the Coronavirus pandemic on tenants' incomes.

Commentary:

Performance is on target but lower than a year ago, and the main factor driving this is still the impact of UC on council tenants' incomes. As was anticipated, new factors are now the impacts of the coronavirus.

We are already hearing from tenants who have had to make new welfare benefit claims; are reluctant to or are holding off making a claim as this will be their first time and they are hoping something will change; or are already on welfare benefits but are not prioritising spend on their rent because they know the council will, rightly, not take any immediate action against them. Instead their money is being spent on other household essentials such as the cost of increased food shopping, or supporting other family members who are struggling.

The impact of Coronavirus is likely to have an enduring impact on HRA income over the next year or so as increasing numbers have their first benefit payments delayed, get accustomed to budgeting differently, and/or wait for their furlough payments to come through. This coupled with the already known impacts of UC, the ambiguity of the future of the local economy and employment opportunities, and the slow rate in which arrears are cleared once they accrue means that this area of work presents a more significant threat to Housing income than it had

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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done previously.


The independent business process review of income collection across Housing to help improve performance, carried out by the corporate Programme Management Office, had to be put on hold while PMO resources were diverted to the Covid-19 crisis. Actions arising from this will be determined upon completion.

The Income Management Team has successfully recruited to the majority of vacant posts, and this will, in time, realise the benefits from sustained contacts with, and support to, tenants who are struggling with their rent.

Actions:

1. Assess and carry out actions arising from the income business review – i.e. are they likely to have an impact on the target to reduce rent arrears across the differing tenancy types in Housing by 1%? (Head of Housing Income, Supply & Customer Service, Apr 21) This has been delayed as the outcomes of the review are not yet know – work suspended due to Covid-19 needs.

2. Research ongoing organisational approaches to managing debt arising from UC in light of the continued trickle of new cases arising from the government’s rollout delay (Head of Housing Income, Supply & Customer Service, Apr 21)

% of the council's homes that meet the government's Decent Homes Standard [Corporate - council]	%	100.00	91.88	 RED
				Declining

Position:

As of March 2021, 91.88 % of council housing stock passes the decent homes standard.

Trend

December 2020 - 93.68%

September 2020 - 93.59%

June 2020 - 96.8%

Previously to this the result had been 100% since September 2015.

The target is to ensure that all Council homes meet the Decent Homes Standard (100% decency or 0% non-decent) throughout the year.

The 2019/20 median for local authorities with at least 10,000 units was 98%.

Commentary:

The council holds asset information for each property on its Asset Management System (Apex) including the age and condition of the individual elements such as kitchens, bathrooms and windows. This information is used to determine if a property meets the Decent Homes Standard and to prioritise improvement works. Properties can potentially become non-decent on the 1st of January each year when the age of each asset element is updated. The budget for decent homes work is set in accordance with the Council’s Housing Asset Management Strategy priority of “investing in homes and neighbourhoods”. The council undertook a stock condition survey of 20% of homes in 2019/20. This data has then been used to estimate the total number of properties that are likely to be below standard.

Performance is lower than recent years. Delivery of planned works has been delayed, whilst contracts have been put in place and due to the impact of COVID-19 and restrictions that has put on undertaking work in residents’ homes. Decent Homes has been specifically impacted as works such as kitchens/bathrooms replacements are disruptive, involve multiple visits over a number of days, which has not been possible to undertake. Throughout the Covid-19 pandemic the service has also been operating critical services only at times and therefore only limited planned works.

All procurement and award contracts for Housing planned works are now in place and initial works are underway. Any urgent planned works were delivered through existing contractors.

Actions:

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
1. Implement a delivery programme including quarterly property completion targets to address properties outside of decency (Head of Housing Repairs & Improvement, Oct 21)				
2. Produce an updated property decency failure list (Head of Housing Repairs & Improvement, Jan 22)				
Number of rough sleepers (estimate) [Corporate - city]	No.		27.00	Trend Decreasing trend

Position:

On the night of the 17th November 2020 into the morning of the 18th November 2020 the official estimate with spotlight street count took place. This methodology has changed from the previous year due to COVID-19 and the risk posed by bringing a number of organisations together to count. A spotlight count took place on the night utilising staff from St Mungos Street Outreach Service and Sussex Police. This was followed up with an estimate which gathered data of rough sleepers known to be sleeping rough that night who had attended day centres or came into contact with charitable organisations. The estimate process was independently verified by Homeless Link, who were present for the meeting.

The total count figure was 27. Which is a significant reduction from last year's figure of 88. Of the 27 individuals 5 had accommodation open to them on the night but had chosen to sleep out and 5 were subsequently accommodated.

Totals for demographic groups (age, gender and nationality)

Male: 23, Female: 4

Age 18-25: 1, Over 25: 24, Unknown: 2

UK National: 32, EU National: 3, Non-EU National: 0, Unknown: 2

Commentary:

As part of the governments COVID-19 national response the council has tried to ensure that all rough sleepers in the city have been secured accommodation. Brighton & Hove City Council was still operating everybody in at the point of the estimate and this has greatly impacted the numbers of individuals found.


Funding from MHCLG has assisted with the costs of everybody in, which has been accommodating people in hotels and guest houses throughout the city. We still have a cohort of individuals in the city who have not accepted accommodation and there continues to be a flow of new rough sleepers onto the streets many of whom have lost work and accommodation. Work is ongoing to transfer people out of hostels into longer term accommodation and additional funding has been provided from MHCLG for Housing First, supported accommodation and private rented sector accommodation access. This work continues and the target to move on 40% of those brought in before September has been achieved. However, we continue to accommodate new rough sleepers on a daily basis.

The Rough Sleeper Accommodation Programme will be co-produced with MHCLG and Homes England and will help to provide move-on accommodation for people currently sleeping rough or who have a history of sleeping rough. This will provide much needed flow through the system.

The Street Outreach Service (SOS) was successfully re-tendered and Change Grow Live (CGL) were awarded the contract. CGL began operating as the new SOS provider on 1st April 2021. We are still waiting on the award of RSI 4 funding; we are being told to expect an announcement after the May 6 election.

Actions:

1. Prepare for mobilisation of RSI 4 funding (Commissioning Manager, May 2021)
2. Mobilise Floating Support service (Commissioning Manager, September 2021)
3. Complete Rough Sleeper Accommodation Programme application (Commissioning Manager,

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
July 2021)				
The number of households where homelessness was prevented due to casework by the council [Corporate - Council]	No.	608.00	498.00	 Declining

Position:

Between Apr and Dec 2020, 498 households have had their homelessness prevented through casework by the council. This is the latest full quarter available.

Annual trend (full year):

2019/20 result – 824
2018/19 result – 810
2017/18 result – 791

Stand-alone quarter trend:

Apr-Jun 2020 – 166
Jul-Sep 2020 – 158
Oct-Dec 2020 – 174

The annual target of 810 aims to maintain performance from 2018/19.

The latest central government comparator data available is for 2019/20, when a total of 143,430 households in England who were at risk of homelessness were secured accommodation for at least six months as a result of local authority prevention and relief duties (81,500 prevention and 61,930 relief). This equates to a nationwide rate of 6.09 per 1,000 households (143,430 cases and 23,543,000 households) and the rate for Brighton & Hove was slightly higher at 6.43 (824 cases and 128,000 households).

Commentary:

Due to the period of Covid-19 pandemic statutory prevention outcomes in Q1-Q3 have significantly dropped.

Over 600 people have been accommodated over the period due to Covid-19 who the council do not have a statutory accommodation duties towards, this is in excess of the numbers the council do have statutory accommodation duty towards. As of February, 425 people have moved on in some capacity.

Government guidance of “Everyone In” to provide accommodation for all verified rough sleepers and those at risk of rough sleeping swelled numbers and shifted the focus of the Housing Needs service. However, in this period the service has helped almost 400 people at risk of homelessness or who are homeless move into private rented accommodation.

Over this period there was also a sharp reduction in statutory presentations of homelessness due to the moratorium on evictions. The biggest cause of homelessness in previous years has been eviction from private rented sector accommodation.

Move on from temporary accommodation has been limited as social housing lets were paused during lockdown restrictions and supported housing options have been diverted to verified rough sleepers.

Going forwards the council will work with private landlords to expand the number of households that can be moved into this sector. Lettings to social housing have recommenced and are temporarily increasing the percentage of lets to accepted homeless households.

Work continues closely with partner agencies to agree a response to the start-up of possession action claims being processed, and it is expected to see an increase in unemployment and rising numbers of people at risk of homelessness when furlough ends in October 2021. The government has agreed extra funding to mitigate the impact of Covid-19 on homelessness, and to move on those who have been accommodated under the “Everyone In” guidance.

Supply of private rented sector properties available for direct lets has been increased through a range of initiatives from 317 (2019/20) to 396 this year. To give context to this in 2015/16 there

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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were 130 provided.

The service continues to review working practices and create a new normal way of working and engaging with households to achieve an increase in prevention of homelessness. One example of this is the expansion of face to face appointments in the customer service centre, in addition to doing face to face interviews at designated hotels.

Actions:

1. Continue to review and develop what the new normal service and ways of working will be, building on the opportunities and positives provided by the pandemic response. (Head of Housing Needs, August 2021)

The number of verified rough sleepers now in sustainable accommodation as a percentage of number of verified rough sleepers [Corporate - City]	%		43.00	Trend
				New in 2020-21

Position:

Between October 2020 to March 2021 43% (61) of the 141 rough sleepers identified over the period have been supported to sustainable accommodation outcome.

Trend is not available as this is a newly established reporting mechanism to calculate the data for this new KPI.

Frequently, rough sleepers will have more than one case closed. For example, an individual may go into temporary accommodation then sustainable accommodation, they may disengage and then re-engage and be accommodated or they may enter prison or hospital and be released to rough sleeping and then have an accommodation outcome. Between October 2020 and the end of March 2021 there were 224 cases closed for the 141 individual rough sleepers. Of these 224 cases the following outcomes were achieved.

105 (47%): Positive – Sustainable accommodation

51 (23%): Positive - Temporary accommodation (mainly COVID hotels and emergency placement)

48 (21%): Negative – including 21 disengaged, 8 arrested, 3 excluded, 16 lost contact

20 (9%): Neutral – 5 disengaged but moved out of area or to family and friends, 6 Not found rough sleeping, 8 entered hospital, 1 case closed by another organisation.

No target is set for this performance indicator as it is this is an exceptional year because of the impact and measures put in place as a result of the pandemic.

No comparator data is available.

Commentary:

The figures for 20/21 have been greatly impacted by Covid-19. The number of rough sleepers on the street has reduced and the numbers accommodated on a short-term basis has increased. There has been reducing number of people on the streets with just 2 known individuals on the streets without accommodation in mid-January, this is an unprecedented figure. This number does fluctuate with new rough sleepers arriving on the streets but most swiftly accept the accommodation offered to them as part of 'everybody in', the national COVID strategy to address the risks rough sleepers face during the pandemic.

There has been a huge decrease in those individuals who are lost or not found. Brighton has had a very transient population of rough sleepers but due to covid-19 and the policy of accommodating all rough sleepers we have seen a less transient population and less rough sleepers have been lost.


The bid for RSI4 funding was submitted and we are waiting for award announcement. The bid for Rough Sleeping Accommodation Programme is being co-produced with the MHCLG and will be submitted by the end of April.

The No Second Night Out tender has been completed and the mobilisation of the service will take place over the coming months.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Actions:

1. Submit a coproduced bid with the Ministry of Housing Communities and Local Govt. the bid for Rough Sleeping Accommodation Programme (RSAP) funding (Commissioning Manager, April 21)
2. Mobilise the No Second Night Out contract (Commissioning Manager, September 21)

Total number of households in Temporary Accommodation on last day of the period [Corporate - council]	No.	1,505.00	2,111.00	 RED
				Declining

Position:

There were 2,111 households in temporary accommodation (TA) at the end of March 2021. This is an increase of 12 households since the end of December 2020.

Please note the data reported after March 2020 has been revised to include the additional people accommodated as a result of the Everyone In government directive, which is aimed to house all rough sleepers and those in congregate accommodation to reduce the spread and risk of spread of COVID-19. This had not been included in previous quarterly reports, June and September.

Trend

- Mar 2021 – 2,111
- Dec 2020 – 2,099
- Sept 2020 – 2,094
- June 2020 – 2,048
- Mar 2020 – 1,505
- Mar 2019 – 1,495
- Mar 2018 – 1,703

The target has rolled over from last year, which was set to achieve a net decrease of 300 during 2019/20. Comparator data indicates that Brighton & Hove accounted for 1.75% of homeless households in TA in England (1,546 of 88,330) at the end of December 2019, a high rate considering 0.52% of the population of England live in the city (290,395 of 55.98 million based on ONS estimates for 2018). Furthermore, there was a 10% increase in the city during the year to 31 December 2019 (from 1,410 to 1,546) compared to an increase of 5% in England (from 83,700 to 88,300) during the same period.

Commentary:

The number of households in temporary accommodation has increased during the Covid pandemic. This is due to several reasons:

- The government guidance of “Everyone In” to provide accommodation for all verified rough sleepers; those in congregate accommodation and those at risk of rough sleeping has swelled numbers we have had to accommodate in excess of people we have accommodation duties towards;

- Move on from temporary accommodation has been very limited as social housing lets were paused during lockdown restrictions and supported housing options have been diverted to verified rough sleepers; private rented let slowed due to lockdown restrictions and people shielding so not being able to move.

Going forwards we are working with private landlords to expand the number of households we can move into this sector. Lettings to social housing have recommenced and we are temporarily increasing the percentage of lets to accepted homeless households in temporary accommodation. Focusing on prevention to try and sustain current accommodation and enable people to move in a planned way rather than becoming homeless.

Consideration is being given to discharging duty by an offer of PRS or using PRS as TA, which the homeless legislation makes provision for. Currently we are offering the option as a choice. If we were to pursue this in line with other councils, and use it to discharge our duty, it would impact more rapidly the numbers in temporary accommodation. This would likely need member support.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Heads of service attended Chairs Policy Briefing to present offering PRS to discharge main housing duty in September 19. Members responded by asking for options in regards retention of housing register status beyond statutory requirement for homeless households. This is being worked on and discussions and we are likely to review the Allocation Policy 2021/22.

The structure of the service was reviewed but implementation delayed due to Covid. We will be exploring this again in Spring 2021. This different approach will support a different engagement relationship with households that needs to focus on prevention and view a TA placement as failure demand.

Just under 400 households were moved into the private rented sector in 2020/21.

Next steps:

1. Review staffing to align with service transformation to focus on prevention . (Head of Tenancy Services, July 21)
2. TA review by CPMO (Head of Tenancy Services, June 21)
3. Monitor and review to progress cultural change of service delivery (Head of Housing Needs, Sep 21)
4. Integrate commissioning of rough sleepers services with Housing Needs to align the pathways for single people. (Head of Housing Needs, Sept 2020)
5. Continue to expand access to private rented accommodation for those homeless or at risk of homelessness and those ready to move on from supported accommodation so as to free up pathways for those in emergency accommodation (Head of Housing Needs March 2022)

The number of affordable homes delivered per year - new build and conversions [Corporate - city]	No.	397.00	192.00	 Improving
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Position:

192 affordable homes were delivered during the 2020/21 financial year. Of these, 144 (75%) are council homes and 48 (25%) are registered provider (RP) homes, with 164 homes (85%) for rent and 28 homes (15%) for shared ownership.

The annual trend is as follows:

- 2020/21 – 192
- 2019/20 – 164
- 2018/19 – 142
- 2017/18 – 100
- 2016/17 – 65
- 2015/16 – 71

This result is an improvement upon the 2019/20 result of 164. However, it is lower than the projected figure at the end of the previous quarter (224) as completion of some developments have been pushed into the next financial year.

The target for 2020/21 has been set at 397 to match the initial projection for the financial year. Current performance is therefore off target.

The overall aim is to increase the number of affordable homes delivered towards the Corporate Plan objectives to deliver 800 additional council homes and 700 other additional affordable homes over four years between 2020 and 2023 (375 total new affordable homes per year).

Commentary:

Performance is good because the number of new affordable homes delivered during 2020/21 has increased compared to the year before, and there is projected growth in housing supply in 2021/22 and for further years based on current information. Housing Committee has agreed a housing work plan, which includes revised targets to deliver 1,500 additional affordable homes (800 additional council homes and 700 other affordable homes in the city by 2023).

The council has a housing supply programme which covers a range of initiatives to deliver new affordable homes and meet the commitments in the work plan. A recruitment strategy is in development to ensure sufficient resources to support this programme with recruitment to a

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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number of posts due in 2020/21. The supply programmes include:

- New Homes for Neighbourhoods - 42 homes completed in 2020/21 with 7 homes due for completion in 2021/22
- Hidden Homes – No homes were completed in 2019/20 due to delays caused by the pandemic but 18 homes are due for completion in 2021/22
- Council owed temporary accommodation – 38 homes completed in 2020/21 with 10 further homes due for completion in 2021/22.
- Home Purchase Policy – buy back of former council homes and acquisition opportunities e.g. S106 sites – 40 homes brought in 2020/21 with c79 homes to be brought in 2021/22.
- Purchased 24 Housing First homes through the MHCLG Next Steps Accommodation Programme for former rough sleepers in 2020/21 with 6 further properties due to be purchased in 2021/22.
- 18 Housing First properties to be purchased in 2021/22 with an application for grant funding from MHCLG Rough Sleepers Accommodation Programme to purchase a further 12 homes.
- Delivering new homes in the city through ‘Homes for Brighton & Hove’ the partnership with Hyde to deliver 1,000 new lower cost homes for rental and sale. Planning permission was gained in July 2019 for 242 new homes in Coldean Lane and in September 2019 for 104 homes at the former Belgrave Centre, Portslade, with both sites anticipated to be on site in July 2021.


The council also reviewed options for becoming a Strategic Partner with Homes England to support the council’s new build programme. An application will not be made at this time due to the criteria and requirements of the programme. The council instead will be able to continue bidding for funding on a scheme by scheme basis and can access grant through its Delivery Partner status of Hyde Housing for future Homes for Brighton & Hove schemes.

In addition, the council continues to promote the delivery of new affordable homes through:

- Monitoring and reviewing the Affordable Housing Development Programme through Affordable Housing Delivery Partnership and Homes England liaison meetings. Meetings are held quarterly to review progress with the number of affordable homes delivered by our partner registered providers due to increase in the next three years.
- Working with Planning through the planning process to maximise delivery of affordable housing homes within developments in the city.
- Working with the Greater Brighton Housing and Growth Working Group to seek to overcome barriers to delivering existing housing targets, accelerating delivery of additional housing numbers, making best use of available land and identification of new sites
- Working with the Brighton & Hove Community Land Trust to identify sites and develop schemes for community led housing in the city. The first scheme delivered through the council’s community-led housing partnership working with BHCLT was delivered in 2020/21. This was a pilot scheme initiated by the council and developed by Bunker Housing Co-op providing two family homes at affordable rent. Housing Committee approval was received in September 2019 for a community led housing scheme to be considered at Dunster Close, Brighton with planning permission granted in March 2021 to build 2 homes. Housing Committee approved community led housing schemes at Natal Road and Hinton Close, Brighton in November 2020, which would provide up to 6 new homes. Discussions on further sites are in progress.
- Reviewing the council’s Affordable Housing Brief which sets out the development requirements for new housing sites. This work will now take place in Q1 2021/22 to take account of national planning changes including the introduction of First Homes and City Plan Part 2.

Actions:

1. Review and update Affordable Housing Brief. (Housing Strategy & Enabling Team, June 2021)

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
The number of private sector vacant dwellings returned into occupation or demolished [Corporate - city]	No.	161.00	126.00	 RED Declining

Position:

126 private sector vacant dwellings were returned into occupation or demolished after direct involvement/intervention of the Empty Property Team, between January and December 2020. This is the latest full year information available for reporting. The result is reported with a 3 month lag to allow time to verify that the dwellings are occupied, for example through Council Tax records. The result covers a rolling 12-month period to provide a clear understanding of progress towards the target for this work.

Annual trend:

- 2019/20 – 161 dwellings
- 2018/19 – 161 dwellings
- 2017/18 – 158 dwellings
- 2016/17 – 162 dwellings
- 2015/16 – 159 dwellings
- 2014/15 – 163 dwellings

Stand-alone quarter trend:

- Oct-Dec 2020 – 29 dwellings
- Jul-Sept 2020 – 45 dwellings
- Apr-Jun 2020 – 32 dwellings
- Jan-Mar 2020 – 20 dwellings

The annual target has been set at 161 to maintain performance achieved during 2019/20. The result from January to March 2020 (20) was significantly lower than usual, meaning that overall annual performance for 2020/21 is below target at 126. Comparator information is not available.

Commentary:

Performance is off track due to lower numbers of properties than usually anticipated coming back into use during three of the past four quarters. It is likely this is a direct impact of Covid 19 and the varying government measures introduced since March 2020, which has restricted officers ability to make visits to properties or meet directly with owners, a key part of their work. It had been hoped that the lifting of restrictions relating to housing sales and letting market would assist with bringing more empty homes into use during quarter 3 and over subsequent quarters, but the tier restrictions in the autumn and third national lockdown introduced in January 21 are likely to continue to delay this. Threatened and actual enforcement measures act as a disincentive for owners to leave dwellings empty and assist in improving performance. Enforcement tools such as issuing Community Protection Notice warning letters and the 100% council tax premium for properties empty for two years (200% for properties empty over five years or more) has encouraged properties to come back into use. Other enforcement tools are continuing to be considered, developed and implemented, including enforced sale and Compulsory Purchase Orders, for properties that are particularly problematic or have been empty for a significant period. This is balanced with advice, help and support for owners to bring properties back into use including assisting with sales through auction houses. A lack of funding for incentive offers to owners is an ongoing challenge and this continues to be explored. Funding options from external partners such as the YMCA and options with community housing partners are incorporated into the Empty Property Team offer to owners. Processing of casework continues to be prioritised to bring some long term empty properties back into use. Working in partnership with Council Tax a project is continuing to target and bring empty properties back into use. Additionally, continued close collaboration with the Council Tax Debt Recovery Team has recently resulted in several Orders for Sale being granted


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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by the Courts for a number of long term empty properties. Similar close collaboration (multi agency) working is also now being explored with the Environmental Health, Planning Enforcement and external teams. The council has now responded to the government consultations on the review of New Homes Bonus, which was published in February 21 and the outcome of the review is awaited in due course.

Actions:

1.To establish a regular contact or case work meeting group with the Environmental Health and Planning Enforcement Teams (and other external team(s) as appropriate) Assistant Director of Housing (Summer 2021)

2.To monitor the publication of the outcome of the government's final decision on the review of New Homes Bonus, and act as necessary/appropriate (Summer 2021).

% of HMOs where all special conditions have been met (for licences issued over 12 months ago) [Corporate - council]	%	50.00	46.86	 AMBER Declining
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Position:

As of end March 2021, 46.86% of houses in multiple occupation (HMOs) have met all special conditions after 12 months of their licence being issued (696 of 2,068 applicable HMOs). There are 3,532 fully licenced HMOs citywide, including those which were issued licenses without special conditions and/or less than 12 months ago. A further 596 are at the application and processing stages.


Performance is up on the previous quarter (when it was 41.26%) though is still lower than it was a year ago (49.79%) at the end of March 2020.

Commentary:

During this pandemic, work to check compliance with licence conditions had slowed as visits were not possible, although the team continued to contact landlords and some compliance has been confirmed by seeing invoices for work and photos. Now visits are possible again, the number of properties we have confirmed as meeting all their special conditions is increasing again. We are confident this will continue to rise, although Officers are having to balance this work with the large backlog of inspections required to process and issue licences, as well as to investigate requests for assistance from tenants with disrepair not being attended to by their landlords.

Actions:

1. Continue to ensure compliance with conditions through a combination of visits, and other evidence provided by the landlord. (Private Sector Housing Manager, ongoing)
2. Start work to clear back log of visits to process HMO licence applications as well as requests for assistance from tenants (Private Sector Housing Manager, ongoing)
3. Continue the implementation of the Enforcement Policy, including checks on unlicensed HMOs (PSH Manager, ongoing)

Housing Repairs and Maintenance - % routine repairs completed on time [Corporate - council]	%	92.00	71.20	 RED Declining
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Position:

Between April 2020 and March 2021, 71.2% of 10,417 routine repairs were completed on time (within 28 calendar days).

Trend

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Jan to Mar 2021 - 65.90% of 3,902 repairs
 Oct to Dec 2020 – 77.00% of 2,874 repairs
 Jul to Sep 2020 – 71.40% of 2,636 repairs
 Apr to Jun 2020 – 74.52% of 1,032 repairs
 Annual results for the previous KPI routine repairs completed in 20 working days (which is recorded in the same way but is slightly less challenging, as in effect 20 working days could be up to 30 days).
 2019/20: 85.71%
 2018/19: 90.88%
 2017/18: 91.01%
 The target of 92% is a continuation of Mears contractual targets.

Commentary:


Performance remains off target as the service continues to work through the backlog caused by the demobilisation lockdowns. This means many repairs completed exceed the 28-day target. This trend is likely to continue as the Housing Repairs and Maintenance service work through the older orders. However, all essential repairs are being successfully delivered within current COVID 19 government guidelines. In line with statutory COVID guidance all non-essential repairs are not being attended to in properties where there is a COVID risk. All these non-essential works have been logged ready for appointing when it is safe to do so. In addition, the service has faced several challenges throughout this time working within the limitations of the pandemic, including staff capacity and lack of access to properties to complete repairs due to fears over the pandemic. However the service has managed to operate well despite these challenges, particularly in response to emergency repairs. The repairs helpdesk has remained operational throughout the pandemic, operating remotely with staff working from home with continued good work with customers. This good performance is evidenced by high satisfaction rates, which have been 1% point lower than targeted.

Now that the harmonisation is complete, we can advertise the vacant positions and recruit to permanent roles. This will be a staged approach due to the number of vacancies in the service and the required processes to go through. The expectation is this will take until December 2021 to complete.

Financial implications linked to performance include potential disrepair claims from residents awaiting repairs and potential underspend on budgets. Future risks include the current lockdown and associated impact and subsequent disrepair claims.

Next steps:

1. Appointing the non-essential works to clear the back log (Head of Service – Repairs and Maintenance, Mar 22)
2. Recruit to full capacity, and determine any future recruitment needed (Head of Service – Repairs and Maintenance, Dec 21)

The energy efficiency rating of local authority owned homes (based on Standard Assessment Procedure 2012) [Corporate - city]	No.	67.40	68.00	 Improving
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Position

In March 2021 the average SAP rating of the Councils own housing stock was 68. This is an improvement on the previous year.

2019/20 – 67.5
 2018/19 – 67.2

According to the most recent benchmarking data from HouseMark, the Brighton and Hove rating of 67.5 at the end of March 2020 was below the median result for the Brighton and Hove peer group, which was 70.7 across 17 local authorities. The upper quartile result was slightly higher at 71.1.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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The target of 67.4 works towards the longer term target of an average SAP rating of 77 by March 2024, which in turn is set in line with an ambition for an average EPC rating of A by 2030 to assist in meeting the City Carbon Neutral 2030 ambition.


Progress to date

The domestic boiler upgrade programme has continued throughout 2020-21 which will positively impact on the energy efficiency rating of homes. In addition to these the EU funded SHINE projects has funded the installation of weather compensators in 100 homes and smart controls in a further 250. The Council has installed Air Source Heat Pumps in 3 HRA properties, allowing us to identify issues and opportunities in advance of a larger planned programme of installs in 2021-22.

The strategic HRA Carbon Neutral Action Plan agreed at Housing Committee in January 2021 outlines the challenges and opportunities for improving the energy efficiency of Council homes.

Actions

- We will be working alongside residents and external experts throughout 2021 to develop more detailed and costed retrofit and renewable energy programmes. December 2021
- Recruit additional internal resource to deliver energy projects September 2021
- Develop and deliver LAD2 scheme to improve 60 homes in the city. March 2022
- Begin delivery of large scale solar PV programme, 1000 installs in 3 years. September 2021

% of new homes delivered against the number of homes required (rolling 3-year result) [Corporate - city]	%	100.00	108.00	 Improving
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Position:

The Housing Delivery Test shows that housing delivery in Brighton & Hove over the past three years (2017-2020) has totalled 108% of the City Plan annualised housing target. This includes delivery of Purpose Built Student Accommodation (PBSA).

Commentary:

The Housing Delivery Test shows that housing delivery in Brighton & Hove over the past three years (2017-2020) has totalled 108% of the City Plan annualised housing target for that period¹. This represents a considerably improved performance compared to the Housing Delivery Test results in the previous two years which were 70% for 2016-2019 and 77% for 2015-2018. A large element of the recorded development has been Purpose Built Student Accommodation (which counts towards the HDT figures) with a total of 1,720 student bedrooms completed in 2019/20. There was a total of 558 net housing completions which also showed an increase over the previous two years. The Council is working proactively to increase housing delivery through a range of actions including direct delivery of housing (New Homes for Neighbourhoods and Homes for Brighton & Hove (Living Wage Joint Venture), seeking Government funding such as through the One Public Estate programme (Hove Station area, Brighton General Hospital and the Moulsecoomb Hub), improving communication with housing providers (e.g through the Planning Agents Forum), initiatives to unblock privately owned housing sites, Planning Service improvements (Planning Modernisation Projects) and progressing towards adoption of City Plan Part Two.


¹ Note: The 2019-20 'homes required' target was reduced by one month to reflect the temporary disruption to local authority planning services and the construction sector resulting from the onset of the COVID-19 pandemic.

Actions: 2020/21

1. Recruit a project officer (temporary for one year) to Unlock Housing sites
2. Work in partnership with colleagues in City Regeneration and Housing Strategy to unlock sites - support funding bids, support project management (Head of Planning - on going)

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
3. Prepare and adopt City Plan Part Two - provide a positive and streamlined planning policy framework that will support development. Meet milestones set out in the Local Development Scheme 2017 - 2020 (Head of Planning)				
4. Council direct delivery of new housing through New Homes for Neighbourhoods and Homes for Brighton & Hove (Living Wage Joint Venture)				
5. Prepare and implement the Housing Delivery Action Plan				

2020-21 Corporate Plan - A city working for all

The speed of determining applications for major development [Corporate - council]	%	89.70	90.80	 Improving
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Position:

This indicator measures the 24-month rolling result for the percentage of Major application types being processed within 13 weeks, or agreed time limit via a planning performance agreement (PPA) or extension of time (EOT).

The trend of the 24-month rolling result is a positive one as shown below:

Mar 2019 = 92.19% (59 applications determined in time; 64 applications determined)

Jun 2019 = 90.00% (63 applications determined in time; 70 applications determined)

Sep 2019 = 91.03% (71 applications determined in time; 78 applications determined)

Dec 2019 = 90.14% (64 applications determined in time; 71 applications determined)

Mar 2020 = 88.89% (64 applications determined in time; 72 applications determined)

Jun 2020 = 88.00% (66 applications determined in time; 75 applications determined)

Sep 2020 = 91.57% (76 applications determined in time; 83 applications determined)

Dec 2020 = 90.70% (78 applications determined in time; 86 applications determined)

Mar 2021 = 90.80% (79 applications determined in time; 87 applications determined)

The target was set at 88.5% which is CIPFA comparator average.


The government minimum standard for the speed of determining applications for major development is 60%. Authorities performing below this are at risk of intervention from central government with applicants having the option of having decisions made by the Secretary of State.

Commentary:

The local target for determining major applications within 13 weeks (89.7%) is set significantly higher than the national target (60%), to reflect CIPFA comparators. The target was missed in the first two (calendar) quarters of 2020, but for the last two quarters remained comfortably within it, despite increased application numbers. The performance in the first calendar quarter of 2021 is similarly positive, exceeding the target by 1%. Over the longer term, the service has been consistently exceeding this target, by determining applications within 13 weeks, by agreeing extensions of time, or through Planning Performance Agreements (PPAs) with applicants.

Actions:

- 1) Continue current working practices, and agree extensions of time or Planning Performance Agreements (PPAs) with applicants (Planning Manager, ongoing)
- 2) Work on streamlining PPAs and the pre-app process to encourage developers to use the process. This will mean applications are more likely to be right first time before the formal process of the application commences and to avoid delays in the application through negotiation and amendments as much as possible. (Planning Managers, Service Development Manager & Major Apps Team Leaders, June 2021)
- 3) Continue to monitor performance (Planning Managers & Major Apps Team Leaders, ongoing)
- 4) With assistance from the Service Development Manager, implement project management approach to dealing with major applications to assist with processing of applications and reflection on how to improve to ensure performance is maintained. (Planning Manager, ongoing from June 2020).

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
The speed of determining applications for non-major development [Corporate - council]	%	85.50	89.56	 Improving

Position:

This indicator measures the 24-month rolling result for the percentage of Minor and Other application types being processed within 8 weeks, or agreed time limit via a planning performance agreement (PPA) or extension of time (EOT). Only applications for householder developments and change of use are included under Other applications.

The trend for the rolling 24 months is a positive one and is shown below:

Mar 2019 = 74.24% (2795 applications in time; 3765 applications determined)

Jun 2019 = 74.24% (2743 applications in time; 3695 applications determined)

Sep 2019 = 76.65% (2810 applications in time; 3666 applications determined)

Dec 2019 = 78.81% (2934 applications in time; 3723 applications determined)

Mar 2020 = 81.70% (3077 applications in time; 3766 applications determined)

Jun 2020 = 84.61% (3162 applications in time; 3737 applications determined)

Sep 2020 = 86.91% (3252 applications in time; 3742 applications determined)

Dec 2020 = 88.91% (3271 applications in time; 3679 applications determined)

Mar 2021 = 89.56% (3304 applications in time; 3689 applications determined)

The target of 86.1% has been set using the average of our CIPFA nearest neighbours.

The government minimum standard for the speed of determining applications for non-major development is 70%.

Authorities performing below this are at risk of intervention from central government with applicants having the option of having decisions made by the Secretary of State.

Commentary:

The performance at the end of March continues to exceed the average of our CIPFA comparators of 86.1%, achieving 89.56%.

Work continues to implement the actions of the Business Process Improvement plan and enhancements and reviews of how to use Uniform in the most efficient way. All of these initiatives are intended to make the process of determining applications more efficient and assist case officers to achieve a decision in 8 weeks.

In November 2018, the service introduced a Performance Action Plan, which was aimed at improving performance. This was revised and updated in April 2019 and was reviewed again at the end of 2019. In January 2019, the team introduced a monthly target which set achievable targets per month to achieve 75% by the end of September 2019. This was achieved and a new target was set in October 2019 to continue to achieve improved performance for the end of September 2020. We exceeded our target of 85%, achieving 86.91%. A new monthly target was agreed at the end of September 2020 to ensure the performance is maintained. Team Leaders are working with case officers on an individual basis and producing action plans to improve performance and to ensure the monthly target is met.


To assist with reducing the on hand figure of applications, which was intended to improve performance, the service engaged a third party to process 160 applications on behalf of the Local Planning Authority. This commenced in November 2019 and is now completed. This initiative removed 160 of the oldest applications from the service to enable officers to focus on working on the applications as they are submitted to avoid further delays and an increase in the number of applications that are out of time. In February 2020, we introduced key tasks within the process that case officers need to carry out, such as initial checks on receipt of an application and a 5 or 8 week proactive update. Both of these tasks are intended to assist with issuing more timely decisions and enable officers to manage their work more effectively as well as improving customer care. Monitoring reports were developed and introduced in September 2020, which helps to identify those case officers that may need additional support in meeting these tasks.

Actions:

1. Revise and update the Performance Action Plan which aims to introduce a more

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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- streamlined and efficient service that is more customer focused. (Planning Managers & Team Leaders, monthly)
- Continue to work with case officers to implement key tasks to the process to ensure timely decisions (Team Leaders, July 2021)
 - Continue work to implement electronic working and improve the electronic work flow system - Enterprise (Information Manager, Planning Managers & Team Leaders, July 2021)
 - Review all refusals during Quarter 1 – looking at what applications are refused? Are there individual officers that have a higher refusal rate and why? Make recommendations following review and implement action plan (Planning Managers, August 2021)
 - Ensure staff are working towards quantitative and qualitative measures identified in Performance Development Plans (PDPs) 2020, continual review in 121s, which will support staff to increase throughput of applications (Planning Managers/Team Leaders, on-going)
 - Monitor the indicators which have been introduced to capture success of initial checks and 5 week updates to applicants/agents (Planning Managers, July 2021)

% major planning application decisions that are overturned at appeal [Corporate - council]	%	1.70	1.15	 GREEN
				Improving

Position:

This indicator measures the 24 month rolling result for the percentage of the total number of decisions made by the authority on applications for major development that are then subsequently overturned at appeal, once nine months have elapsed following the end of the assessment period.

The nine months specified in the measure enables appeals to pass through the system and be decided for the majority of decisions on planning applications made during the assessment period.

The trend of the 24-month result is:

- Mar 2019 = 4.69% (Overturned at appeal = 3, Total decisions = 64)
- Jun 2019 = 2.86% (Overturned at appeal = 2, Total decisions = 70)
- Sep 2019 = 1.28% (Overturned at appeal = 1, Total decisions = 78)
- Dec 2019 = 1.41% (Overturned at appeal = 1, Total decisions = 71)
- Mar 2020 = 1.39% (Overturned at appeal = 1, Total decisions = 72)
- Jun 2020 = 1.33% (Overturned at appeal = 1, Total decisions = 75)
- Sep 2020 = 1.22% (Overturned at appeal = 1, Total decisions = 82)
- Dec 2020 = 2.35% (Overturned at appeal = 2, Total decisions = 85)
- Mar 2021 = 1.15% (Overturned at appeal = 1, Total decisions = 87)

The Target is set at the average for England of 2.3% to reflect growth in major applications and therefore likely increase in appeal rate.)

The government minimum standard (Designation threshold) for this KPI is 10%, we are well within this minimum. Authorities performing below this standard are at risk of designation which means intervention from central government with applicants having the option of having decisions made by the Secretary of State.

Commentary:

Performance on this indicator has improved from the previous quarter, despite the highest number of appeals since the 24 months to March 2019. When compared with the same period in the 2019 (4.69% overturned on appeal to March 2019), performance on this measure has improved significantly, and is well within the Government minimum standard of 10%.

The service continues to improve and to promote pre-application discussions, the use of Planning Performance Agreements (PPAs) and to work on operating a positive planning service, all of which is helping to reduce the number of refusals and appeals, particularly overturned appeals.

In addition, increased efficiencies introduced through improved use of Uniform (planning database) packages and continuing to implement measures identified in the BPI review will


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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improve the service, and allow greater opportunities to maximise negotiation during the course of the application and enhance the pre-application advice service with timely and quality responses.

There has been some slowing of projects to address the identified issues due to Covid and pressures on officers faced with home schooling etc., but improvements are continuing to be made, and ongoing measures to improve are being identified and implemented.

Actions:

- 1) Continue to invest officer time in pre-application discussions and Planning Performance Agreements (PPAs) to ensure schemes are submitted which are likely to result in a favourable recommendation, to reduce the number of refusals and appeals (Planning Managers, ongoing);
- 2) Review the pre-application process and implement findings, including providing training to officers (Planning Managers & Team Leaders, by 31 July 2021);
- 3) Monitor appeal decisions for trends to allow adaptation and flexibility in policy and decision making (Planning Managers, ongoing);
- 4) Review appeal decisions collectively at joint team meetings to enable reflection and learning of appeal decisions (Principal Planning Officers, ongoing);
- 5) Bespoke appeal training (Team Leaders, delayed due to Covid – May 2021);
- 6) Review of decisions project (Planning Managers, by July 2021)

% non-major planning application decisions that are overturned at appeal [Corporate - council]	%	1.20	2.18	 RED
				Improving

Position:

This indicator measures the 24 month rolling result for the percentage of the total number of decisions made by the authority on applications for non-major development that are then subsequently overturned at appeal, once nine months have elapsed following the end of the assessment period.

The nine months specified in the measure enables appeals to pass through the system and be decided for most decisions on planning applications made during the assessment period.

The trend of the 24-month result is:

- Mar 2019 = 2.52% (Overturned at appeal = 96, Total decisions = 3805)
- Jun 2019 = 2.38% (Overturned at appeal = 89, Total decisions = 3739)
- Sep 2019 = 2.56% (Overturned at appeal = 95, Total decisions = 3705)
- Dec 2019 = 3.01% (Overturned at appeal = 113, Total decisions = 3759)
- Mar 2020 = 2.81% (Overturned at appeal = 107, Total decisions = 3804)
- Jun 2020 = 2.60% (Overturned at appeal = 98, Total decisions = 3771)
- Sep 2020 = 2.62% (Overturned at appeal = 99, Total decisions = 3778)
- Dec 2020 = 2.56% (Overturned at appeal = 95, Total decisions = 3707)
- Mar 2021 = 2.18% (Overturned at appeal = 81, Total decisions = 3697)

The target is set at the average for our CIPFA comparator group at 1.20%

The government minimum standard (Designation threshold) for this KPI is 10%, we are well within this minimum. Authorities performing below this standard are at risk of designation which means intervention from central government with applicants having the option of having decisions made by the Secretary of State.

Commentary:

The government minimum standard for this KPI is 10%, we continue to be well within this minimum. However, the performance level continues to be worse (higher) than the average of our CIPFA comparator group, which has a percentage of 1.20%. The position has improved slightly over the last quarter from 2.56% to 2.18%

The service introduced customer service standards in October 2017, which included feedback and offering increased opportunities to amend applications. This coupled with continuing to improve and promote pre-application discussions and moving towards a positive planning service will reduce the number of appeals in the long term. Some of this work was, however, constrained by the backlog of cases that the service held at the time. During the autumn of

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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2019, the service engaged the services of a third party to process 160 applications. This work is now completed and the on-hand figure of applications the service is handling is lower compared to over 1000 cases, 18 months ago. This has meant case officers have much more sustainable caseloads where they can work proactively to secure amendments rather than refuse applications. This also enables case officers to spend more time on providing quality pre-app responses. A much-improved pre-application service will resolve matters at pre-application stage prior to applications being submitted.


Increased efficiencies introduced through improved uniform packages and continuing to implement measures identified in the BPI review will also improve the service offer and allow greater opportunities to maximise negotiation during the course of the application and enhance the pre-application advice service with timely and quality responses. In February 2020, the service introduced key tasks to the application process that is intended to assist case officers manage their caseloads in a project management approach, early checks are intended to assist with identifying issues early in the process to avoid delays or problems arising later. These tasks are also intended to maximise time within the application process to enable amendments to a scheme.

A review of decisions, to reduce the refusal rate and improve appeal performance was scheduled to take place in the spring/summer of 2020. In addition, bespoke appeal training was scheduled to take place in late Spring 2020 to improve appeal statement preparation to improve appeal performance. Unfortunately, due to the current COVID pandemic, both of these initiatives have been delayed.

During the last quarter, individual performance targets of case officers have been updated to include the completion of pre-app. This has meant that pre-apps are prioritised in the same way as applications, therefore improving the timeliness of the pre-app responses. An improved pre-app service, will encourage increased participation and increased use of the service will improve the quality of schemes submitted, ensure schemes are right first time, which will reduce the number of refusals and appeals.

Actions:

- 1) Continue to invest in pre-application discussions to ensure schemes are submitted which are likely to result in a favourable recommendation to reduce the number of refusals and appeals (Planning Managers, ongoing);
- 2) Work on the modernisation of the pre-app service (includes the service offer following feedback, timeliness of responses and quality of responses). It is intended to introduce a new pre-app service offer in July 2021 (Planning Managers, July 2021);
- 3) Review all refusals during Quarter 1 – looking at what applications are refused? Are there individual officers that have a higher refusal rate and why? Make recommendations following review and implement action plan (Planning Managers, August 2021)
- 4) Monitor appeal decisions for trends to allow adaptation and flexibility in policy and decision making (Planning Managers & Team Leaders, ongoing)
- 5) Bespoke appeal training (Team Leaders, September 2021)

% of people in the city who are employed [Corporate - city]	No.	74.20	75.10	 GREEN
				Declining

Position:

This KPI shows the employment rate for working-age residents of Brighton & Hove. The latest result is for the period from January 2020 to December 2020. The data is sourced from the ONS Annual Population Survey.

The result of 75.1% shows a fall of 0.9 per cent over the previous year (76.2%). The Green target of 74.2% for 2020/21 has been exceeded by 0.9% thereby giving a 'Green' result.

The latest result sees Brighton & Hove's position fall during the previous 12 months, from 7th to

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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9th out of 15 in relation to our CIPFA nearest neighbours.

The average employment rate for our CIPFA group has remained relatively unchanged since last year at 75.3% (compared with 74.2% in the previous 12 months).

There has been a slight fall in the city's employment rate (working-age residents) in the last 12 months:

- Jan - Dec 2011: 69.7%
- Jan - Dec 2012: 71.4%
- Jan - Dec 2013: 72.0%
- Jan - Dec 2014: 73.7%
- Jan - Dec 2015: 71.7%
- Jan - Dec 2016: 74.7%
- Jan - Dec 2017: 73.3%
- Jan - Dec 2018: 71.5%
- Jan - Dec 2019: 76.2%
- Jan - Dec 2020: 75.1%

Commentary:

The latest figures are for the period during the pandemic.

In March, the UK government imposed a stay-at-home order shutting almost all schools, business, venues, facilities and amenities. It was forecast that lengthy restrictions would severely damage the UK economy. Covid-19 is having an unprecedented and ongoing impact on jobs, business resilience and the ability of the city to recover. The pandemic has inevitably impacted on the number of jobs lost in the city and clearly the situation has worsened, albeit marginally, in the last year with a negative impact on employment rates.

The impacts of Covid-19 are a rise in unemployment, closure of local businesses with significant challenges in four main sectors; Creative, Arts and Culture, Education, the Visitor Economy and Transport. Brighton and Hove is in the top 20 towns and cities in the UK for insolvencies since the start of the lockdown.

During April 2020 tourism saw a fall across the city region of 90% while live performances and festivals are predicted to face continued challenges in 2021. The sector will account for 50% of all jobs lost in the city region.

The collective focus has shifted to the delivery of those measures, outlined below, which will help to mitigate the negative impact of the Covid-19 lockdowns to aid the process of local economic recovery.

- The government announced the Coronavirus Job Retention Scheme (CJRS) on 20 March 2020. CJRS supports employers in paying their employees. Employers have been able to claim CJRS support for employees furloughed from 1 March 2020. Up to 30 June 2020, CJRS provided employers with financial support of up to 80% of their employees' salaries. The scheme was modified on 1st August. The latest figures released by Local Authority Area in October, relating to August, revealed that 14,900 employees were furloughed at the end of August, However the data for August is incomplete as claims relating to these months may still be filed; thus, the should therefore be considered preliminary results and will be revised in future releases.
- As at 31 August nationally, the sector with the highest proportion of its workforce eligible for furlough that were actually furloughed was arts, entertainment and recreation at 33% followed by accommodation and food services sector at 27%. In all, 50% of employers in the arts, entertainment and recreation sector were using the furlough scheme at the end of July as were

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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45% of employers in accommodation and food services. The furlough scheme is being replaced with a new Job Support Scheme on 1st November to protect workers who are unable to return to their usual working hours due to lack of demand.

- The Supported Employment Team and Youth Employability have increased active caseloads supporting the most disadvantaged residents who have been disproportionately affected by the pandemic.

Actions:


The Economic Strategy Action Plan for Brighton & Hove is delivering:

- The ERDF Hot House Grant programme is called 'Invest4'. The Grant Fund Manager is working with the University of Chichester to provide grants to business from £2,000 to £170,000 and can be capital or revenue. Grants totaling £919,464 have been awarded to date.

- In 2020, the Business & IP Centre Brighton & Hove started delivering a series of events, 121s etc. It is on the second floor at Jubilee Library and two larger rooms have undergone refurbishment. The Business & IP Centre Brighton & Hove is part of a national network of 16 libraries across the country offering a range of support services to business. Working in collaboration with local business support organisations and intellectual property specialists the centre will become a hub for events, workshops, peer to peer activities and networking opportunities aimed at helping business to grow and build resilience.

- The 'Open City' theme in the Strategy is supported by a priority action which sets out to establish a City Region Trade & Invest Team. This priority proposes a new team with dedicated resource to act as a gateway to trade and investment information, enquiries and support.

Local, employability and skills partners/networks will contribute to a two-year City, Employment and Skills Recovery Plan which will identify and address local priorities.

% change in the number of jobs [Corporate - city]	No.	1.00	3.80	 GREEN
				Improving

Position:

This KPI shows the percentage jobs growth rate for Brighton & Hove. The data is sourced from the ONS Business Register and Employment Survey, with this latest result being for 2019. There is therefore a lag compared with the majority of other KPIs which have data covering the 2020/21 time-period.

The number of employee jobs in Brighton & Hove rose from to 137,724 in 2018 to 143,017 in 2019 giving a KPI result of 3.8% (percentage change of total jobs 2018-2019), an increase of 5,293 jobs. This exceeded the Green target (1.0%) set for the year's jobs growth rate therefore giving an 'Green' result.

Brighton & Hove saw a slight change compared with the previous year in its position of 8th (7th last year) out of 15 CIPFA nearest neighbours in terms of rank for its total number of jobs.

The average jobs growth rate among our CIPFA nearest neighbours stood at 2.1%, less than Brighton & Hove at 3.8%.

The city's jobs growth rate has fluctuated over the last decade and in recent years the rate has risen with a 1.00% increase in 2018 and 3.8% in 2019.

Brighton & Hove jobs growth rate:

2010: -0.26%

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
2011: 3.34%				
2012: 2.15%				
2013: 2.51%				
2014: 1.11%				
2015: 4.1%				
2016: 1.89%				
2017: -0.10%				
2018: 1.00%				
2019: 3.8%				

Commentary:

These latest figures are pre-pandemic.

The limited supply of commercial space is a major factor impacting on Brighton & Hove's growth potential. The demand for space is high and the city has some of the highest commercial values in the South East outside of London.

The city's business count in recent years increased from 13,950 in 2018 to 15,185 in 2019 which had a positive impact on the employment rate.

The pandemic resulted in a collective focus shifting to the delivery of measures to mitigate the negative impact of the Covid-19 lockdowns to aid the process of local economic recovery, such as:

- In Spring 2020, the Economic Development Team was due to report to Committee on delivery of the Economic Strategy Action Plan. This was postponed due to the more pressing need for the Team to support businesses in the city, such as dealing with the Covid-19 business grants.
- The government announced the Coronavirus Job Retention Scheme (CJRS) on 20 March 2020. CJRS supports employers in paying their employees. Employers have been able to claim CJRS support for employees furloughed from 1 March 2020. Up to 30 June 2020, CJRS provided employers with financial support of up to 80% of their employees' salaries. The scheme was modified on 1st August. The latest figures released by Local Authority Area in October, relating to August, revealed that 14,900 employees were furloughed at the end of August. However the data for August is incomplete as claims relating to these months may still be filed; thus, the should therefore be considered preliminary results and will be revised in future releases.
- As at 31 August nationally, the sector with the highest proportion of its workforce eligible for furlough that were actually furloughed was arts, entertainment and recreation at 33% followed by accommodation and food services sector at 27%. In all, 50% of employers in the arts, entertainment and recreation sector were using the furlough scheme at the end of July as were 45% of employers in accommodation and food services. The furlough scheme is being replaced with a new Job Support Scheme on 1st November to protect workers who are unable to return to their usual working hours due to lack of demand.
- The Supported Employment Team and Youth Employability have increased active caseloads supporting the most disadvantaged residents who have been disproportionately affected by the pandemic.

Actions:

An Economic Strategy's 'Talented City' theme looks at economic participation across all life stages delivering greater labour market productivity and inclusion. Locally, employability and skills partners/networks will contribute to a two-year City, Employment and Skills Recovery Plan which will identify and address local priorities.


Two additional major projects being delivered in the Action Plan are given below.

- The ERDF Hot House Grant programme is called 'Invest4' and is on-going. The Grant Fund Manager is working with the University of Chichester to provide grants to business from £2,000

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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to £170,000 and can be capital or revenue. Grants totalling £919,464 have been awarded to date.

- In 2020, the Business & IP Centre Brighton & Hove started delivering a series of events, 121s etc. It is on the second floor at Jubilee Library and two larger rooms have undergone refurbishment. The Business & IP Centre Brighton & Hove is part of a national network of 16 libraries across the country offering a range of support services to business. Working in collaboration with local business support organisations and intellectual property specialists the centre will become a hub for events, workshops, peer to peer activities and networking opportunities aimed at helping business to grow and build resilience.

% change in private sector jobs [Corporate - city]	No.	0.71	3.40	 GREEN
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Improving

Position:

This KPI shows the percentage growth rate for private sector jobs in Brighton & Hove. The data is sourced from the ONS Business Register and Employment Survey, with this latest result being for 2019. There is therefore a lag compared with the majority of other KPIs which have data covering the 2020/21 time-period.

The number of private sector jobs in Brighton & Hove grew from 115,494 in 2018 to 119,447 in 2019 giving a KPI result of 3.4% growth. This is above the Green target of 0.71% for the year's jobs growth rate thereby giving a 'Green' result.

In 2019 the City had the 4th fastest private sector jobs growth rate out of 15 CIPFA statistical neighbours, unchanged from the previous year.

The city's private sector jobs growth rate has fluctuated in the last decade. Private sector jobs growth has improved in the last two years to 3.4% in 2019.

Brighton & Hove performed above average compared to its neighbouring areas with a growth rate of 3.4% compared with a CIPFA average of 2.2%.

Brighton & Hove ranked 8th in 2019 in terms of the number of private sector jobs, which is a fall of one percentage point since last year.

Brighton & Hove's private sector jobs growth rate:

- 2010: 0%
- 2011: 5.66%
- 2012: 2.07%
- 2013: 2.31%
- 2014: 2.43%
- 2015: 4.51%
- 2016: 3.18%
- 2017: 0.76%
- 2018: 0.90%
- 2019: 3.4%

Commentary:

These latest figures are pre-pandemic.

The growth in private sector jobs is marginally lower than the growth in total jobs (3.4% compared with 3.8%).

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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The city has seen an increase in its business count in recent years; 13,950 in 2018 to 15,185 in 2019 which has had a positive impact on Brighton & Hove's employment rate: and in the Centre for Cities report , Brighton & Hove was cited as having the highest business start-up rate outside of London, (<https://www.centreforcities.org/wp-content/uploads/2020/01/Cities-Outlook-2020.pdf>).

Even before the pandemic, Brighton & Hove was the number one city for homeworkers in the UK demonstrating the entrepreneurial spirit of the city's residents and the challenge for the future is to support businesses as they grow.

The limited supply of commercial space is a major factor impacting on Brighton & Hove's growth potential. The demand for space is high and the city has some of the highest business commercial values in the South East.

In Spring 2020, the Economic Development Team was due to report to Committee on delivery of the Economic Strategy Action Plan. This was postponed due to the more pressing need for the Team to support businesses in the city, such as dealing with the Covid-19 business grants.

The pandemic resulted in a collective focus shifting to the delivery of measures to mitigate the negative impact of the Covid-19 lockdowns to aid the process of local economic recovery, such as:

- The government announced the Coronavirus Job Retention Scheme (CJRS) on 20 March 2020. CJRS supports employers in paying their employees. Employers have been able to claim CJRS support for employees furloughed from 1 March 2020. Up to 30 June 2020, CJRS provided employers with financial support of up to 80% of their employees' salaries. The scheme was modified on 1st August. The latest figures released by Local Authority Area in October, relating to August, revealed that 14,900 employees were furloughed at the end of August, However the data for August is incomplete as claims relating to these months may still be filed; thus, the should therefore be considered preliminary results and will be revised in future releases.
- As at 31 August nationally, the sector with the highest proportion of its workforce eligible for furlough that were actually furloughed was arts, entertainment and recreation at 33% followed by accommodation and food services sector at 27%. In all, 50% of employers in the arts, entertainment and recreation sector were using the furlough scheme at the end of July as were 45% of employers in accommodation and food services. The furlough scheme is being replaced with a new Job Support Scheme on 1st November to protect workers who are unable to return to their usual working hours due to lack of demand.
- The Supported Employment Team and Youth Employability have increased active caseloads supporting the most disadvantaged residents who have been disproportionately affected by the pandemic.

Actions:


An Economic Strategy and supporting Action Plan for Brighton & Hove was adopted by the council in December 2018. The 'Talented City' theme looks at economic participation across all life stages delivering greater labour market productivity and inclusion. Locally, employability and skills partners/networks will contribute to a two-year City, Employment and Skills Recovery Plan which will identify and address local priorities.

Two additional major projects being delivered in the Action Plan are given below .

- The ERDF Hot House Grant programme is called 'Invest4' and is on-going. The Grant Fund Manager is working with the University of Chichester to provide grants to business from £2,000 to £170,000 and can be capital or revenue. Grants totalling £919,464 have been awarded to date.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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• In 2020, the Business & IP Centre Brighton & Hove started delivering a series of events, 121s etc. It is on the second floor at Jubilee Library and two larger rooms have undergone refurbishment. The Business & IP Centre Brighton & Hove is part of a national network of 16 libraries across the country offering a range of support services to business. Working in collaboration with local business support organisations and intellectual property specialists the centre will become a hub for events, workshops, peer to peer activities and networking opportunities aimed at helping business to grow and build resilience.

Number of businesses signed up to the Brighton & Hove Living Wage Campaign [Corporate - city]	No.	759.00	701.00	 Improving
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Position:

The KPI represents the actual number of Brighton & Hove businesses that have signed up to the city’s Living Wage Campaign, committing the organisation to pay all staff members the living wage.

The campaign achieved 92 new sign-ups over the last 12 months (1 April 2020 to 31 March 2021), taking the total to 701 which is below the Green target for 2020/21 of 759. This gives a ‘Red’ result.

This figure was not time-lagged, being updated in real time on the Living Wage Brighton website. Approximately 3,484 employee wages have been increased, as a result of the campaign. Digital, third sector and retail are the three most represented sectors in the campaign at present.

On a national level, there are nearly 7,824 businesses that are accredited living wage employers; this indicates the city’s relative performance in signing up 701 businesses is very good. However, comparison with national performance is difficult, as the Living Wage Foundation currently charges businesses to become accredited. There is no charge for businesses to join the Brighton & Hove Living Wage.

Commentary:

The latest figures are for the period during the pandemic.

The target was to sign up 37 businesses each quarter. The shortfall of c.60 for the year is equivalent to the target number of sign-ups for two quarters (74). The economy has been in lockdown for a similar length of time.

Signing up businesses from the retail and hospitality sectors is more challenging, as salaries for these sectors will often fall below the living wage. It is therefore positive to note that 9 businesses signed up to the campaign are in the retail sector and 10 in the hospitality and catering industry.


The number of businesses signed up represents approximately 4.4% of the total business population in Brighton & Hove (15,920), showing that there is still a great deal of work to do.

Actions:

The 2021/22 target is 100 new businesses signed up to the campaign by 31st March 2022, taking the total to 801.

The Economic Development Team has contracted with the Brighton Chamber to carry out the following actions in relation to the Living Wage Campaign throughout 2021/22:

- Regular social media advertising to reach more businesses
- Organize a milestone sign-up celebratory event
- Host an event to mark Living Wage Week.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
Number of visitors to Brighton and Hove [Corporate - city]	No.	10,891,000.00	12,370,000.00	 Improving

NB THIS INDICATOR RELATES TO 2019 AS STATISTICS ARE PRODUCED RETROSPECTIVELY

Position:

- Total number of Visitors to Brighton & Hove for 2019 was 12,370,000 therefore this is a increase of 12% on visitor numbers from 2018.
- The total estimated expenditure in 2019, derived from Tourism related expenditure was £976m which was an increase of 13% on 2018.
- Undertaken by Tourism South East the overall aim of the research is to provide indicative estimates for the volume, value and resultant economic impact of tourism on the destination. The research involves the application of the Cambridge Tourism Economic Impact Model or 'Cambridge Model'; a computer-based model developed which collates statistical data from 2017 and estimates of the overall volume of visitors coming into an area in one particular year, expenditure in the local economy and the number of jobs that are dependent upon tourism.

Commentary:

- Across the UK, the trend for domestic visitors rose in both trips and expenditure. Similarly, in nearly all cases international visitor trips continue to grow to record levels; Brexit negotiations saw a decline in European visitors, but record number of US, Brazilian, Chinese and Australian visitors ensured overseas numbers were buoyant.

- From what we know about other regions in England, the South East has performed least well, although the region still generates, by far, the largest value from the visitor economy outside London. Brighton & Hove, has significantly out-performed the rest of the South East.


- The total value of overnight visitor expenditure was estimated at £576m.
- The total expenditure estimated for day trip expenditure was £400m.
- In 2019 it is estimated that Tourism Supported: 17,894 FTE jobs and 24,152 Actual jobs which equates to around 17.5% of all employee jobs in Brighton & Hove

Actions:

- Implementation, delivery and monitoring of the Visitor Economy Strategy 2018 to 2023. Monitoring: (Head of Tourism and Venues, ongoing)

- Formulate, implement and monitor Destination Management Plan to deliver objectives specified in Visitor Economy Strategy (Head of Tourism and Venues, ongoing)

2020-21 Corporate Plan - A growing and learning city

% of schools that are judged good or outstanding by Ofsted [Corporate - council]	%	86.30	89.70	 Declining
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Position:

As at the end of March 2021, 89.7% of schools in Brighton and Hove were judged to be good or outstanding. Due to COVID-19, Ofsted suspended all graded inspections.

Brighton and Hove trend is as follows:

Mar 2017 - 93.2%

Mar 2018 - 93.1%

Mar 2019 - 92.8%

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Mar 2020 – 91.2%

Mar 2021 – 89.7%

86.3% is the current England average judged to be good or outstanding.

These figures do not include new schools awaiting their first ever inspection, independent settings and non-maintained special schools, which Ofsted has a duty to inspect. When there is a conversion to an academy Ofsted now uses the judgement of the predecessor school. There are now 68 schools in Brighton and Hove since following reorganisation of the pupil referral units into one establishment.

Below is a breakdown of the percentage of schools judged good or outstanding by phase and comparison figures for England as at the end of March 2021.

All schools: 89.7% (England 86.3%, statistical neighbours 85.9%)

Nursery Schools: 100% (England 98.7%)

Primary: 88.5% (England 87.8%)

Secondary: 100% (England 76.5%)

Special: 66.7% (England 90.5%)

Pupil Referral Units: 100% (England 84.8%)

Colleges: 66.6% (Please note this is not included in the overall figure and includes the Greater Brighton Metropolitan College created through the merger of Northbrook College, Sussex and City College Brighton and Hove).

Non-maintained special schools 100% (Please note this is not included in the overall figure.)

Below is a breakdown of the percentage of pupils in good or outstanding schools as at the end of March 2020.

All schools: 93.5% (England 85.3%, statistical neighbours 86.1%)

Nursery Schools: 100% (England 98.7%)

Primary: 89.1% (England 88.5%)

Secondary: 100% (England 80.4%)

Special: 89.5% (England 93.4%)

Pupil Referral Units: 100% (England 81.8%)

Commentary:

The high number of good and outstanding schools in the city is a reflection of the strong partnership working between the schools and between schools and the LA. Each school is categorised according to historic performance and a programme of intervention is devised to improve outcomes in each school. A further revised categorisation process established for primary schools to enables identification and interventions needed to address issues in a decisive and timely manner.

The Standards and Achievement Team are focusing on all inadequate and RI schools and 6 schools which are vulnerable to downgrading.

It must be acknowledged however that no inspection that can change a judgement has taken place since Spring 2019. In adequate and double RI schools have all been monitored and received positive reports from Ofsted. This however does not change any grades.

Positive work has taken place in the last year and we have supported schools to get laptops to all disadvantaged children who needed them; provide high quality online learning; keep schools safe and to help schools remain fully open to the most vulnerable. Support has been given to schools to support the transition of all children back into school and maximise attendance.

Support has also been given to ensure schools can make best use of 'catch up' funding and provide evidence-based interventions where necessary. It has been an incredibly challenging time for schools and safety of pupils and the continuation of education has been prioritised.

This does mean school improvement has not been able to continue at the usual pace in most schools.

Our school improvement advisers have been able to support schools via online meetings. We hope from September for these staff to be able to return to schools to be able to support more

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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specifically on school improvement.

Actions:

1. Return Advisers to be able to work within schools rather than just remotely so they can observe teaching and learning (Head of Education, Standards and Achievement, Feb 2022)
2. Revise the categorisation to have two “know your school visits” which will provide improved focus on outcomes for disadvantaged; take account of Covid and take account to the lack of data we now have (Head of Education, Standards and Achievement, Feb 2022)

The average Progress 8 score of all pupils attending state funded schools at the end of Key Stage 4 [Corporate - council]	No.	0.00	N/A	
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Position:

In 2020 there were no end of Key Stage 4 GCSE and grades were estimated. In 2021 pupils have been assessed via internal assessments. The 2019 data is expected to be used for school accountability in the interim until more formal assessments return

The Progress 8 score in Brighton and Hove was -0.08 in the 2018/19 academic year.

This result is not directly comparable to earlier years because new GCSEs awarded 9-1 grades have been introduced for some subjects. The Brighton and Hove Progress 8 score was -0.02 in 2017/18 academic year and -0.15 in 2016/17.

The target shown is the 2018/19 national result.

The national Progress 8 score was -0.03, the statistical neighbour average was -0.01, and the south east coastal strip average -0.14. The bottom scoring 25% of local authorities scored lower than -0.16.

The target shown is the national result. The target for 2018/19 was to be above both national and stat neighbour performance.

Attainment 8

The 2018/19 Attainment 8 score for Brighton & Hove was 47.6. This result is not directly comparable to last years because new GCSEs awarded 9-1 grades have been introduced for some subjects.

The national result for 2018/19 was 46.8, the statistical neighbour average was 48.0, and the south east coastal strip average was 45.3. The ‘South East coastal strip’ comparator group comprises of Medway, Kent, West Sussex, Brighton & Hove, East Sussex, Portsmouth, Southampton, Hampshire and Isle of Wight.

Progress 8 is key measure that shows how well schools are performing with the cohort of children they are working with. A positive result shows better than expected progress and a negative result shows worse than expected progress; when comparing KS4 results with other schools whose pupils achieved similar results for KS2 attainment. The target is to be above the national result.

Attainment 8 is separate measure which better measures the outright attainment of pupils. It is a single number which represents average performance of all pupils across 8 GCSEs and equivalent qualifications at the end of secondary school, with extra weightings given to English, and Maths.

The percentage of pupils that achieved a strong pass (grade 5 and above) in English and maths for Brighton & Hove was 47% for the 2018/19 academic year. National was 43%, the statistical neighbour average 46% and the coastal strip average 41%. For Brighton & Hove in 2017/18 the percentage of pupils achieving a strong pass (grade 5 and above) in English and maths was 47%. All data is final release data as published by the DfE.

Commentary:

It must be acknowledged that the latest data available that represents performance is for exams taken in 2019. We are not likely to see a new set of data until 2022 at the earliest.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Positive work has taken place in the last year and we have supported schools to get laptops to all disadvantaged children who needed them; provide high quality online learning; keep schools safe and to help schools remain fully open to the most vulnerable. Support has been given to schools to support the transition of all children back into school and maximise attendance. Support has also been given to ensure schools can make best use of 'catch up' funding and provide evidence-based interventions where necessary. It has been an incredibly challenging time for schools and safety of pupils and the continuation of education has been prioritised. This does mean school improvement has not been able to continue at the usual pace in most schools.


Our school improvement advisers have been able to support schools via online meetings. We hope from September for these staff to be able to return to schools to be able to support more specifically on school improvement.

Although off target, Performance in Brighton and Hove is broadly in line with national performance for most progress. There is an ongoing commitment to school improvement within the LA and across Brighton and Hove's Education Partnership.

Any schools where standards are low or pupils have 'below average' progress, that carries statistical significance compared to national, has a school improvement board or system to monitor improvements. During the pandemic these schools have received additional support in managing during Covid.

Actions:

1. Return Advisers to be able to work within schools rather than just remotely so they can observe teaching and learning (Head of Education, Standards and Achievement, Feb 2022);
2. Revise the categorisation to have two "know your school visits" which will provide improved focus on outcomes for disadvantaged; take account of Covid and take account to the lack of data we now have (Head of Education, Standards and Achievement, Feb 2022)
3. Continue to support schools with producing centre assessed grade in summer 2021 (Head of Education, Standards and Achievement, November 2021)

% of all pupils attending state funded schools achieving the 'expected standard' in reading, writing and maths at the end of key stage 2 [Corporate - council]	%	0.00	N/A	
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Position:

In 2020 there were no end of Key Stage 2 statutory tests and teacher assessments because of Covid-19 disruption. The 2019 data is expected to be used for school accountability in the interim. There will also be no testing in 2021.

Revised and final 2018/19 results show that 67% of all pupils in Brighton & Hove achieved the expected standard in the reading test, writing teacher assessment and maths test.

This compares to 67% in 2017/18 and 64% in the 2016/17.

The target is the 2018/19 national average of 65% (an increase against the previous year's national figure of 61%).

The 2018/19 statistical neighbour average is 66%.

Progress scores monitor schools' performance with the cohort of children they are working with. Most schools will have progress scores between -5 and +5. A progress score of 0 means that, on average, pupils achieved similar results at the end of KS2 to pupils in other schools with similar results at the end of KS1. A positive progress score means that, on average, pupils made more progress than pupils with similar results at the end of KS1, in other schools.

The latest KS1 to KS2 Brighton and Hove progress data below are revised from 2018/19.

National progress scores are 0.0 each category. Local authorities have scores between +3 and -3.

Reading Progress +0.6 (Previous Year +0.5)

Writing Progress -0.1 (Previous -0.7)

Maths Progress -0.5 (Previous Year -0.5)

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Commentary:

It must be acknowledged that the latest data available that represents performance of children at the end of Y6 in 2019. We are not likely to see a new set of data until 2022 at the earliest. Positive work has taken place in the last year and we have supported schools to get laptops to all disadvantaged children who needed them; provide high quality online learning; keep schools safe and to help schools remain fully open to the most vulnerable. Support has been given to schools to support the transition of all children back into school and maximise attendance. Support has also been given to ensure schools can now make best use of 'catch up' funding and provide evidence-based interventions where necessary. It has been an incredibly challenging time for schools and safety of pupils and the continuation of education has been prioritised.

Covid does mean school improvement has not been able to continue at the usual pace in most schools.


Our school improvement advisers have been able to support schools via online meetings. We hope from September for these staff to be able to return to schools to be able to support more specifically on school improvement and standards.

Although off target, Performance in Brighton and Hove is broadly in line with national performance for most progress. There is an ongoing commitment to school improvement within the LA and across Brighton and Hove's Education Partnership.

Any schools where standards are low or pupils have 'below average' progress, that carries statistical significance compared to national, has a school improvement board or system to monitor improvements. During the pandemic these schools have received additional support in managing during Covid.

Actions:

1. Return Advisers to be able to work within schools rather than just remotely so they can observe teaching and learning (Head of Education, Standards and Achievement, Feb 2022);
2. Revise the categorisation to have two "know your school visits" which will provide improved focus on outcomes for disadvantaged; take account of Covid and take account to the lack of data we now have (Head of Education, Standards and Achievement, Feb 2022)

Number of children in care [Corporate - council]	No.	385.00	374.00	 GREEN
				Improving

Position:

There are 374 children in care (CIC) at 31st March 2021.

The quarter by quarter trend is:

- Mar 2021 - 374
- Dec 2020 - 382
- Sep 2020 – 389
- Jun 2020 - 371
- Mar 2020 - 379
- Dec 2019 - 377
- Sep 2019 - 385
- Jun 2019 - 382
- Mar 2019 - 393
- Dec 2018 – 380
- Sep 2018 - 394
- Jun 2018 - 400
- Mar 2018 - 418
- Dec 2017 - 414

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Since 2010, the highest number of CiC was 515 in November 2011 and the lowest number was 371 at June 2020. The annual figure reported in March 2020, was 379.

The aim and target shown (385) is from 2018/19 until new targets are agreed. This is one less children in care than the budgeted figure of 386.

The CIC rate per 10,000 is 74.7 at March 2021, up from 74 per 10,000 at March 2020. This is below the March 2018 contextual neighbour average (89.6), and above the national average (65), South East average (53) and statistical neighbour average (68.3). The South East average rate per 10,000 children rose from 61.3 in Quarter 3 2017/18 to 62.8 Quarter 3 2018/19.

There are 37 Unaccompanied Asylum-Seeking Children (UASC) in care (9.9% of the total), up from 32 (8.6%) at March 2020. The number of CIC excluding UASC is down from 340 at March 2020 to 337 at March 2021 – a decrease of 3 children.

216 (57.8%) of CiC are male, up from 57% at March 2020 and above the national average of 56%. 158 (42.2%) of CiC are female.

122 (32.6%) of CiC are not White British. If UASC are excluded, the percentage of CiC that are not White British is 25.2%. 21% of children aged under 18 in Brighton and Hove were not White British at the time of the 2011 census.

156 children became looked after during the year ending 31st March 2021, down from 157 during the previous 12 months. Of the children becoming looked after during the year ending 31st March 2021, 19% were aged under 1, 14% were aged 1 to 4, 14% were aged 5 to 9, 33% were aged 10 to 15 and 21% were aged 16 and over.

154 children ceased to be in care during the year ending 31st March 2021, down from 181 during the previous 12 months. Of these children, 21% returned to live with parents or relatives (down from 27% in the previous 12 months), 7% were adopted (down from 11%), 19% were subject to a Special Guardianship Order (up from 17%), 8% ceased care for any other reason – the majority of which is the young person reaching 18 and becoming a care leaver (down from 10% for the previous 12 months).

Commentary:

With 374 CiC, performance is 11 below the target of 385, with a decrease of 8 children since the end of December 2020. In addition this decrease is in the context that our UASC numbers continue to rise (due to taking children through the National Transfer Scheme as well as our own spontaneous arrivals) and are now at 37 - 9.9% of our total CIC cohort). Therefore the overall decrease in CIC numbers is perhaps unexpected as it was anticipated that numbers of CiC may increase during Covid.

In addition, due to Covid there are some delays in care proceedings concluding so children's care plans are not progressing (ie 27 fewer children ceased to be in care during the previous 12 months, therefore children are not leaving the care system at the same rate). It is however noted that a number of care proceedings are now concluding. Data will continue to be monitored as it may be that as pressures continue to impact on families and as the court system starts functioning more fully in the months ahead, CIC numbers may increase.

The positive performance continues to be a reflection of the success of the model of social work practice, as it is embedded in day to day social work practice with children and families to keep children safe within their families. It may also reflect some of the changing demography of the city and the impact of changes in the benefits system e.g. Universal Credit and housing benefit, resulting in families being placed / moving out of the city.

Children's Services Entry to Care Panel continues to consider all admissions for children coming into care. It is chaired by the Assistant Director and oversees any admissions of children/young people into the care system. It continues to provide senior management oversight to ensure that all other alternatives have been explored including placement with family members with support packages before agreeing to a child/young person becoming looked after. This includes the use of support via the Extended Adolescence Service.


Actions:

1.Children's Services Entry to Care Panel to continue to review admissions for children into

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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care to ensure that alternatives to care are vigorously explored where it is safe to do so.
(Assistant Director Children's Health Safeguarding & Care, Review – June 2021)

2. Continued monitoring with legal team / courts to address the backlog and delay in care proceedings. (Assistant Director, Safeguarding and Care, June 21).

Strengthening Family Assessments - % completed within 45 days [Corporate - council]	%	85.00	91.40	 GREEN Improving
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Position:

Between April 2020 and March 2021, 91.4% of the 2,130 Strengthening Family Assessments (previously Single Assessments) completed in the year were within the maximum duration of 45 working days.

The percentage of Strengthening Families Assessment (SFA) completed in Q4 (Jan to Mar 2021) within 45 working days has dropped slightly from 92.4% in Q3 (Oct to Dec 2020) to 89.7%. This is above the target figure of 85% and both 2018-19 statistical neighbour average of 82.7% and the 2018-19 national average of 82.7%.

The majority of SFAs 68.1% are being completed within 35 days, a decrease from 71% in Q3 (Oct to Dec 2020), indicating assessments are occurring in a timely manner and children needs are being assessed promptly.

Trend

- Jan to Mar 2021 – 89.7%
- Oct to Dec 2020 – 92.4%
- Jul to Sep 2020 – 92.4%
- Apr to Jun 2020 – 90.2%
- Jan to Mar 2020 – 87.4%
- Oct to Dec 2019 – 89.6%
- Jul to Sep 2019 – 92.5%
- Apr to Jun 2019 – 90.4%
- Jan to Mar 2019 – 87.5%

Commentary:

SFAs within the 45 days timescale and 35 days timescale have both dropped by 3% in this quarter, although remain above the target, the national average and statistical neighbour average. Heads of Service and Pod managers are aware of this dip and we have taken action to address any existing out of timescale SFAs and ensured all Pod managers are aware of the recent dip and the need to continue to maintain a high level of SFAs in timescale. As covid rules relax we are now expecting face to face visits to take place with families wherever possible which includes a visit within assessment, this can in some cases cause delay due to self-isolating rules. However it is felt that a visit within an assessment is a priority. Close monitoring of this target will continue through Senior Leadership Monthly Performance Meetings.

Actions:

1. Pod managers to continue to ensure that SFAs are completed within timescales (Head of Service FDFP & SW Pods 2-5, on-going)
2. Continued monitoring of Pod performance and feedback to be maintained (Head of Service FDFP & SW Pods 2-5, on-going)

% of Educational, Health and Care (EHC) Plans issued within 20 weeks including exceptions [Corporate - council]	%	62.35	Trend Decreasing trend
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INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Position:

159 of 255 (62.35%) EHC Plans issued between April 2020 and March 2021 met the 20-week timescale when including exceptions. Exceptions are when EHC plan production timescales overlap with school holiday periods, causing delays outside of control within the service.

Trend

Jan to Mar 2021 – 36 of 54 (66.7%)

Oct to Dec 2020 - 13 of 31 (41.9%)

July to Sept 2020 - 35 of 62 (56.5%)

Apr to Jun 2020 - 75 of 108 (69.4%)

2019/20 performance was 170 on time out of 257 (66.2%).

2018/19 performance was 178 on time out of 234 (76.06%).

The latest available national result is 55.6% (2020 calendar year) and the latest available stat neighbour average is 71.7 (2019 calendar year). This compares with the national rate of 58.7% in 2019.

159 of 235 (67.66%) EHC Plans issued between April and Dec 2020 met the 20-week timescale when excluding exceptions. This shows slightly better performance than including exceptions and this gives a truer indication of performance as exceptions are outside of the council's control. There have been several exceptions granted in response to the impact of COVID19.

Commentary:

Performance has much improved on last quarter. However, performance is lower than the previous year. This is largely due to be a high number of cases and more complex cases being managed by the team particularly during the pandemic, which is also reflected in the national trend. The team has continued to face staffing incapacity due to short and long-term sickness and the discontinuation of a secondment post, which has impacted performance also. The Education Psychology team have also faced issues of staff absence, which will impact on the speed with which EHCPs are processed.

There are two significant reasons for delays in the process that are beyond the services control: Delays in receipts reports from internal and external professionals, and; where a parent expresses a preference for a particular school/s and there is challenge from the schools and/or the parents. Where there is an issue with placement, the team now finalise EHC plans naming a type of setting, as opposed to a particular school which has helped meet which helps to meet the 20-week deadline.

The team has established a process of monitoring the timeliness of professional advice. This includes a new weekly homepage that highlights cases that need attention. The casework managers are also carrying out weekly casework management sessions with casework officers to support them to meet timescales and moving cases forward. This has helped gauge the impact of delays on the target and supports the teams to influence professionals to improve their timeliness. SEN Casework Officers continue to have the 20-week timescale as a target within their Personal Development Plans (PDPs) and 1:1 meetings. The 20-week timescale performance is also discussed bi-weekly at team meetings.

The SEN Team has experienced challenges due to the COVID Pandemic for example many NHS therapists who contribute statutory advice were re-deployed during the pandemic, and professionals were not able to undertake face to face assessments of children. In addition, the Government issued the Coronavirus Act 2020 and implemented modified Section 42 of the Children and Families Act relating to statutory timescales and reasonable endeavours duties. The service has implemented more flexibility for timely decision making by having less frequent more focused SEN Panel (bi-weekly meetings) and more regular less formal SEN Managers meetings to agree clear cases.


A monitoring process has now been established to ensure that external professionals advice receipts are timely. There has been a slight delay in running this report for April as resources have been diverted to managing the capacity issues within the service. However, this report will be run and analysed in May.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Actions

1. Monitoring of external professionals advice receipts (SEN Business Manager, May 21)
2. A redesign of the service will take place this year to ensure that there is sufficient capacity to meet the demands of the service (Head of SEN Statutory Service Dec 21)

2020-21 Corporate Plan - A sustainable city

% of household waste sent for reuse, recycling and composting (3 month lag) [Corporate - council]	%	37.70	29.30	 AMBER Improving
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Position:

Between October and December 2020 - 29.3% of the household waste in the city was sent by the Authority for reuse, recycling, composting or anaerobic digestion. This equates to 7,813 tonnes (source Waste Data Flow reports).

The trend of this result on a quarterly basis were:

- 2017/18: Q1 - 29.1%, Q2 - 28.7%, Q3 - 28.5% and Q4 - 28%
- 2018/19: Q1 - 30.4%, Q2 - 28.9%, Q3 - 28.1% and Q4 - 29.24%
- 2019/20: Q1 - 30.7%, Q2 - 29.2%, Q3 - 28.7% and Q4 - 29.0%
- 2020/21: Q1 - 29.5%, Q2 - 29.8%, Q3 - 29.3%

The target for 2020/21 was set at 37.7% which was the comparator average in Dec 19.

The annual trend for the performance indicator is:

- 2010/11 = 27.7%
- 2011/12 = 28.1%
- 2012/13 = 26.8%
- 2013/14 = 25.8%
- 2014/15 = 25.2% (26,358 tonnes recycled out of 104,433 tonnes HH waste)
- 2015/16 = 24.6% (25,835 tonnes recycled out of 105,223 tonnes HH waste)
- 2016/17 = 27.0% (28,557 tonnes recycled out of 105,921 tonnes HH waste)
- 2017/18 = 28.6% (29,745 tonnes recycled out of 104,135 tonnes HH waste)
- 2018/19 = 29.2% (30,030 tonnes recycled out of 102,885 tonnes HH waste)
- 2019/20 = 29.4% (29,970 tonnes recycled out of 101,886 tonnes HH waste)

Commentary:

Please note, there is a three-month lag time in reporting this data. Therefore, the 29.3% represents October to December 2020.

Many projects within the Modernisation Programme will have an impact on the percentage of waste sent for reuse, recycling and composting:

- The Managing Waste Responsibly Project is improving how the council communicates with and educates the city on recycling. Through collaboration with stakeholders, activities and resources will be designed to improve the city's recycling rates.
- The rollout of more recycling wheelie bins will enable residents to recycle more
- Improvements to the communal bin system will enable residents to recycle more

Recent actions delivered include:

- Approval received from Environment, Transport & Sustainability Committee to complete a feasibility study to understand the costs of retrofitting the Materials Recovery Facility in Hollingdean to accept Pots, Tubs & Trays (PTT) for recycling. The study will also include the carbon impacts of the change.
- Additional materials are collected at several recycling points across the city, including cartons (tetra packs), textiles, shoes and small electrical equipment. Officers are looking at how


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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these services can be improved.

- Final draft report received from Eunomia on Brighton & Hove's options for the introduction of a food waste collection service. Next steps to now be determined by Officers
- New community composting scheme introduced at Bedford Square; 10 additional community composters provided at existing sites; 16 new larger style composters provided at existing sites
- Started Digital Cityclean Project to improve the service using digital means and redesigning processes and procedures as necessary
- A recycling leaflet was sent out with Council Tax bills
- Started planning for the rollout of the remaining recycling wheelie bins

Actions:

1. Improve the collections of domestic recycling through the Keeping the City Clean Review (Head of Operations and Head of Business Support & Projects, December 2021)
2. Deliver Managing Waste Responsibly Project (Head of Business Support & Projects, March 2022)
3. Continue rollout of recycling wheelie bins (Head of Business Support & Projects, July 2021)
4. Deliver Digital Cityclean Project (Head of Operations and Head of Business Support & Projects, March 2022)

% of municipal waste landfilled (3 month lag) [Corporate - council]	%	2.70	2.03	 Improving
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Position:

Between October and December 2020 - 0.5% of municipal waste went to landfill. This equates to 139 tonnes (source Waste Data Flow reports). Average for 2020/21 is 2.03%.

The trend of this result on a quarterly basis to allow comparison of like periods year on year is presented below:

2017/18 Q1 - 4.0%, Q2 - 9.4% Q3 - 4.2% and Q4 3.5%
 2018/19 Q1 2.8%, Q2 - 6.2%, Q3 3.7%, Q4 3.2%
 2019/20 Q1 2.2%, Q2 - 2.6% Q3 - 2.6% Q4 - 2.7%
 2020/21 Q1 2.5%, Q2 - 3%, Q3 – 3.03% Q4 - 0.5%

The target for 2020/21 was set at 2.7% This is to maintain 2019/20 outturn as we are better than our comparator average.

The annual trend for this KPI is:

2010/11 = 46%
 2011/12 = 26.7%
 2012/13 = 5.7%
 2013/14 = 8.2%
 2014/15 = 3.9%
 2015/16 = 4.1%
 2016/17 = 4.9%
 2017/18 = 5.3%
 2018/19 = 4.0%
 2019/20 = 2.7%

Commentary

Please note, there is a three-month lag time in reporting this data. Therefore, the 0.5% represents October to December 2020.

The City Environment Modernisation Programme is developing a sustainable future for the

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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service in the context of reducing council budgets, increases in customer demand and an expanding service offer.

Activities within the Programme will have an impact on the percentage of waste landfilled. For example, the Managing Waste Responsibly Project will encourage residents to reduce, reuse or recycle before disposing of waste. This will reduce the waste sent to landfill.

The difference between Q2 and Q3, compared to Q4 is likely to be connected to HWRS closures and suspension of bulky waste collection in the city during some stages of lockdown. Whilst a lot of this will be shredded and incinerated, there will always be a proportion that has to go to landfill.

Actions:

1. Ongoing delivery of the City Environment Modernisation Programme (Assistant Director, City Environment, ongoing)

Missed refuse collections per 100,000 collections [Corporate - council]	No.	171.00	362.00	 RED
				Improving

Position:

This is calculated as: Total Missed Collections/(Total Number of Expected Collections/100000).

The year to date performance trend is:

- Apr to Jun 2017 = 40 per 100,000
- Apr to Sep 2017 = 62 per 100,000
- Apr to Dec 2017 = 57 per 100,000
- Apr to Mar 2017 = 79 per 100,000
- Apr to Jun 2018 = 215 per 100,000
- Apr to Sep 2018 = 195 per 100,000
- Apr to Dec 2018 = 171 per 100,000
- Apr to Mar 2019 = 171 per 100,000
- Apr to Jun 2019 = 159 per 100,000
- Apr to Sep 2019 = 402 per 100,000
- Apr to Dec 2019 = 354 per 100,000
- Apr to Mar 2020 = 395 per 100,000
- Apr to Jun 2020 = 532 per 100,000
- Apr to Dec 2020 = 367 per 100,000
- Apr to Mar 2021 = 362 per 100,000

The target was set at 171 to achieve 2018/19 performance levels to reflect the impact of the changes being implemented.

Commentary:

The missed collection rate has decreased slightly from Q3 to Q4.

Cityclean introduced social distancing measures and reduced the number of staff travelling together in refuse and recycling vehicles, with additional operatives taken out to round locations using mini-buses, picking up and dropping off operatives across various parts of the city. This has slowed down collections, which will lead to an impact on collections. Social distancing will continue to present operational challenges.

Through the Modernisation Programme, Cityclean is investigating the root cause for addresses that are frequently missed and identifying solutions to resolve them. Resolutions include applying for a Traffic Regulation Order for double yellow lines to improve access to a road, a

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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dropped kerb to enable a communal bin to be moved or changes to parking bays. Some roads will be moved onto the smaller waste collection vehicle where access proves a problem and some roads will be moved to a different collection round. As these changes are implemented, residents experiencing persistent problems will see improvements.

Through the Modernisation Programme, Cityclean continues to identify improvements to the collection service. The Digital Cityclean Project to improve the service using digital has commenced. This will review and improve how missed collection data is recorded and how it is shared with relevant stakeholders.

The missed collection statistics do not take account of “lockouts”. Lockouts relate to bins that have not been put out or cannot be collected because they are contaminated. Resources have been prioritised during the Q2 period to deal with service issues, rather than data input (the impact of lockouts on this performance level is not expected to be that large).

Next Steps:

1. Improve the collections of domestic recycling through the Keeping the City Clean Review (Head of Operations, December 2021)
2. Review and find solutions for persistent missed collections (Head of Operations, ongoing)
4. Deliver Digital Cityclean Project (Head of Operations and Head of Business Support & Projects, March 2022)

Missed recycling collections per 100,000 collections [Corporate - council]	No.	337.00	754.00	 AMBER Improving
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Position:

This is calculated as: Total Missed Collections/(Total Number of Expected Collections/100000)

The target was set at 337 to achieve the 2018/19 performance levels to reflect the impact of the changes being implemented.

Year to date performance trend:

- Apr to Jun 2017 = 53
- Apr to Sep 2017 = 131
- Apr to Dec 2017 = 136
- Apr to Mar 2018 = 175
- Apr to Jun 2018 = 319
- Apr to Sep 2018 = 452
- Apr to Dec 2018 = 370
- Apr to Mar 2019 = 337
- Apr to Jun 2019 = 444
- Apr to Sep 2019 = 992
- Apr to Dec 2019 = 852
- Apr to Mar 2020 = 1089
- Apr to Jun 2020 = 1155
- Apr to Sep 2020 = 962
- Apr to Dec 2020 = 742
- Apr to Mar 2021 = 754

Commentary:

The missed collection rate has increased slightly between Q3 and Q4. Cityclean introduced social distancing measures and reduced the number of staff travelling together in refuse and recycling vehicles, with additional operatives taken out to round locations using mini-buses, picking up and dropping off operatives across various parts of the city. This

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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2. Review and find solutions for persistent missed collections (Head of Operations, ongoing)
4. Deliver Digital Cityclean Project (Head of Operations and Head of Business Support & Projects, March 2022)

% of streets inspected which are found to have widespread or heavy levels of litter [Corporate - council]	%	3.20	6.30	 RED
				Declining

Position:

Between January and March 2021, 6.3% of the streets checked had litter levels which were below grade B using the national measure 'Street and environmental cleanliness: Litter'. The quarter 3 result was 3.3%.

This process grades streets and other areas of land on the following scale for litter:

- Grade A – no litter or refuse (49%);
- Grade B – predominantly free of litter and refuse except for some small items (44.8%);
- Grade C – widespread distribution of litter and refuse, with minor accumulations (5.2%);
- Grade D – heavily littered, with significant accumulations (1%).

The target has been set at 3.2% to maintain 2018/19 outturn performance levels as there is no comparative information available.

The quarterly trend for this result is:

- Apr to Jun 2017 = 4.1%
- Jul to Sep 2017 = 4.2%
- Oct to Dec 2017 = 4.1%
- Jan to Mar 2018 = 4.3%
- Apr to Jun 2018 = 6.5%
- Jul to Sep 2018 = 3.8%
- Oct to Dec 2018 = 3.2%
- Jan to Mar 2019 – N/A

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
Apr to Jun 2019 – N/A				
Jul to Sep 2019 = 3.3%				
Oct to Dec 2019 = 7.8%				
Jan to Mar 2020 = 4.4%				
Apr to Jun 2020 = 6.7%				
Jul to Sep 2020 = 2.2%				
Oct to Dec 2020 = 3.3%				
Jan to Mar 2021 = 6.3%				

Commentary:

The results for this indicator are gathered via visiting a selection of 90 streets each quarter. Each street is graded ranging from Grade A (clean) to Grade D (heavily affected), with the Grades then aggregated to produce an overall percentage.

Each quarter, different streets are visited, which is why there can be a considerable difference in the %. Seasonal variations will also have an impact e.g. windy weather may lead to litter on the street from litter bins and wheelie bins.

The KPI methodology has been reviewed and a new approach will be adopted for 2021/22 to target a particular street / area, rather than select different roads each time. This will provide more meaningful data in terms of delivery of the Binrastructure Strategy and the approach to enforcement.


Littering is an offence as per the Environmental Enforcement Framework. Fines will be issued to anyone caught littering.

124 Fixed Penalty Notices for littering were issued during quarter 4.

CCTV has been installed in hotspots across the city to deter flytipping. The cameras are also being used for litter offences.

Actions:

1. Continued communications and social media coverage to remind the public not to litter and of potential fines for littering (Communications Officer, ongoing)
2. Deliver Binrastructure Strategy (Head of Business Support & Projects, ongoing)

Reduction in Greenhouse Gas emissions (kT CO2e) [Corporate -City]	No.	1,262.00	1,256.00	 GREEN
				Improving

Position

The latest available data for the year 2018 shows greenhouse gas emissions from Brighton & Hove at 1,256 kT CO2e.

Trend

This is the second year that figures are available. 2017 data shows greenhouse gas emissions from Brighton & Hove at 1,302 kT CO2e. There is a 2.1% fall from 2017 to 2018.

It is not possible to show earlier trends by comparing with the Council's previous carbon emissions KPI. The previous KPI included carbon dioxide emissions only, whereas this KPI includes additional greenhouse gases (methane and nitrous oxide) and additional sources of emissions such as air travel, and is therefore higher than the previous KPI.

The target was set by reference to a science-based carbon target that will enable Brighton & Hove council to play its part in keeping global warming within 1.5oC of pre-industrial temperatures, by cutting greenhouse gas emissions. The target is in line with Brighton & Hove City Council's declaration of a climate emergency and measures progress towards becoming a

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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carbon neutral city by 2030.

Notes on the data:

- The data for this KPI is sourced from SCATTER <https://scattercities.com/>. The SCATTER website includes detailed notes on the publicly available datasets used and the methodology. The full dataset is available to those with a gov.uk email address who register on the SCATTER website.
- The unit of measure is kT CO2e or thousand tonnes of carbon dioxide equivalent. This includes carbon dioxide and other greenhouse gases such as methane and nitrous oxide, converted to an equivalent amount of carbon dioxide, in terms of how much they contribute to warming the atmosphere.
- The data is for the whole city of Brighton & Hove. BHCC produces a separate report on greenhouse gas emissions from the Council's own corporate operations, eg offices, fleet, schools.
- There is a time-lag in data becoming available. The latest available data is from 2018. Thus the impact of Covid-19 is not yet apparent, nor the impact of the Council's activity on carbon neutral.
- The data is based on in-use emissions of greenhouse gases, including emissions from heating and lighting homes, driving vehicles and fuelling industrial processes, in the city of Brighton & Hove. The data does not include embodied carbon, ie, carbon emissions that arise when products are made outside the city, and consumed in the city, such as building materials, textiles and electronic equipment.
- The SCATTER data compiles public data sets to provide a standardised, comparable emissions profile for all local authorities in the UK. It does not allow local authorities to upload their own data into the model. Therefore it does not capture the impact of smaller local initiatives and carbon offsetting projects such as tree planting in Brighton & Hove parks.

Comparators

The latest comparator result is the 'nearest neighbour' average of 15 similar local authorities, for 2017, showing that the average emissions was 1,807 kT CO2e, higher than Brighton & Hove's result.

Progress to date

BHCC's 2030 Carbon Neutral Programme sets out the actions that the council will undertake towards its target to become a Carbon Neutral city by 2030 and was approved by P&R Committee in March 2021.

Actions taken to cut greenhouse gas emissions during 2020-21 included (among many others):

- Street lighting modernisation with low-carbon light fittings
- Cutting waste through reduce and reuse, and increasing recycling
- Developing a circular economy Routemap including construction and plastics


It is not possible to compare to the previous quarter's actions as this is the first time this KPI has been reported.

Actions:

1. Report on updated 2018 carbon emissions and start to show year on year trends. (Sustainability Project Officer, Oct 21)
2. Continue to develop and deliver the Council's programme of actions that contribute to the carbon neutral target, including:
 - a. Warmer Homes programme to improve energy efficiency in homes.
 - b. Energy efficiency audits of the Council's corporate buildings
 - c. Options for a Liveable City Centre, expanded Ultra Low Emission Zone and Low Traffic Neighbourhoods
 - d. New domestic food waste collection; recycling of expanded range of plastics

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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- e. A new vision for the city’s Downland Estate including biodiversity and carbon sequestration
- f. Deliver Sustainability and Carbon Reduction Investment Fund (SCRIF) to support council teams in carbon-cutting and biodiversity initiatives.

Nitrogen Dioxide levels in Brighton and Hove (µg/m3 - micrograms per cubic meter): Lewes Road (quarterly lagged by one quarter) [Corporate - city]	No.	36.00	19.00	 Improving
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Position:

The average concentration of Nitrogen Dioxide (NO2) measured at monitor BH6 Lewes Road (130 metres south of the Vogue Gyrotory on the East side) as a 12 month rolling mean up to the end of September 2020 was 19 µg/m3 (micrograms per cubic metre). This compares to 20 µg/m3 last reported i.e. twelve months up to the end of September 2020. September to end 2020 was a period of partial travel restrictions and is now the latest verified data. Quarterly data is calibrated and ratified by the contractor before publication whilst it can be ready a month later, to ensure delivery to performance it is reported one quarter in lag. We are currently investigating and trialling compact real time monitoring methods. To date the quality assurance of the data is not as high as automatic analyser techniques.

The long-term sequence of nitrogen dioxide results from the automatic monitoring station (BH6) suggests compliance at this location since May 2018. That said higher concentrations of NO2 prevail along other parts of the same transport corridor; 0-100 metres south of the Vogue Gyrotory, 0-100 metres north of the Elm Grove junction, along Coombe Terrace and Hollingdean Road.

The target: 36 µg/m3 NO2 is 90% of 40µg/m3, that is the UK legal standard and the World Health Organisation (WHO) Guideline for protection of human health. Consistent attainment of 36 µg/m3 NO2 would mean beyond all reasonable doubt UK and WHO standards are met. To be able to revoke all or part of an Air Quality Management Area (AQMA) NO2 levels need to be less than 36 µg/m3 at relevant receptors for three years or less than 32 µg/m3 for two years (travel restrictions or abnormal periods excepted). A transport corridor with similar traffic streaming for some km needs to be considered holistically rather than at one sampling location. Further information can be found in Brighton & Hove’s Annual Status Report on Air Quality published annually. The process to review BHCC’s AQMAs and designate six areas is now completed and approved by legal.

Commentary:

The targeting thresholds for this performance indicator are set out below:
 GREEN performance under 36µg/m3 is compliant with the legally binding Air Quality Assessment Level (AQAL) at that location
 AMBER performance between 36µg/m3 and < 40µg/m3 this is considered a near miss
 RED performance exceeding 40µg/m3 this is in excess of the legal limit for NO2

Proactive measures are being taken to improve emissions of buses and taxis and delivery vehicles. That said there is much more that needs to be done. Modal shift and encouragement of active travel has provided alternatives to the private car. A lane along the Lewes Road has been closed to allow space for University construction projects this may have been a factor in the reduced flow of traffic past the Lewes Road monitor reported here.

Brighton and Hove buses are working with partners to progress with low and no emission options that work for a fleet operating 24 hours (limited downtime for electric charging). This investment is likely to show step changes in the reduction of emissions as batches of the bus fleet are replaced or exhausts retrofitted. We are exploring funding streams and opportunities to work with partners to deliver a local bus fleet that meets or surpasses the euro-VI emission

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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standard as soon as possible. Big Lemon Bus Company aims to have a fully electric bus fleet (9 or 12 single decks). In March 2021 the council was successful in securing match funding for further exhaust conversions to meet the euro-VI emission standard.

The Schools Access Project is supported by the Sussex wide School Travel and Air Quality Awareness initiative (funding from Defra’s air quality grant). This involves engagement with schools across Sussex including in the vicinity of BHCC’s AQMA and the Lewes Road to promote active, no emission travel.

For the twelve months to June-2013 NO2 levels of 47 µg/m3 were recorded at the automatic analyser BH6 on Lewes Road. This was the first twelve month period at this site. Between 2013 and 2020 (up to the beginning of lockdown) the BH6 monitor next to Lewes Road has recorded a 60% improvement in outdoor NO2 concentrations. A substantial improvement has been recorded since the 2017 peak at this location. Results to date suggest compliance with the KPI since May 2018 with 2019 the first full calendar year meeting the objective at BH6. That said monitors along parts of the Lewes Road transport corridor continue to record an exceedance of the NO2 legal limit. Pollution exposure across the population rather than one location is important. The pollution map is updated in the 2020 Detailed air Quality Assessment that was shared with September 2020 ETS committee. A renewed air quality action plan will need to work towards compliance for those areas that continue to exceed the limit whilst delivering air quality benefits right across Brighton & Hove.

Actions in not exhaustive (Air Quality Officer, Transport Policy & Strategy):

1. Deliver the Air Quality Annual Status Report (Air Quality Officer, Jul 21)
2. Develop draft Air Quality Action Plan and gain ETS Committee approval on new AQAP (Air Quality Officer, Nov 21)
3. Harmonise the new Air Quality Action Plan (AQAP) with Zero or Low Emission Zone, Freight Strategy, Local Transport Plan 5 and the Climate Assembly. (Head of Transport Policy & Strategy, mid-2021)
4. Bring forward a pipeline of projects to deliver the AQAP and sustainable improvements in reported NO2 and other pollutant levels (Head of Transport Policy & Strategy, dependent on funding)

Nitrogen Dioxide levels in Brighton and Hove (µg/m3 - micrograms per cubic meter): North Street (quarterly lagged by one quarter) [Corporate - city]	No.	36.00	33.00	 GREEN
				Improving

Position:

The average level of Nitrogen Dioxide (NO2) monitored adjacent with North Street (near Ship Street) for the calendar year 2020 was 33 µg/m3 (micrograms per cubic metre of air). September to the end of 2020 is the latest verified quarterly data that included part travel restrictions. This compares to 35 µg/m3 over twelve months reported for the previous quarter. Data is calibrated and ratified by the contractor before KPI publication and is one quarter behind. We are currently investigating and trialling indicative real time monitoring methods co-located with the BH10 automatic monitoring station next to North Street. For NO2 the BH10 automatic analyser near Ship Street is the third most polluted of six monitoring positions on or close to the bus-ULEZ. Western Road shows recent evidence of meeting the standards whilst the kilometre from Castle Square towards Temple Street require further improvement in order to sustain compliance.

The target: 36 µg/m3 NO2 is 90% of 40µg/m3 that is the UK standard and also the World Health Organisation Guideline for protection of human health. The significance of Environmental Impact Assessment is determined relative to this threshold. Consistent

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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attainment of 36 µg/m³ NO₂ (over a number of years) would mean beyond all reasonable doubt UK standards and WHO guidelines are met. To be able to revoke part of an Air Quality Management Area NO₂ levels need to be less than 36 µg/ m³ at relevant receptors for three years or less than 32 µg/ m³ for two years. Monitoring along North Street is relevant for health protection because many people spend time in the area throughout the year day and night.

Commentary

The BH10 automatic analyser (reported here) is consistently the third or fourth most polluted monitoring position out of six in the Ultralow Emission Zone (ULEZ). The ULEZ is over 1800 metres long from Castle Square in the east to Holland Road in the west. Automatic Analyser monitoring in the ULEZ at site BH10 started in 2012. Monthly diffusion tube monitors started to monitor the corridor for NO₂ in 2007. 180 buses an hour constantly deliver thousands of people to the Ultralow Emission Zone. Similar to Oxford Street in Westminster footfall (prior to Covid-19) is exceptionally high.

The targeting thresholds for this performance indicator are set out below:

GREEN performance under 36µg/m³ is compliant with the legally binding Air Quality Assessment Level (AQAL)

AMBER performance between 36µg/m³ and < 40µg/m³ this is considered a near miss


RED performance exceeding 40µg/m³ this is in excess of the legal limit for NO₂.

For the first twelve months at monitor BH10 North Street, up to March 2013 the baseline recorded was almost: 64 µg/m³. Since that time (8 years) the BH10 monitoring station has recorded a 48 % improvement in outdoor NO₂ concentrations. Further improvements in road traffic emissions including; buses, taxis and deliveries are required to surpass the standards set out in the national air quality strategy and achieve the City Council’s performance indicators a limitation on cars and vans in the area could also help work towards the target. On 19th January ETS committee agreed in principal to an expansion of the ultralow emission zone and a liveable city centre.

Bus emissions contribute more to roadside pollution on North Street and London Road than New England Road and Hollingdean Road which should be reflected in actions to mitigate pollution and achieve better than national air quality standards

Actions for the ULEZ:

1. Deliver the Air Quality Annual Status Report (Air Quality Officer, Jul 21)
2. Develop draft Air Quality Action Plan and gain ETS Committee approval on new AQAP (Air Quality Officer, Nov 21)
3. Harmonise the new Air Quality Action Plan (AQAP) with Zero or Low Emission Zone, Freight Strategy, Local Transport Plan 5 and the Climate Assembly. (Head of Transport Policy & Strategy, mid-2021)
4. Bring forward a pipeline of projects to deliver the AQAP and sustainable improvements in reported NO₂ and other pollutant levels (Head of Transport Policy & Strategy, dependent on funding)

Annual average daily traffic counts on key routes into the city - Inner routes [Corporate - city]	No.	134,776.00	104,052.00	 GREEN
				Improving

Position:

The data shows that the Annual Average Daily Traffic [AADT] flow of vehicles entering and leaving the city centre using key routes has decreased between calendar year for 2019 and 2020.

In previous years where monthly data is missing or inaccurate data from the corresponding

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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month from previous years has been used. This is not possible for 2020 as previous years are not representative of 2020 activity, therefore annual averages for some sites have to be calculated across only the months with data available.

The data and KPI are reported against a numeric target which has been set within the council's Performance Management Framework and reflects the objectives within the council's Local Transport Plan. The target recognises that maintaining or reducing traffic flows is considered to be beneficial in terms of reducing the likelihood of congestion; improving air quality; minimising noise impacts; reducing collisions and casualties; and lessening the need to travel for some people; and will correspond with greater use of alternative forms of transport to the car for some journeys.

The data are taken from seven automatic counters located on the council's roads between the outer sites and the city centre. They are collected and analysed annually and became available at the beginning of the next calendar year.

Commentary:

The decrease in flows between 2019 and 2020 comes out as -22.8% change in traffic indicating there has been a major change in traffic levels, in response to the Covid-19 pandemic. Traffic levels in April 2020 (during the initial lockdown period) were up to 60% lower than April 2019. However 22.8% is the annual decrease to the average daily traffic flow of vehicles entering and leaving the city on the city's inner routes.

The trend is consistent with recent, national traffic flow trends which show a sharp decline in traffic levels across 2020.

Future opportunities to encourage low traffic levels could include making changes to traffic flows or routeing as a result of 1) increased activity and movement associated with improvements to the transport system (such as traffic management, parking controls and charges, improved bus services, use of technology etc) and 2) the planned growth of the city (including more housing and jobs, greater visitor numbers and construction traffic) in both the designated City Plan Development Areas and Urban Fringe sites.

Actions:

1) Data will continue to be collected, collated and analysed from the existing counters in order to assess annual trends in traffic volumes over time on inner routes. (March 2021, Traffic Monitoring and Research Officer)

2) More in-depth analysis can be undertaken on a route by route basis if required, in order to identify any possible changes in routeing or travel behaviour as a result of any significant intervention or event, or to identify daily or seasonal patterns in traffic volumes on inner routes. (March 2020, Traffic Monitoring and Research Officer)

% of bus services running on time [Corporate - city]	%	95.00	N/A	
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Position:

This result is not available.

Government Departments were instructed to minimise the data collection burdens on local authorities as a result of Covid-19, and Department for Transport agreed to postpone the 2020 survey of bus services running on time. Data collection is scheduled to resume in 2021/22.

% of households that experience fuel poverty based on the 'low income, high cost' methodology [Corporate - city]	%	14.30	10.50	 GREEN Improving
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Position:

The Government released a new national Fuel Poverty strategy in February 2021, which

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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included a new definition for Fuel Poverty measurement. The Low-Income Low Energy Efficiency (LILEE) measure, finds a household to be fuel poor if it:

- Has a residual income below the poverty line (after accounting for required fuel costs); and,
- Lives in a home that has an energy efficiency rating below C

The latest available figures released in May 2021 using this new definition, estimate that in 2019, 10.5% of households in Brighton & Hove were in fuel poverty. This equates to 13,723 households in the city.

Households which have an energy efficiency rating of A – C are no longer considered fuel poor under the new definition, but using this definition there are a greater number of households nationally that are now considered fuel poor as they are in energy efficiency bands D – G.

However, this change in definition has had a positive net effect on the percentage of households in Brighton and Hove considered to be fuel poor. Brighton and Hove performance now significantly outperforms both the national result for 2019 of 13.4% and the statistical neighbour average of 14.3% under the new definition. Using the new definition, the national average for those in fuel poverty has reduced from 22.1% in 2010.

The target of 14.3 % is based on the 2019 statistical neighbour average.

The previous results for Brighton and Hove using the previous Low-Income High-Cost (LIHC) definition were 11.2% in 2018, 11.7% in 2017, 11.4% in 2016, 12.7% in 2015 and 12.3% in 2014. The national result and the stat neighbour under the previous definition for 2018 were lower at 9.7% and 10.2% respectively.

One of the key reasons for the change of definition is that because the relative nature of the previous Low-Income High-Cost (LIHC) fuel poverty indicator makes it difficult to accurately isolate individual reasons for change. For any factor to affect the number of households in fuel poverty, it must change by a greater amount for those in fuel poverty, than for those not in fuel poverty. For example, a change in income will only have an impact on the number of households in fuel poverty if households with low incomes and high fuel costs (LIHC households) see relatively larger or smaller income changes compared to those who are not in fuel poverty.

Commentary:

The 'Fuel Poverty and Affordable Warmth Strategy' for Brighton & Hove, was adopted by Housing & New Homes Committee and the Health & Wellbeing Board in 2016. Local work has been recognised by National Energy Action who rated the local HWB area to be one of only 13 of 152 nationally as scoring a maximum of 6 in their assessment framework for addressing the guidance laid out in the 2015 NICE guidelines on excess winter deaths and health risks posed by cold homes. A multi-agency steering group has been established to take key actions forward from the strategy.

The public health funded annual Warmth for Wellbeing programme continues to offer support and advice to vulnerable householders, through the autumn and winter of each year. Delivery of the programme for 2020/21 is in the process of being finalised by key delivery partners in the city. In addition to this the Local Energy Advice Partnership (LEAP) has continued to offer support in the city, operated by Agility Eco and funded via energy companies this is offering additional support to vulnerable residents in the city via home advice visits and onward referrals for additional support including money and debt advice.

As part of the SHINE partnership BHCC successfully bid for EU Interreg 2 seas funding to offer energy advice, home assessments and small energy saving measures to council tenants building on the significant energy efficiency improvements to our own housing stock, this project ended in February 2021, with over 700 households receiving either advice, small energy saving measures and heating enhancements, or a combination of interventions.

The DFG funded 'Warm, Safe Homes' grant funds insulation measures and heating and boiler repair/replacement for eligible households. This is being promoted through the local network of partners and is managed by Mears Home Improvement Agency.


The council developed an Energy Strategy for the HRA, in consultation with tenants and leaseholders, the strategy was agreed at H&NH committee in January 2018. The strategy outlines the current state of our housing stock, targets to improve this including a requirement in

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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the fuel poverty regulations to get as many properties as practicable to EPC level C by 2030 and options to achieve this. Since then the Council has declared a Climate Emergency and an ambition to be carbon neutral by 2030 therefore the strategy ambition will be revised, this has been reflected in an update report to Housing Committee in January 2021 and strategic HRA Carbon Neutral Action Plan.

Next steps:

1. Continue to scope out impact of minimum energy efficiency regulations on Private Rented Sector and role of the council in enforcing standards and options to support landlords to carry out improvements through the Retrofitworks 'Warmer Sussex' programme. (ongoing, Housing Sustainability and Affordable Warmth Manager)
2. Promotion and coordination of support and advice through partners including; the Warmth for Wellbeing programme, LEAP and National Energy Actions WASH advice service (Public Health & Housing)
3. Support partnership bid for Energy Redress funding to enhance and extend Warmth for Wellbeing programme May 2021

% of people in the city who cycle for travel at least once per week [Corporate - city]	%	14.40	11.50	 Declining
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Position:

This result comes from the Sport England Active Lives Survey, a biannual web survey carried out nationally by IPSOS MORI, and the National Travel Survey and published by DfT. The latest data is based on time period 2018-2019, figures released August 2020. Next figures expected Summer 2021. This is a slight decrease on last year's result of 14.4%. However, for the South East this figure is 6.8% and nationally it is 5.9% demonstrating we are outperforming averages. The target is set based on our latest result.

Commentary: The council has continued to invest in active travel projects, including working with businesses and schools to encourage more people to cycle for all or part of their journey. The introduction (in September 2017) of the BTN BikeShare public bicycle hire scheme and subsequent expansion has further encouraged cycling, for leisure, work and other journeys.

Actions: The council has recently started work on developing a Local Cycling and Walking Infrastructure Plan (LCWIP) for the city. It will aim to improve the walking and cycling network, promote active travel and enhance links between Brighton & Hove and neighbouring areas, including the South Downs National Park. It will enable the council to review and prioritise the infrastructure that is needed to plan and improve the city's walking and cycling network, therefore encouraging more residents (and visitors) to cycle and walk more regularly. The plan will lead to a 10-year prioritised programme of walking and cycling improvements focused on principal cycling and walking routes, and within 'walking zones' centred on town and local centres with the highest levels of footfall. The council is also beginning to develop our fifth Local Transport Plan (LTP5) for the city, which will set out our vision and priorities for transport and travel across the city to 2030 and include a delivery plan of transport and travel improvements and measures, with a strong focus on walking and cycling. The delivery of phases 1 and 2 of the Valley Gardens improvement scheme will also provide safer walking and cycling links throughout the area, and therefore encourage more walking and cycling.

1. Local Cycling and Walking Infrastructure Plan. (Laura Wells, autumn 2020)
2. Local Transport Plan (Paul Holloway, summer 2021)
3. Valley Gardens Phases 1 and 2 (Oliver Spratley, autumn 2020)
4. Further expansion of BTN BikeShare or conversion to e-bike

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
% of people in the city who walk for travel at least once per week [Corporate - city]	%	57.90	62.40	 GREEN Improving

Position:

This result comes from the Sport England Active Lives Survey, a biannual web survey carried out nationally by IPSOS MORI, and the National Travel Survey and published by DfT. The latest data is based on time period 2018-2019, figures released August 2020. Next figures are expected Summer 2021. This is a slight increase on last year's result of 57.90%. For the South East this figure is 42.2% and nationally it is 42.1% demonstrating we are outperforming averages. The target is set based on our latest result.

The council has continued to invest in active travel projects, including working with businesses and schools to encourage more people to walk for all or part of their journey, however levels were already relatively high.

Actions: The council has recently started work on developing a Local Cycling and Walking Infrastructure Plan (LCWIP) for the city. It will aim to improve the walking and cycling network, promote active travel and enhance links between Brighton & Hove and neighbouring areas, including the South Downs National Park. It will enable the council to review and prioritise the infrastructure that is needed to plan and improve the city's walking and cycling network, therefore encouraging more residents (and visitors) to cycle and walk more regularly. The plan will lead to a 10-year prioritised programme of walking and cycling improvements focused on principal cycling and walking routes, and within 'walking zones' centred on town and local centres with the highest levels of footfall. The council is also beginning to develop our fifth Local Transport Plan (LTP5) for the city, which will set out our vision and priorities for transport and travel across the city to 2030 and include a delivery plan of transport and travel improvements and measures, with a strong focus on walking and cycling. The delivery of phases 1 and 2 of the Valley Gardens improvement scheme will also provide safer walking and cycling links throughout the area, and therefore encourage more walking and cycling.

1. Local Cycling and Walking Infrastructure Plan. (Laura Wells, autumn 2020)
2. Local Transport Plan (Paul Holloway, summer 2021)
3. Valley Gardens Phases 1 and 2 (Oliver Spratley, late 2020)

2020-21 Corporate Plan - A healthy and caring city

% of carers assessments completed [Corporate - council]	%	57.84	Trend Decreasing trend
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Position:

In the rolling year ending 31st March 2021, 57.84% people in receipt of carer support provided during the year have received a completed assessment. A total of 1,121 people from 1,938 in receipt of carer support.

Previous performance

2020/21 Q3 – 60.4%

2020/21 Q2 – 62.3%

2020/21 Q1 – 58.26%

Performance reported before this did not include a number of registered carers, which meant the figures reported were slightly inflated. The true previous performance figure for this metric during 2019-20 is therefore estimated to be between 65% and 70%.

This indicator is not targeted. The pandemic response has brought an additional number of carers to light. Additional work needs to be undertaken to ensure all carers are identified going

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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forward. This work will take place over the next couple of months. Therefore, it is suggested not to target this KPI until this work is completed.


This is a local indicator therefore comparator information is not available.

This result contains the following demographic groups

Under 18: 13 (1%), 18-25: 47 (4%), 26-64: 671 (60%), 65-84: 279 (25%), 85+: 111 (10%)

Male: 409 (36%), Female: 710 (63%), Other: 2 (<1%)

White: 651 (49%), Black: 11 (<1%), Asian: 23(2%), Mixed: 18 (1%), Other Ethnic Group: 21 (2%); Unknown Ethnicity: 595 (45%).

% of social care clients receiving Direct Payments [Corporate - council]	%	24.90	24.54	 Declining
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Position:

In the rolling year ending 31st March 2021, the percentage of people using social care in receipt of Direct Payments was 24.54%. A total of 548 people from 2,233 in receipt of long-term community-based services.

Previous Performance

2020/21 YTD Q3: 24.01%

2020/21 YTD Q2: 23.26%

2020/21 YTD Q1: 23.41%

2019/20 YTD Q4: 24.89%

2019/20 YTD Q3: 24.81%

2019/20 YTD Q2: 24.86%

2019/20 YTD Q1: 23.13%

PI target of 24.9% has been agreed as a maintenance target to maintain 2019/20 performance (this was taken from live data and so may differ slightly in official publication).

Latest comparative figures are 22.4 for the CIPFA comparator average and 27.9 for the national average.

The result contains the following age, gender and ethnic groups

323 Females (59%), 222 Males (41%), 3 Other Gender (1%)

460 White (84%); 21 Unknown Ethnicity (4%); 12 Black (2%); 13 Asian (2%), 18 Mixed (3%), 24 Other ethnic group (4%).


437 aged 18-64 (80%), 111 aged 65+: (20%)

Commentary:

An initial review of the current Direct Payments offer was completed in May 2020, though the scope of this was impacted by the Covid-19 pandemic as planned workshops could not go ahead. The review identified a number of recommendations and this work is planned to be progressed through the HASC modernisation programme but has been on hold due to the Covid-19 pandemic.

Actions:

1. Define timescales and scope of Direct Payment workstream through HASC modernisation programme (Interim Assistant Director, HASC Transformation, May 2021)

Number of Delayed Transfers of Care (DToC) attributable to social care per 100,000 population [Corporate - council]	No.	3.10	N/A	
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Position:

Due to the coronavirus illness (COVID-19) and the need to release capacity across the NHS to support the response, the collection and publication of this KPI was paused as of February 2020.

The DTOC rate is expressed as the average daily delayed days per 100,000 population. The

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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latest 18+ population estimate based on mid-2019 figures is 240,618.
 Data collecting and reporting of this metric is currently paused. The rate of DTOC attributable to social care between April 2019 and February 2020 was 6.06 average daily delayed days per 100,000 population. This equated to 4,857 total delayed days of which 1,634 (33.64%) were in acute care and 3,223 (66.36%) in non-acute care.

Previous Performance

2020/21 YTD Q1: 6.06 [collection paused]

2019/20 YTD Q4: 6.06 [collection paused]

2019/20 YTD Q3: 5.81

2019/20 YTD Q2: 5.16


2019/20 YTD Q1: 5.41

PI target has been agreed of 3.1 average daily delayed days per 100,000, which is the CIPFA comparator average for 2018/19.

Latest comparator data show that the national average rate is 3.2 and the statistical neighbour average rate is 3.2.

Nationally, 60% of Feb 20 delays were attributable to the NHS, 30% were attributable to Social Care and the remaining 10% were attributable to both NHS and Social Care.

Locally, as of the end of Feb 20, 37% of delayed days were attributable to the NHS, 47% were attributable to Social Care and the remaining 17% were attributable to both NHS and Social Care.

% of older people (65 and over) still at home 91 days after discharge from hospital into reablement/rehabilitation services [Corporate - council]	%	79.90	72.30	 RED
				Improving

Position:

Between April 2020 and March 2021, 72.3 % of older people (65 and over) discharged from hospital into reablement/rehabilitation services were still at home 91 days later (348 people out of a total of 481 older people discharged into reablement services). These are preliminary figures which will be validated in September 2021.

Previous performance

April 2019 to March 2020 – 49.2%

April 2018 to March 2019 – 78.9%

April 2017 to March 2018 – 79.4%

PI target of 79.9% has been agreed, which is the average CIPFA comparator group performance for 2018/19.


Latest comparator data show that the national average is 82.0% and the statistical neighbour average is 79.4%.

Commentary:

Due to ongoing Covid 19 restrictions and continued home working arrangements, no phone calls could be made to ascertain client locations. This year there were 35 people outstanding for whom we were not able to infer their whereabouts, which accounts for the difference compared to 2018-19. (The figure from 2019-2020 is not comparable due to the immediate pandemic response which more severely impacted our ability to infer people's whereabouts).

Actions:

1. Clarity on data requirements and approach for this metric to be sought from NHSD – Head of Performance Oct 21
2. Continued scrutiny across the In-House reablement service within HASC Modernisation Programme (as per current action plan to increase numbers going through the service.) – Head of In-House Services, Oct 21
3. Improve front door services to support individuals to remain at home as per the aims of the BLSC Programme, HASC Modernisation Programme action plan and linked to planned service

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
redesign – General Manager Community Services, Oct 21				
% of people with a learning disability in employment [Corporate - city]	%	5.90	7.90	 Declining

Position:

The percentage of people with a learning disability (LD) in Brighton and Hove who are in receipt of Adult Social Care and are currently in paid employment is 7.9% at 31st March 2021.

The quarter-on-quarter trend is:

- Q4 2020/21 – 7.9% (55 clients out of a total of 693)
- Q3 2020/21 – 7.9% (55 clients out of a total of 692)
- Q2 2020/21 – 8.0% (55 clients out of a total of 687)
- Q1 2020/21 – 8.3% (57 clients out of a total of 688)
- Q4 2019/20 – 8.3% (58 clients out of a total of 697)

- 44 clients are in paid employment less than 16 hours a week
- 11 clients are in paid employment 16 hours a week or more
- 477 clients are not in paid employment and not actively seeking work / retired)
- 37 clients are not in paid employment and seeking work
- 105 clients are in unpaid voluntary work
- 19 clients have an unknown employment status

The 2019/20 outturn figure for Brighton and Hove was 8.4%, down from 8.8% in 2018/19 and 9.8% in 2017/18, but above the England average of 5.6% and the South East average of 6.9%. Brighton and Hove was ranked 35th highest out of 151 Local Authorities.

The target of 5.9% is based on the 2018/19 national average.

This performance indicator is a snapshot of people of working age who are in receipt of social care services and have learning disability as their primary support need. These are the people furthest from the labour market (i.e. people with the highest social care needs). Of the 693 social care clients in this category, 55 (7.9%) were in paid employment on the last day of the quarter. Based on the most recent data available this still would place Brighton & Hove in the second quartile nationally for this indicator.

Commentary:

The council's Supported Employment Team works with local people who have disabilities, including learning disabilities, helping them seek and maintain employment. The team follows the Supported Employment Model for supporting people with significant disabilities to secure and retain paid employment. The model uses a partnership strategy to enable people with disabilities to achieve sustainable long-term employment and businesses to employ valuable workers. (www.base-uk.org/about-supported-employment).

The service also continues to encourage sustainable employment for young people who are 19 plus, who are NEET, as part of the ESIF funded Think Futures Project in partnership with West Sussex. 36% of their current clients are aged 25 or under.

A new Equalities Impact Assessment was undertaken in 2020 with some actions for the coming year in respect of data collection 83% of Supported Employment Clients have a learning disability, autism, or both.

The COVID19 pandemic had a huge effect on the delivery of this service. Only half the clients in paid work were able to carry on working either in the workplace (care homes/supermarkets


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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etc) or from home, the other half were furloughed. Work experience placements ended and work searching activities were severely curtailed. Most people 's volunteer work was put on hold. Referrals slowed down during national restrictions but are now starting to increase again. During this quarter we had 10 new referrals, 6 of whom were 25 or under.

The service continues to operate without a waiting list. Employment Officers have not been able to meet clients face to face since November, but a Risk Assessment has recently been put in place so that outdoor or workplace essential meetings can be held.

Actions:

1. Commence face to face engagement with clients where necessary to secure or maintain employment. (Employability Service Manager September 2021)
2. Continue to encourage sustainable employment for young people who are 19 plus, who are NEET, as part of the ESIF funded Think Futures Project in partnership with West Sussex. (Employability Manager)
3. Finalise reporting arrangements for client-based demographics and numbers (Employability Services Manager, September 2021)

Under 18 conception rate per 1,000 women aged 15-17 [Corporate - city]	No.	16.70	13.00	 GREEN
				No Change

Position:

This Performance Indicator (PI) measures the number of under 18 conceptions per 1,000 women aged 15-17 expressed as an average rate over the latest 12 months. This data is lagged and the latest data available relates to the twelve months ending September 2019.

Please note that although this conception data is from a pre-covid period, the pandemic has impacted on the accuracy of the data set. In response to the coronavirus (COVID-19) pandemic, birth registration services in England and Wales were suspended in March 2020. Since June 2020, birth registrations have restarted where it was safe to do so but the 2020 birth registration data the ONS has access to is currently incomplete. For this reason, the most recent under-18 conception figures should be treated with caution, as the number of conceptions are uncharacteristically low for the quarter after accounting for the trend of decreases we have seen over time.

The quarter by quarter trend is:

- July - Sept 2019 - 13.0
- Apr - June 2019 – 13.0
- Jan - March 2019 - 13.0

The latest rate is 13.0 calculated as a 12 month rolling average. This is a 1.5% reduction compared with the previous year.

The latest rate of 13.0 is below the target for 2020/21 which is 16.7 conceptions per 1,000 women aged 15-17. The target was set using the 3 year Brighton and Hove average as the 2019/20 result was already significantly lower than the CIPFA average and England average .

The local reduction of 1.5% compared to the previous 12 months is equal to the same reduction seen in the South East, but lower than the 5.4% reduction in England in the same time period. There has been a 73% reduction locally in the under 18 conception rate since 1998, compared with a 65% reduction in the South East, and a 66% reduction in England.

There were 52 conceptions to under 18s in Brighton and Hove in the past 12 months (Q4 2018

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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– Q3 2019), compared with 53 in the previous 12 months.

Commentary:

Under 18 conception continues to show a rate of reduction greater than that of the south east and England and rates remain below the Brighton and Hove 3 year average target.


Public Health provides ongoing funding and support to the Council’s PSHE advisor team for schools. COVID response conditions in schools a the cross school year has impacted on the ability of the team to work on site with schools as external visitors to school sites have been limited for most of the year; however virtual meetings have continued to support delivery of relationships and sex education guidance to the new statutory requirements.

The ru-ok? service Drug Alcohol & Sexual Health (DASH) team has been unable to provide on school site drop in’s for most of the school year which has impacted on the opportunity to provide sexual health information and advice. Drop-ins have now resumed in the majority of schools and where not possible as yet for reasons of staff capacity virtual drop -ins continue.

A wider review of the ru-ok? offer which will include the DASH work was further delayed due to the continued impact of COVID on schools and the required capacity from the Public Health team to support the response.

Actions:

1. To work with the Partnership Advisors for Health and Wellbeing within Families, Children & Learning to ensure all schools are supported to deliver in line with the statutory Relationships and Sex Education Guidance. (Starting Well Programme Manager March 2022)
2. Public Health and the Adolescent Health Service to jointly plan and deliver a review of the service to ensure the right young people are accessing the service. This has been delayed to a June planned completion date due to COVID facing response work. (Starting Well Programme Manager June 2021)
3. To review the access to contraception data and health promotion activities, to ensure we are reaching the right young people. This has been delayed to a June planned completion date due to COVID facing response work. (Starting Well Programme Manager June 2021)

Rate of deaths from drug use per 100,000 population [Corporate - city]	No.	7.00	10.20	 Declining
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Position:

The rate of deaths related to drugs for Brighton and Hove for 2017-2019 was 10.2 deaths per 100,000 population. There were 89 deaths in total over the two year period.

Trend

- 2016 – 18: 9.7 per 100,000 population, 85 deaths
- 2015 – 17: 8.6 per 100,000 population, 74 deaths
- 2014 – 16: 6.5 per 100,000 population, 56 deaths
- 2013 – 15: 7.5 per 100,000 population, 65 deaths
- 2012 – 14: 7.2 per 100,000 population, 63 deaths

The target of 7.0 per 100,000 population is the statistical neighbour average for the rate of drug deaths in 2017-2019.

The national rate is 4.7 per 100,000, and the South East Rate is 3.9 per 100,000. Brighton and Hove has the 2 highest rate for drug deaths in the statistical neighbour group, the highest rate for the South East, and is 8 highest out of all authorities in England.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Commentary:

High numbers of drug deaths have historically related to heroin use and initiatives in the city to reduce the number of heroin deaths continue. These include local delivery of a programme of naloxone mini-jet provision for clients and their families. This year has seen the formal roll out of a programme of training and mini-jet provision to hostel staff, which will aid access to mini-jets for this vulnerable population. During 2021/22 we will be introducing nasal naloxone in a number of settings

The number of opiate users accessing treatment and continued high levels of retention in treatment, along with the successful completion of treatment, also have a role in driving an improving picture locally. During 2021/22 we will be piloting the injectable opiate substitution therapy Buprenorphine.

The on-going challenge of identifying and addressing the mental health needs of those who subsequently die through drug use continues. The number of suicide deaths which contribute to this data set continues to affect the overall number of those dying locally who are recorded as having a drug related death.

Actions:

1. Continue to support people using substances to enter and remain in treatment services. This is an important factor in keeping people safe. (Substance Misuse Commissioner, on-going)
2. Continue to ensure that all clients in treatment with a known history of using Heroin/other Opiates are offered first aid training and a naloxone mini-jet. (Substance Misuse Commissioner, quarterly)
3. The widespread distribution of the opiate antidote (naloxone) together with first aid training helps reduce deaths from overdoses Continue to work with partners such as hostels and A&E to support their use and distribution of naloxone with clients who are known heroin users/present with an overdose. (Substance Misuse Commissioner, on-going)
4. Work with mental health services to share learning of the risks of suicide with staff and clients in substance misuse services. (Substance Misuse Commissioner, on-going)
5. The Medicines Management Team at the Clinical Commissioning Group continues to work with GP surgeries and specialists in secondary care to reduce the prescribing of benzodiazepines and other medications.
6. Continue to review and feedback the detailed findings of the DRD audits and incorporate recommendations into the Harm Reduction Action Plan. (Substance Misuse Commissioner, ongoing)
7. Pro-actively generate learning from those who die in treatment by compiling a list of clients who have died in treatment or have been identified by Sussex Police as a suspicious/drug related death via the Drug Death Risk meetings. Reviewing cases and share the learning across treatment services, rough sleepers team, Sussex police, Adult Social Care and Public Health. (Substance Misuse Commissioner, on-going)

Number of alcohol-related hospital admissions per 100,000 population [Corporate - city]

No.

516.00

520.00



Improving

Position:

For January – December 2020, the rolling year average for hospital admission episodes for alcohol-related conditions (narrow definition) is 520 per 100,000 persons. The Public Health England definition is used for the estimates using both HES data and ONS 2019 mid-year population estimates.

Rolling year quarterly Trend (estimates) for hospital admission episodes per 100,000 people (June and September are not available)

Dec 2020 - 520

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
Annual Trend (calendar year) for hospital admission episodes per 100,000 people				
2019/20 – 539 (estimate)				
2018/19 – 488 (published data)				
2017/18 – 551 (published data)				
2016/17 – 609 (published data)				

The target of 516 is based on the upper confidence interval for the rate for BH in 2018/19.

The Brighton & Hove rate of 520 per 100,000 persons, is lower than that of England (555 per 100,000) in England. Brighton & Hove is again expected to perform better than England for this year.

Brighton & Hove alcohol admission rates have traditionally been higher than other local authorities in the South East region. However, in 2018/19 the admission rate was fourth lowest out of eighteen local authorities. Brighton & Hove has traditionally been low compared to its CIPFA comparators and moved from the fourth to the second lowest admission rate at 551 in 2017/18, and stayed fourth lowest at 488 in 2018/19, compared to its CIPFA comparators who had rates in 2018/19 ranging from 483 to 1,067.

Commentary:


A number of different factors and organisations contribute to the reduction in alcohol related hospital admission rates. Providers of substance misuse treatment services have a role in this, as do Police (with regard to managing the night-time economy), Higher Education organisations, local entertainment establishments, retail operators and other health and social care support organisations.

The work of the Alcohol Programme Board, and the associated domain groups, take forward the work streams that address alcohol related harm, including hospital admissions. The reduction in hospital related admissions should reflect the work that has been taken forward in recent years. This has included a focus on supporting ‘frequent returners’ to hospital with an alcohol related issues, to address the underlying causes of their alcohol consumption. There has been work with off licences to reduce the amount of high strength beers and ciders available, which has meant that fewer of the ‘street drinking’ population are consuming high amounts of alcohol, which could result in a hospital admission.

Since 2018/19 there has been an upturn in the alcohol related performance in treatment services. A greater number of individuals are now successfully completing treatment for alcohol and not re-presenting within 6 months

Actions:

1. To look at broader issues around alcohol, the Local Authority and partners are implementing a new alcohol action plan based on the results of the Alcohol ‘CLear’, a self-assessment tool supported by Public Health England. This will help the partnership to identify areas to focus on for future development. (Alcohol Programme Board members led by Commissioner, ongoing)
2. Collaborative development work is underway between the mental health services, substance misuse services and the local hospital trust. The aim is to improve communication between the various teams, and ensure that the needs of individuals presenting at the hospital are appropriately met by support agencies. (CCG commissioners and PH commissioners, ongoing)

% of people aged 18+ who smoke [Corporate - city]	%	15.50	17.50	 AMBER
				Improving

Position:

In 2019, the APS-recorded prevalence of adults aged 18+ who smoke in the city was 17.5%. This is the latest data available.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
Trend				
2018 - 19.3%.				
2017 - 18.0%				
2016 - 19.9%				

The target set is the statistical neighbour average for 2018.

Brighton & Hove has a higher rate of adult smoking compared to England (13.9%) and the South East (12.2%). (Source: Annual Population Survey (APS), via PHE fingertips tool).

Commentary:

Nationally and locally smoking prevalence is declining; however, there remains significant health inequalities related to smoking. Local services target particularly high prevalence groups which may require multiple quit attempts, longer structured quit programmes and potentially have higher nicotine dependency and fewer social resources to effect successful lifestyle changes. These include:

- Routine and manual workers
- Those living in areas of deprivation
- People with mental health conditions
- BAME groups
- 18–25 year olds
- LGBTQ people
- Those living with long term conditions
- Those who are homeless or in assisted living accommodation
- The unemployed and those looking for work
- Those unable to work due to caring for home and family
- People living with learning disabilities

Outcomes are also worse in many of these groups, for example people with mental health conditions die on average 10-20 years earlier than others.

Complete data on service outcomes for the year 2020-21 is not yet available as clients' support episodes last up to 12 weeks. Therefore, we only have data for Q1-Q3. In this period 892 people received support from local stop smoking services, of which 329 quit at 4 weeks. This is a quit rate of 37% which is slightly lower than the whole-year 4-week quit rate for 2020-21 which was 40%. This low quit rate will be addressed by our plans to overhaul stop smoking services during 2020-21. However some good performance exists in the city – the 4-week quit rate for Q1-Q3 in the hospital setting was 69% and within the council's Health Trainer Team, 70%. The very low quit rate of just 10% in GP practices, which drags down the city average, may be attributable to the COVID emergency which put significant stress on the primary care system in the past 12 months.

Local Healthy Living Pharmacies (HLPs), GP's and level 1 pharmacies continue to offer a range of stop smoking services including a Nicotine Replacement Therapy (NRT) E-voucher scheme for the Health Trainers, a domiciliary service and young people's smoking cessation. However, due to COVID, much of this provision was reduced or suspended with appointments continuing using telephone and email. GP practices had to stop providing altogether for an interim period whilst they adjust to the challenges of COVID. However, demand from service users has been met and no waiting list is in place at the current time. Adapting to the 'new normal', the council is already working to remobilise all its providers, within the permissible boundaries of any social distancing requirements.

Stop smoking services are promoted as part of national campaigns for New Year and National No Smoking Day during March and campaigns were delivered including two additional 'Quit for COVID' campaigns. Findings from YouGov Covid-Tracker show that an estimated 300,000

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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ex-smokers cite Covid-19 as they reason they have quit and a further estimated 550,000 smokers say they've made a recent quit attempt because of Covid-19, with 36% of smokers cutting down.

The council's Healthy Lifestyles Team developed and continue to deliver a Covid-19 Health Improvement plan, the aim of which is to support local people to maintain and improve their physical and mental health and wellbeing, including addressing smoking harm, during the current crisis. It has been working within the constraints and limitations of the lockdown, taking account of the additional risks, stresses and anxieties that the crisis brings.

We have engaged with providers to negotiate a remobilisation of services, including a review of existing service specifications. This has included re-commissioning the very effective hospital-based stop smoking service in October 2020 for a further 3 years.

The Health Trainers are now seasoned in the delivery of stop smoking services by telephone and email and are gradually re-introducing face-to-face support in line with the government's COVID guidance and restrictions.

The team developed and delivered the national #QuitforCovid campaign plus a follow up campaign in summer 2020 to encourage quitting and respiratory health among the public.

The service continues to work with maternity services to support pregnant women to stop smoking at BSUH, with a steering group now in place.

The service plan to reconvene the multiagency Local Tobacco Control Alliance (TCA) to co-ordinate the city's tobacco control strategy during 2020-21.

Actions:

1. Look at the feasibility of providing varenicline (prescribed medication) and e-cigs as a treatment option for clients, in line with the latest best practice (Health Improvement and Tobacco Control Improvement Manager, December 2021)
2. Instituting onward referral to weight mgmt. for quitters - as weight gain is a significant side effect of quitting (Health Improvement and Tobacco Control Improvement Manager, September 2021)
3. Exploring the possibility of smoking cessation delivered by PCNs instead of practices (Health Improvement and Tobacco Control Improvement Manager, September 2021)
4. Improved comprehensive training offer for professionals around smoking cessation (Health Improvement and Tobacco Control Improvement Manager, July 2021)
5. Explore feasibility of a specialist homeless service for smoking harm reduction and cessation (Health Improvement and Tobacco Control Improvement Manager, December 2021)
6. Targeted student and Young People's support (Health Improvement and Tobacco Control Improvement Manager, December 2021)

Permanent admissions of older adults (65+) to residential and nursing care homes per 100,000 population [Corporate - council]	No.	620.51	Trend
			Decreasing trend

Position:

Between April 2020 and March 2021, there were 620.51 per 100,000 population permanent (long-term) admissions of older adults (65+) to residential care homes. This is a total of 241 permanent (long-term) admissions. The latest available 65+ population estimate is 38,839. Reporting is lagged by one month except at year-end when the full year is reported.

Previous performance

- 2020/21 Q3 (Mar – Nov): 538.12 (209 admissions)
- 2020/21 Q2 (Mar – Aug): 352.74 (137 admissions)


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
2020/21 Q1 (Mar - May): 187.96 (73 admissions)				
2019/20 Q4 (Apr - Mar): 638.53 (248 admissions)				
2019/20 Q3 (Mar - Nov): 535.54 (208 admissions)				
2019/20 Q2 (Mar - Aug): 388.78 (151 admissions)				
2019/20 Q1 (Mar - May): 167.36 (65 admissions)				
Between January and March 2021, there were 118.44 per 100,000 population permanent (long-term) admissions of older adults (65+) to residential care homes (46 permanent admissions).				
Monthly admissions (actual) between Mar 2020 and March 2021: Mar: 40, Apr: 15, May: 18, Jun: 20, Jul: 28, Aug: 16, Sep: 24, Oct: 26, Nov: 22, Dec: 26, Jan: 13, Feb: 13, Mar: 20.				
Figures are subject to fluctuation during the year due to retrospective adding of service agreements (causing figures to increase) and retrospective awarding of continuing health funding (causing figures to decrease).				
In light of Covid-19, this KPI has been changed from a targeted KPI to a trend KPI for this year, so there is no 2020-21 target.				
Latest comparative figures show the national rate at 584.0 per 100,000 population (227 admissions) and the statistical neighbour rate at 694.0 (270 admissions).				
Results include the following demographic groups				
150 Females (63%), 88 Males (37%), 3 Unknown (1%)				
186 White British (78%); 51 Unknown Ethnicity (21%); 2 Asian (1%); 1 Mixed (<1%); 1 Other (<1%)				
33 aged 65-74 (14%), 84 aged 75-84: (35%), 121 aged 85+: (51%), 3 Unknown (1%)				
Primary Support Reasons: 128 Physical Support (54%); 94 Memory and Cognition Support (39%); 8 Mental Health Support (3%); 6 Unknown (2%), 2 Social Support (1%), 1 Sensory Support (<1%), 2 LD Support (1%).				

Commentary:

The cases per 100,000 of those in permanent residential care is below national average. However, the number placed in permanent residential care has increased over the last three months however the trend suggests that this does fluctuate. Development of new performance framework and dashboards within will ensure that Operational Managers have direct oversight of Residential and Nursing admissions activity and can track performance against established targets in real time. The MH D2A remains to show that the majority of cases that have gone via this service have been discharged with better accommodation outcomes than what was predicted whilst they were an in-patient. This service has recently been extended until the March 2022.

Actions:

1. The Practice Forum is currently in the process of being reviewed (Assistant Director of HASC and General Managers).
2. Targeted review team is currently in the process of being of set-up and is due to commence in June 2021 which will hopefully reduce the amount of those in residential care homes (April 2021)
3. The MH D2A offer is currently being reviewed with the view of increasing bed capacity (May 21).

Percentage of physically active adults (Corporate - City)	%	78.00	71.90	 AMBER Declining
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Position:

The 2019/20 Sport England Active Life Survey (Published April 2021) showed that 71.9% of adults aged 19 or over were undertaking 150 minutes of moderate intensity exercise per week over the previous 28 days when asked. This value is lower than the previous year (75.9%), however this is not a statistically significant

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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decrease.

The city's performance against this indicator remains higher than the England (66.4%) and the South East (69.5%). Brighton & Hove ranks 18th out of all County and Unitary Authorities in England (highest: West Berkshire, 77.3%). Brighton & Hove ranks 4th out of all County and Unitary Authorities in the South East (highest: West Berkshire, 77.3%)

Activity levels in England were increasing until the combined impact of the storms in February 2020, and measures to counter the coronavirus pandemic were introduced in mid-March 2020. The pandemic led to unprecedented decreases in activity levels and, as a result, the latest annual results show the following changes compared to 12 months earlier:

- 0.7m (-1.9%) fewer active adults
- 1.2m (+2.6%) more inactive adults

More details are available in the Active Lives report covering Nov 19-Nov 20 period (<https://sportengland-production-files.s3.eu-west-2.amazonaws.com/s3fs-public/2021-04/Active%20Lives%20Adult%20November%202019-20%20Report.pdf?VersionId=OjWdwCLnI3dNgDwp3X4ukcODJIDVG7Kd>), which also identifies inequalities of participation, and the extent to which these have changed or widened since Covid-19.

This indicator measures the percentage of adults (aged 19+) that meet CMO recommendations for physical activity (150+ moderate intensity equivalent minutes per week) and is collected via the Sport England Active Lives survey. Public Health England have updated the physical activity indicators with Active Lives data to support local monitoring of performance against the government Sport Strategy and Chief Medical Officer (CMO) recommendations.

Commentary:

The delivery of physical activity programmes has significantly been impacted by the pandemic; planned programmes and events were cancelled, facilities closed, and partners furloughed. However, in line with Government requirements, the Healthy Lifestyles Team reconfigured the service, delivered adapted face to face recovery programmes and provided virtual opportunities, which have conversely reached groups we have not previously reached.

Given the impact of Covid it is expected that the target will not be met /significantly off track, due to the cancellation of activities, programmes and events and the closure of facilities for significant parts of the past year. Interim data from the Active Lives survey (period May 2019-May 2020) indicated levels in England were increasing until measures to counter the coronavirus pandemic were introduced in mid-March. Lockdown has led to unprecedented decreases in activity levels between mid-March and mid-May. This interim information has also indicated that the negative impact of lockdown disproportionately impacted on groups some groups including older people, those living with disabilities, from Asian, Black or Other Ethnic Backgrounds or from lower social groups (NS-SEC 6-8).

Healthy Lifestyles Team, Active for Life Community Activities

In line with Government requirements, the Healthy Lifestyles Team reconfigured the service, delivered adapted face to face recovery programmes and provided virtual opportunities, which have conversely reached groups we have not previously reached.

In 2020/2021 the Healthy Lifestyles team received 1,256 referrals for Healthy Lifestyle behaviour change support, this included people seeking to increase their physical activity: The Adult Active for Life programme, including the Digital Dance Active Event and Lockdown Walking Challenges, encouraging people to walk locally has engaged 553 people in 575 sessions (5,820 attendances). These sessions have been supported by 39 volunteers and there has been a high level of positive feedback from customers and staff.

Sport England's 'We are Undefeatable Campaign' provided resources and a communication campaign during the pandemic to encourage and support people to be more active, including those digitally challenged

Wellbeing Newsletters with wellbeing information on keeping active, mental health, eating well, reducing alcohol, stopping smoking, getting outdoors, vaccination, active travel, and healthy

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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workplaces. These have been distributed across the city with effort to reach digitally excluded people in the city.

New women and cycling infographic have been developed to help tackle inequalities and underrepresentation of women and girls in cycling

Working in collaboration with partners 400 free playing at home packs distributed by Food network Table Tennis Activation project to support people being to be physically and mentally active.

A survey to assess impact on Covid-19 on local activity providers was completed in February 2021. A programme of work to assist these organisations to access support responding to the needs identified in this will be delivered over summer 2021 as these organisations look to restart community-based activities

Workplace Physical Activity Programme

The Staying Active at Work programme transferred to online delivery supporting staff to move more and stay connected. 16 organisations have been supported, 2 citywide health promotion campaigns for local workplaces and 13 active workplace champions recruited.


Facility development

Working in collaboration with partners UEFA Women's Euros Brighton and Hove Legacy Plans developed for women and girls in the lead up to the matches deferred to July 2022, being played at Brighton Amex Football Stadium.

Actions:

1. Create and distribute walking resources to encourage people with learning disabilities to take part in the Mencap Round the World Challenge. (Healthy Lifestyles Team – June 2021)
2. Develop and deliver Healthy Lifestyles Team Recovery, reablement programmes to support residents to have the confidence to re-engage in programmes. (Healthy Lifestyles Team – May 2021)
3. Provide support to local community activity providers restarting of community activities post lockdown and respond to themes identified within the Re-Start Survey (Healthy Lifestyles Team – September 2021)
4. Develop a Physical Activity Strategy with members of Physical Activity Working Group in collaboration with partner groups and organisations. (Healthy Lifestyles Manager, September 2021)

2020-21 Corporate Plan - Well run council

Average number of working days / shifts lost per Full Time Equivalent (FTE) due to sickness absence (not including schools) [Corporate - council]	No.	10.70	7.67	 GREEN Improving
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Position:

On October 8th the PR&G committee agreed to change the sickness indicator to a target of 10.7. The quarterly target is 2.68.

The target has been updated and continues to benchmark with the CIPFA benchmarking club. This data is based on absences due to sickness from 1st April 2020 to 31st March 2021. This high-level data became available on 15th April 2021

The average days lost due to sickness absence in Q4 was 2.28 and this is below the quarterly target of 2.68 days, which is a GREEN RAG rating.

The quarter by quarter trend is:

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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- Apr 18 to Mar 19 = 10.09
- Apr to Jun 19 = 2.64
- Jul to Sep 19 = 2.55
- Oct to Dec 19 = 2.77
- Jan 20 to Mar 20 = 2.74
- Apr 19 to Mar 20 = 10.7
- Apr 20 to Jun 20 = 1.37
- Jul 20 to Sept 20 = 1.7
- Oct 20 to Dec 20 = 2.32
- Jan 21 to Mar 21 = 2.28
- Apr 20 to Mar 21 = 7.67

The projected outturn for 20/21 as at quarter 4 is 7.67 days, in quarter 3 it was 7.6 days and when compared with the same period last year is lower.

Commentary

- On 23rd March 2020 the country went into the first national lockdown in response to the Coronavirus (COVID-19). The pandemic has continued and the decrease in average days lost in Q1, Q2, Q3 and Q4 is likely to be due to the national lockdowns, employees staying at home more and following government hygiene advice, self-isolating and more employees now being able to work from home.
- This quarter the highest specified reason for absence continues to be stress and anxiety mental health conditions. It is interesting to note this was also the highest reason for absence in Q1, Q2 and Q3. This would correlate with the national picture which indicates the detrimental impact people are reporting that COVID-19 is having on their mental health and wellbeing.
- The second highest reason for absence this Quarter is suspected COVID 19 followed by depression/psychological illness.
- The attendance management system and sickness reporting process, FirstCare was launched across the Council (except in schools) on the 1st December 2017. All absence recording is done by FirstCare rather than line managers.
- One of the benefits of FirstCare has been the access to immediate medical advice from a nurse and a number of staff have reported back to HR on the advice they have received and how useful they found this aspect of the service Staff can also call the service for medical information and advice from a nurse at any point if even if they are not off sick .
- The Return to work data from FirstCare for Q4 shows that return to work interviews being carried out within 5 days have decreased in comparison with the same time period last year. They are down from 70.11% last Quarter 4 to 60.22 this Quarter.
- The Attendance & Wellbeing team continue to work with managers to raise the impact and profile of managing attendance in several ways. The team:
 - have strong internal links with the Our People Promise Wellbeing agenda. The manager of the attendance and wellbeing team sits on the Wellbeing Steering group. This ensures all interventions are joined up, meaningful, relevant and directly feed into the BHCC agenda and priorities.
 - are using FirstCare data to manage and monitor casework and apply a consistent approach to managing sickness and attendance during the COVID-19 pandemic.
 - are using FirstCare data to send key target emails to managers. The team send emails to managers when consent withheld is given as a reason (to establish if the reason is COVID-19) as well as when an employee has been off with stress.
 - hold regular case review meetings to review and manage all sickness with a focus on the top long-term attendance cases.

Actions for Improvement:

1. The performance of the FirstCare contract for the council (which came in on 1st December 2017), will continue to be monitored and regular review meetings are set up with FirstCare. (Lead HR Consultant, Ongoing)
2. Improving the return to work rate. In Q4 this has decreased. The Attendance and Wellbeing

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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team will continue to promote the short guidance video on the Wave with managers and promote return to works in all areas. Data on return to work interviews will continue to be provided as part of data insight on performance. The team encourage managers to take full responsibility for conducting their return to works even though many managers cannot currently do them face to face but can hold them over the telephone or as a virtual meeting.

(Lead HR Consultant, Ongoing)

3. The work of the Attendance and Wellbeing team feeds directly into the work on the Our People Promise Wellbeing agenda for our staff. Continue to ensure activities from the wellbeing steering group are delivered and the new Wellbeing strategy is developed using both Well workforce and Pulse survey results, as well as FirstCare data and intelligence from the team.


(Wellbeing Steering Group Lead, Ongoing)

4. Ensure ongoing planning and delivery of actions established through the COVID-19 response and the new renewal and recovery programme. (Assistant Director HROD, Ongoing).

5. Develop planning for future attendance and wellbeing improvement activities including:

- Implementing the new Attendance Management Policy on 1st April 2021.
- Using the results from the 2021 Staff survey to inform wellbeing initiatives across the council.
- Reviewing and updating all toolkit resources that will accompany the new Attendance Management Policy
- Promoting Wellbeing across the organisation during Covid-19, including promoting the Wellbeing Zone on the Council website.
- Promoting Wellness Action Plans for all staff
- Reviewing and updating the Hearing case paper templates and advice to managers on how to prepare for hearings.
- Developing a set of template signposting emails to support managers with key issues including: COVID 19, long COVID, mental health and alcohol use.

(Lead HR Consultant Action, ongoing).

% of high priority audit actions recommended by Internal Audit that have reached their due date for completion and have been implemented by services. [Corporate - council]	%	100.00	93.80	 RED Declining
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Position:

The percentage of high priority audit actions that have reached their due date and have been implemented is as follows:

Qtr. 4 19/20 = 95%

Qtr. 1 20/21 = 96%

Qtr. 2 20/21 = 100%

Qtr. 3 20/21 = 84%

Qtr. 4 20/21 = 93.8%

As at the end of quarter 4 2020/21, 93.8% of high priority audit actions (that have passed their agreed implementation deadline) have been implemented. This is below target (currently 100%).

Commentary:


At the end of quarter 4 there were four high priority actions that were overdue. These related to the HNC Directorate. The implementation date on a number of other actions have also been extended.

Actions:

1) For 2020/21 internal audit only monitors high priority actions. Internal Audit usually send out automatic reminders to action owners at the end of each quarter. These notifications have only recently been turned back on as they were placed on hold during the Covid Epidemic. Regular liaison continues to take place. (Audit Manager/ Quarterly)

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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2) Any overdue high priority actions will continue to be reported to the Audit and Standards Committee. Directorate officers may be required to attend the Audit and Standards Committee to provide additional information where actions have not been implemented in agreed timescales. In addition review meetings are being held with the Chief Executive where timely progress is not being made on the implementation of agreed audit actions. (Audit Manager, Quarterly).

% of invoices for commercial goods and services that were paid within 30 days [Corporate - council]	%	95.00	94.11	 Declining
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This measure/target is in response to the government’s drive to improve the speed of payments across the whole of the public sector. The principle is about ensuring that suppliers’ cash flows and viability are not impacted by slow payment processes. We aim to pay suppliers within 30 days of receiving the invoice and have a target of 95%; this target is considered achievable when compared to CIPFA comparative information which shows the 2015 performance for invoices paid within 30 days as an average of 93% for benchmarking authorities. Key to meeting the target of 95% is high compliance with the use of the purchase order system which makes processing invoices quick and efficient.

Quarter by Quarter Trend:

April 19 – June 19	95.16 %
April 19 – Sept 19	94.94%
April 19 – Dec 19	94.45 %
April 19 – March 20	94.42 %
April 20 - June 20	96.41 %
April 20 – Sept 20	95.23 %
April 20 – Dec 20	94.66 %
April 20 - Mar 21	94.11 %

Position:

Between April 20 – Mar 21, 94.11% of invoices for commercial goods and services were paid within 30 days. This compares with 94.42% for the same period last year and 94.66% in the last quarter.

Commentary:

Due to the COVID pandemic it was agreed that all supplier payment terms have been set to prompt payment and this is still continuing. However, with the continuing of non-compliance with the purchase to pay policy by some services and the team continuing to work remotely all have an impact on processes and efficiency.


The challenges facing the Accounts Payable service are:

- 1) A high volume of invoices are already overdue at the point they are received by the service
- 2) Invoices are initially received and processed by individual services therefore the invoice processing performance is not wholly in the service’s control
- 3) Changes and additional steps in respect of supplier details and payment requests have been put in place to protect the authority and this in turn has added further processes for the AP team to complete within the payment process.
- 4) System issues including scanning has impacted on the performance this qtr along with staff changes

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Actions:

1. To continue adhering to the changes in processes put in place by audit whilst remotely working.
2. To continue to review processes across the whole team to develop automation in processing as much as possible to reduce processing time, freeing staff time to enforce non-compliance of purchasing processes. We have been looking at demos of systems/forms to assist with the processing and authorisation of payments and have prioritised the Request for Payments forms as a top priority as part of this work (Corporate Accounts Payable Lead, ongoing).
3. As a result of a recent Audit we are aiming to send out a reminder and guidance to services advising of the importance of sending invoices to the supplier payments team in a timely manner.
4. Reporting is being carried out to enable targeted communication and guidance to service areas struggling most to comply with the Purchase to Pay process. Meetings have taken place with some service areas and will continue, targeting areas that are struggling the most. This should also have a positive impact on the number of late invoices being sent to Corporate Payments from service areas (Accounts Payable Team, ongoing).
5. Continue to work with suppliers to ensure they do not invoice the council without a valid Purchase Order number (Accounts Payable Team, ongoing).
6. We are continuing to explore alternative payment solutions with Lloyds Bank, our finance system supplier and our Orbis partners (e.g. e-invoicing, e-pay virtual, lodged cards) with the aim of providing services with the most effective purchasing and payment options and this is being prioritised by Business Operations. (P2P, Banking & Income Operations Lead, ongoing).
7. We are exploring the option of supplier invoices coming in centrally to Accounts Payable, rather than being sent to services. As part of e-invoicing Brighton & Hove Buses are emailing their invoices directly to Corporate Accounts Payable, with a view of contacting other large suppliers once this process is working well. (Accounts Payable Team, ongoing).

Staff who declare that they have a disability as a % of the total workforce who declare whether they have a disability (not including schools) [Corporate - council]	%	7.50	7.67	 GREEN Improving
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At the end of 2019/20, the percentage of staff who declared a disability was 7.67%. This figure is a slight increase since 31 March 2020 and this indicator has a Green RAG rating.

18/19 – 7.62%

19/20 – 7.55%

20/21 – 7.67%

- At the end of March 2021 disabled staff are under-represented only in higher graded posts, M8 and above (4.26%). Work carried out this year has included:
 - Working with managers to develop positive action recruitment initiatives with the aim of attracting more diverse talent for roles that have either proved hard to fill or have involved larger recruitment exercises
 - Continuing to review person specifications as jobs are advertised to reduce the number of essential criteria – overly long person specifications had been identified as potential barriers to employment.
 - Engaging with local community groups to promote job opportunities.
 - Attending local online universities careers fairs
 - Working with the National Careers Service to deliver workshops to potential job applicants to help them apply for council vacancies
 - Ensuring recruiting managers maintain an appropriate level of knowledge and skill through completion of new 'Recruiting Virtually' e-learning to overcome potential barriers of online recruitment
 - Implementation of the council's Fair & Inclusive Action Plan, Year 2, in response to the

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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follow-up review of race equality and diversity within the workforce, by external consultants Global HPO. This review has focussed particularly on the day-to-day experiences of BME staff in the workplace, but also considered issues that may be affecting other protected groups.

- HR support and attendance of staff forum activities.
- Implementation of a Supported Placement Programme for individuals with learning disabilities to develop employability skills

Actions:

1. Continue to use and monitor the effectiveness of positive action recruitment initiatives with the aim of increasing the diversity of applicants and new recruits (HR Consultant, ongoing).
2. Support DEDGs and recruiting managers to develop effective and innovative attraction strategies in order to improve our ability to secure high quality talent and improve the diversity of our workforce (HR Consultant, ongoing).
3. Continue to engage with local communities through a variety of organised and coordinated initiatives/events to increase their confidence in seeking employment with the council (HR Consultant, ongoing).
4. Continue to work with other organisations such as JobCentre Plus, the Careers Advisory Service, etc. to develop and run workshops aimed at supporting potential applicants and other outreach work (HR Consultant, ongoing).
5. Produce and publish the annual Workforce Equalities Report 2020/21. Use the insight from this comprehensive analysis of workforce data to target future areas of work (HR Consultants, July 2021).
6. Continue to build social media presence to promote employer brand and roles (HR Consultant & Communications Team, ongoing).
7. Develop our recruitment pages to better promote our employer offer and provide access to support for under-represented groups (HR Consultant, ongoing)
8. Implementing the new Attendance Management Policy (Head of HR&OD, April, 2021)
9. Continue to develop the activities within the Fair & Inclusive Action Plan, Year 3 (HR Consultant, April 2021 ongoing).

• The impact of the coronavirus pandemic has highlighted the need for further work to be undertaken to ensure disabled staff already working for the council are effectively supported. Actions to address this include specific wellbeing support, IT&D accessibility and digital inclusion workstreams, as well as improvement to the reasonable adjustments process. These actions are built into our Fair & Inclusive Action Plan and monitored through the Corporate Equality Delivery Group.

Staff at management level who declare that they have a disability as a % of the total staff at management level who declare whether they have a disability (not including schools) (Management level is grade SO1 and above) [Corporate - council]	%	7.50	7.55	 GREEN
				Improving

Position:

19/20 result 7.5%

20/21 result 7.55%

Target exceeded, however there remains under-representation when looking at disabled staff as a % of the total staff in the upper pay band only - roles graded M8 and above - (4.26%).

Commentary:

Work carried out this year has included:

- Working with managers to develop positive action recruitment initiatives with the aim of attracting more diverse talent for roles that have either proved hard to fill or have involved larger recruitment exercises
- Continuing to review person specifications as jobs are advertised to reduce the number of essential criteria – overly long person specifications had been identified as potential barriers to


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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employment.

- Engaging with local community groups to promote job opportunities.
- Attending local online universities careers fairs
- Working with the National Careers Service to deliver workshops to potential job applicants to help them apply for council vacancies
- Ensuring recruiting managers maintain an appropriate level of knowledge and skill through completion of new 'Recruiting Virtually' e-learning to overcome potential barriers of online recruitment
- Implementation of the council's Fair & Inclusive Action Plan, Year 2, in response to the follow-up review of race equality and diversity within the workforce, by external consultants Global HPO. This review has focussed particularly on the day-to-day experiences of BME staff in the workplace, but also considered issues that may be affecting other protected groups.
- HR support and attendance of staff forum activities.
- Implementation of a Supported Placement Programme for individuals with learning disabilities to develop employability skills

Actions:

1. Continue to use and monitor the effectiveness of positive action recruitment initiatives with the aim of increasing the diversity of applicants and new recruits (HR Consultant, ongoing).
 2. Support DEDGs and recruiting managers to develop effective and innovative attraction strategies in order to improve our ability to secure high quality talent and improve the diversity of our workforce (HR Consultant, ongoing).
 3. Continue to engage with local communities through a variety of organised and coordinated initiatives/events to increase their confidence in seeking employment with the council (HR Consultant, ongoing).
 4. Continue to work with other organisations such as JobCentre Plus, the Careers Advisory Service, etc. to develop and run workshops aimed at supporting potential applicants and other outreach work (HR Consultant, ongoing).
 5. Produce and publish the annual Workforce Equalities Report 2020/21. Use the insight from this comprehensive analysis of workforce data to target future areas of work (HR Consultants, July 2021).
 6. Continue to build social media presence to promote employer brand and roles (HR Consultant & Communications Team, ongoing).
 7. Develop our recruitment pages to better promote our employer offer and provide access to support for under-represented groups (HR Consultant, ongoing)
 8. Implementing the new Attendance Management Policy (Head of HR&OD, April, 2021)
 9. Continue to develop the activities within the Fair & Inclusive Action Plan, Year 3 (HR Consultant, April 2021 ongoing).
- The impact of the coronavirus pandemic has highlighted the need for further work to be undertaken to ensure disabled staff already working for the council are effectively supported. Actions to address this include specific wellbeing support, IT&D accessibility and digital inclusion workstreams, as well as improvement to the reasonable adjustments process. These actions are built into our Fair & Inclusive Action Plan and monitored through the Corporate Equality Delivery Group.

Staff who declare themselves as BME (excludes White Irish and White Other) as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	%	9.10	8.43	 AMBER Improving
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Position:

At the end of 2020/21, the percentage of staff who identified themselves to be BME as a percentage of the workforce who declared their ethnicity was 8.43% This represents an increase over the last twelve months and continues the upward trend seen over the last six

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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years. The level of representation of BME staff remains below target and so the indicator continues to have a Red RAG rating.

18/19 - 7.4%

19/20 – 7.6%

20/21 – 8.43%

The target is based on the percentage of economically active residents within the local community, as per the 2011 Census. The Council's 2020/21 target is 9.1%.


Commentary:

- Similar to 2019/20, this year BME staff were more likely to be employed in lower graded roles (9.39%).
- Although there is a continued increase in the level of BME representation within the workforce, the pace remains slow. Work carried out this year has included:
 - Working with managers to develop positive action recruitment initiatives with the aim of attracting more diverse talent for roles that have either proved hard to fill or have involved larger recruitment exercises
 - Continuing to review person specifications as jobs are advertised to reduce the number of essential criteria – overly long person specifications had been identified as potential barriers to employment.
 - Engaging with local community groups to promote job opportunities.
 - Attending local online universities careers fairs
 - Working with the National Careers Service to deliver workshops to potential job applicants to help them apply for council vacancies
 - Ensuring recruiting managers maintain an appropriate level of knowledge and skill through completion of new 'Recruiting Virtually' e-learning to overcome potential barriers of online recruitment
 - Implementation of the council's Fair & Inclusive Action Plan, Year 2, in response to the follow-up review of race equality and diversity within the workforce, by external consultants Global HPO. This review has focussed particularly on the day-to-day experiences of BME staff in the workplace, but also considered issues that may be affecting other protected groups.
 - HR support and attendance of staff forum activities.
 - Engaging with local community group, Voices in Exile to deliver a pilot 'insight programme' to support refugees and migrants into employment
 - Working collaboratively on the SHCP BAME Disparities Programme to develop, co-ordinate and evaluate a programme of actions to recruit, retain and support progression of our BME workforce.

Actions:

1. Continue to use and monitor the effectiveness of positive action recruitment initiatives with the aim of increasing the diversity of applicants and new recruits (HR Consultant, ongoing).
2. Support DEDGs and recruiting managers to develop effective and innovative attraction strategies in order to improve our ability to secure high quality talent and improve the diversity of our workforce (HR Consultant, ongoing).
3. Continue to engage with local communities through a variety of organised and coordinated initiatives/events to increase their confidence in seeking employment with the council (HR Consultant, ongoing).
4. Continue to work with other organisations such as JobCentre Plus, the Careers Advisory Service, etc. to develop and run workshops aimed at supporting potential applicants and other outreach work (HR Consultant, ongoing).
5. Continue to develop the activities within the Fair & Inclusive Action Plan, Year 3 (HR Consultant, April 2021 ongoing).
6. Produce and publish the annual Workforce Equalities Report and Ethnicity Pay Gap Report for 2020/21. Use the insight from this comprehensive analysis of workforce data to target future areas of work (HR Consultants, July 2021).
7. Continue to build social media presence to promote employer brand and roles (HR Consultant & Communications Team, ongoing).
9. Develop our recruitment pages to better promote our employer offer and provide access to support for under-represented groups (HR Consultant, ongoing).

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Staff at management level who declare themselves as BME (excludes White Irish and White Other) as a % of the total staff at management level who declare their ethnicity (not including schools) (Management level is grade SO1 and above) [Corporate - council]	%	9.10	7.50	 Improving
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Position:

At the end of 2020/21 the percentage of staff at management level who identified themselves to be BME as a percentage of the workforce who declared their ethnicity was 7.5%. This is a slight increase since 31 March 2020. The level of representation of BME staff at management level remains below target and so the indicator continues to have a Red RAG rating.

19/20 – 7.12%

20/21 – 7.5%

Commentary:

- Similar to 2019/20, this year BME staff were more likely to be employed in lower graded roles (9.39%).
- Although there is a continued increase in the level of BME representation within the workforce overall (8.43%), under-representation is more significant in the middle and higher grade bands (SO1/2 and above). Work carried out this year has included:
 - Working with managers to develop positive action recruitment initiatives with the aim of attracting more diverse talent for roles that have either proved hard to fill or have involved larger recruitment exercises
 - Continuing to review person specifications as jobs are advertised to reduce the number of essential criteria – overly long person specifications had been identified as potential barriers to employment.
 - Engaging with local community groups to promote job opportunities.
 - Attending local online universities careers fairs
 - Working with the National Careers Service to deliver workshops to potential job applicants to help them apply for council vacancies
 - Ensuring recruiting managers maintain an appropriate level of knowledge and skill through completion of new ‘Recruiting Virtually’ e-learning to overcome potential barriers of online recruitment
 - Implementation of the council’s Fair & Inclusive Action Plan, Year 2, in response to the follow-up review of race equality and diversity within the workforce, by external consultants Global HPO. This review has focussed particularly on the day-to-day experiences of BME staff in the workplace, but also considered issues that may be affecting other protected groups.
 - HR support and attendance of staff forum activities.
 - Engaging with local community group, Voices in Exile to deliver a pilot ‘insight programme’ to support refugees and migrants into employment
 - Working collaboratively on the SHCP BAME Disparities Programme to develop, co-ordinate and evaluate a programme of actions to recruit, retain and support progression of our BME workforce.
 - Delivering training to support career conversations, “Making the most of your 1-2-1s”
 - Highlighting potential opportunities for secondment and promotion to the BME Workers Forum
 - Using social media to target specific communities

Actions:

1. Continue to use and monitor the effectiveness of positive action recruitment initiatives with the aim of increasing the diversity of applicants and new recruits (HR Consultant, ongoing).
2. Implement positive action development initiatives with the aim of progressing BME staff into management level roles (HROD Lead Consultant, May 2020, ongoing)
3. Continue to engage with local communities through a variety of organised and coordinated

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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initiatives/events to increase their confidence in seeking employment with the council (HR Consultant, ongoing).


4. Continue to work with other organisations such as JobCentre Plus, the Careers Advisory Service, etc. to develop and run workshops aimed at supporting potential applicants and other outreach work (HR Consultant, ongoing).

5. Continue to develop the activities within the Fair & Inclusive Action Plan, Year 3 (HR Consultant, April 2021 ongoing).

6. Produce and publish the annual Workforce Equalities Report and Ethnicity Pay Gap Report for 2020/21. Use the insight from this comprehensive analysis of workforce data to target future areas of work (HR Consultants, July 2021).

7. Continue to build social media presence to promote employer brand and roles (HR Consultant & Communications Team, ongoing).

8. Develop our recruitment pages to better promote our employer offer and provide access to support for under-represented groups (HR Consultant, on

Staff who declare themselves as white other as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	%	8.80	7.64	 RED Improving
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At the end of 2020/21, the percentage of staff who identified themselves as being from a White Other background as a percentage of the workforce who declared their ethnicity was 7.64%. This figure is a slight increase since March 2020. The level of representation of this group within the workforce remains below target and so the indicator continues to have a Red RAG rating.

18/19 – 6.77%

19/20 – 7.29%

20/21 – 7.64%

The target is based on the percentage of economically active residents within the local community, as per the 2011 Census. The Council's 2020/21 target is 8.8%.

Commentary:


- The percentage of White Other employees has increased across middle grade bands (6.91%) by almost 2% since the end of March 2019; this group continues to be predominantly employed in lower graded roles (Scale 1-6) and is least well represented at senior management level.
- Although there is a continued increase in the percentage of employees identifying as White Other within the workforce, the pace remains slow. Work carried out this year has included:
 - Working with managers to develop positive action recruitment initiatives with the aim of attracting more diverse talent for roles that have either proved hard to fill or have involved larger recruitment exercises
 - Continuing to review person specifications as jobs are advertised to reduce the number of essential criteria – overly long person specifications had been identified as potential barriers to employment.
 - Engaging with local community groups to promote job opportunities.
 - Attending local online universities careers fairs
 - Working with the National Careers Service to deliver workshops to potential job applicants to help them apply for council vacancies
 - Ensuring recruiting managers maintain an appropriate level of knowledge and skill through completion of new 'Recruiting Virtually' e-learning to overcome potential barriers of online recruitment
 - Implementation of the council's Fair & Inclusive Action Plan, Year 2, in response to the follow-up review of race equality and diversity within the workforce, by external consultants Global HPO. This review has focussed particularly on the day-to-day experiences of BME staff in the workplace, but also considered issues that may be affecting other protected groups.
 - HR support and attendance of staff forum activities.
 - Engaging with local community group, Voices in Exile to deliver a pilot 'insight programme' to

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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support refugees and migrants into employment

Actions:

1. Continue to use and monitor the effectiveness of positive action recruitment initiatives with the aim of increasing the diversity of applicants and new recruits (HR Consultant, ongoing).
2. Support DEDGs and recruiting managers to develop effective and innovative attraction strategies in order to improve our ability to secure high quality talent and improve the diversity of our workforce (HR Consultant, ongoing).
3. Continue to engage with local communities through a variety of organised and coordinated initiatives/events to increase their confidence in seeking employment with the council (HR Consultant, ongoing).
4. Continue to work with other organisations such as JobCentre Plus, the Careers Advisory Service, etc. to develop and run workshops aimed at supporting potential applicants and other outreach work (HR Consultant, ongoing).
5. Continue to develop the activities within the Fair & Inclusive Action Plan, Year 3 (HR Consultant, April 2021 ongoing).
6. Produce and publish the annual Workforce Equalities Report and Ethnicity Pay Gap Report for 2020/21. Use the insight from this comprehensive analysis of workforce data to target future areas of work (HR Consultants, July 2021).
7. Continue to build social media presence to promote employer brand and roles (HR Consultant & Communications Team, ongoing).
8. Develop our recruitment pages to better promote our employer offer and provide access to support for under-represented groups (HR Consultant, ongoing)

Staff who declare themselves as White Irish as a % of the total workforce who declare their ethnicity (not including schools) [Corporate - council]	%	1.60	2.16	 Improving
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As at the end of 2020/210 the percentage of staff who identified themselves as being from a White Irish background as a percentage of the workforce who declared their ethnicity was 2.16%. This remains at a similar level to 2019/20 and this indicator continues to have a Green RAG rating.

18/19 – 2.24%

19/20 – 2.05%

20/21 – 2.16%

The target is based on the percentage of economically active residents within the local community, as per the 2011 Census. The Council's 2020/21 target is 1.6%.

Commentary:


- The White Irish group is an ethnic group in its own right but, unlike other minority ethnic groups that the council monitors, its level of representation within the council's workforce is higher than might be expected given this group's level of representation within the economically active community locally.
- At the end of March 2021 White Irish staff continued to be under-represented only in lower graded posts (Scales 1 - 6). In contrast to 2018/19, the highest level of representation (3.08%) was seen within the middle grade band (SO1/2 – M9).
- Analysis of the council's employment data set out in the council's Workforce Equalities Report for 2019/20 did not highlight any adverse equality impacts on this ethnic group.

Actions:

1. Recruitment and workforce data will continue to be monitored and analysed and published as part of the council's annual Workforce Equalities Report. The report for 2020/21 is timetabled to be published later in the year. Any adverse trends identified will be addressed as part of the Fair & Inclusive Action Plan (HR Consultant, June 2021, ongoing).
2. Implement Year 3 of the Fair & Inclusive Action Plan and monitor this through the new

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Equality Governance Framework (HR Consultant, April 2021, ongoing).

Staff who declare themselves to be LGBT as a % of the total workforce who declare their sexuality (not including schools) [Corporate - council]	%	13.00	13.47	 GREEN Improving
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At the end of 2020/21 the percentage of staff who declared their sexual orientation and identified as L,G, or B was 13.47%. This figure is a slight increase since 31 March 2020 and this indicator has a Green RAG rating.

18/19 – 12.51%

19/20 – 12.83%

20/21 – 13.47%

The target is based on an estimate of this group's level of representation within the economically active population in the City.

Commentary:

- In contrast to BME and White Other employees, those identifying as L, G or B are more likely to be employed in posts within the middle and higher grade bands across the organisation.
- The level of representation of this group within both the middle and upper grade bands is 14.16%.
- At the end of March 2021 LGB staff continued to be slightly under-represented in lower graded posts, Scales 1 – 6 (12.7%).
- The work that has been carried out over the last twelve months or so to address the under-representation of other protected groups within the workforce will also benefit those identifying as L,G,B or T. Work carried out this year has included:
 - Working with managers to develop positive action recruitment initiatives with the aim of attracting more diverse talent for roles that have either proved hard to fill or have involved larger recruitment exercises
 - Engaging with local community groups to promote job opportunities.
 - Attending local online universities careers fairs
 - Working with the National Careers Service to deliver workshops to potential job applicants to help them apply for council vacancies
 - Ensuring recruiting managers maintain an appropriate level of knowledge and skill through completion of new 'Recruiting Virtually' e-learning to overcome potential barriers of online recruitment
 - Implementation of the council's Fair & Inclusive Action Plan, Year 2, in response to the follow-up review of race equality and diversity within the workforce, by external consultants Global HPO. This review has focussed particularly on the day-to-day experiences of BME staff in the workplace, but also considered issues that may be affecting other protected groups .
 - HR support and attendance of staff forum activities

Actions:

1. Continue to use and monitor the effectiveness of positive action recruitment initiatives with the aim of increasing the diversity of applicants and new recruits (HR Consultant, ongoing).
2. Support DEDGs and recruiting managers to develop effective and innovative attraction strategies in order to improve our ability to secure high quality talent and improve the diversity of our workforce (HR Consultant, ongoing).
3. Continue to engage with local communities through a variety of organised and coordinated initiatives/events to increase their confidence in seeking employment with the council (HR Consultant, ongoing).
4. Continue to work with other organisations such as JobCentre Plus, the Careers Advisory Service, etc. to develop and run workshops aimed at supporting potential applicants and other outreach work (HR Consultant, ongoing).
5. Produce and publish the annual Workforce Equalities Report 2020/21. Use the insight from

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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this comprehensive analysis of workforce data to target future areas of work (HR Consultants, July 2021).

6. Continue to build social media presence to promote employer brand and roles (HR Consultant & Communications Team, ongoing).

7. Develop our recruitment pages to better promote our employer offer and provide access to support for under-represented groups (HR Consultant, ongoing)

8. Continue to develop the activities within the Fair & Inclusive Action Plan, Year 3 (HR Consultant, April 2021 ongoing).

Number of Stage 1 Complaints received by corporate Customer Feedback Team [Corporate - council]	No.		1,140.00	Trend Decreasing trend
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Position

Between 1st March 2020 and 28th February 2021, 1140 complaints were submitted to the council and received a stage 1 response, which is the initial response to a complaint from the relevant service. This compares with 1586 for the same period last year.

Given the time period covered in this update, it is very difficult to draw any conclusions or observations regarding volume trend, as services continued to experience disruption during this period, due to the Covid-19 pandemic.

Services receiving the most complaints between 1st March – 28th February 2021

City Environment services – 293 complaints (26% of all stage 1 complaints received in that period)

Transport services – 228 complaints (20%) of which the Parking service received 169 complaints, non-Parking Transport teams - 59 complaints.

Housing Property & Investment and Repairs & Maintenance– 163 complaints (14%)

Tenancy Services, Housing Income, Involvement & Improvement – 82 complaints (7%)

Private Sector Housing and Housing Needs – 70 complaints (6%)

The proportion of the total number of complaints received by each of these services is very similar to the proportions for the year 2019/20 with the exception of (non-Parking) Transport services – who do not usually receive such a volume of complaints – the majority of these relate to temporary or emergency measures put in place during the Covid-19 pandemic with additional funding having been given for authorities to encourage more walking and cycling to work.

Early and effective resolution of complaint positively impacts on customer satisfaction, reflected in the council's commitment to respond to all initial complaints within 10 working days. The exception to this being some Adult Social Care complaints which are agreed may take longer where the complaints have increased complexity to assess.

64% of complaints were responded within the targeted time frame. Due to the impact of Covid-19 on the workforce and the changed priorities of the organization during this time, this is not reflective of the improving trend that we had been seeing prior to March 2020, however, this is still an improvement from last quarter.

Commentary:

The Customer Experience Steering Group consisting of all key services across the council continues to work towards its purpose of improving consistency, resilience, efficiency and driving improvements in the customer experience.

70+ Customer Experience Ambassadors are now in place across the council in a variety of services, they champion improving the way that services are delivered across the organisation by embedding key messages in their team/service, which includes learning from customer feedback.

Quarterly Customer Feedback Review meetings with service leads and at Departmental Management team meetings also take place, where emphasis is placed on learning from complaints and other customer feedback to inform service improvement and to support the services in ensuring timely and meaningful responses.

Services recognise that there is a need to try to reduce complaints by resolving issues of

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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concern early, and that dealing with formal complaints is costly (stage 1 complaints on average cost £100 and stage 2 £450). The key barrier to reducing avoidable complaints continues to be service capacity issues to develop and drive service improvements.

Actions

Given the time period covered by this update, many services have had significantly changed priorities and/or disruption to resource, staffing and their ability to provide a service. As a result of this, many of the actions planned by services in their year-end update for 2019/20 have not been implemented and services are either now restarting these plans or refocusing their thinking in light of the lasting effects of the covid-19 pandemic on the way that we work or deliver services.

Housing Property & Investment teams

New process to be in place for complaint management, including contacting each customer by telephone when the complaint is first received, an internal target of five working days, with clear escalation routes should this target not be met.

(Customer Services Manager Property & Investment Team – June 2021 and ongoing)

Housing Repairs and Maintenance teams

We have been unable to recruit permanently to vacant posts within the service for the first year of insourcing into the council. As an interim measure we have had to recruit via agency on temporary contract, which has not proved to be successful for many of our vacant posts. We are now able to recruit to permanent posts. We have 51 vacancies across the R&M service that will bring the staffing levels back up to normal running. The anticipated timescale for completion of permanent recruitment is 30 September 2021. Once completed, we will assess the backlog of works and if additional resources are required on a temporary basis to reduce the backlog, we will produce a business case for this.

(Repairs Helpdesk & Customer Services Manager - October 2021)

Tenancy Services, Income, Involvement and Improvements (Housing Management)

With competing priorities, being a reactive service and having many member enquiries to deal with as well, tenancy services explained that they are not able to prioritise responding to complaints over other more immediate emergencies and also raised that all areas of work are more time consuming now with covid restrictions. With so few formal complaints per team, it is agreed that Managers will contact the complainant by phone on receipt of the complaint, in order to either respond straight away, or gather more information to establish how much time will be needed to investigate and answer.

(Tenancy Operations Manager – June 2021 and ongoing)

Temporary Accommodation, Allocations and Housing Needs

The delays that customers are experiencing is due to the implementation of the new IT system Home Connections which has been and remains difficult. We are working with the provider to try and resolve issues. In addition the telephone calls that were moved to the customer service team, were routed back due to a collective dispute, without any planning or resources. This has overwhelmed the team. We are resolving these matters as follows:

Dispute is being resolved and phone calls will go back to the customer services team with refresher training and support

Additional staff resources have been agreed for the Homemove team for 12 months to enable them to tackle the backlog and delays

We continue to work with the IT provider to resolve matters and have escalated the situation to the AD and enlisted procurement colleagues.

(Head of Tenancy services, and Head of Housing Needs – June 2021 and ongoing)

Parking

Demand for contacting Parking services has increased dramatically but as there is also a delay in processing, the service has reduced the backlog since its peak in December and are seeing reduced complaint volumes as a result.

Further expansion of the digital offer will improve the customer journey when applying for or renewing permits.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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Implementation of the soft phone solution allowing us to take calls from home will also improve the offer to customers.

(Parking Business Development Manager & Parking services managers – June 2021 and ongoing)

City Environmental Management

A weekly meeting has been established with a Customer Feedback Manager and Customer Feedback Officer meeting with the contact centre manager and the complaints coordinator from CityClean. The meeting focuses on all open stage 1 complaints and is already showing value by improved stage 1 response times and reduced escalation rates.

(Head of Projects and Improvements & Contact Centre manager - Cityclean – June 2021 and ongoing).

Analysis and monitoring of repeated missed collections. A recording system has been implemented for these and cause analysis is carried out, measures put in place to resolve them and the system allows active monitoring of outcomes to ensure that the improvement has worked. Repeat missed collections and failure to identify the cause and monitor outcomes has previously been a main theme of complaints and reason for intervention from the Local Government Ombudsman.

A local policy of a 5 working day response target for complaints has been implemented, a new local recording system has been set up to make sure all complaints referred are responded to and this allows outcomes to be monitored. Customers will also be called 2 weeks after their complaint was closed to check if it is still resolved.

(Assistant Director - City Environmental Management – June 2021 and ongoing)

% of all complaints received by the council that are not resolved at Stage 1 and are escalated to Stage 2 and investigated. [Corporate - council]

%

7.10

7.40



Position:

Between March 2020 and February 2021, 7.4% of complaints were escalated to Stage 2. This compares with 7.1 % for the same period last year. The council has a three-stage process for formal complaints, Stage 1 is the initial stage of the formal process when a complaint is received - these complaints are investigated and responded to by the service concerned. If a customer remains unsatisfied with the response from the service, their complaint is escalated to Stage 2 and investigated by the corporate Customer Feedback team independent of the service concerned. Please note that according to the statutory process in place for managing Adult Social Care complaints these complaints are escalated to the Local Government and Social Care Ombudsman (LGSCO) directly and are not included in the Stage 2 process

Services where this escalation target was not achieved are:

Regulatory Services – 21% (5/24 complaints)

Revenues & Benefits - 16% (14/88 complaints)

Housing Needs & Private Sector Housing 20% (20/101 complaints).

Commentary:

The financial costs and reputational damage caused by a failure to resolve complaints at the initial stage (Stage 1) can be significant. In terms of cost alone, managing an initial complaint (Stage 1) including processing and investigating it and responding to it can cost up to £100 in officer time. For an escalated complaint (Stage 2) the cost can be up to £450. The costs are absorbed between the customer feedback team and the council services responding to the complaint.

Customer Feedback Managers consistently analyse and provide feedback on Stage 1 responses that are upheld at Stage 2 to understand the reason the case was escalated and provide advice on how to improve the Stage 1 response so that escalation is avoided in future. Customer Feedback Managers deliver training courses in 'Complaint Investigation Skills and Service Improvement' along with individually tailored training and coaching as needed.

10% of complaint responses are being quality assured against the agreed standard developed

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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by the Customer Experience Steering Group. Feedback will be given to individual managers on how responses could be improved. A sentence library has been created as a resource for improving responses and will continue to be updated.

Actions:

Given the time period covered by this update, many services have had significantly changed priorities and/or disruption to resource, staffing and their ability to provide a service. As a result of this, many of the actions planned by services in their year-end update for 2019/20 have not been implemented and services are either now restarting these plans or refocusing their thinking in light of the lasting effects of the covid-19 pandemic on the way that we work or deliver services.

1. Analysis of Stage 2 complaints to Revenues & Benefits suggest that some requests which escalate to stage 2 or the LGSCO are matters to be challenged through alternative routes, such as Housing Benefit Appeals or Valuation tribunal for council tax. This year has also seen stage 2 complaints about the initial allocation of business grants, for which there was not sufficient funding to make awards to all applicants, leading to dissatisfaction for some applicants with no formal right of appeal. Service to ensure that the appropriate escalation wording is included in all decision letters, and customers encouraged to use the alternative routes of challenge available to them.


Revenues & Benefits Manager – June 2021 and ongoing

2. Regulatory Services have been particularly affected by the new demands and impacts of the Covid-19 pandemic, with officers who are most experienced in responding to complaints being wholly occupied in Covid specific response roles. Two new managers are now in post, we hope this will begin to improve the quality and timeliness of stage 1 responses, with the aim of reducing escalation rates. Head of Safer communities is now being copied in to all complaint referrals to assist with effective allocation and tracking of complaints.

Head of Safer Communities and Regulatory service managers – June 2021 and ongoing

3. Through complaint investigations, Housing Needs teams have identified a number of specific policies, notices and template letters which are in need of updating to ensure clarity and consistency for customers. These include matters such as inventories of belongings in emergency accommodation, process for checking review decision letters, specific type of accommodation offer letters.

Head of Housing Needs – June 2021 and ongoing

% Local Government and Social Care Ombudsman (LGSCO) complaints upheld or partially upheld [Corporate - council]	%	56.00	53.00	
				No Change

Position:

The Ombudsman's published figure for complaints upheld for the council in 2019/20 April to March) is 53%. This is the latest available information.

The target of 56% is set to meet the average for statistically 'similar authorities' (Provided by the LGSCO).

Local Government and Social Care Ombudsman (LGSCO) complaints upheld or partially upheld has improved for Brighton and Hove from 54% in 2018/19

The council had provided a satisfactory remedy before the complaint reached the Ombudsman in 33% of cases. For Brighton & Hove City Council in 2018/19, this result was 35%, which compares to an average of 11% for similar authorities.

Commentary:

The Ombudsman states in his report that high volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems, and that low complaint volumes can be an indication that an organisation is not open to user feedback.

The Ombudsman is placing more emphasis on identifying and sharing learning from the investigations they carry out. To ensure that learning takes place within the council the


INDICATOR	UNIT	TARGET	ACTUAL	STATUS
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recommendations are referred to Heads of Service and the case managers. The Director and Assistant Director have oversight of all cases where there is a finding of fault. The Ombudsman requires that we provide evidence their recommendations have been carried out and may consider issuing a public report if they are not.

It is vital that the council manages services and complaints effectively as there are significant costs involved in administering and responding to the enquiries the Ombudsman makes, which varies considerably depending on the specific case, but as a minimum would cost the same as an average Stage 2 investigation at £450 per complaint. To gain value from investigations and to minimise additional investigations in the future the council ensures that as much key learning is as possible is taken from these investigations and shared with services.

Actions:

- 1) Bringing individual service decisions and learnings from the LGSCO together and sharing with the whole organisation. (Customer Feedback Managers & Customer Experience Lead, ongoing).
- 2) Encouraging service managers, when upholding complaints, to consider whether an ex gratia payment may be appropriate redress for any injustice caused. Detailed information is available from the LGSCO about their suggested amounts and circumstances in which this should be considered, this is a valuable and easy to access online tool. (Customer Feedback Managers, ongoing).
- 3) Services are to be encouraged, once they have exhausted options for resolution, to route dissatisfied customers to the formal complaints process. This helps manage and structure the customer contact, as well as providing a clear escalation route to the LGSCO. (Customer Feedback Managers, ongoing)

Number of compliments received from public and external partners [Corporate - council]	No.	1,533.00	1,430.00	 Declining
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Position

Between March 2020 and February 2021, 1430 compliments were received to the council. This compares with 1533 for the same period last year. A compliment is recorded when a person praises a member of staff or a service for the work they have done. The target has been set to maintain the levels of compliments received in the previous year. This result is below both the comparable period for the previous year, or the previous 3 months, however the volume of compliments is still higher than the number of stage 1 complaints received.

Notable increases in compliments against the previous year were seen in the following areas:

- Transport services (60% increase to 241 compliments)
- City Environmental Management (17% increase to 197 compliments)
- City Development and Regeneration (59% to 92 compliments)

Reduced levels of compliments over the last year are not necessarily considered reflective of the team or departments quality of service, some services have not been able to operate at all, so inevitably have not received any feedback on positive interactions.

Commentary:

Recording compliments received as well as complaints helps to provide a balanced perspective of user satisfaction. Compliments also help to drive improvements as they inform the council what they are doing well. Patterns and trends are identified in compliments received and this information is shared with services and is a valuable source of learning.

Additionally, compliments are very useful for motivating teams and helps provide additional value to the work they are doing and reminds them that their work is appreciated. Receiving positive feedback also reinforces the value of excellent customer service.

The value of compliments is promoted in the Complaints Investigation and Service Improvement workshops.

INDICATOR	UNIT	TARGET	ACTUAL	STATUS
Compliments have been themed, based on the qualities that customer have mentioned in their feedback, and give us an understanding of what customers value most about the way services are delivered, to inform guidance and best practice.				
Competence & diligence	1%			
Consistency	4%			
Covid-19 Work	6%			
Customer Access	1%			
Empathy, Tailoring and Support	15%			
Overall Experiences	45%			
Physical environment	1%			
Quality of Result	14%			
Responsiveness	13%			

Actions:

1. The Customer Feedback Team will continue to encourage and remind teams to send their compliments to Customer Feedback using the generic email address as this will enable us to build a picture of what customers find valuable. (Customer Experience Lead, Ongoing.)
2. Compliments received are discussed with services leads in quarterly meetings to inform service improvements and for service leads to share with their teams. (Customer Feedback Managers and Service Lead, next discussions taking place by January 2020)
3. A Wave story featuring compliments is published monthly (Customer Feedback Managers, Ongoing)
4. Quarterly customer feedback reports are now being produced in a format which can be published on the wave and shared with staff, focusing on improved performance and individuals receiving compliments (Customer Experience Lead & Customer Feedback Managers, Ongoing)
(Some actions have been on hold due to team capacity during the response phase of Covid-19 pandemic, but are now resuming)

