

NEIGHBOURHOODS & COMMUNITY WELLBEING SCRUTINY COMMITTEE

10 MARCH 2020

Report of the Chief Executive Lead Member: Various

ITEM 07 2019-20 QUARTER 3 PERFORMANCE MONITORING REPORT

Purpose of Report

To provide performance monitoring information and results for the third quarter of 2019-20, in respect of the Corporate Plan Objectives and Key Performance Indicators for the Neighbourhoods & Community Wellbeing Directorate.

Action Requested

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

Reason

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

Policy Context

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

Background

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

The attached report presents detailed performance results for quarter three 2019-20, of the fourth and final year of the Corporate Plan (2016-2020) for the Neighbourhoods & Community Wellbeing Directorate. It provides explanations and commentary in respect of poor performance or non-achievement of targets and details of remedial actions being taken where appropriate. The report focuses on detailed information and dashboard reporting in order to provide the Committee with the information required to sufficiently scrutinise performance.

Options Available with Reasons

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

Financial and Legal Implications

None directly arising from this report.

Risk Management

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

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

Background Papers: None

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Charnwood Borough Council

Neighbourhood and Community Wellbeing Services
Directorate

Corporate Performance Report Quarter 3: 2019-2020



Corporate Plan (2016-2020) Priorities



Creating a Strong and Lasting Economy

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

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



Every Resident Matters

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

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



Delivering Excellent Services

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

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

Performance Overview

Quarterly reporting of performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan (2016-2020) and Annual Business Plan (2019-2020). This report presents detailed performance results for the Quarter 3 of 2019-2020, in respect of the Corporate Plan Objectives and Key Performance Indicators for the **Neighbourhood and Community Wellbeing Directorate**. It provides explanations and commentary in respect of poor performance, or non-achievement of targets, and details of remedial actions being taken where appropriate.

Corporate Performance Objectives: Quarter 3 2019-2020

Overall, at Quarter 3 there are **52** activities in the Annual Business Plan (2019-2020) which address the objectives outlined in the Corporate Plan. There are **11** objectives reported as red, **4** objectives graded as amber in status this quarter and **32** are assessed as green. In addition, **4** objectives have been completed this quarter and **1** has closed.

Neighbourhood and Community Wellbeing Directorate Performance Objectives: Quarter 3 2019-2020

At Quarter 3 there are **19** activities which are assigned to and are the responsibility of the **Neighbourhood and Community Wellbeing Directorate**. There are **2** objectives reported as red, **1** rated as amber and **16** are green this quarter.

Corporate Performance Indicators: Quarter 3 2019-2020

Corporate performance against the Business Plan Indicators at Quarter 3 includes **4** indicators assessed as amber, **8** are green and **14** have not yet started (as they are scheduled for reporting in future quarters).

Performance against the Key Indicators associated with the Corporate Plan at Quarter 3 includes **1** assessed as red, **4** indicators rated at amber, **7** indicators are green and **5** have not yet started (as they are scheduled for reporting in future quarters).

Neighbourhoods and Community Wellbeing Directorate Indicators: Quarter 3 2019-2020

At Quarter 3 there are **12** Business Plan Indicators which are assigned to and are the responsibility of the **Neighbourhood and Community Wellbeing Directorate**. Of these, **2** indicators are graded as amber, **4** are green and **6** have not yet started (as they are scheduled for reporting in future quarters).

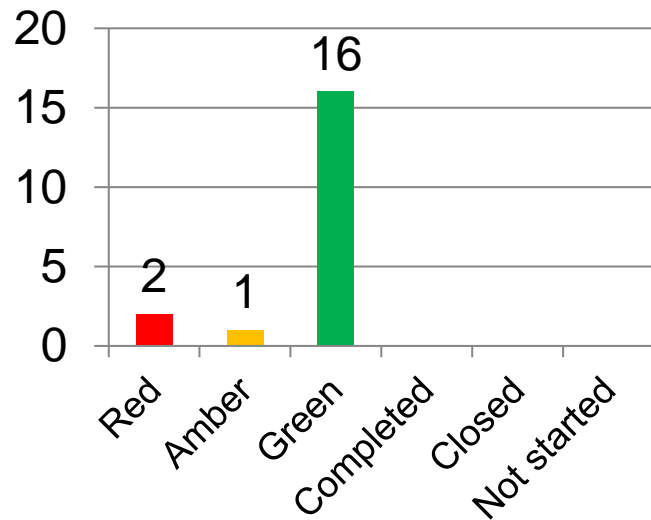
Directorate performance against the Council's Key Indicators, at Quarter 3, includes **1** indicator assessed as red and **1** has not yet started (as they are scheduled for reporting in future quarters).

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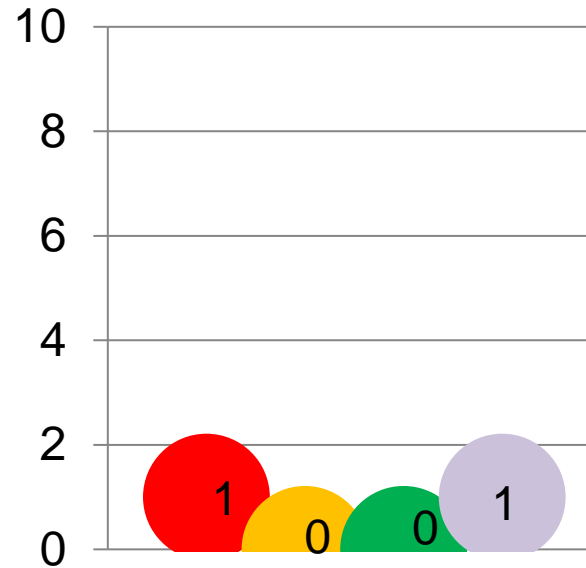
Neighbourhood and Community Wellbeing Dashboard

Quarter 3: 2019-2020

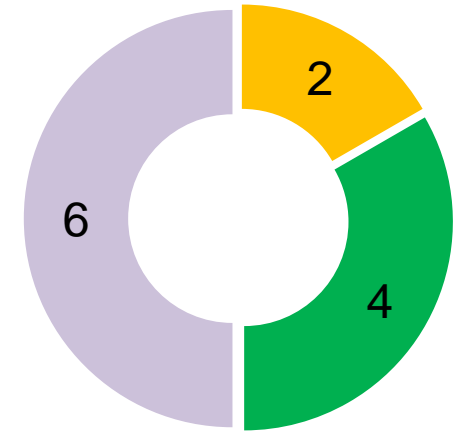
Business Plan Objectives



Key Performance Indicators



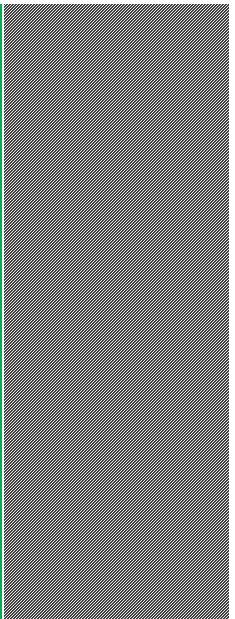
Business Plan Indicators



Creating a Strong and Lasting Economy

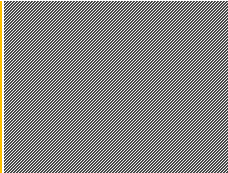
Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG	Linked Indicators
Cleansing & Open Spaces SLE2 - COS - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.	Visitor offering at the Outwoods improved by providing a Visitor Centre/Café.	Visitor Centre/Café at the Outwoods fully established by March 2020.	The planning application for the cottage was made in June 2019. Highways comments resulted in a number of additional reports being required and some challenges to overcome. The application is being considered at the January 2020 Planning Meeting. Delivery in this financial year is now unachievable, but work will continue into 2020/21.	R	
Cleansing & Open Spaces SLE3 - COS - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.	Foster environmental improvements and carbon reductions through the delivery of a free garden tree giveaway for Charnwood residents.	2,000 trees allocated to residents.	The free tree initiative was launched between 25 November- 2 December 2020 (during National Tree week). 5,580 trees were allocated during Quarter 3 and delivery will continue in Quarter 4.	G	BP4
Leisure & Culture SLE4 - LC (1) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.	Install town centre street dressing for 3 new major campaigns, to raise the profile of Loughborough and increase visitors to the town centre.	3 new major campaigns delivered.	Campaign 1: "Loughborough Celebrates". Complete at Quarter 2. Campaign 2: "Magical Christmas". The final event included in this campaign was the Christmas light switch on. This was very popular with the public and traders. It attracted 22,000 people, 22 charity stalls, 30 retail stalls and 8 street food traders as well as programmed	G	

			<p>entertainment delivered by the community LTH Panto characters and Radio Leicester our media partner for the event. Complete at Quarter 3.</p> <p>Campaign 3: "Love Loughborough". The street dressing and marketing material was successfully commissioned in Quarter 3 and will be installed in January 2020. The street dressing will include heart lights in the marketplace, supported by new lights promoting the market at 3 entrance points and on street printed promotional material in car parks etc.</p>		
<p>Leisure & Culture SLE4 - LC (2) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Increase the number of guest traders, linked to the event programme, at the markets to ensure sustainability of Loughborough Markets.</p>	<p>16,500 market units let on an annual basis.</p>	<p>An additional 60 traders were successfully secured and attended the Christmas Light Switch on and other Christmas events. The total market units delivered to date for the market is 12,337 (against a target of 12,375). Although this figure is slightly down on target by less than 1% (due to a cancelled market) it is still within the tolerances set of 5% to allow for cancelled markets.</p>	<p>G</p>	<p>BP8</p> <p>A</p>

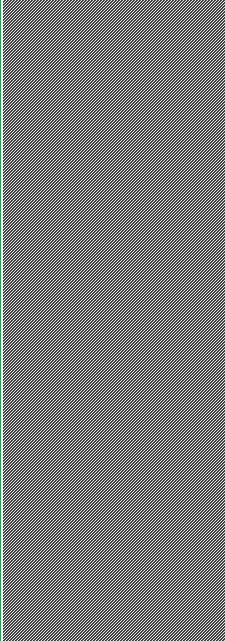
<p>Leisure & Culture SLE4 - LC (3) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Work with the Carillon Museum Trust to develop a bid to the Heritage Lottery Fund, to further extend the remit of the War Memorial Museum.</p>	<p>Delivery of bid to the Heritage Lottery Fund by March 2020.</p>	<p>An application was submitted in October to the National Lottery Heritage Fund. Unfortunately, the application was not successful, but the Trust have been encouraged by the Lottery to re-submit with suggested changes.</p> <p>The Trust have now made a commitment to open, as planned, in time for Easter taking on the wider remit of telling the story of the Carillon. They have secured financial and in-kind support from local businesses to enable work to be undertaken on the ground floor. To complete the work planned on the upper floors will require lottery funding.</p>	<p>G</p>		
<p>Leisure & Culture SLE4 - LC (4) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Increase the profile of tourism businesses in Charnwood, through supporting attendance at promotional and networking events.</p>	<p>29 tourism businesses attending promotional and networking events.</p>	<p>The Leicestershire Tourism Awards were a great success for the promotion of the Charnwood area; 24 applications were submitted resulting in 5 winners (3 to go through to the National awards) 3 highly commended and 2 commended.</p> <p>Additionally, the Edible Forrest supported and engaged 20 local businesses with 16 products sold as part of the delivery of the Festival. Other projects throughout Quarter 3, including those in the Place Marketing Plan continuing to be supported.</p>	<p>G</p>	<p>BP5</p>	<p>NS</p>

Every Resident Matters

Corporate Objectives	Business Action Plan	Measure / Success Criteria	Progress	RAG	Linked Indicators	
Neighbourhood Services ERM1 - NS(1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Appropriate safeguarding training provided to staff and elected members with the aim of keeping children, young people and vulnerable adults safe.	<p>A) Delivery of 10 safeguarding sessions to staff and elected members.</p> <p>B) Silver safeguarding e-learning delivered to 65 staff.</p>	<p>A) 8 out of a target of 10 safeguarding sessions have now been delivered, in Quarter 3 there have been 2 sessions delivered, this comprised of 1 Silver and 1 Gold level training course for staff.</p> <p>B) 45 out of a target of 65 staff had completed Silver level safeguarding e-learning training at the close of Quarter 2.</p>	G	BP9	G
Neighbourhood Services ERM1 - NS(2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Work with partners to employ specific interventions that proactively tackle incidents of ASB across the Borough.	5% increase in ASB interventions from a baseline as at 31st March 2019.	Throughout Quarter 3, there were 2,967 ASB interventions (equating to a 3.3% increase, on the same quarter 2018/19). This is an annual indicator which will be fully reported at the close of Quarter 4.	G	BP17	NS
Neighbourhood Services ERM1 - NS(3) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	In conjunction with partners, deliver 8 crime prevention campaigns/ events with the aim of contributing to deterring and preventing crime.	<p>A) 8 crime prevention campaigns/ events delivered.</p> <p>B) KI12: Reduction in all crime.</p>	<p>A) During Quarter 3, 4 campaigns were delivered (totalling 11 campaigns to date):</p> <p>1. During Alcohol Awareness Week a campaign was undertaken to make people aware on the consequences for</p>	G	KI12	NS

			<p>alcohol misuse with 1726 Impressions and 29 engagements.</p> <p>2. A Hate Crime event took place in Loughborough Town Centre and over 50 people were spoken to and advised.</p> <p>3. The #BeBrightBeSeen cycle campaign had 1565 impressions and 172 engagements</p> <p>4. #KeepYourselfSafe campaign had 645 impressions and 23 engagements.</p> <p>B) Not scheduled to report until Quarter 4.</p>			
<p><i>Neighbourhood Services</i> ERM2 - NS(1) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p>	<p>Maintain support to the voluntary and community sector through continued growth of the Charnwood Lottery Scheme.</p>	<p>65 registered organisations and regular weekly ticket sales of 1,000 as a result of action by the Council.</p>	<p>In Quarter 3 there were 9,679 tickets sales (averaging 744 per week against target of 1,000 per week by 31 March 2020), with 51 registered organisations.</p> <p>The Communications Plan continues to be delivered to include promotional activities, including a national campaign for ticket holders to win a fitness package and more local promotions including a recruitment event for 'new organisations' to sign up to the lottery.</p>	<p>R</p>	<p>BP20</p>	<p>NS</p>
<p><i>Neighbourhood Services</i> ERM2 - NS(2) - Make Charnwood an attractive place for all through investment in our housing stock, funding</p>	<p>Facilitate the development of a Community Hub in Thorpe Acre.</p>	<p>Community Hub fully established in Thorpe Acre.</p>	<p>The Association are still working toward registering for the Charities Commission and this, along with agreeing the sublease have been given priority</p>	<p>A</p>		

<p>community groups, and providing a range of diverse opportunities and events.</p>			<p>deadlines to ensure the progress of the project.</p> <p>The trustees met and have agreed the type of building however they are still awaiting full costings to complete the proposed build and will then present to the TA Scouts for final agreement.</p> <p>Work continues to support the trustees in project planning for the running of the Community Hub including a health check on their capacity and capabilities to manage the centre moving forward.</p>		
<p>Neighbourhood Services ERM3 - NS(1) - Encourage healthy lifestyle for all our residents through physical activity programmes and the provision of sport facilities and green spaces</p>	<p>Deliver the 'Hit the Street' sport and physical activity programme (specifically targeting 14-25 year olds living in priority neighbourhoods) in order to increase participation.</p>	<p>290 14-25 year olds, living in priority neighbourhoods, engaged in the programme.</p>	<p>At the close of Quarter 3, the total number of participants who attended 14-25 year olds activities in priority neighbourhoods was 205.</p> <p>23 young people from the (14 - 25 age groups) have attended activities including PL Kicks delivered by LCFC and also the Community & Engagement Day delivered by the CBC Sport & Active Recreation Team. Both of these events took place in Loughborough West. In addition, 4 multi-sport satellite clubs have been delivered in Quarter 3 with 72 individuals attending.</p>	<p>G</p>	

<p>Neighbourhood Services ERM3 - NS(2) - Encourage healthy lifestyle for all our residents through physical activity programmes and the provision of sport facilities and green spaces</p>	<p>Deliver an inclusive physical activity programme (for under-represented groups), aimed at increasing participation amongst a wide range of residents.</p>	<p>Increased participation from under-represented groups with a target of 3500 total attendances and 400 individuals participating in the programme.</p>	<p>In Quarter 3, the total number of participants was 146 individuals (totalling 368 to date) and attendance across programmes for under-represented groups was 1,305 (totalling 3,272 attendances to date).</p> <p>Delivery of the commissioning plan included:</p> <ul style="list-style-type: none"> ▪ South Asian community ▪ Female-specific sessions ▪ Overweight/ obese individuals ▪ People with learning disabilities ▪ People with conditions such as Parkinson's and Dementia ▪ Individuals living in Sheltered Accommodation ▪ Older people 	<p>G</p>		
<p>Leisure & Culture ERM3 - LC - Encourage healthy lifestyle for all our residents through physical activity programmes and the provision of sport facilities and green spaces</p>	<p>Develop additional marketing and communications to increase levels of participation in the Leisure Centres</p>	<p>Increase levels of participation in our Leisure Centres to 1,024,000 Visits. (LS10- Leisure Centres: Total number of visits)</p>	<p>Participation in Quarter 3 was 251,429 (up on 2018/19 by 10,983 attendances).</p> <p>Fusion delivered two fitness initiatives "Return to Fitness" and "Make a Difference". The Fusion app was downloaded by a further 624 customers with a total of 13,656, there are 7768 following Fusion's Facebook page with an average of 43,376 unique website hits per month, plus 1136 people following Fusions Instagram posts.</p>	<p>G</p>	<p>LS10</p>	<p>G</p>

<p>Leisure & Culture ERM4 - LC - Celebrate the rich culture of the Borough</p>	<p>Deliver a rich cultural programme at our venues to increase attendance and develop Loughborough as a popular cultural destination.</p>	<p>Delivery of a targeted programme of events and activities with:</p> <p>A) 73,000 total attendances at the Town Hall.</p> <p>B) 47,000 total attendances at the Museum.</p>	<p>The successful delivery of events at the Museum and Town Hall have resulted in both venues exceeding their total attendance levels set for the third quarter.</p> <p>A) 46,045 attendances at the Town Hall in Quarter 3 (10,045 over target), totalling 75,231 attendances to date.</p> <p>B) 6,421 attendance at the Museum in Quarter 3, totalling 37,003 attendances to date.</p>	<p>G</p>	<p>BP6</p> <p>BP7</p>	<p>NS</p> <p>G</p>
<p>Cleansing & Open Spaces ERM5 - COS - Listen to and communicate with our residents and act on their concerns</p>	<p>Undertake quarterly satisfaction surveys with residents, to ensure improvements in waste and recycling, street cleansing, and open spaces services.</p>	<p>Maintain (or improve) customer satisfaction levels from a baseline of 90% (as at 31st March 2019).</p>	<p>The satisfaction level for waste collections' service for Quarter 3 was 92.8% (maintaining a 93.1% average, year to date)</p> <p>The satisfaction level for the Open Spaces service for Quarter 3 was 98%.</p>	<p>G</p>	<p>BP15</p>	<p>G</p>
<p>Neighbourhood Services ERM5- NS - Listen to and communicate with our residents and act on their concerns</p>	<p>Provide opportunities for hard to reach groups (i.e. children and young people; the Armed Forces Community) to be involved in service design and delivery within Charnwood.</p>	<p>3 opportunities provided for hard to reach groups to be involved</p>	<p>Network members were contacted in November 2019 to gather the views of their children and young people, to inform the draft Charnwood Local Plan. Local schools were contacted separately, feedback was obtained and is currently being analysed and collated by the Local Plan lead. Early indications are that young people are worried about litter and unnecessary use of plastics.</p> <p><i>2 of 3 opportunities delivered.</i></p>	<p>G</p>	<p></p>	<p></p>

Delivering Excellent Services

Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG	Linked Indicators	
<i>Leisure & Culture</i> DES2 - LC - Improve the way in which customers can access our services.	Create a mapping system to develop an improved town centre enquiry service, with the aim of dealing with customer enquiries more effectively at the first point of contact.	A fully established town centre enquiry service/ mapping system by March 2020.	The first stage of entering the data (street furniture) onto GIS mapping has been completed and meetings continue to be held to complete the task.	G		
<i>Cleansing & Open Spaces</i> DES3 - COS - Continuously look for ways to deliver services more efficiently.	Increase the number of commercial waste customers.	100 individual businesses signed up to the commercial waste collection service.	At the close of Quarter 3, 79 businesses have signed up to the service. A promotion has been scheduled via the National Non-Domestic Rate (NNDR) bills across the Borough.	G	BP24	G

Business Plan Indicators

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

Indicator	Quarter 1	Quarter 2	Quarter 3	Target	Commentary	
LS10 - Leisure Centres- total number of visits	271,345 Visits	265,953 Visits	251,429 Visits	G	250,000 Visits	Participation in Quarter 3 was 251,429 (up on 2018/19 by 10,983 attendances).
NI 191 - Residual household waste per household	443 Kg/ Household	442 Kg/ Household	444 Kg/ Household	A	440 Kg/ Household	Equivalent to 444 Kg/ Household is a predicted figure, as we are still awaiting further data. The predicted figure for year end is 6kg higher than the baseline set in 2018/19. The main reason has been identified to be a 15% increase in July 2019 compared to the previous year, which can be attributed to the Council's announcement of 'Bulky Waste' collections becoming a chargeable service. This resulted in a 72.4% increase of the total weight of bulky waste collected in July 2019 compared to July 2018, which in turn partially explains the overall increase of waste sent to landfill during this month.
BP4 - Number of trees allocated to residents			5,580 Trees	G	2,000 Trees	Exceeded target and continuing to ensure delivery/ pick up of all trees in Quarter 4.
BP5 - Number of tourism businesses engaged in promotional and networking events				NS		Annual Target- to be reported in Quarter 4 only. See SLE4 - LC (4) for further information.

BP6 - Number of people attending the museum				NS		Annual Target- to be reported in Quarter 4 only. 37,003 attendances to date. <i>See ERM4 LC for further information</i>
BP7 - Number of people attending shows and events	21,089 Attendees	8,097 Attendees	46,045 Attendees	G	36,000 Attendees	Town Hall Quarter 3 figures are 10,045 over target. Split as follows: Programming- 36,063; Local Groups- 4,491; Room Hires- 1,637; Free Events (Fun Day & Sock Craft Fair)- 3854.
BP8 - Number of stall/ unit lets across Loughborough Market (Cumulative Target)	4,247 Stalls	8,447 Stalls	12,337 Stalls	A	12,375 Stalls	Slightly short on target of 12,375 by a total of 38. This is due to the change in market dates over the Christmas period, which reduced the number of casual traders.
BP9 - Number of safeguarding sessions delivered (Cumulative Target)		6 Sessions		NS		Annual Target- to be reported in Quarter 2 & 4 only. 8 sessions delivered to date, and on track to meet the annual target of 10. <i>See ERM1 NS (1) for further information.</i>
BP15 - Percentage of residents expressing satisfaction with the household waste collection service	93.10%	93.50%	92.80%	G	90.00%	This an annual rolling average figure and reflects the high level of service offered to residents across the Borough.
BP17 - Percentage increase in ASB interventions				NS		Annual Target- to be reported in Quarter 4 only. 2,967 ASB interventions to date (equating to a 3.3% increase). <i>See ERM1 NS (2) for further information.</i>
BP20 - Number of Charnwood Lottery ticket sales (Cumulative Target)				NS		Annual Target- to be reported in Quarter 4 only. At the close of Quarter 3, in total there were 29,309 ticket sales (averaging at 751 per week against a target of 1,000).
BP24 - Increase number of commercial waste customers (Cumulative Target)		65 Customers		NS		Annual Target- to be reported in Quarter 2 & 4 only. 79 businesses signed up to the Commercial Waste



collection service. See DES3 – COS for further information.

Key Corporate Indicators

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

Indicator	Quarter 1	Quarter 2	Quarter 3	Target	Commentary
KI4 - Percentage of household waste sent for reuse, recycling and composting	45.74%	44.51%	43.84%	50.00%	<p>The figure given is a predicted figure, as we are still awaiting further information.</p> <p>Despite the increase in organic material diverted from landfill compared to last year (400 additional tonnes), there has been a significant increase in residual waste coupled with a reduction in dry recycling collected during the summer months that have contributed to an overall drop of 1% in the annual prediction.</p> <p><i>Tolerance set at 47.00%</i></p>

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

Indicator	Quarter 1	Quarter 2	Quarter 3	Target	Commentary
KI12 - Reduction in all crime <i>(Cumulative Target)</i>		6,411 Crimes		NS	Annual Target- to be reported in Quarter 2 and Quarter 4 only. At Quarter 3, number of Crimes is 9,560 which is a reduction of 7% (727 less crimes) from the same period in 2018/19. The partnership has seen the following reductions: <ul style="list-style-type: none"> ▪ Burglary - Residential (-25%) ▪ Burglary - Business and Community (-40.3%) ▪ Shoplifting (- 31.3%) ▪ Cycle Theft (-34.6%) ▪ Robbery (-12%) ▪ Theft from Vehicles (-19.5%)