



**Doncaster
Council**

Delivering for Doncaster 2019-20

Quarter 3



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INTRODUCTION

During November 2019, large areas of the borough were greatly affected by flood water that impacted on hundreds of homes and businesses. During this quarter the Council's directed its resources towards Flood Response and Flood Recovery phases. Working with our partners and local communities in order to support the residents affected. With this in mind the Delivering for Doncaster booklet for this quarter has been amended to give a short summary of the impact of this time of emergency, and how our services were involved.






The booklet is organised into the following sections







- Flood Response - Key facts and information
- Flood Recovery – Key Facts and Information
- Service standards (for each theme)
- Connected Council – staffing and workforce update

UNDERSTANDING THE PERFORMANCE SYMBOLS

The direction of travel looks at whether things have improved; stayed the same; or become worse. The purple arrow is the preferred direction of travel. The blue arrow is long trend and shows the current value compared over the last three year

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER

Performance	Finance
 OK – Performance on target	An overspend of less than 0.5%
 Warning – Performance mostly on target	An overspend between 0.5% and 1%
 Alert – Performance below target	An overspend of more than 1%
 Information Only – These performance indicators do not have targets	
 Unknown – These performance indicators are unable to assess a traffic light rating due to missing data.	

  Improvement	  Same as last time	  getting worse
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FLOOD RESPONSE

KEY FACTS:

1 Month
worth of rainfall in
24 hours



80,000
Sandbags were filled and
issued

Advised **1,900**
Residents to evacuate
from a total of
1,200 Properties



Separate road
51 closures to keep our
residents safe

Dealt with nearly
2,000
calls to our
emergency helpline



Established
2 Rest Centres
that supported **123**
People with somewhere
to stay, food, drink,
advice and support



A major emergency incident was declared across South Yorkshire on 8th November 2019. More than a month's worth of rain fell in 24 hours. Forty seven flood warnings and alerts were issued across Doncaster and 7 of them were severe flood warnings, meaning there was significant 'danger to life'. This very heavy rainfall over a short period meant that the flooding took hold quickly across a number of areas of the borough.



During the initial days of the floods the emergency response was immense. Our Emergency Centre co-ordinated a 24/7 multi-agency partnership response for 10 days. In the first 48 hours of the incident alone, the council's social media accounts reached 1,163,480 people with messages about evacuation details, safety advice, myth-busting about floodgates and road closures. Social media aided prompt communication channels throughout this period with 145

flood related posts on Facebook and 394 tweets with a total reach of almost three million on each platform. The Council issued regular media updates on the response to the flooding situation. Between Thursday 7 November and Tuesday 19 Nov there were over 16,000 stories online and broadcast linked to the floods in Doncaster with the council mentioned in 4,379 related stories in all formats (online, broadcast and print).

Our partners in the Environment Agency and Fire Service brought resources to Doncaster from across the country and we received Mutual Aid from many other authorities. This assistance ensured we kept safe vital infrastructure, including electricity sub-stations and pumping stations that pumped away millions of litres of water to protect our communities from further damage. Areas of Bentley, Scawthorpe, Fishlake, Conisbrough, Clay lane, Denaby, Tickhill, Intake, Hexthorpe and Balby were affected by flood water as a number of our rivers breached, as well as high volumes of surface water impacting other areas. To put this into context, in Fishlake alone 2,200 Olympic sized swimming pools worth water was pumped away every hour for 18 days.

While working alongside the emergency services, Council staff knocked on the doors of thousands of residents to offer advice and support. Two rest centres were set up providing support and advice to those affected.

Military support also came to our aid with 285 soldiers deployed from the Light Dragoons and the Royal Anglian Regiment along with a chinook helicopter deployed by the RAF to protect residential areas and critical infrastructure from further risk of bad weather that had been forecast over this period.



We advised 1,200 properties to evacuate. Around 150 households were evacuated and these found alternative accommodation through a variety of support from friends and family, St Leger homes, insurance providers and landlords.

Within the first few weeks of the flooding incident, Doncaster was visited by various public figures to show their support and to observe the relief effort within the borough. These included the HRH Prince of Wales, the Lord Lieutenant, Prime Minister Boris Johnson and labour leader Jeremy Corbyn.

FLOOD RECOVERY

KEY FACTS:

Over 700

Residential properties were flooded or unliveable



£354,000

Total value of residential claims paid out from the Recovery Grant



Around 200

Businesses were affected by the floods



£352,500

Total Value of Business Recovery Grants paid out from the Recovery Grant



Operation Christmas Delivered:

30 Trees and Decorations

85 Christmas Hampers

40 Christmas Gift Bags



73 Dehumidifier were distributed to help with the clean up



262 Tonnes of waste removed



The Recovery phase kicked into action on the on 12th November. The main aim was to actively encourage and support businesses, people and communities to manage their recovery, facilitated where necessary with our support. Eight dedicated community hubs were established around Doncaster, where staff from council and key partners were on hand to help and support residents with Advice, Information and practical support, Health and Wellbeing and access to services. There has been excellent partnership working between the hubs and local Voluntary, Community and Faith (VCF) organisations.



Residents and businesses were provided with financial advice and support to access the emergency grants available to them. In addition a Council Tax and Business Rates discount was given for affected properties and premises. The South Yorkshire Community Foundation donations raised over £500,000 to support communities affected across South Yorkshire.

The floods left a great deal of debris and damage and our street cleansing services have been out in the borough clearing areas and cleaning roads, this included removing 1,200 tonnes of silt from the Trans Pennine trail. A number of 'Community clean ups' have taken place and we are continuing with waste and sandbags clearance. The floods recovery and response has cost an estimated £650,000. The Property Flood Resilience (PFR) Support Scheme was launched recently, which allows flood-hit homes and businesses to receive up to £5,000 to make changes to properties and reduce damage levels should flooding reoccur.



Many individuals, groups, large retailers and local business made donations, offers of goods and services. The donations included household appliances, furniture, bedding, food, toiletries, cleaning services and trades to help people get back on their feet. As part of Operation Christmas we distributed; a number of Christmas themed items working with Doncaster Lions Club and the Doncaster Flood Distribution Centre (DFDC), including, more than 300 Christmas gifts for children received from Hallam FM, and £2000 worth of toy shop vouchers from members of a family hub, which were distributed to those families affected. Discussions are also taking place with the Keepmoat Homes and Doncaster College who have offered to support the repairs to uninsured properties.

Working with the DFDC and Refurnish a local Community Interest Company, we have delivered and fitted donated appliances including washing machines, cookers, fridge freezers and other furniture items to over 70 households that were affected by the floods and who were not insured. The Council continues assisting in the sourcing, co-ordination and distribution of these donations as the recovery phase is anticipated to continue for some time.

We couldn't have done this without the fantastic efforts of volunteers and councillors within the local Communities. Many have worked tirelessly to help their neighbours, organising clean ups, donations giving advice and support.

SERVICE STANDARDS

CARING

86.5% Of people feel that our service have made them feel safe and secure
 Target 85%





87.1% Of adults with learning disabilities live in their own home
 Target 80.9%

62.6% Say information about our services is easy to find
 Target 65.5%




8.68% Of eligible population aged 40-74 received an NHS Health Check
 Target 7.5%



47.87 Days is the waiting time for completion of assessments
 Target 42 days



1,143 Of Doncaster adults currently live in residential care
 Target 1,163 (As at December 2019)




37.7% of people using social care receive a direct payment
 Target 30.7% (As at December 2019)



LEARNING


Percentage of pupils accessing good or better education
 Primary = **69.1%**
 Target 87.7%

Secondary = **48.1%**
 Target 79.2%



99.3% Of Early Year providers are rated good or outstanding by Ofsted
 Target 98%

87.72% Of Education, Health & Care Plans are issued within 20 weeks
 Target 100%



82.32%* Uptake of free school meals
 Target 79.08% *Q4 2018-19

Percentage of children accessing their entitlement to free childcare:
 Of 2 year olds **80%**
 Target 82%

Of 3 & 4 year olds **95%**
 Target 95%



Percentage of children with first choice school placement

Reception = **95.7%**
 Target 94%

Secondary = **90.3%**
 Target 95%

LIVING

52.2% Of household domestic waste is recycled
 Target 50%



96% Of grass cutting works completed against programme
 Target 99%

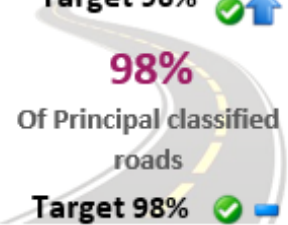


The average number of days to process a new Housing Benefits claim is **17.74 days**
 Target 21 days




Maintained road surfaces:
97% Of Non-Principal classified road surfaces
 Target 96%

98% Of Principal classified roads
 Target 98%



84.45% Of highways meet the required standard for cleanliness
 Target 90%



44.8% Of fly tips are investigated and removed within 7 days
 Target 85%



WORKING

Processing of planning applications:
 MAJOR APPLICATIONS
96.30%
 Target 94%



100% Of Licensing Act (2003) applications processed within statutory timescales
 Target 100%



96.05% Of non-domestic rates collected
 Target 97.50%



13.3% Of people with a learning disability have been helped into work
 Target 6.7%




CONNECTED COUNCIL

SERVICE STANDARDS

The average number of days lost through sickness absences per employee is

 **9.96 days** 

Target 8.50 

The average number of days to process a new Council Tax Support Application is

19.44 days



Target 21 days 

Customer Services Initial contact

 **37,017**

Online

10,583 

Face to Face


Phone

 **49,482**

Our Council Tax collection rate is



94.85%

Target 95% 

Freedom of Information



81% Of requests are responded to within timescale

Target 95% 

The Council and its partners continue on the journey of significant transformation; and to ensure our priorities are achieved and we deliver for Doncaster it is vital that we have the **right people, with the right skills and behaviours** in place to deliver the change required. To support this, a range of succession planning initiatives have taken place across the organisation. Where skills shortages have been identified, traineeships, apprenticeships and career progression posts have been established so knowledge can be transferred and career pathways introduced.

Apprenticeship starts reached 83 by the end of quarter 3, against an overall target of 164 for the year, offering 73 different apprenticeships across the organisation, with 40% at higher/degree level. Bespoke recruitment campaigns have been undertaken and events held to encourage people into local government careers and apprenticeships.



The Performance and Development Reviews (PDR) Scheme continues to provide a useful mechanism to ensure staff are clear on their objectives, are performing well and have appropriate development to fulfil their roles effectively. PDR completion rates for this quarter achieved 97% for all staff against a target of 95%.

Managing staff health and wellbeing is also a key aspect of the Council's performance management framework. The sickness absence rate for the quarter was 9.96 days per full time equivalent employee, which is above the outturn for quarter 2 of 9.38 days and remains above the corporate target of 8.50 days.

As part of our commitment of promoting a culture of inclusion and diversity, the Council continues to raise awareness and provide help and support through a range of diversity and inclusion events to employees, which this quarter included Black History Month, World Mental Health Day and 16 Days of Action against Domestic Violence.

In November the Authority had to deal with the emergency situation of flooding across the borough, in response, the **Public Information Helpline** was opened on the evening of the 7th November and was manned continuously by the Customer Service Team 24/7 for the next 11 days. All service areas across the Council worked closely together to ensure that all information and messages for residents were quickly available across all our access channels (website, social media, telephone and face to face), this ensured that our responses were clear and consistent for residents and therefore enabled us to manage the volume of enquiries we received effectively. In addition to the extra contact received from residents affected by the floods, we continued to deal with customer contact across all Council services without seeing a reduction in performance.

Using local businesses is at the heart of what the council does. The council has committed to using local businesses wherever possible to ensure that there is a positive impact on the local economy. The council support local providers through various methodologies, for example holding local market engagement events (specific to the contract requirements), arranging Doncaster 'Meet the Buyer' events and supporting the local Chamber of Commerce in their events. The council has also offered training in bid writing and on how to use the Council's e-procurement portal. The council is also leading the Doncaster Anchors Institutions Procurement Group (DAIPG) that is made up of large public sector organisations from across Doncaster with an objective to increase not just the council's spend with local business but that of the other public sector anchors across Doncaster so that there is a collective push towards 'buy local'. These schemes seem to have been successful and the council are currently spending 70% revenue with Doncaster based companies.