

Dover District Council Performance Report For the Quarter Ending – 31 December 2020

Introduction

- Summary of Performance Indicators

KEY

▲	Improved performance
▶	Maintained performance
▼	Decline in performance

Status	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Direction of Travel to previous Qtr
	No.	%	No.	%	No.	%	No.	%	
Green	22	67%	21	68%	21	70%			▲
Amber	5	15%	5	16%	3	10%			▲
Red	6	18%	5	16%	6	20%			▼
Total	33	100%	31	100%	30	100%			

EK Services & DDC Digital

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
ACC011	Percentage of on-line payments to cash & cheque	92%	Data for information only	96%	93%	93%		94%	30,472	▶	N/A
EKS01d	Percentage of incidents resolved within agreed target response time -ICT	96% (Q3)	95%	96%	95%	96%		96%		▲	Green
EKS02d.1	Percentage of incidents resolved within 1 working day	64% (Q3)	60%	64%	62%	63%		63%		▲	Green
EKS02d.2	Percentage of incidents resolved within 3 working days	84% (Q3)	80%	82%	81%	83%		82%		▲	Green

EK Services & DDC Digital

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
EKS04d	Percentage availability of email service	100% (Q3)	97.50%	100%	100%	100%		100%		▶	Green
PLA005	Percentage of electronic planning applications received	86.78% (Q3)	80%	82.73%	86.64%	89.25%		86.21%	361	▲	Green
WEB001	Percentage availability of the corporate website (DDC responsibility)	99.94%	99.50%	99.96%	99.95%	99.99%		99.97%		▶	Green
WEB002	Number of Keep me Posted subscriptions	32,527 (Q3)	N/A	34,539	35,049	35,798		35,798		▲	N/A
WEB003	Facebook subscribers	7,347 (Q3)	N/A	8,283	8,462	8,206		8,206		▼	N/A

EKS Director's Comments

Performance:

All indicators are within target for this quarter

Key Initiatives/Outcomes:

Nothing to report for Q3

Concerns/Risks:

Nothing to report for Q3

Civica

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
Benefits											
KPI01-D	Pay benefit quickly	6.59 Days	8.5 days	6.72 days	6.16 days	6.30 days		6.30 days		▼	Green
KPI02-D	Percentage of correct Housing Benefit and Council Tax Benefit decisions	97.42%	96%	94.59%	100%	97.09%		97.09%		▼	Green
Council Tax											
KPI03-D	The percentage of council taxes due for the financial year which were received in year by the authority.	97.23%	96.84% (Qtr target 83.25%)	28.12%	55.49%	82.91%		82.91%		▲	Amber
Business Rates											
KPI04-D	Percentage of Business Rates collected	99.20%	98.20% (Qtr target 82.37%)	30.45%	51.23%	77.11%		77.11%		▲	Red
Customer Services											
KPI06-D	Average call waiting time in seconds	187 seconds	233 seconds	174 seconds	78 seconds	121 seconds		121 seconds		▼	Green

Civica Comments

Performance:

- Speed of Benefits processing exceeded the monthly target.
- The HB accuracy target was met.
- Council Tax collection continues to miss the profiled target - Dover achieved 82.91% against the 83.25% target. This remains under continuous review by the s151 officers.
- Business Rates collection is significantly below target but collections at Dover closely mirror the national picture. Whilst Extended Retail Relief has removed the charge from all retail and leisure venues, the remaining businesses will not have benefitted from Covid Grants and many are experiencing financial difficulties. Whilst reminders have been issued, there has been no formal enforcement activity undertaken during the year. This is primarily as a result of the closure of Magistrates courts leading to no Liability Orders being granted. This combined with severely restricted Enforcement Agent activity has resulted in a significant increase in arrears. Recovery prompts are on-going but the position will not recover during this financial year. It is anticipated that the majority of the outstanding monies will continue to be collected during future years and although there will be a proportion of unrecoverable debt (as distressed companies enter liquidation), it is reasonable to expect that the eventual percentage collected for this financial year will be significantly higher than the initial outturn on 31st March
- Customer satisfaction was at 98% in December.
- Call wait time remains under the 233 seconds target.
- All customer feedback responses were completed within the required timescale.

Key Initiatives/Outcomes:

Open Portal will go live at Dover on the 11th January. This service will give customers access to view their Benefit claims, Council Tax accounts, NDR Accounts, Sundry Debtor accounts and landlord accounts.

Concerns/Risks:

Nothing to report in Q3

Housing

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
HOU001 (EKHL1)	Average time taken to re-let council dwellings	26.31 days	16.5 days	41.19 days	51.05 days	45.34 days		45.86 days	N/A	▲	Red
HOU002 (EKHC2)	Rent arrears as % of annual debit	4.01%	4.55%	4.77%	4.57%	4.89%		4.89%	N/A	▼	Amber
HOU003 (EKHC3)	Former tenant arrears as % of annual debit	1.84%	0.50%	2.02%	1.98%	2.19%		2.19%	N/A	▼	Red
HOU004 (EKHD1)	Total current tenant arrears (including court costs)	£ 781,425	N/A	£ 868,302	£ 901,994	£ 965,008		£965,008		▼	N/A
HOU005 (EKHD2)	Average current tenant arrears per rented unit	£182	N/A	£201	£211	£203		£203	N/A	▲	N/A
HOU006 (EKHD3)	Total former tenant arrears (including court costs)	£ 358,004	N/A	£ 368,641	£ 391,717	£ 431,467		£431,467		▼	N/A
HOU007 (EKHD4)	Amount of former tenant arrears written off	£33,121	N/A	£0	£99	£164		£164		▼	N/A

Performance:

Housing income collection this financial year has been impacted by Covid 19 restrictions on possession hearings and evictions. Despite this and the transition of the service from EKH to DDC, from 1 October 2020, overall performance remains strong in this area. Work continues to support families with incomes detrimentally impacted by furlough, reduced hours and un-employment as a consequence of Covid, tiered restrictions and lockdowns. Voids performance continues to be of concern with properties taking longer than usual to relet. Void performance figures are cumulative and as a consequence EKH performance until October 2020 will affect them until year end along with Covid infection rates and restriction continue to cause issues with contractor resources and materials

Corporate Resources

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
ACC004	Percentage of invoices paid on time	96% (Q3)	91.50%	96%	88%	75.23%		86.41%	1623	▼	Red
CSU001	Percentage of ASB cases resolved within 30 days	89% (Q3)	98%	100%	100%	100%		100%	30	▶	Green
ENH005	Percentage of complaints regarding nuisance responded to within 5 working days	98.50%	95%	99.2%	99%	97%		98.4%	180	▼	Green
ENH012	Number of Fixed Penalty Notices issued for litter	2053	N/A	6	9	7		22		N/A	N/A
ENH013	Percentage of stray dog enquiries responded to within target time.	100%	95%	100%	100%	100%		100%	40	▶	Green
ENH015	Number of Fixed Penalty Notices issued for dog fouling	8	N/A	0	0	0		0		N/A	N/A
ENH016	Number of Envirocrime prosecutions completed	192	N/A	0	1	1		2		N/A	N/A
GOV001	Number of working days/shifts lost due to sickness absence per FTE	7.42 days	N/A	0.88 days	0.64 days	1.95 days		3.47 days		▼	Compared to Q3 2019/20
GOV002	Number of working days/shifts lost due to long term sickness absence over 10 days per FTE	5.13 days	N/A	0.58 days	0.41 days	1.47 days		2.46 days		▼	Compared to Q3 2019/20
GOV003	The number of second stage complaints referred to the Council's Complaints Officer	26	N/A	8	10	10		28		N/A	N/A
GOV004	The number of FOI requests received	1074	N/A	187	294	282		763		N/A	N/A
HOU010a	Number of households living in Temporary Accommodation including B&B	171	90	166	147	147		147		▶	Red

Corporate Resources

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
HOU010b	Number of households in bed & breakfast (The data provided in HOU010a and b shows the number of households on the last day of the quarter.)	22	20	25	17	21		21		▼	Amber
HOU011	The number of households presenting as homeless where a duty to re-house is accepted	150	N/A	40	35	23		98		▲	N/A
HOU012	The number of children in B&B	0	N/A	0	0	0		0		▶	N/A
LIC005	The percentage of licensed premises inspections completed by target date	100%	80%	0	0	100%		100%	2	▲	Green
LIC006	The percentage of unopposed licensing and permit applications processed within 5 working days	98.75%	75%	100%	100%	99%		99.67%	387	▶	Green
PSH007	Number of DFG applications completed (for information only)	108 (Q3)	N/A	6	9	9		24		▶	N/A
PSH008	Percentage of completed DFG applications approved within 10 working days from receipt of application	77% (Q3)	N/A	66%	87%	80%		78%		▼	N/A

Performance Summary – General Fund, HRA and Capital

General Fund (GF) Budget Update

The revised GF Revenue Budget was approved by Council on 21st October. The following major variations to that position have been identified:

Description	£000	£000
Deficit Forecast 21st October 2020		120
DEFRA funding for Port Health posts confirmed	(50)	
Council Tax & Business Rates penalties & fines not applied	400	
Improvement in forecast Parking income	(125)	
Improvement in forecast Building Control income	(60)	
Improvement in forecast Land Charges income	(10)	
Increased Planning income	(130)	
Further reduction in financial investment returns	20	
Reduced short term borrowing costs	(75)	
Revised NDR forecast (including Govt compensation scheme)	(210)	
Revised Council Tax forecast (including Govt compensation scheme)	(225)	
Additional Govt Covid funding	(570)	
Reduced income compensation forecast due to improved income streams	460	
		<u>(575)</u>
Forecast Surplus 2020/21		(455)
Transfer surplus to earmarked reserves to support future budgets		450
Forecast Surplus after transfers to reserves		<u>(5)</u>

These changes result in a favourable net impact of £575k, resulting in an underlying forecast surplus of £455k, mainly due to the additional Government support provided to Councils to recognise the Covid pressures being faced. It is proposed that any final year end surplus is transferred to earmarked reserves to be made available to support future year pressures.

Strategic Director (Corporate Resources) comments

Performance:

The figures for the processing of invoices (ACC004) in the last quarter are below target mainly due to the implementation of the new financial management system in October which required the suspension of payments for a two week period, alongside some short term resourcing issues within the team. These factors resulted in a temporary backlog in processing times which are now resolved and the backlog was mostly cleared by the end of the quarter. There were a number of utility invoices which were not cleared as they needed further investigation following the EKH transition, unfortunately these are likely to impact on the next reporting period when they are resolved.

The number of households “Living in temporary accommodation including B&B” (HOU010a) has remained static this quarter, a reduction from Q1. This reflects the continuing high level of homelessness presentations and a lack of move-on accommodation into either social or privately rented housing. We have recently recruited to a new Landlord Liaison Officer post and hope that this will have a positive impact on our temporary accommodation figures. The Council continues to increase its stock of interim housing in order to minimise the numbers housed in B&B

Staff numbers

Division	FTE @ 1 April 2020	(Leavers)/ Joiners/ Transfers	FTE @ 31 December 2020
Chief Executive	40.61	+0.43	41.04
Governance	52.58	0	52.58
Corporate Resources	60.32	+19.08	79.40
Operations and Commercial	113.78	+15.96	129.74
HR & Audit	27.23	-1.00	26.23
Total Staff FTE	294.52	+34.47	328.99

Operations and Commercial

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
MUS002	The number of visits to the museum in person per 1,000 population	180.55 (Q3)	200	0	3.52	11.15		14.67		▲	Red
PKG003	Number of PCNS issued	12,968	N/A	1,860	4,041	3,548		9,449		N/A	N/A
PLA001	Percentage of major planning applications determined in 13 weeks (exc. section 106 agreements) or within an agreed extension of time or Planning Performance Agreement	83.52% (Q3)	65%	84.62%	90%	89.25%		87.96%	8	▼	Green
PLA002	Percentage of non-major planning applications determined in 8 weeks (exc. Section 106 agreements)	83.71% (Q3)	75%	89.74%	91%	89.71%		90.15%	214	▼	Green
PLA003	The percentage of decisions for major applications overturned at appeal (+)	5.11% (Q3)	<10%	0%	0%	0%		0%		▶	Green
PLA004	The percentage of decisions for non-major applications overturned at appeal (+)	1.27% (Q3)	<10%	0.7%	0%	1.4%		0.7%		▼	Green
PLA007	Number of new houses completed.	53,286 (Q3)	N/A	172	76	67		53,601		N/A	N/A
PLA008	Growth in Business Rates base (number of registered businesses)	4,124 (Q3)	N/A	39	5	10		4,178		N/A	N/A

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
PLA009	% of appeals upheld by the Planning Inspectorate as a % of those submitted	23.93% (Q3)	N/A	25%	0%	33%		19%	9	N/A	N/A
WAS003	Number of collections missed per 100,000 collections of household waste.	5.53	15	5.28	5.8	4.82		5.30		▲	Green
WAS010	Residual household waste per household	356.36 kg	350kg	417kg	420kg	Awaiting KCC Data		Awaiting KCC Data			
WAS011	Household waste sent for reuse, recycling or composting	47.50%	50%	50%	49.30%	Awaiting KCC Data		Awaiting KCC Data			
WAS012	Environmental cleanliness: Percentage of streets containing litter	4.48%	5%	3.92%	5.38%	4.55%		4.62%		N/A	N/A
WAS013	Environmental cleanliness: Percentage of street containing detritus	13.80%	10%	17.17%	15.04%	14%		15.40%		N/A	N/A

Strategic Director (Operations and Commercial) comments

Performance:

Despite the many challenges we continue to face, performance as reported above continues to be strong in all areas other than at Dover Museum, which clearly remains closed due to the lockdown restrictions. Officers are continuing with home working and continue to deliver the services as if they were in Whitfield with significant staff time having been spent over recent months working on the potential impacts of the end of transition.

Planning & Regeneration: Performance was slightly down on the last quarter, but still significantly above target. Workloads remain high and are likely to increase further partly due to the publication of the new Local Plan, as developers seek to demonstrate early delivery of sites either proposed for allocation or rejected by the HELAA process at this stage. In addition, the housing market remains strong with RightMove reporting that overall, sold prices in Dover over the last year were similar to the previous year and 5% up on the 2018 peak. There is significant interest from purchasers seeking to relocate to the coastal areas which is likely to translate into increased housing starts and the refurbishment of the second-hand market

Commercial Services

Parks & Open Spaces: The In-house Grounds Maintenance team have been carrying out their duties as best they can, but with no seasonal staff and Covid safe

restriction activities are taking longer than normal but this level of service has been accepted as an outcome of the current situation. The burial service continues to be busy but no more than normal.

The Kearsney Parks Project: The Building contract has completed with snagging taking place. The landscaping is now complete. There is ongoing works with the final accounts for both contracts and with the added burden of Coombs going into administration in late 2020. The overall project will complete by the end of June 2021, with the formal opening now planned for summer 2021, although the wet weather seen over recent weeks has caused some damage to the site which will need to be remedied.

Kearsney Café: The café opening has been put on hold due to the Covid restrictions and should be open by Easter 2021.

Natural Environments: The WCCP team have had a very busy time with high numbers of visitors due to lifting of restrictions and staycation. This has created new issues for the team with high levels of litter and other anti-social problems. A reduced number of volunteers have signed up to help this year due to concerns about Covid and many activities have been cancelled. But the positive is the smaller volunteer groups are working well and much easier to manage. Alternative online events have been popular and welcomed especially for parents with children at home due to school closures.

Transport & Parking Services: Unfortunately, the visitor numbers this autumn were not sufficient to help restore income streams to meet the budget shortfall. The team continue to enforce regulations in a pragmatic way and ensure that roads are not affected by cars parked in a dangerous manner and impacting other key services at this challenging time for our residents. The back-office team are continuing to work on many projects including delivering the OZEV funded project which will see a significant increase in the number of EV charging points across the district.

Waste services: A very busy period of time for the team and the contractor with very high tonnages on all waste streams and increased demand due to lockdown. Unfortunately, the garden waste service had to be suspended just before Christmas and was the only service affected by the impacts of Covid so far. The impact of this suspension should be minimal to most of our customers due to the time of year and we will be collecting everything presented when the service restarts after the normal Christmas break in service. HWRC sites are still open but tonnages at the kerbside remain high and so do the numbers of fly tips being reported across the district. The start of the new waste contract starts in January 2021 and there is lots to do to ensure this service transitions seamlessly from the old to the new contract. A very challenging time for the waste team in late December with the closure of the French borders just before Christmas and grid locking of the town for several days due to foreign drivers being trapped in the UK. High volumes of litter within the town on the strategic routes and in our car parks. Waste collections were also significantly impacted too at this already busy time of year. Exceptional service from our contractor and contract management team during this incident.

Inward Investment & Tourism: The Team continue to work on a diverse range of projects and activities, with particular focus around the impacts to business of the Covid-19 Pandemic and Transition. Processing a range of support grants, which has become increasingly complex, has been challenging and continues with assistance from colleagues across the authority. On the project front, progress continues on the Coastal Community joint project at Market Square, along with the Dover Fastrack (BRT) and scoping analysis for the Cable car in liaison with English Heritage through the establishment of Memorandum of Understanding and Project Board approach. In tandem with this, excellent news was received on Boxing Day, confirming that DDC had received a provisional award of £3.2m from the Future High Street Fund towards a range of improvements in Dover town centre. A multi-disciplinary meeting of Officers, chaired by the Deputy Leader, is meeting on a fortnightly basis to progress and enable the various projects, with a range of detailed appraisal and marketing tools being undertaken. Inward Investment enquiries are also being made.

On the tourism side, The Tourism & Visitor Economy Department, have continued with their support to the district's tourism & visitor economy businesses/industry providing useful information, updates and advise as part of website updates and a distributed digital newsletter (this support began from 17th March 2020, and included updates being sent, as required, to representatives at Deal Town Council, Dover Town Council (via Destination Dover) and Sandwich Town Council, as well as each of the town Chambers of Commerce). The Department's distribution of COVID-19 communications, often daily, to key DDC departments throughout this period must also be noted and recognised as a key informational resource. Sector representation and collaboration at a national, regional, county and local level also continued throughout, including contribution to inquiries at all levels and impact monitoring.

During this time, the department has also continued delivery upon elements of the new DDC Tourism & Visitor Economy strategy and welcomed (and inducted) two new members of staff to the team (1x Visitor Marketing & Communications Officer, 1x Visitor Projects & Development Officer).

Phase 2 of the bold and creative [White Cliffs Country website](#) was launched in November 2020, adding new elements and functionality to the Phase 1 development, including further enhanced marketing & promotion (SEO works); around 30 new pages of content; as well as increased ongoing content creation; [Industry Hub](#); [Blog feature](#); New [itineraries](#);

Other areas of activity have included: Input and agreed the Economic Impact of Tourism Research Data (with Visit Kent) for [Dover District](#), [Deal](#), [Dover](#) and [Sandwich](#); a new [White Cliffs Country Destination Guide](#). And [White Cliffs Country Travel Trade Guide](#).; Audits of accessibility and of dog friendly places in White Cliffs Country (via the VIC); initiated the start of a potential DDC application for Purple Flag Award accreditation; Pursuing with partners Walkers Are Welcome status for Deal; Supporting and informing the draft [Economic Growth Strategy](#) for DDC; Continuing to deliver upon the Interreg Experience Project, with Visit Kent and the Kent Downs AONB; Continuing with all related aspects of The 149th Open; including a Claret Jug Tour of White Cliffs Country in November; Continuing with all related aspects of the World Travel Market (WTM) in November 2021; Continuing to support the White Cliffs Community Rail Partnership.

Asset & Building Control: The team have risen magnificently to the challenges posed by the return of the housing maintenance service to direct control on 1st October 2020. The hard work preparing for the breaking up of East Kent Housing paid dividends by enabling noticeable improvements despite the fact that all aspects of the service DDC inherited being worse than the lowest expectations of officers. Much work has gone in to:

- Verifying compliance data and making significant performance improvements in the compliance areas.
- Uncovering and settling outstanding invoices, left unpaid by East Kent Housing.
- Addressing a myriad of complaints about issues left unresolved by East Kent Housing.
- Working closely and collaboratively with Housing Service colleagues to reduce the void period whilst, at the same time doing more work whilst the property is empty.
- Thanks also go to the digital team who were magnificent in managing the disaggregation of EKH's single system data base, successfully completed in December. The digital, housing and maintenance teams are now working intensely on the upgrade of the SAM data base, something that should have been completed well before the service returned. DDC officers spotted that the limited progress made by EKH would not deliver the system that DDC needed and took the bold decision to reset the project.

Despite many of the team being diverted in full or in part in to housing related work there are a plethora of other projects and work streams which the team are delivering, including:

- Managing the further fall out from lockdown 3. Work includes making arrangements to protect the Council's interests with respect to the leisure centres,

reintroduction of Covid ways of working and making assets Covid secure, work to support commercial tenants.

- Much work to progress the design for the Maison Dieu project following the NHLF award of £7.2m in September as well as identifying and designing enabling works, which will be on site prior to the main construction phase. Another work stream has been undertaking negotiations with Your Leisure about early surrender of the lease in preparation for the NHLF project.
- The completion of the conversion of DDC's street lighting to LED with the exception of the pole mounted lights, where the UK Power Network owned safety assets need upgrading before engineers have full assurance that they can work on the lights safely. Officers continue to engage with UKPN to make sure that UKPN resolves the problems as quickly as possible. Well over 2000 street lights have been converted successfully.
- The first phase of the work to the Time Ball Tower removing the mast, (which is to be replaced), and the time ball mechanism, (which is to be restored) was successfully carried out in December.
- The contract to take down and rebuild the tall but leaning chimney at the Astor Theatre was let and protective scaffolding has been erected to provide additional strength to the chimney until the rebuild, due to commence in early spring when the weather and temperature improve.
- Design work including detailed drawings and specifications are underway in respect of two projects at Victoria Park Deal. The first is the creation of an earth bund flood defence to the tennis centre, which will prevent any reoccurrence of the damage caused to the floor and walls in 2016. The second involves improvements to the surface and fencing of the outdoor tennis courts next to Mill Road, which will mean that they will once again fulfil their intended purpose.
- Design and specification work continues in collaboration with the museums team to deliver a new museum store at the Whitfield Business Park, which will provide a safer home with enhanced environmental conditions for the museum collection. The project will go out to tender in early spring.
- The contract to repair the lower deck of the pier, following storm damage in the spring of 2020, has been tendered. Work will start as soon as the insurance claim is settled and weather and tides allow.
- The £12.6m project to deliver 65 units at Harold St, Dover is progressing well with completion, despite the difficulties and delays caused by the pandemic, due in early summer. The project is on budget and sales off plan of the 29 shared ownership units are also progressing well.
- The Assets Maintenance team have been quietly carrying out much needed repairs and refurbishments at very little cost to DDC. Works include the refurbishment internally of the Connaught Park toilet block, complementing the external refurbishment earlier in the year. The toilets at Marke Wood were refurbished in December and work has started on buildings in Hamilton Cemetery. All this despite being at three quarters strength due to long term illness.