

PLACE: an enterprising, vibrant place

	Status/ Value	Target	Comments	Direction of Travel
DM 01 Major Planning applications determined within 13 weeks or other agreed time (%)	✓ 86.4	60.0%	At the end of Quarter 2, 86.4% (19 out of 22) of major planning applications had been determined within 13 weeks or other agreed time.	Same
DM 02 Minor and other planning applications determined within 8 weeks or other agreed time (%)	✓ 88.1	70.0%	At the end of Quarter 2, 88.1% (428 out of 486) of minor and other planning applications had been determined within 8 weeks or other agreed time.	Same
DM 07 Less than 10% of major planning applications allowed at appeal (%)	✓ 0.0	≤10%	At the end of Quarter 2, zero (0 out of 22) major planning applications had been allowed at appeal.	Same
SP 02 Adequate supply of ready-to-develop housing sites compared to requirement (achievement of five-year land supply) (%)	✓ 154.8	100.0%	Data for this indicator was last calculated on 31 March 2020. At this time a 154.8% (7.74 years) supply was available.	Same
CON 10 Percentage of the District that is Grade B or better level of litter or detritus (%)	⚠ 84.8	88.0%	At the end of Quarter 2, 84.8% of the District (106 out of 125 sites) were Grade B or better level of litter or detritus.	Same
CON 14 Average number of working days to respond to reports of fly-tipping (days)	✓ 3.1	4.0	At the end of Quarter 2, reports of fly-tipping were responded to within an average of 3.1 working days.	Same
SP 01 Number of affordable housing completions during the year	✗ 0	90.0	No new affordable housing units were completed during Quarters 1 and 2 of the 2020/21 year.	Same
ED 01 Footfall in town centres	✗ 1,364,450	11,000,000	The target for the end of Quarter 2 was 1,833,333 (11,000,000 for the year). The value recorded was 25.5% short of target. Additional comments on this Indicator are included in the covering report.	Same

PEOPLE: a healthy, inclusive and engaged community

	Status/ Value	Target	Comments	Direction of Travel
CCS 02 Percentage of calls to the call centre answered within 30 seconds (%)	⚠ 52.8	55≥%	At the end of Quarter 2, 52.8% of calls to the Contact Centre had been answered within 30 seconds.	Same
CCS 05 Percentage avoidable contact (%)	⚠ 5.3	≤5%	At the end of Quarter 2, avoidable contact was recorded as being an average of 5.3%. This indicator performed better than target in each of the three months of the Quarter.	Worse
RB 02 Average time to process new Benefits Claims (days)	✓ 14.2	≤19 Days	At the end of Quarter 2, new Benefit claims had been processed within an average of 14.2 days. The target for the end of Quarter 2 was 15.5 days (19 days for the year).	Same
CP 11 Attendances at sport and physical activity events	-	-	No data available due to the impact of the Covid-19 Pandemic.	-
HS 11 Percentage of statutory homeless applications owed a duty housed (%)	✗ 73.1	100.0%	At the end of Quarter 2, 73.1% of statutory homeless presentations were housed. Additional comments regarding the status of this indicator are included in the covering report.	Same
HS 07 Percentage of repeat statutory homeless presentations (%)	✓ 0	0	At the end of Quarter 2 there were zero instances of repeat statutory homeless presentations.	Same
RS 16 Average number of weeks taken to complete Disabled Facilities Adaptions	✗ 23.0	20	At the end of Quarter 2, Disabled Facilities Adaptions had been carried out in an average of 23 weeks (3 weeks onger than the target of 20 weeks).	Worse

COUNCIL: innovative, proactive and efficient

	Status/ Value	Target	Comments	Direction of Travel
COR 01 Stage 1 and Stage 2 complaints responded to within 20 working days (%)	✓ 93.7	90≥%	At the end of Quarter 2, 93.7% of complaints (59 out of 63) of Stage 1 and Stage 2 complaints had been responded to within 20 working days.	Better
HR 02 Staff Turnover during the year (%)	✓ 4.1	8.0%	At the end of Quarter 2, staff turnover was 4.1%. This was 3.9% better than the target of 8%. The target for the year is 16%.	Same
HR 03.1 Working days per FTE lost due to short-term sickness (days)	✓ 1.27	2.25≤days	At the end of Quarter 2, 1.27 days per FTE had been lost due to short-term sickness. This was 0.98 days better than the target of 1.27≤days. The target for the year is 4.5≤days per FTE.	Same
FS 02 Establishment and agency costs kept within budget (£)	✓ £4,716,789	≤£9,602,656	The target for the end of Quarter 2 was ≤£4,801,328 (£9,602,656 for the year). The value achieved of £4,716,789 was 3.5% better than target.	Same
FS 03 Percentage of payments made to creditors within 30 days (%)	⚠ 89.6	90≥%	At the end of Quarter 2, 89.6% (2,076 out of 2,318) of payments to creditors were made within 30 days. This was 0.4% short of the 90% target.	Worse
Number of staff undertaking apprenticeship placements or training routes at the Council during the 2019/20 year	✓ 10	4≥	The Council has a target of employing 4 apprentices during the 2020/21 year. During Quarter 2, the Council was employing 10 apprentices.	Same
RB 01 Council Tax collection rate (%)	⚠ 56.1	98.6≥%	At the end of of Quarter 2, 56.1% of Council Tax had been collected (1.6% short of the target of 57.7%). The target for the year is 98.6%.	Same
RS 14 Number of interventions carried out to encourage owners of empty properties to bring them back into use	✗ 7	35≥	At the end of Quarter 2, 7 interventions had been carried out encourage owners of empty properties to bring them back into use. The target for Quarter 2 was 18 interventions (35 for the year).	Same