

PLACE: an enterprising, vibrant place

	Status/ Value	Target	Comments	Direction of Travel
Major Planning applications determined within 13 weeks or other agreed time (%)	✓ 93.3	≥60%	At the end of Quarter 2 of the 2019/20 year, 93.3% (14 out of 15) major planning applications had been determined within 13 weeks or other agreed time.	Same
Minor and other planning applications determined within 8 weeks or other agreed time (%)	✓ 86.0	≥70%	At the end of Quarter 2 of the 2019/20 year, 86.0% (413 out of 480) of minor and other planning applications had been determined within 8 weeks or other agreed time.	Same
Less than 10% of major planning applications allowed at appeal (%)	✗ 13.3	≤10%	At the end of Quarter 2 of the 2019/20 year, 13.3% (2 out of 15) of major planning applications had been allowed at appeal.	Worse
Adequate supply of ready-to-develop housing sites compared to requirement (achievement of five-year land supply) (%)	✓ 140.9	100.0%	Data for this indicator is calculated twice each year. The value shown here was the position at the end of Quarter 2 of the 2019/20 year. 140.9% equates to a 7.04-year supply.	Same
Percentage of the District that is Grade B or better level of litter or detritus (%)	✓ 89.6	≥88%	At the end of Quarter 2 of the 2019/20 year, 89.6% (112 out of 125) of sites in the District were at Grade B or better level of litter or detritus.	Same
Average number of working days to respond to reports of fly-tipping (days)	✓ 3.5	≤5	At the end of Quarter 2 of the 2019/20 year, reports of fly-tipping were responded to within an average of 3.5 days.	Same
Number of affordable housing completions during the 2018/19 year	✓ 56	≥90	At the end of Quarter 2 of the 2019/20 year, 56 affordable housing units had been completed. The target for the end of Quarter 2 was 45 (90 units is the target for the year).	Same
Increased footfall in town centres	✓ 5,524,551	≥10,664,251	At the end of Quarter 2 of the 2019/20 year, footfall in town centres was 5,524,551. The target for the end of Quarter 2 was 5,461,607 (10,664,251 is the target for the year).	Same

PEOPLE: a healthy, inclusive and engaged community

	Status/ Value	Target	Comments	Direction of Travel
Percentage of calls to the call centre answered within 30 seconds (%)	✓ 56.8	≥55%	At the end of Quarter 2, 56.8% of calls to the call centre were answered within 30 seconds. This was 1.8% better than the target of 55%.	Same
Percentage avoidable contact (%)	✓ 4.0	≤24	This performance indicator achieved results that were much better than target in each of the first 6 months of the 2019/20 year.	Same
Average time to process new Benefits Claims (days)	✓ 12.1	19	At the end of Quarter 2, new Benefits claims were processed in an average of 12.1 days. The target for the end of Quarter 2 was 15.5 days (target of 19 days for the year).	Same
Attendances at sport and physical activity events	✓ 8,385	25,000	At the end of Quarter 2 there had been 8,385 attendances at sport and physical activity events. This was 4.8% above the target of 8,000 for the Quarter). The target for the year is 25,000 attendances.	Same
Percentage of statutory homeless presentations housed (%)	✗ 30.4	100.0%	At the end of Quarter 2, 30.4% (38 out of 125) of statutory homeless presentations had been housed.	Same
Percentage of repeat statutory homeless presentations (%)	✓ 0	0	At the end of Quarter 2 there had been zero instances of repeat homelessness.	Same
Percentage of disabled facilities adaptations carried out within service standard (%)	✓ 14.0	20	At the end of Quarter 2, disabled facilities adaptations had been carried out within an average of 14 weeks. The target time is 20 weeks.	Same

Council: innovative, proactive and efficient

	Status/ Value	Target	Comments	Direction of Travel
Stage 1 and Stage 2 complaints responded to within 20 working days (%)	⚠ 87.1	≥90%	At the end of Quarter 2 of the 2019/20 year, 87.1% (61 out of 70) of Stage 1 and Stage 2 complaints had been responded to within 20 working days.	Worse
Staff Turnover during the 2019/20 year (%)	✓ 8.4	≤16%	At the end of Quarter Two of the 2019/20 year, staff turnover was 8.4% (18 leavers and 213 employees). The target for the year is ≤16%.	Same
Working days per FTE lost due to short-term sickness (days)	✓ 1.4	≤4 days	At the end of Quarter 2 of the 2019/20 year, 1.4 days per FTE employee had been lost due to short-term sickness. The target for the end of Quarter 2 was ≤2days (≤4 days for the year).	Same
Establishment and agency costs kept within budget (£)	✓ £4,293,369	≤£8,858,305	The budgeted spend for the end of Quarter 2 was £4,429,152.50. The value achieved of £4,293,369 was 3.1% better than target.	Same
Percentage of payments made to creditors within 30 days (%)	✓ 93.2	≥90%	At the end of Quarter of the 2019/20 year, 93.2% (2,250 out of 2,414) of payments to creditors had been made within 30 days.	Same
Number of staff undertaking apprenticeship placements or training routes at the Council during the 2019/20 year	✓ 9	≥4	The Council has a target of employing 5 apprentices during the 2019/20 year. At the end of Quarter 2, the Council was employing 9 apprentices.	Same
Council Tax collection rate (%)	⚠ 57.4	≥98.6%	At the end of Quarter 2 of the 2019/20 year, 57.4% (£36,924,831.11 out of £64,378,212.20) of Council Tax had been collected. The target for the end of Quarter 2 was 57.7%.	Same
Number of interventions carried out to encourage owners of empty properties to bring them back into use	✓ 38	≥35	At the end of Quarter 2 of the 2019/20, the Council carried out 38 interventions to encourage owners of properties to bring them back into use. This exceeds the target for the year (35 interventions).	Better