

PLACE: an enterprising, vibrant place

| Key | | | | |
|---|---------------|-------------|--|---------------------|
| Green (on target) | ✓ | | | |
| Amber (within 5% tolerance) | ⚠ | | | |
| Red (more than 5% behind target) | ✗ | | | |
| | Status/ Value | Target | Comments | Direction of Travel |
| DM 01 Major Planning applications determined within 13 weeks or other agreed time (%) | ✓ 91.9 | ≥60% | At the end of the 2019/20 year, 91.9% (34 out of 37) of major planning applications had been determined with 13 weeks or other agreed time. | Same |
| DM 02 Minor and other planning applications determined within 8 weeks or other agreed time (%) | ✓ 85.2 | ≥70% | At the end of the 2019/20 year, 85.2% (791 out of 928) 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 (%) | ✓ 5.9 | ≤10% | At the end of the 2019/20 year, 5.9% (2 out of 34) of 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) (%) | ✓ 140.9 | 100.0% | Data for this indicator was last calculated on 31 March 2019. At this time a 140.9% (7.04 years) supply was available. Data for this indicator is due to be recalculated during Quarter 1 of the 2020/21 year. | Same |
| CON 10 Percentage of the District that is Grade B or better level of litter or detritus (%) | ✓ 88.8 | ≥88% | At the end of the 2019/20 year, 88.8% (111 out of 125 sites) of the District was considered to be 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) | ✓ 3.2 | ≤5 | At the end of the 2019/20 year, reports of fly-tipping reports had been responded to within an average of 3.2 days. | Same |
| SP 01 Number of affordable housing completions during the 2019/20 year | ✓ 207 | ≥90 | During the 2019/20 year, 207 affordable housing units were completed (130% above the target of 90 for the year). | Same |
| ED 07 Increased footfall in town centres | ✗ 9,510,199 | ≥10,923,215 | During the 2019/20 year, footfall of 9,510,199 was recorded in town centres (12.9% short of target for the year). 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 (%) | ⚠ 54.5 | ≥55% | During the 2019/20 year, 54.5% of calls to the contact centre were answered within 30 seconds. This was 0.5% short of the target of 55%. N.b. during March 2020 the figure recorded was 32%. | Worse |
| CCS 05 Percentage avoidable contact (%) | ✓ 3.9 | ≤24 | During the 2019/20 year, avoidable contact was recorded as being an average of 3.9%. This indicator performed significantly better than target in each of the 12 months of the 2019/20 year. | Same |
| RB 02 Average time to process new Benefits Claims (days) | ✓ 11.8 | 19 | During the 2019/20 year, new Benefits claims were processed in an average of 11.8 days (7.2 days better than target). | Same |
| CP 11 Attendances at sport and physical activity events | ✓ 26,225 | 25,000 | There were 26,225 attendances at sport and physical activity events recorded. This was 4.9% ahead of target. | Same |
| HS 11 Percentage of statutory homeless presentations housed (%) | ✗ 34.3 | 100.0% | During the 2019/20 year, 34.3% of statutory homeless presentations were housed (65.7% short of target). 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 | During the 2019/20 year there were zero instances of repeat statutory homeless presentations. | Same |
| RS 16 Average number of weeks taken to complete Disabled Facilities adaptations | ✓ 15.0 | 20 | During the 2019/20 year Disabled Facilities Adaptions were completed in an average of 15 weeks (5 weeks ahead of target). | Same |

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 (%) | ✓ 91.4 | ≥90% | During the 2019/20 year, 91.4% (127 out of 139) of Stage 1 and Stage 2 complaints were responded to within 20 working days. This was 1.4% better than target. | Same |
| HR 02 Staff Turnover during the year (%) | ✓ 15.3 | ≤16% | During the 2019/20 year, staff turnover was 15.3%. This was 0.7 better than the target of ≤16%. | Same |
| HR 03.1 Working days per FTE lost due to short-term sickness (days) | ✓ 3.4 | ≤4 days | During the 2019/20 year, 3.4 working days per employee were lost due to short-term sickness. This was 0.6 days better than target. | Same |
| FS 02 Establishment and agency costs kept within budget (£) | ✓ £8,850,148 | ≤£8,858,305 | During the 2019/20 year, the establishment and agency budget was 1.8% underspent. | Same |
| FS 03 Percentage of payments made to creditors within 30 days (%) | ✓ 92.4 | ≥90% | During the 2019/20 year, 92.4% (4,566 out of 4,941) of payments to creditors were made within 30 days. This was 2.4% better than the target. | Same |
| Number of staff undertaking apprenticeship placements or training routes at the Council during the 2019/20 year | ✓ 11 | ≥4 | The Council had a target of employing 4 apprentices during the 2019/20 year. At the end of the year the Council had employed 11 apprentices. | Same |
| RB 01 Council Tax collection rate (%) | ⚠ 98.4 | ≥98.6% | During the 2019/20 year 98.4% of Council Tax was collected. This was 0.2% short of the target. | Same |
| RS 14 Number of interventions carried out to encourage owners of empty properties to bring them back into use | ✓ 63 | ≥35 | During the 2019/20 year, 63 interventions were carried out to encourage owners of empty properties to bring them back into use. This was 80% better than target. | Same |