

PLACE: an enterprising, vibrant place

| | Status/ Value | Target | Comments | Direction of Travel |
|--|---------------|-----------|--|---------------------|
| Major Planning applications determined within 13 weeks or other agreed time (%) | ✓ 91.4 | ≥60% | At the end of Quarter 2, 91.4% (32 out of 35) of major 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 (%) | ✓ 88.9 | ≥70% | At the end of Quarter 2, 88.9% (466 out of 524) of minor or other applications had been determined within 8 weeks or other agreed time. | Same |
| Less than 10% of major planning applications allowed at appeal | ✓ 2.9 | <10% | At the end of Quarter 2, 2.9% (1 out of 35) of major planning decisions had been allowed at appeal. | Same |
| Adequate supply of ready-to-develop housing sites compared to requirement (achievement of five-year land supply) (%) | ✓ 115.1 | 100.0% | Data for this indicator is calculated twice per year. The value shown here was the position at the end of Quarter 2. 115.1% is equivalent to a 6.94-year supply. | Better |
| Percentage of the District that is Grade B or better level of litter or detritus. | ✓ 88.0 | ≥88% | At the end of Quarter 2, 88% (110 out of 125) of sites inspected were at an acceptable level of cleanliness. | Same |
| Average number of working days to respond to reports of fly-tipping (days) | ✓ 4.3 | ≤5 Days | At the end of Quarter 2, reports of fly-tipping had been responded to within an average of 4.3 days (0.7 better than target). | Same |
| Number of affordable housing completions during the 2018/19 year | ✓ 45.0 | ≥90 units | During Quarter 2, there were 13 new affordable housing unit completions. The total at the end of Quarter 2 was 45 units. The target for the year is 90 units. | Same |
| Increased footfall in town centres | ✓ 5,586,087 | ≥1% | The target for the end of Quarter 2 was 5,332,125. The actual value achieved of 5,586,087 was 4.7% better than target. | 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 (%) | ✓ 66.3 | ≥55% | At the end of Quarter 2, 66.3% of calls to the contact centre had been answered within 30 seconds. | Same |
| Percentage avoidable contact (%) | ✓ 2.85 | ≤24% | This performance indicator achieved results that were much better than target in each of the first six months of the year. | Same |
| Average time to process new Benefits Claims (days) | ✓ 17 | ≤19 Days | At the end of Quarter 2, new benefit claims had been processed within an average of 17 days (2 days better than target). | Same |
| Attendances at physical activity events | ✓ 10,700 | ≥25,000 | The target for the end of Quarter 2 was 8,000 attendances. The actual value achieved of 10,700 was 33.8% better than target. | Same |
| Percentage of statutory homeless presentations housed (%) | ✗ 50.0 | 100.0% | At the end of Quarter 2 50.0% (12 out of 24) statutory homeless presentations were 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 (%) | - | - | The County-wide Lightbulb reporting format has not yet been finalised. The indicator may need to be reviewed to reflect the new Lightbulb Performance Dashboard. | - |

Council: innovative, proactive and efficient

| | Status/ Value | Target | Comments | Direction of Travel |
|---|---------------|-------------|--|---------------------|
| Stage 1 and Stage 2 complaints responded to within 20 working days (%) | ✓ 94.7 | ≥90% | At the end of Quarter 2, 94.7% (71 out of 75) of Stage 1 and Stage 2 complaints had been responded to within 20 working days. | Same |
| Staff Turnover during the 2018/19 year (%) | ✓ 6.4 | ≤16% | The target for the end of Quarter 2 was ≤8%. (≤16% for the year). The actual value was 6.4% (1.6% better than target). | Same |
| Working days per FTE lost due to short-term sickness (days) | ✓ 1.5 | ≤4 Days | The target for the end of Quarter 2 was ≤2.0 days. The actual value achieved was 1.5 days (0.5 days better than target). | Same |
| Establishment and agency costs kept within budget (£) | ✓ £3,996,300 | ≤£8,343,000 | The target for the end of Quarter 2 was ≤£4,171,500. The value achieved of £3,996,300 was 4.2% better than target. | Same |
| Percentage of payments made to creditors within 30 days (%) | ✓ 94.2 | ≥90% | At the end of Quarter 2, 94.2% (2,177 out of 2,312) 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 2018/19 year | ✓ 5 | ≥4 | The Council has a target of employing 5 apprentices during the 2018/19 year. At the end of Quarter 2 there were already 5 apprentices employed by the Council. | Same |
| Council Tax collection rate (%) | ⚠ 57.6 | ≥98.6% | The target for the end of Quarter 2 was 57.7. The actual collection rate of 57.6% was 0.1% short of target. | Worse |
| Number of interventions carried out to encourage owners of empty properties to bring them back into use | ✓ 20 | ≥35 | The target for the end of Quarter 2 was 17.5 interventions. The actual value achieved of 20 was 14.3% better than target. | Same |