

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 (%)	✓ 77.8	60.0%	At the end of Quarter 1, 77.8% (7 out of 9) 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 (%)	✓ 86.5	70.0%	At the end of Quarter 1, 86.5% (205 out of 237) 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 1, no 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	Same
CON 10 Percentage of the District that is Grade B or better level of litter or detritus (%)	✓ 88.8	88.0%	At the end of Quarter 1, 88.8% of the District (111 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)	✓ 3.0	4.0	During Quarter 4, reports of fly-tipping were responded to within an average of 3 working days.	Same
SP 01 Number of affordable housing completions during the year	✗ 0	90.0	No new affordable housing units were completed during Quarter 1 of the 2020/21 year.	Worse
ED 01 Footfall in town centres	✗ 510,000	916,666	The target for the end of Quarter 1 was 916,000 (11,000,000 for the year). The value recorded was 44% short of target. Additional comments on this Indicator are included in the covering report.	Worse

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	55≥%	At the end of Quarter 1, 54% of calls to the Contact Centre had been answered within 30 seconds.	Same
CCS 05 Percentage avoidable contact (%)	✓ 4.0	≤5%	During Quarter 1, avoidable contact was recorded as being an average of 4%. This indicator performed better than target in each of the three months of the Quarter.	Same
RB 02 Average time to process new Benefits Claims (days)	✓ 14.3	≤19 Days	At the end of Quarter 1, new Benefit claims had been processed within an average of 14.3 days. The target for the end of Quarter 1 was 20.3 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 presentations housed (%)	✗ 33.0	100.0%	At the end of Quarter 1, 33% 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 1 there had been zero instances of repeat statutory homeless presentations.	Same
RS 16 Average number of weeks taken to complete Disabled Facilities adaptations	-	-	Quarter 1 data is not available at the time of writing	-

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 (%)	⚠ 89.7	90≥%	At the end of Quarter 1, 89.7% of complaints (26 out of 29) of Stage 1 and Stage 2 complaints had been responded to within 20 working days. This was 0.3% short of target.	Worse
HR 02 Staff Turnover during the year (%)	✓ 2.3	4.0%	At the end of Quarter 1, staff turnover was 2.3%. This was 1.7% better than the target of 4%. The target for the year is 16%.	Same
HR 03.1 Working days per FTE lost due to short-term sickness (days)	✓ 0.33	0.38≤days	At the end of Quarter 1, 0.33 days per FTE had been lost due to short-term sickness. This was 0.05 days better than the target of 0.38≤days. The target for the year is 4.5≤days per FTE.	Same
FS 02 Establishment and agency costs kept within budget (£)	✓ £2,229,814	≤£9,602,656	The target for the end of Quarter 1 was £2,400,664 (£9,602,656 for the year). The value achieved of £2,229,814 was 7.1% better than target.	Same
FS 03 Percentage of payments made to creditors within 30 days (%)	✓ 90.6	90≥%	During Quarter 1, 90.6% (905 out of 999) of payments to creditors were made within 30 days. This was 0.6% better than target.	Same
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 1, the Council was employing 10 apprentices.	Same
RB 01 Council Tax collection rate (%)	⚠ 28.6	98.6≥%	At the end of Quarter 1, 28.6% of Council Tax had been collected (1.3% short of the target of 29.9%). 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	✗ 0	35≥	At the end of Quarter 1, zero interventions had been carried out encourage owners of empty properties to bring them back into use. The target for Quarter 1 was 9 interventions (35 for the year).	Worse