

Appendix C - Harborough District Council Strategic Performance Dashboard 2016-17

PRIORITY : Working with communities to develop places in which to live and be happy

PRIORITY : Encourage a vibrant and sustainable business community intent on prosperity, employment and learning opportunities

	Status/ Value	Target	Explanatory Comments/ Mitigating Actions	Trend
Major planning applications determined within 13 weeks during the 2016/17 year		60%		
Minor planning applications determined within 8 weeks during the 2016/17 year		65%		
Other planning applications determined within 8 weeks during the 2016/17 year (This includes householder extensions, changes of use and listed buildings decisions)		80%		
Major planning applications determined within agreed timescales where there is a planning agreement in place to extend the determination date		100.0%		
Adequate supply of ready to develop housing sites compared to requirement (achievement of five year land supply)		100.0%		
Maintain the percentage of household waste sent for recycling, reuse by the end of March 2017 (excl. Garden Waste)		TBC		
Stage 1 and Stage 2 complaints responded to within 20 working days		90%		

	Status/ Value	Target	Explanatory Comments/ Mitigating Actions	Trend
Occupancy of Harborough Innovation Centre (%)		85%		
% of Tenders, quotations and estimates above £10,000 in value that were advertised using social media accessible to local suppliers or sought from local suppliers		75%		
Tenders, quotations or estimates above £10,000 in value led to contract being awarded to a local supplier		25%		
Businesses who respond to Council surveys rate Council services as 'good' or 'very good'		80%		




PRIORITY : Enable public services which are effective and deliver value for money

PRIORITY : Support the vulnerable in the communities where they live

	Status/ Value	Target	Explanatory Comments/ Mitigating Actions	Trend
Staff turnover during 2016/17 (target developed from CIPD guidelines)		<16%		
Working days lost due to Sickness Absence (target of less than 7.6 days per FTE) during 2016/17		7.60		
Net debt management costs		TBC*		
Employee Costs contained within Establishment & Agency Budget (saving is good)		TBC*		
In-Year Council Tax Collection Rate (%)		98.30%		
Payments to creditors made within 30 days during 2016/17		95.0%		
% of calls to the Contact Centre answered in 30 seconds		55.0%		
Less than 24% avoidable contact		<24% (low is good)		

	Status/ Value	Target	Explanatory Comments/ Mitigating Actions	Trend
Average time to process new benefit claims during 2016/17		19 days (low is good)		
Average time of to process changes of circumstances to benefit claims during 2016/17		9 days (low is good)		
Number of households living in temporary accommodation during 2016/17 (quarterly figure)		No Target Set		
Number of Repeat Homelessness Acceptances during 2014/15 (data captured quarterly)		0		
Percentage of disabled adoptions completed within service standards (quarterly figure)		TBC		

Legend

-  On or better than target (Green)
-  Within a 5% tolerance of the target (Amber)
-  5% or more worse than target (Red)

* following the setting of the 2016/17 budget