

PLACE: an enterprising, vibrant place

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Key				
Green (on target)	✓			
Amber (within 5% tolerance)	⚠			
Red (more than 5% behind target)	✗			
	Status/ Value	Target	Comments	Direction of Travel
Major Planning applications determined within 13 weeks or other agreed time (%)	✓ 90.0	≥60%	At the end of Quarter 1 of the 2019/20 year, 90% (9 out of 10) of 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 (%)	✓ 88.8	≥70%	At the end of Quarter 1 of the 2019/20 year, 88.8% (213 out of 240) 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 (%)	✗ 10.0	<10%	At the end of Quarter 1 of the 2019/20 year, 10% (1 out of 10) of major planning applications had been allowed at appeal.	Same
Adequate supply of ready-to-develop housing sites compared to requirement (achievement of five-year land supply) (%)	✓ 122.0	100.0%	Data for this indicator is calculated twice each year. The value shown here was the position in March 2019. 122% equates to a 6.94-year supply of ready-to-develop houses.	Same
Percentage of the District that is Grade B or better level of litter or detritus (%).	⚠ 87.2	88.0%	At the end of Quarter 1 of the 2019/20 year, 87.2%(109 out of 125) of sites in the District were at Grade B or better level of litter or detritus.	Worse
Average number of working days to respond to reports of fly-tipping (days)	✓ 3.7	<5 Days	During Quarter 1 of the 2019/20 year, reports of fly-tipping were responded to within an average of 3.7 days.	Same
Number of affordable housing completions during the 2018/19 year	✓ 42	90.0	At the end of Quarter 1 in the 2019/20 year, 42 affordable housing units had been completed. The target for the year is 90 units.	Same
Increased footfall in town centres	✓ 2,754,679	10,923,215	The target for the end of Quarter 1 was 2,730, 804. At the end of Quarter 1 of the 2019/20 year, footfall was 0.9% above 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 (%)	✓ 63	55%	At the end of Quarter 1 of the year 2019/20, 63% of calls to the call centre were answered within 30 seconds.	Same
Percentage avoidable contact (%)	✓ 4.3	24	In each of the three months of Quarter 1 of the year 2019/20, this performance indicator achieved results that were much better than the target	Same
Average time to process new Benefits Claims (days)	✓ 13.3	19	In Quarter 1 of the 2019/20 year, new Benefits claims were processed in an average of 13.3 days.	Same
Attendances at physical activity events	⚠ 3,877	25,000	The target for the end of Quarter 1 was 4,000 attendances (25,000 for the year). The value achieved of 3,877 attendances was 3.1% short of target.	Worse
Percentage of statutory homeless presentations housed (%)	✗ 23.4	100.0%	At the end of Quarter 1 of the 2019/20 year, this indicator was 76.6% short of the target of 100%.	Same
Percentage of repeat statutory homeless presentations (%)	✓ 0	0	At the end of Quarter 1 of the year 2019/20, there had been zero instances of repeat homelessness.	Same
Average number of weeks taken to complete Disabled Facilities adaptations	✓ 10	20	At the end of Quarter 1, Disabled Facilities adaptations had been carried out within an average of 10 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 (%)	✓ 91.7	90.0%	At the end of Quarter 1 of the 2019/20 year, 91.7% (33 out of 36) of Stage 1 and Stage 2 complaints had been responded to within 20 working days.	Same
Staff Turnover during the 2019/20 year (%)	✓ 1.9	≤16%	At the end of Quarter 1 of the 2019/20 year, staff turnover was 1.9%. The target for the end of Quarter 1 was ≤4% (≤16% for the year).	Same
Working days per FTE lost due to short-term sickness (days)	✓ 0.9	≤4	At the end of Quarter 1 of the 2019/20 year, 0.9 days per FTE employee had been lost due to short-term sickness. The target for the end of Quarter 1 was ≤4%.	Same
Establishment and agency costs kept within budget (£)	✓ £2,113,187	≤£8,858,305	The target for the end of Quarter 1 was ≤£2,214,576. The actual value achieved of £2,113,187 was 4.6% below target.	Same
Percentage of payments made to creditors within 30 days (%)	✓ 94.4	90.0%	At the end of Quarter 1 of the 2019/20 year, 94.4% (1,183 out of 1,253) 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	✓ 6	6	During Quarter 1 of the 2019/20 year, 6 staff were undertaking an apprenticeship course with the Council.	Same
Council Tax collection rate (%)	⚠ 29.6	≥98.6%	At the end of Quarter 1 of the 2019/20, 29.6% of Council Tax had been collected. The target for the end of Quarter 1 was 29.9%.	Same
Number of interventions carried out to encourage owners of empty properties to bring them back into use	✗ 2	35	The target for the end of Quarter 1 was 9 interventions.	Worse