













Strategic Performance Dashboard

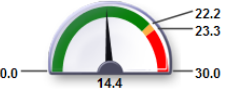

Status Key

	Red (more than 5% behind target)
	Amber (within 5% tolerance)
	Green (on target)

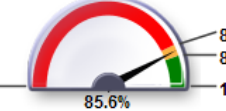
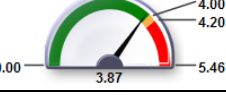
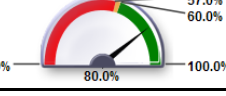
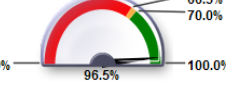
Council Priority: The People

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KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
CCS 05 Reducing avoidable contact		0%	8%	Average result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2021/22 year 0% avoidable contact was recorded. At the end of Quarter 3 the average avoidable contact for the 2021/22 year (average of the first three Quarters of the year) was recorded as 2.84%.
CP 11 Number of attendances at sport and physical activities		12,500	8,496	Q2 2021/22 result 		Data for this indicator is reported twice per year (at the half-year and end-of-year positions). So, the result shown here is for the end of Quarter 2. The target for the end of Quarter 2 was 12,500 attendances. The value achieved of 8,496 attendances was 32% short of target. The shortfall is attributable to the effect of the Covid-19 pandemic. As recovery from the pandemic continues, it is anticipated that the target of 25,000 attendances during the 2021/22 year will be met.
HS 07 Number of Repeat Homelessness Acceptances		0	0	Q3 2021/22 result 		During Quarter 3 of the 2021/22 year there were zero instances of repeat homelessness.

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
RB 02 Achieve an average time of 19 days to process new benefit claims	✓	14.4	22.2	Average result for Q3 2021/22 as of December 2021 	↓	During Quarter 3 of the 2021/22 year, new Benefit claims were processed within an average of 14.4 days.
RS 16 Average number of weeks taken to complete Disabled Facilities adaptations	✓	13	19	Q3 2021/22 result 	↑	During Quarter 3 of the 2021/22 year, Disabled Facilities Adaptions were completed with an average of 13 weeks (6 weeks better than the target of 19 weeks).



















Council Priority: The Place

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
CON 10 Levels of Litter and Detritus (% of sites are Grade B or better)	⚠	85.6%	88%	Q3 2021/22 result 	↓	At the end of Quarter 3 of the 2021/22 year, 85.6% of the District (107 out of 125 sites) was Grade B or better level of litter or detritus (1.6% short of the target of 88%).
CON 14 Average number of working days to respond to reports of fly-tipping (days)	✓	3.87	4.00	Average result for Q3 2021/22 as of October 2021 	↓	During Quarter 3 of the 2021/22 year, reports of fly-tipping were responded to within an average of 3.87 days (0.43 days better than the target of 4 days).
DM 01 60% of major applications determined within 13 weeks or other agreed time during	✓	80.0%	60.0%	Average result for Q3 2021/22 as of December 2021 	↓	During Quarter 3 of the 2021/22 year, 80.0% (4 out of 5) of Major Planning applications had been determined within 13 weeks or other agreed time.
DM 02 Percentage of minor and other applications determined within 8 weeks or other agreed time	✓	96.5%	70.0%	Average result for Q3 2021/22 as of December 2021 	↑	During Quarter 3 of the 2021/22 year, 96.5% (73 out of 76) of minor and other planning applications had been determined within 8 weeks or other agreed time.

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
DM 07 Less than 10% of major decisions allowed at appeal		0.0%	10.0%	Cumulative result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2021/22 year, 0% (0 out of 5) major planning applications appeals had been allowed.
ED 08.1 Market Harborough Footfall		1,875,245	480,000	Cumulative result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2021/22 year, footfall in Market Harborough was measured at 1,875,245 (290.7% ahead of the target of 480,000).
ED 08.2 Lutterworth Footfall		372,578	390,000	Cumulative result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2021/22 year, footfall in Lutterworth was measured at 372,578 (4.5% short of the target of 390,000).
SP 01 Number of new affordable housing completions during the year		29.0	45.0	Q3 2021/22 result 		29 affordable housing units were delivered during Quarter 3 of the 2021/22 year (35.6% short of the target of 45 units).
SP 02 Supply of ready to develop housing sites in forthcoming five year period compared to requirement (achievement of five-year land supply)		149.9	100.0	March 2021 result 		Data for this indicator was last calculated on 31 March 2021. At this time a 149.9% (7.49 years) supply was available.

Council Priority: Your Council

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
COR 01 Stage 1 and Stage 2 complaints responded to within 20 working days (%)		96.2%	90.0%	Average result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2021/22 year, 96.2% (25 out of 26) of corporate complaints had been responded to within the target time of 20 working days.

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
FS 02 Establishment and Agency costs are kept within agreed revised budget		£2,156,182.00	£2,382,183.00	Cumulative result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2020/21 year establishment and agency costs were 9.5% better than the target budget. The total budget for the 2021/22 year is £9,528,733.00.
FS 03 90% of payments to creditors within 30 days		90.7%	90.0%	Average result for Q3 2021/22 as of December 2021 		During Quarter 3 of the 2021/22 year, 90.7% (810 out of 893) of payments to creditors were made within 30 days.
HR 02 Percentage staff turnover (%)		1.4	4.0	Cumulative result for Q3 2021/22 as of January 2022 		During Quarter 3 of the 2021/22 year, staff turnover was 1.4% (2.6% better than the target of ≤4).
HR 03.1 Working days lost due to Sickness Absence (short-term only)		0.3	2.5	Average result for Q3 2021/22 as of January 2022 		During Quarter 3 of the 2021/22 year an average of 0.3 days per FTE had been lost due to short-term sickness (2.3 days better than target).
RB 01 In-Year Council Tax Collection Rate of 98.4%		56.3%	57.7%	Q2 2021/22 result 		At the end of Quarter 2 of the 2021/22 year, 56.3% of Council Tax had been collected (1.4% short of target). Note: we are awaiting Quarter 3 data from the Revenues and Benefits Partnership.
RS 14 Number of interventions carried out to encourage owners of empty properties to bring them back into use/ number of properties brought back into use		1	8.75	Q3 2021/22 result 		At the end of Quarter 3 of the 2021/22 year, 1 intervention was carried out to encourage owners of empty properties to bring them back into use. The target for the end of Quarter 3 was 8.75 interventions. The target for the year is 35 interventions.