

PLACE: an enterprising, vibrant place

| | Status/ Value | Target | Comments | Direction of Travel |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| DM 01 Major Planning applications determined within 13 weeks or other agreed time (%) | ✓ 96.2 | ≥60% | At the end of Quarter 3 of the 2019/20 year, 96.2% (25 out of 26) 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 (%) | ✓ 83.8 | ≥70% | At the end of Quarter 3 of the 2019/20 year, 83.8% (619 out of 739) 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 (%) | ✓ 7.7 | ≤10% | At the end of Quarter 3 of the 2019/20 year, 7.7% (2 out of 26) of major planning applications had been allowed at appeal. | Better |
| 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 is calculated twice each year. The value shown here was the position at the end of Quarter 2 of the 2019/20 year. 140.9% equates to a 7.04-year supply. | Same |
| CON 10 Percentage of the District that is Grade B or better level of litter or detritus (%) | ✓ 88.0 | ≥88% | At the end of Quarter 3 of the 2019/20 year, 88% (110 out of 125) of sites in the District were at 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) | ✓ 3.3 | ≤5 | At the end of Quarter 3 of the 2019/20 year, reports of fly-tipping had been responded to within an average of 3.3 days. | Same |
| SP 01 Number of affordable housing completions during the 2018/19 year | ✓ 75 | ≥90 | At the end of Quarter 3 of the 2019/20 year, 75 affordable housing units had been completed. The target for the end of Quarter 3 was 67.5 (90 units is the target for the year). | Same |
| ED 07 Increased footfall in town centres | ✗ 7,517,831 | ≥10,664,251 | At the end of Quarter 3 of the 2019/20 year, recorded footfall in town centres was 7,517,831. The target for the end of Quarter 3 was 8,192,411 (10,664,251 is the target for the year). | Same |

PEOPLE: a healthy, inclusive and engaged community

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|----------------------------------------------------------------------------------------|---------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| CCS 02 Percentage of calls to the call centre answered within 30 seconds (%) | ✓ 57.8 | ≥55% | At the end of Quarter 3, 57.8% of calls to the call centre were answered within 30 seconds. This was 2.8% better than the target of 55%. | Same |
| CCS 05 Percentage avoidable contact (%) | ✓ 3.9 | ≤24 | This performance indicator achieved results that were much better than target in each of the first 9 months of the 2019/20 year. | Same |
| RB 02 Average time to process new Benefits Claims (days) | ✓ 11.9 | 19 | At the end of Quarter 3, new Benefit claims were processed in an average of 11.9 days. The target for the end of Quarter 3 was 22.2 days (target of 19 days for the year). | Same |
| CP 11 Attendances at sport and physical activity events | ✓ 16,824 | 25,000 | At the end of Quarter 3 there had been 16,824 attendances at sport and physical activity events. The target for the end of Quarter 3 was 16,500 attendances. | Same |
| HS 11 Percentage of statutory homeless presentations housed (%) | ✗ 34.0 | 100.0% | At the end of Quarter 3, 34% (70 out of 206) of statutory homeless presentations had been housed. | Same |
| HS 07 Percentage of repeat statutory homeless presentations (%) | ✓ 0 | 0 | At the end of Quarter 3 there had been zero instances of repeat homelessness. | Same |
| RS 16 Average number of weeks taken to complete Disabled Facilities adaptations | ✓ 15.0 | 20 | At the end of Quarter 3 of the 2019/20 year, disabled facilities adaptations had been carried out within an average of 15 weeks. | Same |

Council: innovative, proactive and efficient

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|----------------------------------------------------------------------------------------------------------------------|---------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| COR 01 Stage 1 and Stage 2 complaints responded to within 20 working days (%) | ✓ 90.5 | ≥90% | At the end of Quarter 3 of the 2019/20 year, 90.5% (95 out of 105) of Stage 1 and Stage 2 complaints had been responded to within 20 working days. | Better |
| HR 02 Staff Turnover during the year (%) | ✓ 11.7 | ≤16% | At the end of Quarter 3 of the 2019/20 year, staff turnover was 11.7%. The target for the year is ≤16%. | Same |
| HR 03.1 Working days per FTE lost due to short-term sickness (days) | ✓ 2.4 | ≤4 days | At the end of Quarter 3 of the 2019/20 year, 2.4 days per FTE employee had been lost due to short-term sickness. The target for the end of Quarter 3 was ≤3 days (≤4 days for the year). | Same |
| FS 02 Establishment and agency costs kept within budget (£) | ✓ £6,523,747 | ≤£8,858,305 | The budgeted spend for the end of Quarter 3 was £6,643,728. The value achieved of £6,523,747 was 1.8% better than target. £8,858,305 is the budget for the year. | Same |
| FS 03 Percentage of payments made to creditors within 30 days (%) | ✓ 93.3 | ≥90% | At the end of Quarter 3 of the 2019/20 year, 93.3% (3,329 out of 3,567) 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 | ✓ 11 | ≥4 | The Council has a target of employing 4 apprentices during the 2019/20 year. At the end of Quarter 3, 11 apprentices were employed by the Council during the 2019/20 year. | Same |
| RB 01 Council Tax collection rate (%) | ⚠ 84.7 | ≥98.6% | At the end of Quarter 3 of the 2019/20 year, 84.7% (£54,619,013 out of £64,502,489) of Council Tax had been collected. The target for the end of Quarter 3 was 85.7. 98.6% is the target for the year. | Same |
| RS 14 Number of interventions carried out to encourage owners of empty properties to bring them back into use | ✓ 51 | ≥35 | At the end of Quarter 3 of the 2019/20 year, the Council carried out 51 interventions to encourage owners of properties to bring them back into use. This exceeds the target for the year (35 interventions). | Same |

N.B. Direction of travel is based on whether the indicator has changed status from the previous month