

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

	Status/ Value	Target	Comments	Direction of Travel
Major planning applications determined within 13 weeks (%)		60.0%		
Minor planning applications determined within 8 weeks (%)		65.0%		
Other planning applications determined within 8 weeks (%)		80.0%		
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%		
Achievement of agreed milestone for adoption of the Local Plan		N/A		
Percentage of the District that is Grade B or better level of litter and detritus		88.0%		
Stage 1 and Stage 2 complaints responded to within 20 working days (%)		90.0%		

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

	Status/ Value	Target	Comments	Direction of Travel
Staff turnover during the 2017/18 year (%)		<16%		
Working days per FTE lost due to short-term sickness		TBC		
Establishment and Agency Costs kept within budget (£)		TBC		
Development Control Income (£)		TBC		
Building Control Income (£)		TBC		
Garden Waste Collection Income (£)		TBC		
Car Parking Income (£)		TBC		
Council Tax Collection Rate (%)		98.6%		
Payments to creditors made within 30 days		90.0%		
Average time taken to answer telephone calls to the Contact Centre (minutes, seconds)		2mins, 30secs		
Average time to process new Benefits claims (days)		19 days		

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

	Status/ Value	Target	Comments	Direction of Travel
Occupancy of the Harborough Innovation Centre (%)		95.0%		
Harborough Innovation Centre Surplus/ Profit (£)		£124,108		
Businesses who respond to Council surveys rate Council services as 'good' or 'very good' (%)		25.0%		
Readership of the Council's Business Newsletter		3,000 readers		
Number of businesses accessing business support, advice and attending events through the Pioneer 10 Programme		240		
1% annual increase in Harborough town centre footfall (%)		1.0%		
Number of apprentices employed by the Council during the 2017/18 year		4		