




PLACE: an enterprising, vibrant place

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 (%)				
Minor and other planning applications determined within 8 weeks or other agreed time (%)				
Less than 10% of major planning applications allowed at appeal				
Adequate supply of ready-to-develop housing sites compared to requirement (achievement of five-year land supply) (%)				
Percentage of the District that is Grade B or better level of litter or detritus.				
Average number of working days to respond to reports of fly-tipping (days)				
Number of affordable housing completions during the 2018/19 year				
Increased footfall in town centres				

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 (%)				
Percentage avoidable contact (%)				
Average time to process new Benefits Claims (days)				
Attendances at physical activity events				
Percentage of statutory homeless presentations housed (%)				
Percentage of repeat statutory homeless presentations (%)				
Percentage of Disabled Facilities adaptations carried out within service standard (%)				

Council: innovative, proactive and efficient

	Status/ Value	Target	Comments	Direction of Travel
Stage 1 and Stage 2 complaints responded to within 20 working days (%)				
Staff Turnover during the 2018/19 year (%)				
Working days per FTE lost due to short-term sickness (days)				
Establishment and agency costs kept within budget (£)				
Percentage of payments made to creditors within 30 days (%)				
Number of staff undertaking apprenticeship placements or training routes at the Council during the 2018/19 year				
Council Tax collection rate (%)				
Number of interventions carried out to encourage owners of empty properties to bring them back into use				

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