

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 (%)	✓ 93.3	≥60%	At the end of Quarter 2 of the 2019/20 year, 93.3% (14 out of 15) 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 (%)	✓ 86.0	≥70%	At the end of Quarter 2 of the 2019/20 year, 86.0% (413 out of 480) 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 (%)	✖ 13.3	≤10%	At the end of Quarter 2 of the 2019/20 year, 13.3% (2 out of 15) of major planning applications had been allowed at appeal.	Worse
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
Percentage of the District that is Grade B or better level of litter or detritus (%)	✓ 89.6	≥88%	At the end of Quarter 2 of the 2019/20 year, 89.6% (112 out of 125) of sites in the District were at Grade B or better level of litter or detritus.	Same
Average number of working days to respond to reports of fly-tipping (days)	✓ 3.5	≤5	At the end of Quarter 2 of the 2019/20 year, reports of fly-tipping were responded to within an average of 3.5 days.	Same
Number of affordable housing completions during the 2018/19 year	✓ 56	≥90	At the end of Quarter 2 of the 2019/20 year, 56 affordable housing units had been completed. The target for the end of Quarter 2 was 45 (90 units is the target for the year).	Same
Increased footfall in town centres	✓ 5,524,551	≥10,664,251	At the end of Quarter 2 of the 2019/20 year, footfall in town centres was 5,524,551. The target for the end of Quarter 2 was 5,461,607 (10,664,251 is the target for the year).	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 (%)	✓ 56.8	≥55%	At the end of Quarter 2, 56.8% of calls to the call centre were answered within 30 seconds. This was 1.8% better than the target of 55%.	Same
Percentage avoidable contact (%)	✓ 4.0	≤24	This performance indicator achieved results that were much better than target in each of the first 6 months of the 2019/20 year.	Same
Average time to process new Benefits Claims (days)	✓ 12.1	19	At the end of Quarter 2, new Benefits claims were processed in an average of 12.1 days. The target for the end of Quarter 2 was 15.5 days (target of 19 days for the year).	Same
Attendances at sport and physical activity events	✓ 8,385	25,000	At the end of Quarter 2 there had been 8,385 attendances at sport and physical activity events. This was 4.8% above the target of 8,000 for the Quarter). The target for the year is 25,000 attendances.	Same
Percentage of statutory homeless presentations housed (%)	✖ 30.4	100.0%	At the end of Quarter 2, 30.4% (38 out of 125) of statutory homeless presentations had been housed.	Same
Percentage of repeat statutory homeless presentations (%)	✓ 0	0	At the end of Quarter 2 there had been zero instances of repeat homelessness.	Same
Percentage of disabled facilities adaptations carried out within service standard (%)	✓ 14.0	20	At the end of Quarter 2, disabled facilities adaptations had been carried out within an average of 14 weeks. The target time is 20 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 (%)	⚠ 87.1	≥90%	At the end of Quarter 2 of the 2019/20 year, 87.1% (61 out of 70) of Stage 1 and Stage 2 complaints had been responded to within 20 working days.	Worse
Staff Turnover during the 2019/20 year (%)	✓ 8.4	≤16%	At the end of Quarter Two of the 2019/20 year, staff turnover was 8.4% (18 leavers and 213 employees). The target for the year is ≤16%.	Same
Working days per FTE lost due to short-term sickness (days)	✓ 1.4	≤4 days	At the end of Quarter 2 of the 2019/20 year, 1.4 days per FTE employee had been lost due to short-term sickness. The target for the end of Quarter 2 was ≤2days (≤4 days for the year).	Same
Establishment and agency costs kept within budget (£)	✓ £4,293,369	≤£8,858,305	The budgeted spend for the end of Quarter 2 was £4,429,152.50. The value achieved of £4,293,369 was 3.1% better than target.	Same
Percentage of payments made to creditors within 30 days (%)	✓ 93.2	≥90%	At the end of Quarter of the 2019/20 year, 93.2% (2,250 out of 2,414) 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	✓ 9	≥4	The Council has a target of employing 5 apprentices during the 2019/20 year. At the end of Quarter 2, the Council was employing 9 apprentices.	Same
Council Tax collection rate (%)	⚠ 57.4	≥98.6%	At the end of Quarter 2 of the 2019/20 year, 57.4% (£36,924,831.11 out of £64,378,212.20) of Council Tax had been collected. The target for the end of Quarter 2 was 57.7%.	Same
Number of interventions carried out to encourage owners of empty properties to bring them back into use	✓ 38	≥35	At the end of Quarter 2 of the 2019/20, the Council carried out 38 interventions to encourage owners of properties to bring them back into use. This exceeds the target for the year (35 interventions).	Better

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