

## 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 (%)	✓ 94.0	≥60%	At the end of the 2018/19 year, 94% (63 out of 67) of 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 (%)	✓ 86.9	≥70%	At the end of the 2018/19 year, 86.9% (849 out of 977) 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	✓ 3.0	≤10%	At the end of the 2018/19 year, 3% (2 out of 67) of major planning applications had been allowed at appeal	Same
Adequate supply of ready-to-develop housing sites compared to requirement (achievement of five-year land supply) (%)	✓ 122.0	100.0%	At the end of the 2018/19 year, the Council had achieved a 6.94-year supply (122%) of ready-to-develop housing sites.	Same
Percentage of the District that is Grade B or better level of litter or detritus (%).	✓ 89.6	≥88%	At the end of the 2018/19 year 89.6% (112 out of 125) of sites in the District were 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)	✓ 4.5	≤5	During the 2018/19 year reports of lfy-tipping were responded to within an average of 4.5 days.	Same
Number of affordable housing completions during the 2018/19 year	✓ 171	≥90	At the end of Quarter 4, 171 affordable housing units had been completed. This was 81 units better than target.	Better
Increased footfall in town centres	✓ 10,815,064	≥10,664,251	At the end of the 2018/19 year, footfall in town centres was 150,813 (1.41% better than target).	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 (%)	✓ 64.2	≥55%	At the end of the 2018/19 year, 64.2% of calls to the call centre were answered within 30 seconds. This was 9.2% better than the target of 55%.	Same
Percentage avoidable contact (%)	✓ 3.0	≤24	This performance indicator achieved results that were much better than target in each of the 12 months of the 2018/19 year.	Same
Average time to process new Benefits Claims (days)	✓ 16.4	19	During the 2018/19 year new Benefits claims were processed in an average of 16.4 days.	Same
Attendances at physical activity events	✓ 25,901	25,000	During the 2018/19 year there were 25,901 attendances at physical activity events. This was 3.6% better than the target of 25,000.	Same
Percentage of statutory homeless presentations housed (%)	✗ 39.2	100.0%	At the end of Quarter 4, 39.2% (29 out of 74) of statutory homeless presentations had been housed.	Same
Percentage of repeat statutory homeless presentations (%)	✓ 0	0	At the end of Quarter 4 there had been zero instances of repeat homelessness.	Same
Percentage of Disabled Facilities adaption carried out within service standard (%)	-	-	Awaiting information from Lightbulb	-

## Council: innovative, proactive and efficient

	Status/ Value	Target	Comments	Direction of Travel
Stage 1 and Stage 2 complaints responded to within 20 working days (%)	✓ 92.6	≥90%	At the end of the 2018/19 year, 92.6% (137 out of 148) of Stage 1 and Stage 2 complaints had been responded to within 20 working days.	Same
Staff Turnover during the 2018/19 year (%)	✓ 12.3	≤16%	At the end of the 2018/19 year, staff turnover was 12.3% (3.7% better than the target of 16%).	Same
Working days per FTE lost due to short-term sickness (days)	✓ 3.4	≤4 days	At the end of the 2018/19 year, 3.4 days (0.6 days better than the target of 4 days) per FTE employee had been lost due to short-term sickness.	Same
Establishment and agency costs kept within budget (£)	✓ £7,894,396	≤£8,343,000	At the end of the 2018/19 year, the Council's establishment and agency costs were underspent by £448,604 (5.4%).	Same
Percentage of payments made to creditors within 30 days (%)	✓ 93.0	≥90%	At the end of the 2018/19 year 93% (4,218 out of 4,535) 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 2018/19 year	✓ 6	≥4	During the 2018/19 year, six staff undertook an apprenticeship course with the Council.	Same
Council Tax collection rate (%)	✓ 98.6	≥98.6%	At the end of Quarter 4, 98.6% (£59,550,268.10 out of £60,393,417.75) of Council Tax had been collected.	Same
Number of interventions carried out to encourage owners of empty properties to bring them back into use	✓ 87	≥35	During the 2018/19 year, the Council carried out 87 interventions to encourage owners of empty properties to bring them back into use.	Same

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