

**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 (%)				
Minor planning applications determined within 8 weeks (%)				
Other planning applications determined within 8 weeks (%)				
Major planning applications determined within agreed timescales where there is a planning agreement in place to extend the determination date (%)				
Adequate supply of ready to develop housing sites compared to requirement (achievement of five year land supply) (%)				
Achievement of agreed milestone for adoption of the Local Plan				
Percentage of the District that is Grade B or better level of litter and detritus				
Stage 1 and Stage 2 complaints responded to within 20 working days (%)				

**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 (%)				
Working days per FTE lost due to short-term sickness				
Establishment and Agency Costs kept within budget (£)				
Development Control Income (£)				
Building Control Income (£)				
Garden Waste Collection Income (£)				
Car Parking Income (£)				
Council Tax Collection Rate (%)				
Payments to creditors made within 30 days				
Average time taken to answer telephone calls to the Contact Centre (minutes, seconds)				
Average time to process new Benefits claims (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 (%)				
Harborough Innovation Centre Surplus/ Profit (£)				
Businesses who respond to Council surveys rate Council services as 'good' or 'very good' (%)				
Readership of the Council's Business Newsletter				
Number of businesses accessing business support, advice and attending events through the Pioneer 10 Programme				
1% annual increase in Harborough town centre footfall (%)				
Number of apprentices employed by the Council during the 2017/18 year				