

**PRIORITY: Working with communities to develop places in which to live and be happy****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 (%)	✓ 92.3	60.0%	At the end of Quarter 2, 92.3% (24 out of 26) of major planning applications had been determined within 13 weeks.	Same
Minor and other planning applications determined within 8 weeks or other agreed time (%)	✓ 89.9	70.0%	At the end of Quarter 2, 89.9% (541 out of 614) of minor and other planning applications had been determined within 8 weeks or other agreed time.	Same
Adequate supply of ready to develop housing sites compared to requirement (achievement of five year land supply) (%)	⚠ 97.9	100.0%	Data for this indicator is calculated twice each year. The value shown here was the position in April 2017. The supply figures are due to be updated in November 2017.	Same
Percentage of the District that is Grade B or better level of litter and detritus (%)	⚠ 87.2	88.0%	At the end of Quarter 2, 87.2% (109 out of 125) of sites were at an acceptable level of cleanliness.	Same
Stage 1 and Stage 2 complaints responded to within 20 working days (%)	✓ 92.2	90.0%	At the end of Quarter 2, 92.2%, (47 out of 51) of Stage 1 and Stage 2 complaints had been responded to within 20 working days.	Better

**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 (%)	✓ 7.1	8.0	Staff turnover performed better than target (low is good) in each of the first six months of the 2017/18 year.	-
Working days per FTE lost due to short-term sickness	-	-	Data unavailable due to implementation issues linked to the new payroll/ HR system with Leicester City Council.	-
Establishment and Agency Costs kept within budget (£)	⚠ £3,933,450	£3,823,702	At the end of Quarter 2, the Establishment and Agency budget was 2.8% overspent.	Same
Development Control Income (£)	⚠ £444,028.00	£462,223.00	At the end of Quarter 2, Development Management income was 3.9% short of its target.	Better
Building Control Income (£)	✖ £139,296.00	£155,000.00	At the end of Quarter 2, Building Control income was 10.1% short of its target.	Same
Garden Waste Collection Subscriptions	✓ 20,507	9,250	At the of Quarter 2 the target for subscriptions for the year had been exceeded by 11, 257 (121.7%).	Same
Car Parking Income (£)	✖ £383,915.00	£435,000.00	At the end of Quarter 2, car parking income was 11.7% short of target.	Same
Council Tax Collection Rate (%)	⚠ 57.6	58.0%	At the end of Quarter 2, the Council Tax collection rate was 0.4% short of its target.	Same
Payments to creditors made within 30 days	⚠ 89.2	90.0%	At the end of Quarter 2, this indicator was 0.8% short of its target.	Same
Percentage of calls to the Contact Centre answered within 30 seconds (%)	-	-	Data unavailable due to a telephony system upgrade.	-
Average time to process new Benefits claims (days)	✓ 18.6	20.9	At the end of Quarter 2, this indicator was on course to achieve its annual target.	Same

**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 (%)	✓ 97.8	90.0%	The target for this indicator was exceeded in each of the first 6 months of the 2017/18 year.	Same
Harborough Innovation Centre Surplus/ Profit (£)	✓ £79,650	£67,425	The target for this indicator was exceeded in each of the first 6 months of the 2017/18 year.	Same
Readership of the Council's Business Newsletter	✖ 1,260	4,958	The target for the end of Quarter 2 was 4,250 readers. The achieved number of 620 was 3,630 short of the target. The target for the end of the year is 8,500 readers.	Same
Number of businesses accessing business support, advice and attending events through the Pioneer 10 Programme	✖ 162	400	The target for this indicator is 100 businesses per Quarter (400 during the year).	Same
1% annual increase in Harborough town centre footfall (%)	-	-	This is an annual indicator. Data will be available at the end of the 2017/18 year.	-
Number of apprentices employed by the Council during the 2017/18 year	✓ 3	5	The Council has a target of employing five apprentices during the 2017/18 year. During the first two quarters of the 2017/18 year, the Council had employed three apprentices.	Same