






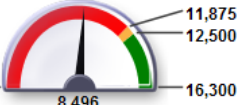












Strategic Performance Dashboard (Quarter 2, 2021/22)

Status Key


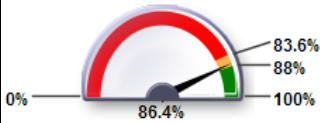


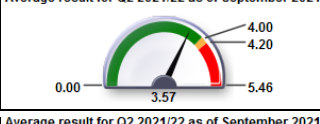


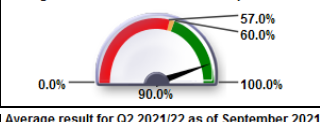


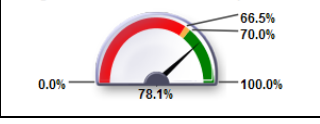


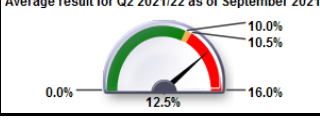

	Red (more than 5% behind target)
	Amber (within 5% tolerance)
	Green (on target)

Council Priority: The People

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
CCS 05 Reducing avoidable contact		3.5%	8%	Average result for Q2 2021/22 as of September 2021 		At the end of Quarter 1 of the 2021/22 year avoidable contact was recorded as being an average of 3.5% (4.5% better than target).
CP 11 Number of attendances at sport and physical activities		8,496	12,500	September 2021 result 		The target for the year is 25,000 attendances (6,250 per Quarter). Data was not available to report at the end of Quarter 1 but has since become available. So, the figure reported here (8,496) is a combined total for Quarters 1 and 2. 8,496 is 32% short of the target for the end of Quarter 2 which was 12,500.
HS 07 Number of Repeat Homelessness Acceptances		0	0	Q2 2021/22 result 		During Quarter 2 of the 2021/22 year there were zero instances of repeat homelessness.
RB 02 Achieve an average time of 19 days to process new benefit claims		13.8	19.0	Average result for Q2 2021/22 as of September 2021 		During Quarter 2 of the 2021/22 year, new Benefits claims were processed within an average of 13.8 days (5.2 better than target).

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
RS 16 Average number of weeks taken to complete Disabled Facilities adaptations		15	19	<p>June 2021 result</p> 		At the end of Quarter 1 of the 2021/22 year, Disabled Facilities Adaptions had been completed within an average of 15 weeks (4 weeks better than the target of 19 weeks). Data for Quarter 2 is not available from Lightbulb at the time of writing.





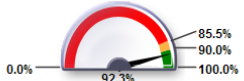








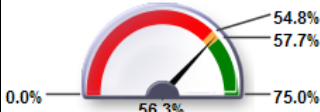




Council Priority: The Place

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
CON 10 Levels of Litter and Detritus (% of sites are Grade B or better)		86.4%	88%	<p>Q2 2021/22 result</p> 		At the end of Quarter 2 of the 2021/22 year, 86.4% of the District (108 out of 125 sites) was Grade B or better level of litter or detritus.
CON 14 Average number of working days to respond to reports of fly-tipping (days)		3.57	4.00	<p>Average result for Q2 2021/22 as of September 2021</p> 		During Quarter 2 of the 2021/22 year, reports of fly-tipping were responded to within an average of 3.57 days.
DM 01 60% of major applications determined within 13 weeks or other agreed time during		90.0%	60.0%	<p>Average result for Q2 2021/22 as of September 2021</p> 		During Quarter 2 of the 2021/22 year, 90.0% (9 out of 10) of Major Planning applications had been determined within 13 weeks or other agreed time.
DM 02 Percentage of minor and other applications determined within 8 weeks or other agreed time		78.1%	70.0%	<p>Average result for Q2 2021/22 as of September 2021</p> 		During Quarter 2 of the 2021/22 year, 78.1% (217 out of 278) of minor and other planning applications had been determined within 8 weeks or other agreed time.
DM 07 Less than 10% of major decisions allowed at appeal		12.5%	10.0%	<p>Average result for Q2 2021/22 as of September 2021</p> 		During Quarter 2 of the 2021/22 year, 12.5% (1 out of 8) major planning applications appeals had been allowed. The year-to-date (Quarters 1 and 2) position

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
						is 6.3% (1 out of 16), which is within the target of <10%).
ED 08.1 Market Harborough Footfall		1,545,543	480,000	Cumulative result for Q2 2021/22 as of October 2021 		During Quarter 2 of the 2021/22 year, footfall in Market Harborough was measured at 1,545,543 (222.0% ahead of the target of 480,000).
ED 08.2 Lutterworth Footfall		344,470	390,000	Cumulative result for Q2 2021/22 as of October 2021 		During Quarter 2 of the 2021/22 year, footfall in Lutterworth was measured at 344,470 (11.7% short of the target of 390,000).
SP 01 Number of new affordable housing completions during the year		42.0	45.0	Q2 2021/22 result 		42 affordable housing units were delivered during Quarter 2 of the 2021/22 year (6.7 short of the target of 45 units).
SP 02 Supply of ready to develop housing sites in forthcoming five year period compared to requirement (achievement of five-year land supply)		149.9%	100.0	March 2021 result 		Data for this indicator was last calculated on 31 March 2021. At this time, a 149.9% (7.49 years) supply was available.

Council Priority: Your Council

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
COR 01 Stage 1 and Stage 2 complaints responded to within 20 working days (%)		84.2%	90.0%	Average result for Q2 2021/22 as of September 2021 		During Quarter 2 of the 2021/22 year, 84.2% (32 out of 38) of corporate complaints had been responded to within the target time of 20 working days. The year-to-date position is 90.6% (455 out of 502), which is 0.6% better than the target of 90%.

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
FS 02 Establishment and Agency costs are kept within agreed revised budget		£2,282,181	£2,382,183	Cumulative result for Q2 2021/22 as of September 2021 		During Quarter 2 of the 2020/21 year establishment and agency costs were 4.2% better than the target budget. The total budget for the 2021/22 year is £9,528,733.00.
FS 03 90% of payments to creditors within 30 days		92.3%	90.0%	Cumulative result for Q2 2021/22 as of September 2021 		During Quarter 2 of the 2021/22 year, 92% (959 out of 1,039) of payments to creditors were made within 30 days.
HR 02 Percentage staff turnover (%)		1.7%	4.0%	Cumulative result for Q2 2021/22 as of September 2021 		During Quarter 2 of the 2021/22 year, staff turnover was 1.7% (2.3% better than the target of ≤4). The average number of employees during Quarter 2 was 213.
HR 03.1 Working days lost due to Sickness Absence (short-term only)		0.4	1.7	Average result for Q2 2021/22 as of September 2021 		During Quarter 2 of the 2021/22 year an average of 1.3 days per FTE had been lost due to short-term sickness (0.7 days better than target).
RB 01 In-Year Council Tax Collection Rate of 98.4%		56.3%	57.7%	Q2 2021/22 result 		At the end of Quarter 2 of the 2021/22 year, 56.3% of Council Tax had been collected (1.4% short of target).
RS 14 Number of interventions carried out to encourage owners of empty properties to bring them back into use/ number of properties brought back into use		0	8.75	Q2 2021/22 result 		At the end of Quarter 2 of the 2021/22 year, 0 interventions were carried out to encourage owners of empty properties to bring them back into use. The target for the end of Quarter 2 was 8.75 interventions. The target for the year is 35 interventions.