

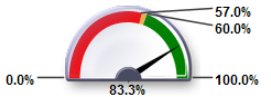
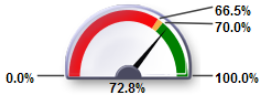
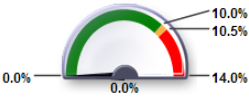
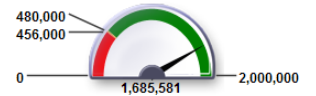









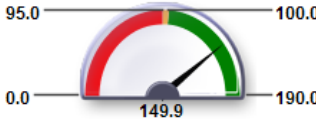

Strategic Performance Dashboard

Council Priority: The People





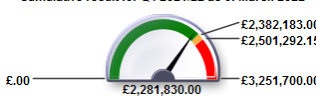

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
CCS 05 Reducing avoidable contact	✓	1.33%	8%	Average result for Q4 2021/22 as of March 2022 	↓	During Quarter 4 of the 2021/22 year, an average of 1.33% avoidable contact was recorded (6.67% better than the target of 8%). The average result for the 2021/22 year was 2.69% (5.31% better than the target of 8%).
CP 11 Number of attendances at sport and physical activities	✓	34,014	25,000	Cumulative result for 2021/22 as of Q4 2021/22 	↑	During the 2021/22 year, 34,014 attendances at sport and physical activities were recorded. This was 36.0% better than the target of 25,000 attendances.
HS 07 Number of Repeat Homelessness Acceptances	✓	0	0	Q4 2021/22 result 	▬	During 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	✓	13.2	17.1	Average result for Q4 2021/22 as of March 2022 	↑	During Quarter 4 of the 2021/22 year, new Benefit claims were processed within an average of 13.2 days (5.8 days better than the target of 19 days). During the 2021/22 year, new Benefit claims were processed within an average of 15.2 days (3.8 days better than the target of 19 days).
RS 16 Average number of weeks taken to complete Disabled Facilities adaptations	✓	17.25	19	Average result for 2021/22 as of Q4 2021/22 	↑	During Quarter 4 of the 2021/22 year, Disabled Facilities Adaptions were completed within an average of 20 weeks. During the 2021/22 year Disabled Facilities Adaptions were completed within an average of 17.25 weeks (1.75 weeks better than the target of 19 weeks).

Council Priority: The Place


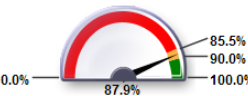








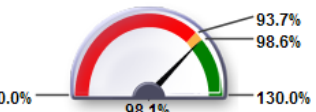




KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
CON 10 Levels of Litter and Detritus (% of sites are Grade B or better)	✓	88%	88%	<p>Q4 2021/22 result</p> 	↑	During Quarter 4 of the 2021/22 year 88% of the District was considered to be Grade B or better in terms of litter and detritus. The average result for the 2021/22 year was 87% (1% short of the target of 88%).
CON 14 Average number of working days to respond to reports of fly-tipping (days)	✓	2.50	4.00	<p>Average result for Q4 2021/22 as of March 2022</p> 	↑	During Quarter 4 of the 2021/22 year, reports of fly-tipping were responded to within an average of 2.50 days (1.50 days better than the target of 4 days). During the 2021/22 year, reports of fly-tipping were responded to within an average of 3.46 days (0.54 days better than the target of 4 days).
DM 01 60% of major applications determined within 13 weeks or other agreed time	✓	83.3%	60.0%	<p>Cumulative result for Q4 2021/22 as of March 2022</p> 	↑	During Quarter 4 of the 2021/22 year 83.3% (5 out of 6) of major planning applications had been determined within 13 weeks or other agreed time. During the 2021/22 year 79.3% (23 out of 29) 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	✓	72.8%	70.0%	<p>Cumulative result for Q4 2021/22 as of March 2022</p> 	↓	During Quarter 4 of the 2021/22 year, 72.8% (825 out of 1,006) of minor and other planning applications were determined within 8 weeks or other agreed time. During the 2021/22 year, 82.0% of minor and other planning applications were determined within 8 weeks or other agreed time.
DM 07 Less than 10% of major decisions allowed at appeal	✓	0.0%	10.0%	<p>Cumulative result for Q4 2021/22 as of March 2022</p> 	▬	During Quarter 4 of the 2021/22 year, 0% (0 out of 5) of major planning application appeals were allowed. During the 2021/22 year 3.6% (1 out of 28) of major planning application appeals were allowed.
ED 08.1 Market Harborough Footfall	✓	1,685,581	480,000	<p>Cumulative result for Q4 2021/22 as of March 2022</p> 	↓	During Quarter 4 of the 2021/22 year, footfall in Market Harborough was recorded as 1,685,581 (251.2% better than the target of 480,000). During the 2021/22 year footfall in Market Harborough was recorded as

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
						6,522,594 (239.7% better than the target of 1,920,000).
ED 08.2 Lutterworth Footfall		341,490	390,000	Cumulative result for Q4 2021/22 as of March 2022 		During Quarter 4 of the 2021/22 year, footfall in Lutterworth was recorded as 341,490 (12.4% short of the target of 390,000). During Quarter 4 of the 2021/22 year, footfall in Lutterworth was recorded as 1,434,839 (8.0% short of the target of 1,560,000).
SP 01 Number of new affordable housing completions during the year		142.0	45.0	Q4 2021/22 result 		142 affordable housing units were delivered during Quarter 4 of the 2021/22 year. A total of 231 affordable housing units were delivered during the 2021/22 year (29.1% better than the target of 179).
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. Note: the calculation as at 31 March 2022 is expected to be available during Quarter 2 of the 2022/23 year.

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 (%)		89.0%	90.0%	Cumulative result for Q4 2021/22 as of March 2022 		During Quarter 4 of the 2021/22 year, 89.0% (65 out of 73) of corporate complaints were responded to within the target time of 20 working days. During the 2021/22 year 89.3% (159 out of 178) of corporate complaints were responded to within the target time of 20 working days.
FS 02 Establishment and Agency costs are kept within agreed revised budget		£2,281,830.00	£2,382,183.00	Cumulative result for Q4 2021/22 as of March 2022 		During Quarter 4 of the 2021/22 year establishment and agency costs were 4.2% lower than the budget of £2,382,183. The budget for the 2021/22 year was £9,528,732. The total expenditure of £9,008,351 was 5.5% lower than the budget.

Appendix B

KPI	Status	Value	Target	Gauge	Direction of Travel	Comments
FS 03 90% of payments to creditors within 30 days		87.9%	90.0%	<p>Cumulative result for Q4 2021/22 as of March 2022</p> 		During Quarter 4 of the 2021/22 year 87.9% (984 out of 1,119) of payments to creditors were made within 30 days. During the 2021/22 year 90.7% (3,881 out of 4,277) of payments to creditors were made within 30 days.
HR 02 Percentage staff turnover (%)		2.5	4.0	<p>Cumulative result for Q4 2021/22 as of March 2022</p> 		During Quarter 4 of the 2021/22 year staff turnover was 2.5% (1.5% better than the target of 4%). during the 2021/22 year staff turnover was 1.6% (14.4% better than the target of 16%).
HR 03.1 Working days lost due to Sickness Absence (short-term only)		0.2	3.4	<p>Average result for Q4 2021/22 as of March 2022</p> 		During Quarter 4 of the 2021/22 year an average of 0.2 days per FTE were lost due to short-term sickness. During the 2021/22 year an average of 0.2 days per FTE were lost due to short-term sickness.
RB 01 In-Year Council Tax Collection Rate of 98.4%		98.1%	98.6%	<p>Q4 2021/22 result</p> 		At the end of Quarter 4 of the 2021/22 year 98.1% of Council Tax had been collected (0.5% short of the target of 98.6%).
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		1	8.75	<p>Q4 2021/22 result</p> 		During Quarter 4 of the 2021/22 year 1 intervention to encourage owners of empty properties to bring them back into use was carried out (7.75 inventions short of the target of 8.75 interventions). During the 2021/22 year 7 interventions were carried out (28 interventions short of the target of 28).