

# Key Performance Indicators 2017/18 – Quarter 4 Performance Report

Appendix A

Quarterly Indicators	Q1 2017/18			Q2 2017/18			Q3 2017/18			Q4 2017/18			Is year-end target likely to be achieved?
	Target	Value	Status										
COM001 Rent collected from current and former tenants as a percentage of rent due (excluding rent arrears brought forward).	99%	100.77%	✓	99%	100.38%	✓	99%	100.25%	✓	99%	100.22%	✓	Yes
COM002 On average, how many days did it take us to re-let a Council property?	37	32	✓	37	33	✓	37	37	✓	37	39	✗	No
COM003 How satisfied were our tenants with the standard of the repairs service they received?	98%	100%	✓	98%	99.56%	✓	98%	99.57%	✓	98%	99.41%	✓	Yes
COM004 How many households were housed in temporary accommodation?	130	97	✓	130	103	✓	130	90	✓	130	96	✓	Yes
COM005 What percentage of our council homes were not in a decent condition?	0%	0%	✓	0%	0%	✓	0%	0%	✓	0%	0%	✓	Yes
COM007 What percentage of all emergency repairs are attended to within 4 working hours?	99%	99.01%	✓	99%	99.8%	✓	99%	99.77%	✓	99%	97.07%	✗	No
COM008 What is the average overall time to complete responsive repairs?	7	4.87	✓	7	4.25	✓	7	6.9	✓	7	4.56	✓	Yes
COM009 What percentage of appointments for repairs are both made and kept?	98%	99.01%	✓	98%	99.01%	✓	98%	99.1%	✓	98%	100%	✓	Yes
COM010 What percentage of calls	97.5%	99.8%	✓	97.5%	99.8%	✓	97.5%	98%	✓	97.5%	97.72%	✓	Yes

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to the council's Careline Service are answered within 60 seconds?													
Quarterly Indicators	Target	Value	Status	Is year-end target likely to be achieved?									
GOV004 What percentage of major planning applications were processed within 13 weeks or extension of time date?	90%	100%	✓	90%	100%	✓	90%	100%	✓	90%	100%	✓	Yes
GOV005 What percentage of minor planning applications were processed within 8 weeks or extension of time date?	90%	95.73%	✓	90%	93.67%	✓	90%	93.52%	✓	90%	93.14%	✓	Yes
GOV006 What percentage of other planning applications were processed within 8 weeks or extension of time date?	94%	96.37%	✓	94%	95.44%	✓	94%	95.8%	✓	94%	96.57%	✓	Yes
GOV007 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal ?	20%	11.7%	✓	20%	12.5%	✓	20%	18%	✓	20%	20.3%	⚠	No
GOV008 What percentage of planning applications, refused by Council	50%	42.8%	✓	50%	68.7%	✗	50%	62.5%	✗	50%	61.5%	✗	No

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Members against the recommendation of the planning officers, were granted permission on appeal?													

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	Target	Value	Status										
NEI001 How much non-recycled waste was collected for every household in the district?	95kg	105kg		196kg	205kg		296kg	305kg		400kg	409kg		No
NEI003 What percentage of our district had unacceptable levels of litter?	8%	10.96%		8%	6%		8%	5.02%		8%	4.33%		Yes
NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	10%	4.83%		10%	5.1%		10%	3.72%		10%	1.73%		Yes
NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	95.5%	98.19%		95.5%	97.77%		95.5%	97.65%		95.5%	97.89%		Yes
NEI006 What percentage of the recorded incidences of fly-tipping are	90%	98.72%		90%	98.5%		90%	96.89%		90%	96.05%		Yes

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	Target	Value	Status										
investigated within 3 working days of being recorded?													
NEI007 What percentage of recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?	90%	92.77%	✔	90%	93.99%	✔	90%	93.09%	✔	90%	93.01%	✔	Yes
NEI008 What percentage of the recorded incidences of fly-tipping (variation order/non contract) are removed within 10 working days of being recorded?	90%	94.74%	✔	90%	93.76%	✔	90%	92.49%	✔	90%	92.54%	✔	Yes
NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?	90%	90.4%	✔	90%	92.28%	✔	90%	91.8%	✔	90%	90.6%	✔	Yes
NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?	2%	1.51%	✔	2%	1.31%	✔	2%	1.82%	✔	2%	1.91%	✔	Yes
NEI012 What percentage of our commercial premises were let to tenants?	98%	98.9%	✔	98%	98.9%	✔	98%	97.45%	⚠	98%	97.29%	⚠	No
NEI013 What percentage of all household waste was sent to be recycled or reuse?	26%	23.75%	✘	26%	23.74%	✘	26%	23.38%	✘	26%	27.09%	✔	Yes

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NEI014 What percentage of all household waste was sent to be composted or anerobic digestion.?	33%	35.81%		33%	36.12%		33%	34.39%		33%	30.33%		No

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RES001 How many working days did we lose due to sickness absence?	1.62	1.71		3.22	4.07		5.43	6.27		7.25	8.82		No
RES002 What percentage of the invoices we received were paid within 30 days?	97%	96%		97%	96%		97%	97%		97%	96%		No
RES003 What percentage of the district's annual Council Tax was collected?	27.55%	27.64%		52.54%	52.52%		77.84%	77.74%		97.8%	97.82%		Yes
RES004 What percentage of the district's annual business rates was collected?	28.84%	29.25%		53.28%	53.97%		78.06%	78.19%		97.8%	97.7%		No
RES005 On average, how many days did it take us to process new benefit claims?	21	22.31		21	21.82		21	21.1		21	21.61		No
RES006 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?	9	7.55		9	7.44		9	7.35		6	4.55		Yes