

Key Performance Indicators 2017/18 – Quarter 3 Performance Report






















Appendix 1

Communities 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	Target	Value	Status	Target	Value	Status	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%			Yes
COM002	On average, how many days did it take us to re-let a Council property?	37	32	✓	37	33	✓	37	37	✓	37			Yes
COM003	How satisfied were our tenants with the standard of the repairs service they received?	98%	100%	✓	98%	99.56%	✓	98%	99.57%	✓	98%			Yes
COM004	How many households were housed in temporary accommodation?	130	97	✓	130	103	✓	130	90	✓	130			Yes
COM005	What percentage of our council homes were not in a decent condition?	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%			Yes
COM008	What is the average overall time to complete responsive repairs?	7	4.87	✓	7	4.25	✓	7	6.9	✓	7			Yes
COM009	What percentage of appointments for repairs are both made and kept?	98%	99.01%	✓	98%	99.01%	✓	98%	99.1%	✓	98%			Yes
COM010	What percentage of calls to the council's Careline Service are answered	97.5%	99.8%	✓	97.5%	99.8%	✓	97.5%	98.0%	✓	97.5%			Yes

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		Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status	
within 60 seconds?														
Governance 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	Target	Value	Status	Target	Value	Status	Target	Value	Status	
GOV004	What percentage of major planning applications were processed within 13 weeks or extension of time date?	90%	100%	✓	90%	100%	✓	90%	100%	✓	90%			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%			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%			Yes
GOV007	What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal ?	20%	11.76%	✓	20%	12.5%	✓	20%	18%	✓	20%			Yes
GOV008	What percentage of planning applications, refused by Council Members against the recommendation of the planning officers, were granted permission on appeal?	50%	42.86%	✓	50%	68.75%	✗	50%	62.5%	✗	50%			Uncertain

Neighbourhoods 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	Target	Value	Status	Target	Value	Status	Target	Value	Status	
NEI001	How much non-recycled waste was collected for every household in the district?	95	105		196	205		296	305		400			No
NEI003	What percentage of our district had unacceptable levels of litter?	8%	10.97%		8%	6%		8%	5.02%		8%			Uncertain
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%			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%			Yes
NEI006	What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?	90%	98.72%		90%	98.5%		90%	96.89%		90%			Yes
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%			Yes
NEI008	What percentage of the recorded incidences of fly-tipping (variation order/non contract) are removed	90%	94.74%		90%	93.76%		90%	92.49%		90%			Yes

Neighbourhoods 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	Target	Value	Status	Target	Value	Status	Target	Value	Status	
	within 10 working days of being recorded?													
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%			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%			Yes
NEI012	What percentage of our commercial premises were let to tenants?	98%	98.9%	✓	98%	98.9%	✓	98%	97.45%	⚠	98%			Yes
NEI013	What percentage of all household waste was sent to be recycled or reuse?	26%	23.75%	✗	26%	23.74%	✗	26%	23.38%	✗	26%			No
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%			Yes
Resources 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	Target	Value	Status	Target	Value	Status	Target	Value	Status	
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			No
RES002	What percentage of the invoices we received were paid within 30 days?	97%	96%	✗	97%	96%	✗	97%	97%	✓	97%			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%			Yes

Resources 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	Target	Value	Status	Target	Value	Status	Target	Value	Status	
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%			Yes
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			Uncertain
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			Yes