

Key Performance Indicator report April 2020 – March 2021

Indicator Description	Performance Chart	Value 2020/21	Target 2020/21	Status 2020/21																										
<p>Processing of planning applications: Major applications in 13 weeks</p>	<table border="1"> <caption>Major applications in 13 weeks</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td></tr> <tr><td>May 2020</td><td>100%</td></tr> <tr><td>June 2020</td><td>50%</td></tr> <tr><td>July 2020</td><td>100%</td></tr> <tr><td>August 2020</td><td>100%</td></tr> <tr><td>September 2020</td><td>33%</td></tr> <tr><td>October 2020</td><td>100%</td></tr> <tr><td>November 2020</td><td>100%</td></tr> <tr><td>December 2020</td><td>100%</td></tr> <tr><td>January 2021</td><td>100%</td></tr> <tr><td>February 2021</td><td>100%</td></tr> <tr><td>March 2021</td><td>100%</td></tr> </tbody> </table>	Month	Percentage	April 2020	100%	May 2020	100%	June 2020	50%	July 2020	100%	August 2020	100%	September 2020	33%	October 2020	100%	November 2020	100%	December 2020	100%	January 2021	100%	February 2021	100%	March 2021	100%	88.89%	80.00%	
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<p>Processing of planning applications: Minor applications in 8 weeks</p>	<table border="1"> <caption>Minor applications in 8 weeks</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>65%</td></tr> <tr><td>May 2020</td><td>83%</td></tr> <tr><td>June 2020</td><td>90%</td></tr> <tr><td>July 2020</td><td>77%</td></tr> <tr><td>August 2020</td><td>78%</td></tr> <tr><td>September 2020</td><td>87%</td></tr> <tr><td>October 2020</td><td>83%</td></tr> <tr><td>November 2020</td><td>82%</td></tr> <tr><td>December 2020</td><td>87%</td></tr> <tr><td>January 2021</td><td>92%</td></tr> <tr><td>February 2021</td><td>100%</td></tr> <tr><td>March 2021</td><td>85%</td></tr> </tbody> </table>	Month	Percentage	April 2020	65%	May 2020	83%	June 2020	90%	July 2020	77%	August 2020	78%	September 2020	87%	October 2020	83%	November 2020	82%	December 2020	87%	January 2021	92%	February 2021	100%	March 2021	85%	83.83%	80.00%	
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<p>Percentage of appeals against planning application refusal dismissed</p>	<table border="1"> <caption>Percentage of appeals dismissed</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td></tr> <tr><td>May 2020</td><td>100%</td></tr> <tr><td>June 2020</td><td>83%</td></tr> <tr><td>July 2020</td><td>100%</td></tr> <tr><td>August 2020</td><td>50%</td></tr> <tr><td>September 2020</td><td>100%</td></tr> <tr><td>October 2020</td><td>80%</td></tr> <tr><td>November 2020</td><td>67%</td></tr> <tr><td>December 2020</td><td>50%</td></tr> <tr><td>January 2021</td><td>100%</td></tr> <tr><td>February 2021</td><td>100%</td></tr> <tr><td>March 2021</td><td>58%</td></tr> </tbody> </table>	Month	Percentage	April 2020	100%	May 2020	100%	June 2020	83%	July 2020	100%	August 2020	50%	September 2020	100%	October 2020	80%	November 2020	67%	December 2020	50%	January 2021	100%	February 2021	100%	March 2021	58%	83.67%	75.00%	
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<p>Percentage of full plans checked within 15 working days (Building Control)</p>		88.89%	80%	
<p>Processing planning applications: Householder applications in 8 weeks</p>		84.27%	90.00%	
<p>Percentage of missed collections put right by the next working day</p>		100%	98%	
<p>Percentage of missed green waste collections corrected by next working day</p>		100.00%	98.00%	

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<p>Average number of days taken to remove fly tips which the District Council has responsibility to clear</p>	<table border="1"> <caption>Performance Chart Data: Average number of days taken to remove fly tips</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>3.2</td></tr> <tr><td>May 2020</td><td>3.1</td></tr> <tr><td>June 2020</td><td>3.8</td></tr> <tr><td>July 2020</td><td>5.6</td></tr> <tr><td>August 2020</td><td>3.9</td></tr> <tr><td>September 2020</td><td>3.6</td></tr> <tr><td>October 2020</td><td>6.0</td></tr> <tr><td>November 2020</td><td>3.4</td></tr> <tr><td>December 2020</td><td>2.8</td></tr> <tr><td>January 2021</td><td>7.2</td></tr> <tr><td>February 2021</td><td>6.9</td></tr> <tr><td>March 2021</td><td>3.9</td></tr> </tbody> </table>	Month	Value	April 2020	3.2	May 2020	3.1	June 2020	3.8	July 2020	5.6	August 2020	3.9	September 2020	3.6	October 2020	6.0	November 2020	3.4	December 2020	2.8	January 2021	7.2	February 2021	6.9	March 2021	3.9	4.4	5	
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<p>Percentage of higher risk food inspections due that was done (higher risk is categories A & B)</p>	<table border="1"> <caption>Performance Chart Data: Percentage of higher risk food inspections due</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>50%</td></tr> <tr><td>May 2020</td><td>20%</td></tr> <tr><td>June 2020</td><td>15%</td></tr> <tr><td>July 2020</td><td>18%</td></tr> <tr><td>August 2020</td><td>20%</td></tr> <tr><td>September 2020</td><td>15%</td></tr> <tr><td>October 2020</td><td>18%</td></tr> <tr><td>November 2020</td><td>38%</td></tr> <tr><td>December 2020</td><td>65%</td></tr> <tr><td>January 2021</td><td>66%</td></tr> <tr><td>February 2021</td><td>96.43%</td></tr> <tr><td>March 2021</td><td>96.43%</td></tr> </tbody> </table>	Month	Value	April 2020	50%	May 2020	20%	June 2020	15%	July 2020	18%	August 2020	20%	September 2020	15%	October 2020	18%	November 2020	38%	December 2020	65%	January 2021	66%	February 2021	96.43%	March 2021	96.43%	96.43%	100%	
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<p>Average number of days to process a new claim for Housing Benefit (Monthly)</p>	<table border="1"> <caption>Performance Chart Data: Average number of days to process a new claim for Housing Benefit</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>21</td></tr> <tr><td>May 2020</td><td>22</td></tr> <tr><td>June 2020</td><td>23</td></tr> <tr><td>July 2020</td><td>14</td></tr> <tr><td>August 2020</td><td>13</td></tr> <tr><td>September 2020</td><td>17</td></tr> <tr><td>October 2020</td><td>11</td></tr> <tr><td>November 2020</td><td>16</td></tr> <tr><td>December 2020</td><td>14</td></tr> <tr><td>January 2021</td><td>16</td></tr> <tr><td>February 2021</td><td>10</td></tr> <tr><td>March 2021</td><td>16</td></tr> </tbody> </table>	Month	Value	April 2020	21	May 2020	22	June 2020	23	July 2020	14	August 2020	13	September 2020	17	October 2020	11	November 2020	16	December 2020	14	January 2021	16	February 2021	10	March 2021	16	16	23	
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