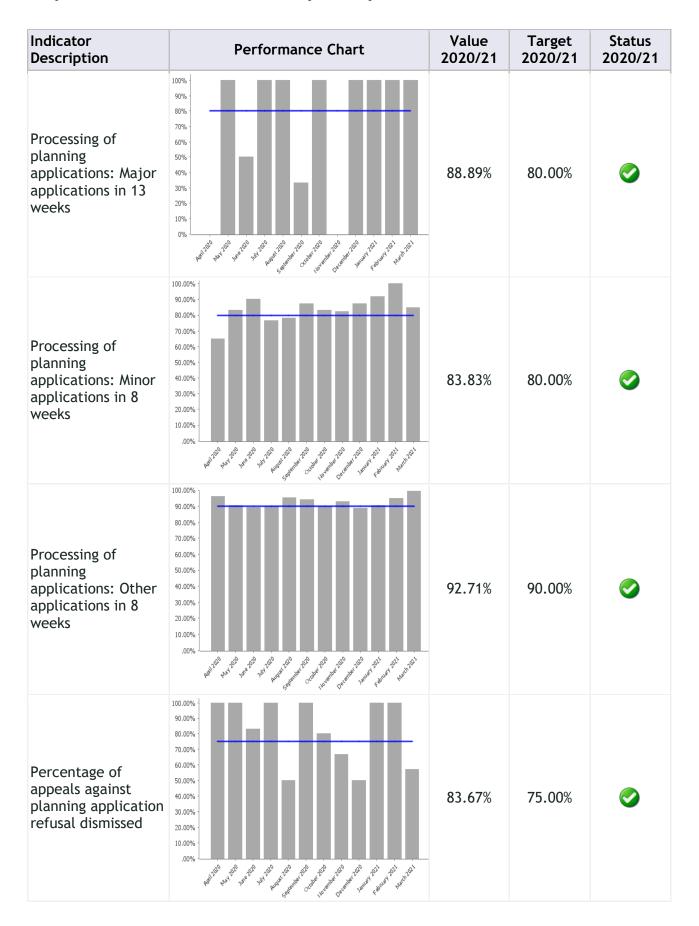
Key Performance Indicator report April 2020 - March 2021



Indicator Description	Performance Chart	Value 2020/21	Target 2020/21	Status 2020/21
Percentage of full plans checked within 15 working days (Building Control)	100%	88.89%	80%	
Processing planning applications: Householder applications in 8 weeks	90.00% - 80.00% - 70.00% - 60.00% - 50.00% - 40.00% - 10.	84.27%	90.00%	
Percentage of missed collections put right by the next working day	100%	100%	98%	
Percentage of missed green waste collections corrected by next working day	100.00% - 90.00% - 80.00% - 70.00% - 60.00% - 40.00% - 30.00% - 20.00% - 10	100.00%	98.00%	

Indicator Description	Performance Chart	Value 2020/21	Target 2020/21	Status 2020/21
Average number of days taken to remove fly tips which the District Council has responsibility to clear	7 - 6 - 5 - 4 - 3 - 2 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	4.4	5	
Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100% - 90% - 80% - 70% - 60% - 50% - 40% - 30% - 20% - 10% - 00% - 10% - 00% - 10% -	96.43%	100%	
Average number of days to process a new claim for Housing Benefit (Monthly)	23 - 20 - 18 - 15 - 13 - 10 - 8 - 5 - 3 - 0 - 10 - 10 - 10 - 10 - 10 - 10 -	16	23	