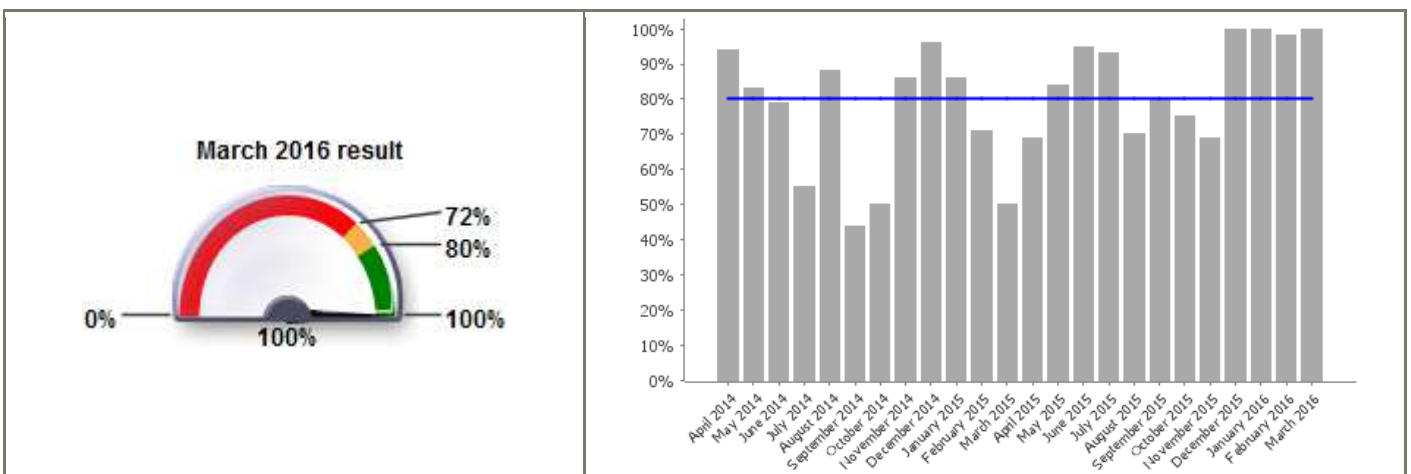















Key Performance Indicator Report for website - April to March 2016

Building Control

Code	LPI_BC 002
Short Name	Percentage of full plans checked within 10 working days

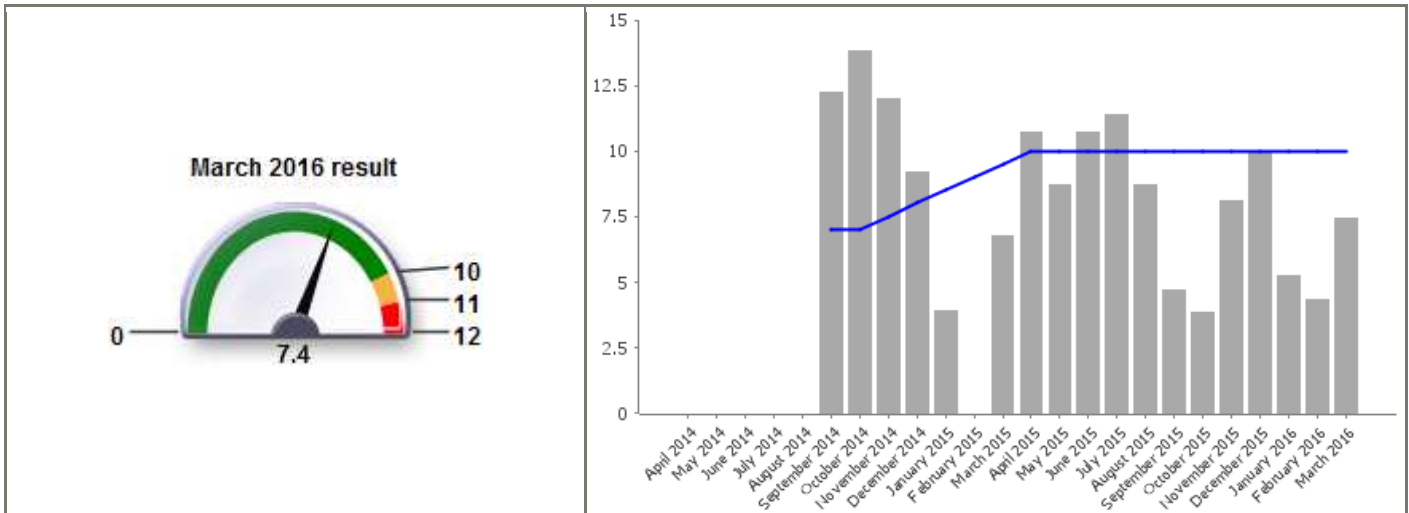
Current Value	100%	
Current Target	80%	
















Monthly Performance			
	Value	Target	Status
April 2015	69%	80%	
May 2015	84%	80%	
June 2015	95%	80%	
July 2015	93%	80%	
August 2015	70%	80%	
September 2015	80%	80%	
October 2015	75%	80%	
November 2015	69%	80%	
December 2015	100%	80%	
January 2016	100%	80%	
February 2016	98%	80%	
March 2016	100%	80%	
2015/16	86.08%	80%	

Code	LPI_BC LC 001
Short Name	Average number of days to process a land charge search


Current Value	7.4	
Current Target	10	

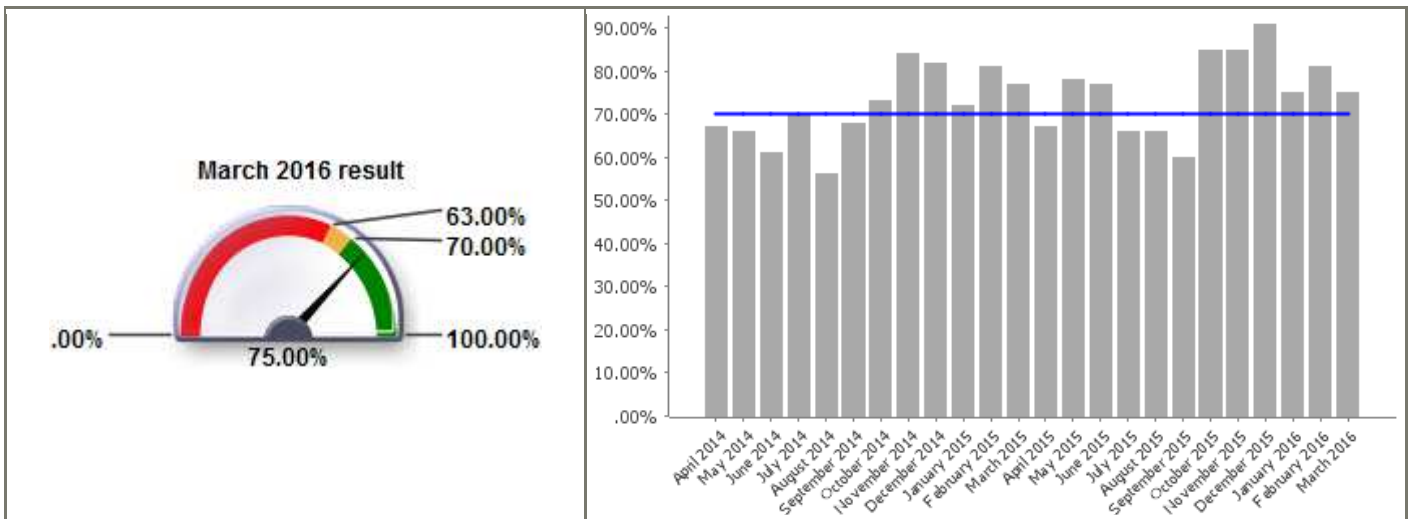















Monthly Performance			
	Value	Target	Status
April 2015	10.7	10	
May 2015	8.7	10	
June 2015	10.7	10	
July 2015	11.4	10	
August 2015	8.7	10	
September 2015	4.65	10	
October 2015	3.8	10	
November 2015	8.1	10	
December 2015	9.9	10	
January 2016	5.2	10	
February 2016	4.3	10	
March 2016	7.4	10	
2015/16	7.4	10	

Customer Services

Code	LPI_CS 001
Short Name	Percentage of phone calls answered within 20 seconds by the Contact Centre


Current Value	75.00%	
Current Target	70.00%	

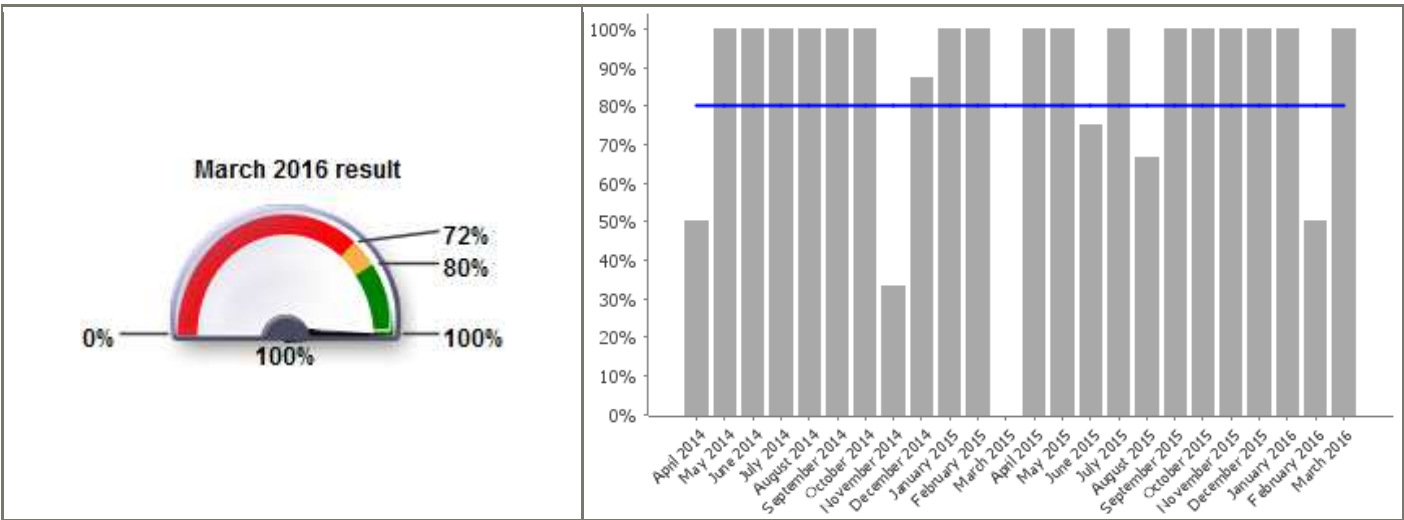















Monthly Performance			
	Value	Target	Status
April 2015	67.00%	70.00%	
May 2015	78.00%	70.00%	
June 2015	77.00%	70.00%	
July 2015	66.00%	70.00%	
August 2015	66.00%	70.00%	
September 2015	60.00%	70.00%	
October 2015	85.00%	70.00%	
November 2015	85.00%	70.00%	
December 2015	91.00%	70.00%	
January 2016	75.00%	70.00%	
February 2016	81.00%	70.00%	
March 2016	75.00%	70.00%	
2015/16	75.50%	70.00%	

Development Control


Code	LPI_DC 007a
Short Name	Processing of planning applications: Major applications in 13 weeks

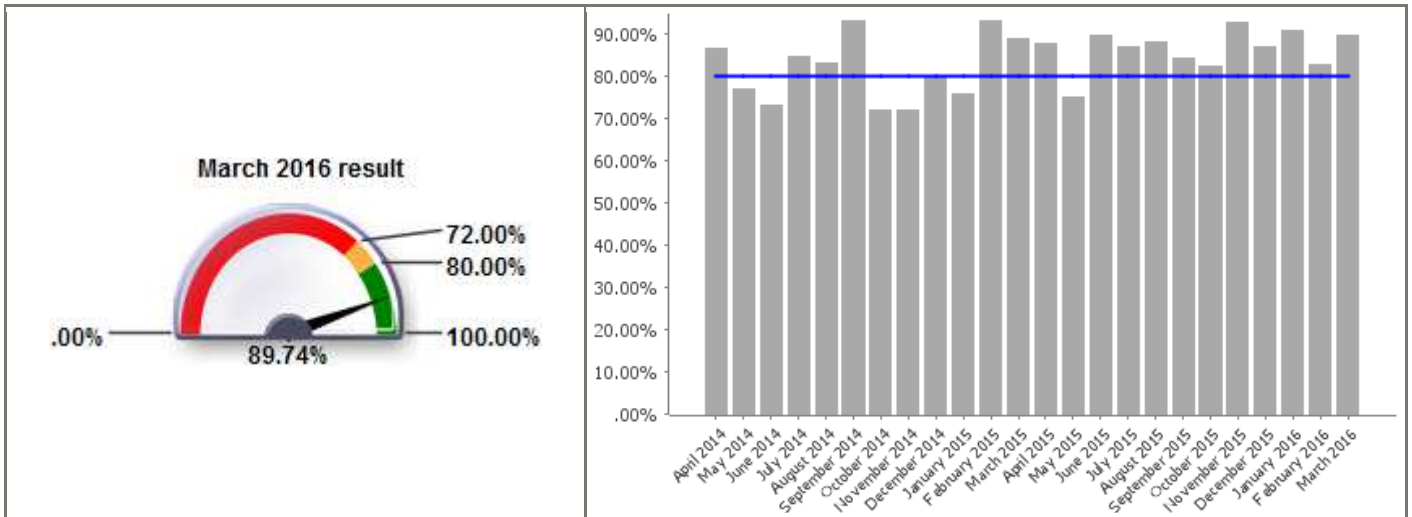
Current Value	100.00%	
Current Target	80.00%	
















Monthly Performance			
	Value	Target	Status
April 2015	100.00%	80.00%	
May 2015	100.00%	80.00%	
June 2015	75.00%	80.00%	
July 2015	100.00%	80.00%	
August 2015	66.67%	80.00%	
September 2015	100.00%	80.00%	
October 2015	100.00%	80.00%	
November 2015	100.00%	80.00%	
December 2015	100.00%	80.00%	
January 2016	100.00%	80.00%	
February 2016	50.00%	80.00%	
March 2016	100.00%	80.00%	
2015/16	91.18%	80.00%	


Code	LPI_DC 007b
Short Name	Processing of planning applications: Minor applications in 8 weeks

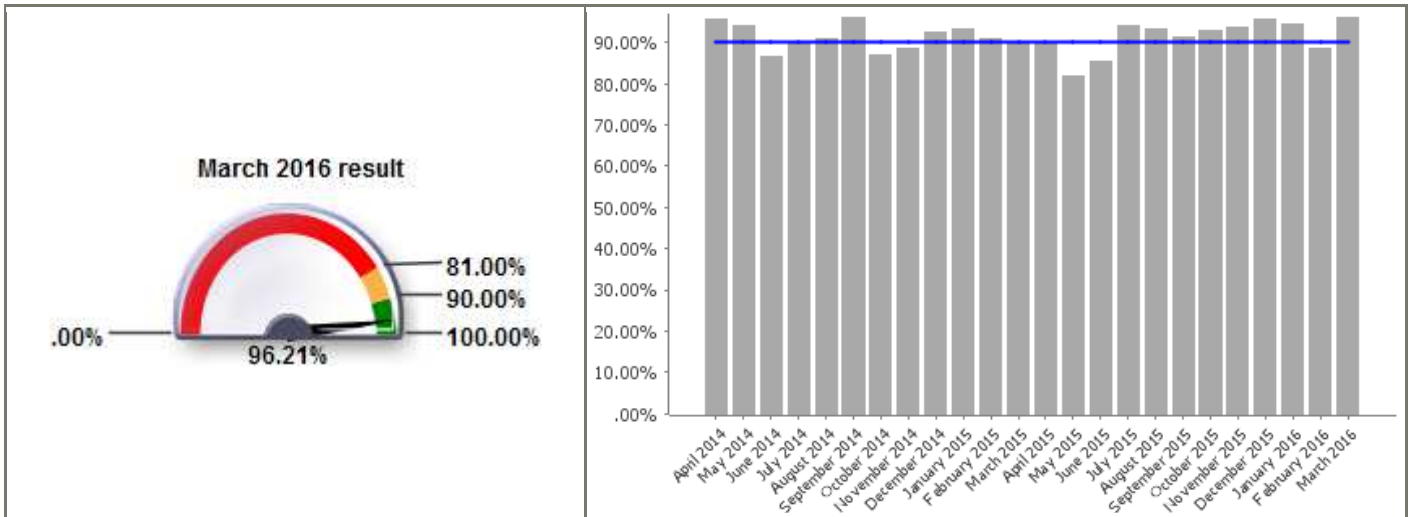
Current Value	89.74%	
Current Target	80.00%	



Monthly Performance			
	Value	Target	Status
April 2015	87.81%	80.00%	
May 2015	75.00%	80.00%	
June 2015	89.74%	80.00%	
July 2015	87.10%	80.00%	
August 2015	88.24%	80.00%	
September 2015	84.21%	80.00%	
October 2015	82.61%	80.00%	
November 2015	92.86%	80.00%	
December 2015	87.23%	80.00%	
January 2016	90.91%	80.00%	
February 2016	82.76%	80.00%	
March 2016	89.74%	80.00%	
2015/16	86.65%	80.00%	

Code	LPI_DC 007c
Short Name	Processing of planning applications: Other applications in 8 weeks

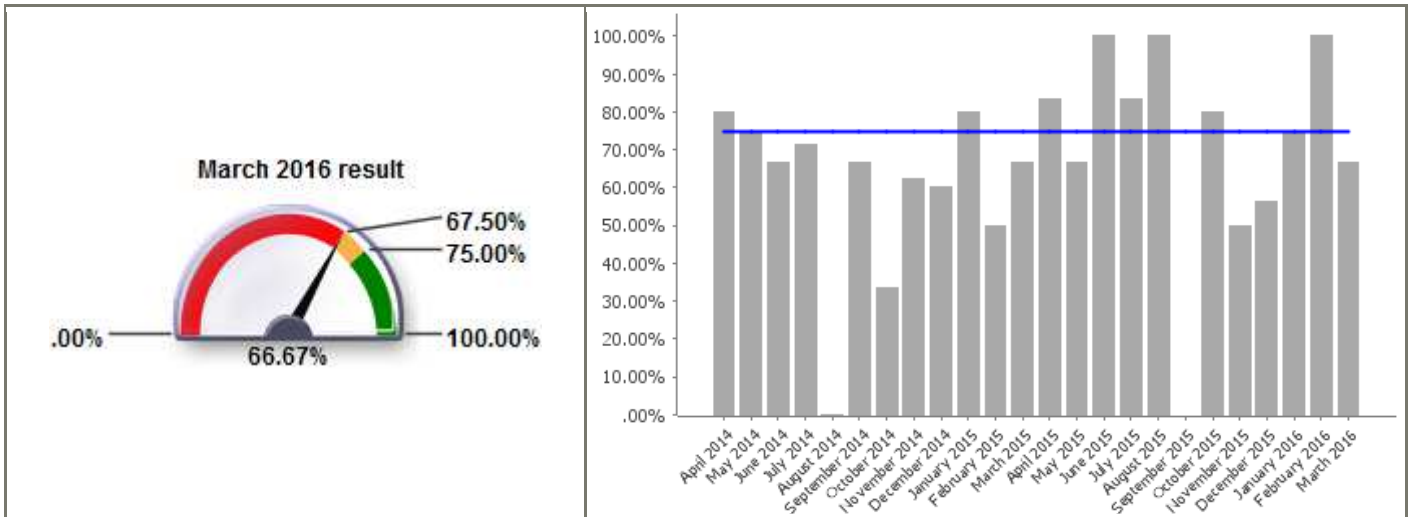
Current Value	96.21%	
Current Target	90.00%	
















Monthly Performance			
	Value	Target	Status
April 2015	89.55%	90.00%	Yellow Triangle
May 2015	81.97%	90.00%	Yellow Triangle
June 2015	85.24%	90.00%	Yellow Triangle
July 2015	93.99%	90.00%	Green Checkmark
August 2015	93.28%	90.00%	Green Checkmark
September 2015	91.18%	90.00%	Green Checkmark
October 2015	92.75%	90.00%	Green Checkmark
November 2015	93.55%	90.00%	Green Checkmark
December 2015	95.49%	90.00%	Green Checkmark
January 2016	94.60%	90.00%	Green Checkmark
February 2016	88.50%	90.00%	Yellow Triangle
March 2016	96.21%	90.00%	Green Checkmark
2015/16	91.34%	90.00%	Green Checkmark

Code	LPI_DC 009
Short Name	Percentage of appeals against planning application refusal dismissed


Current Value	66.67%	
Current Target	75.00%	

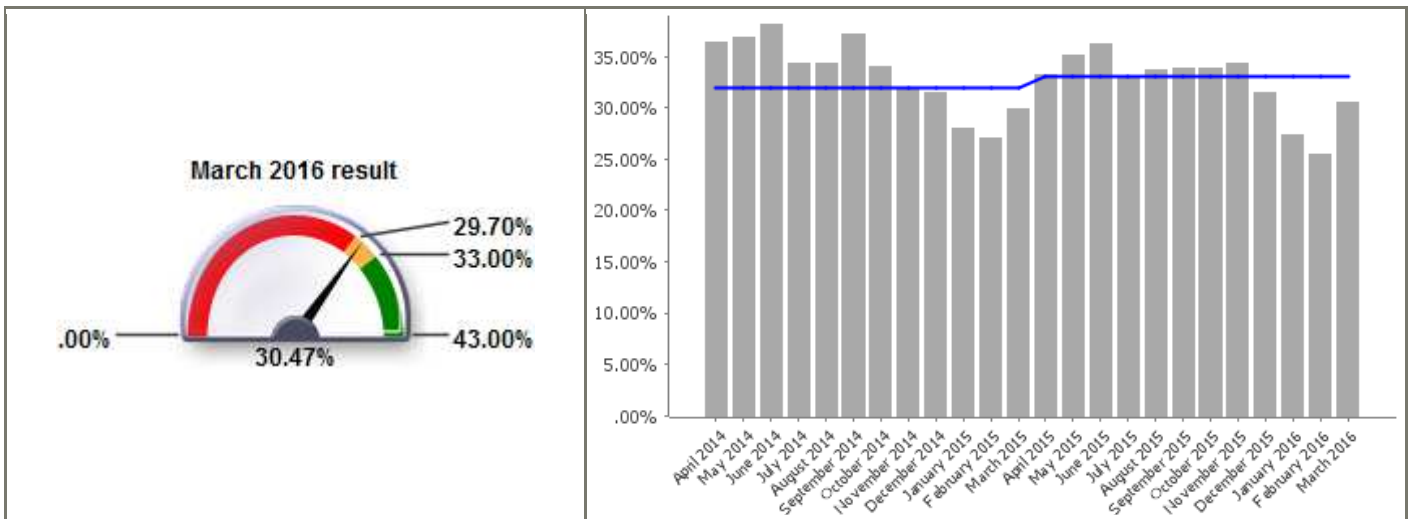


Monthly Performance			
	Value	Target	Status
April 2015	83.33%	75.00%	
May 2015	66.67%	75.00%	
June 2015	100.00%	75.00%	
July 2015	83.33%	75.00%	
August 2015	100.00%	75.00%	
September 2015	DIV/0	75.00%	
October 2015	80.00%	75.00%	
November 2015	50.00%	75.00%	
December 2015	56.25%	75.00%	
January 2016	75.00%	75.00%	
February 2016	100.00%	75.00%	
March 2016	66.67%	75.00%	
2015/16	76.39%	75.00%	

Direct Services

Code	LPI_DS Waste 001
Short Name	Percentage of household waste sent for reuse, recycling and composting

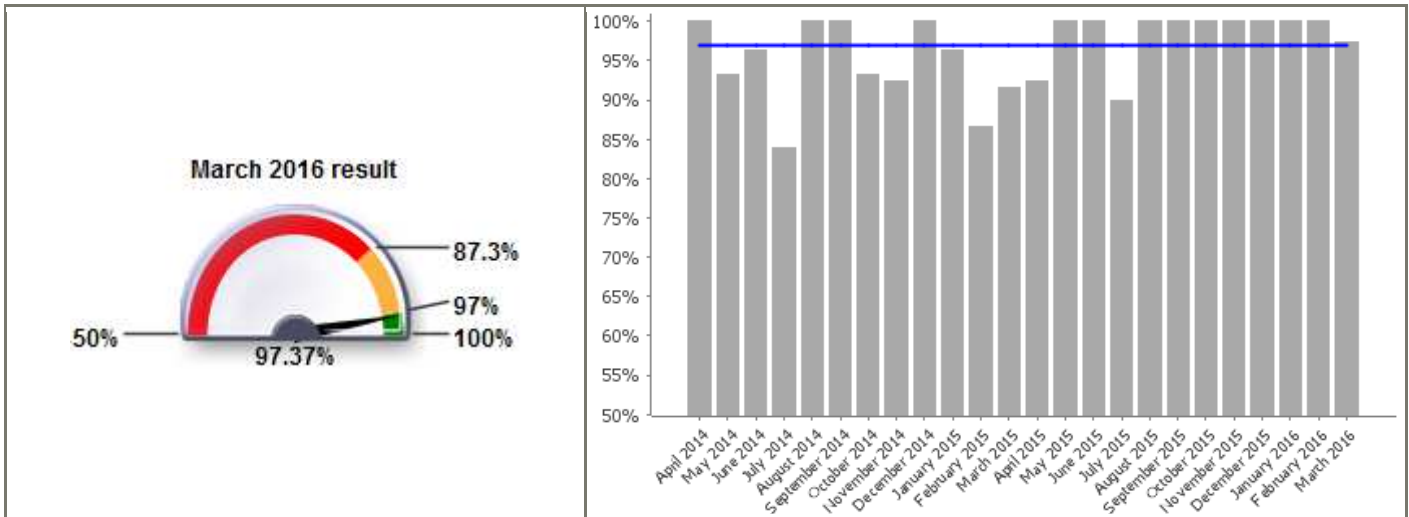
Current Value	30.47%	
Current Target	33.00%	



Monthly Performance			
	Value	Target	Status
April 2015	33.21%	33.00%	✓
May 2015	35.15%	33.00%	✓
June 2015	36.30%	33.00%	✓
July 2015	33.08%	33.00%	✓
August 2015	33.75%	33.00%	✓
September 2015	33.89%	33.00%	✓
October 2015	33.87%	33.00%	✓
November 2015	34.29%	33.00%	✓
December 2015	31.45%	33.00%	⚠
January 2016	27.43%	33.00%	✗
February 2016	25.53%	33.00%	✗
March 2016	30.47%	33.00%	⚠
2015/16	32.44%	33.00%	⚠


Code	LPI_DS Waste 003
Short Name	Percentage of missed collections put right by the next working day

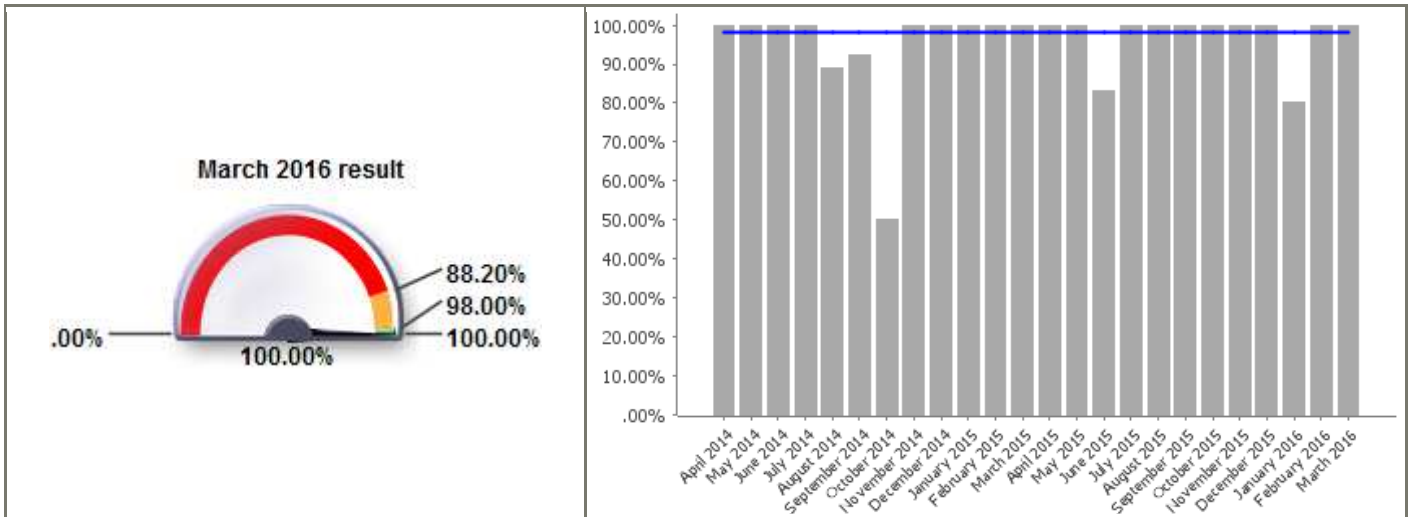
Current Value	97.37%	
Current Target	97%	
















Monthly Performance			
	Value	Target	Status
April 2015	92.31%	97%	⚠
May 2015	100%	97%	✓
June 2015	100%	97%	✓
July 2015	90%	97%	⚠
August 2015	100%	97%	✓
September 2015	100%	97%	✓
October 2015	100%	97%	✓
November 2015	100%	97%	✓
December 2015	100%	97%	✓
January 2016	100%	97%	✓
February 2016	100%	97%	✓
March 2016	97.37%	97%	✓
2015/16	98.31%	97%	✓

Code	LPI_DS Waste 005
Short Name	Percentage of missed green waste collections corrected by next working day

Current Value	100.00%	
Current Target	98.00%	

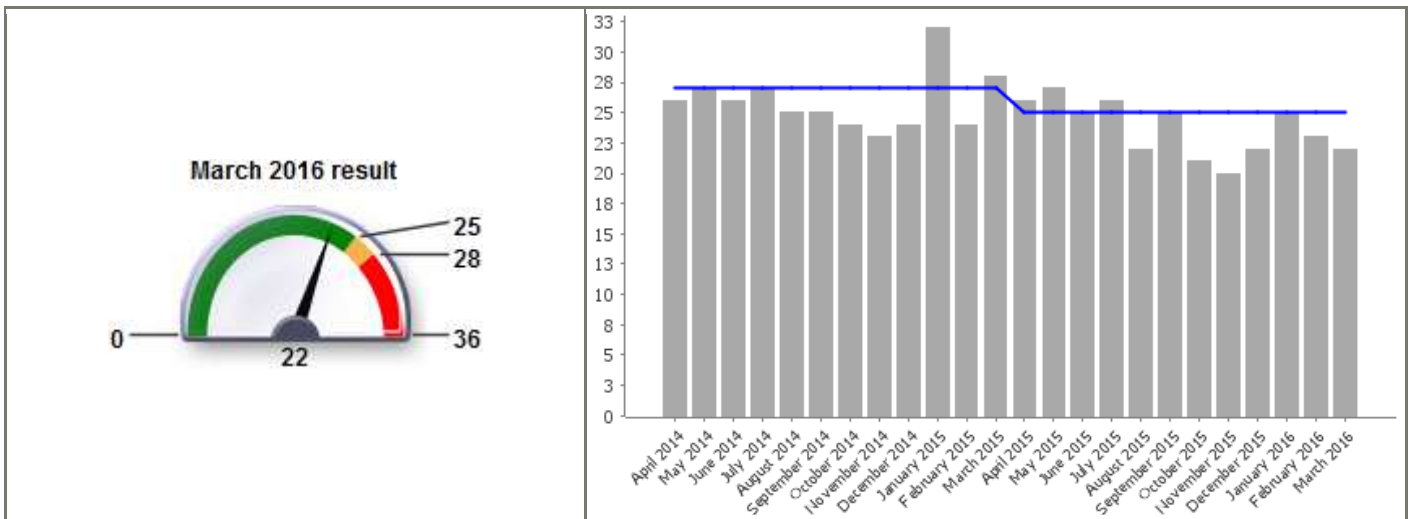















Monthly Performance			
	Value	Target	Status
April 2015	100.00%	98.00%	
May 2015	100.00%	98.00%	
June 2015	83.33%	98.00%	
July 2015	100.00%	98.00%	
August 2015	100.00%	98.00%	
September 2015	100.00%	98.00%	
October 2015	100.00%	98.00%	
November 2015	100.00%	98.00%	
December 2015	100.00%	98.00%	
January 2016	80.00%	98.00%	
February 2016	100.00%	98.00%	
March 2016	100.00%	98.00%	
2015/16	96.94%	98.00%	

Housing Benefits

Code	LPI_HB 001
Short Name	Average number of days to process Housing Benefit new applications (SDC)

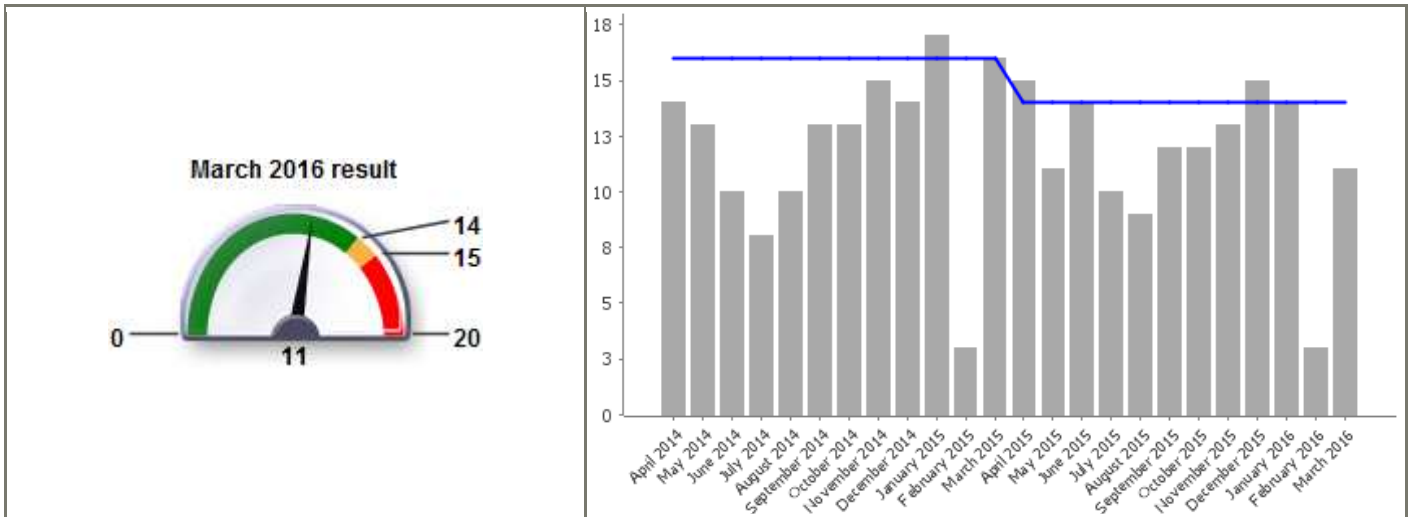
Current Value	22	
Current Target	25	
















Monthly Performance			
	Value	Target	Status
April 2015	26	25	
May 2015	27	25	
June 2015	25	25	
July 2015	26	25	
August 2015	22	25	
September 2015	25	25	
October 2015	21	25	
November 2015	20	25	
December 2015	22	25	
January 2016	25	25	
February 2016	23	25	
March 2016	22	25	
2015/16	24	25	

Code	LPI_HB 006
Short Name	Average number of days to process Housing Benefit changes


Current Value	11	
Current Target	14	

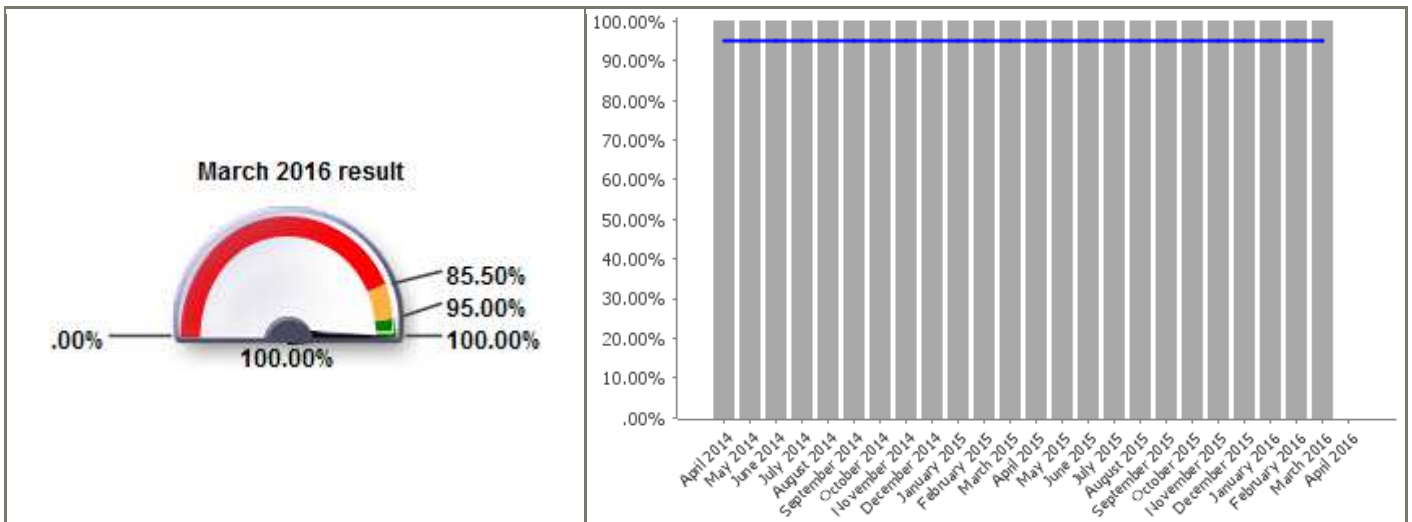















Monthly Performance			
	Value	Target	Status
April 2015	15	14	
May 2015	11	14	
June 2015	14	14	
July 2015	10	14	
August 2015	9	14	
September 2015	12	14	
October 2015	12	14	
November 2015	13	14	
December 2015	15	14	
January 2016	14	14	
February 2016	3	14	
March 2016	11	14	
2015/16	12	14	

Licensing


Code	LPI_LIC 002(s)
Short Name	The percentage of valid personal licences processed within 2 weeks

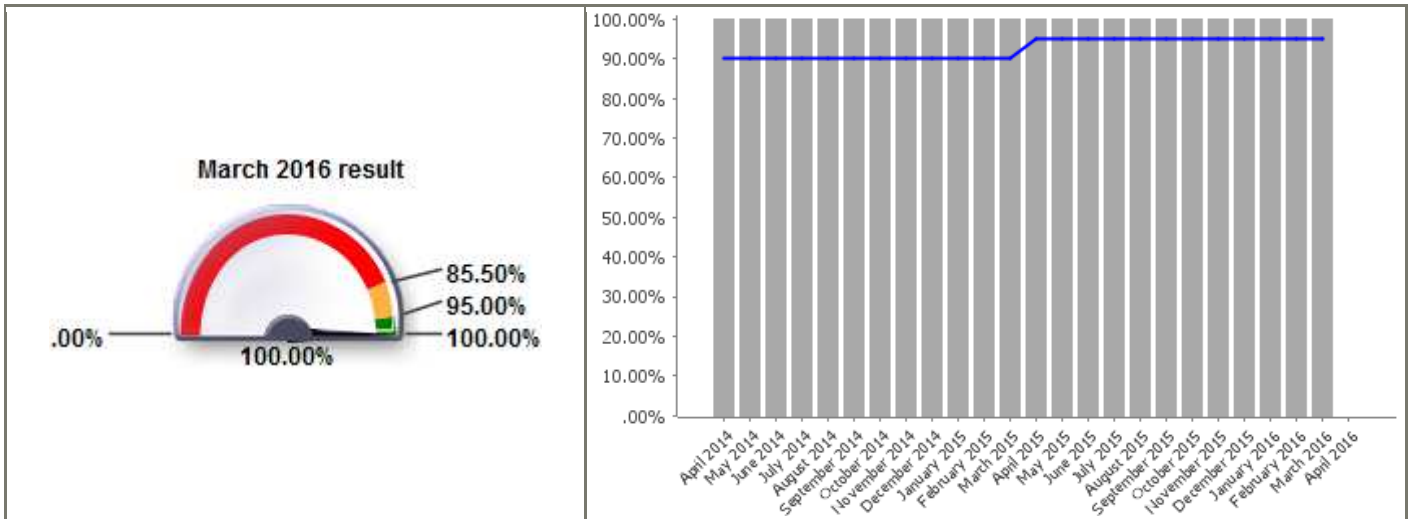
Current Value	100.00%	
Current Target	95.00%	



Monthly Performance			
	Value	Target	Status
April 2015	100.00%	95.00%	
May 2015	100.00%	95.00%	
June 2015	100.00%	95.00%	
July 2015	100.00%	95.00%	
August 2015	100.00%	95.00%	
September 2015	100.00%	95.00%	
October 2015	100.00%	95.00%	
November 2015	100.00%	95.00%	
December 2015	100.00%	95.00%	
January 2016	100.00%	95.00%	
February 2016	100.00%	95.00%	
March 2016	100.00%	95.00%	
2015/16	100.00%	95.00%	

Code	LPI_LIC 001(s)
Short Name	The percentage of valid temporary event notices processed within 72 hours


Current Value	100.00%	
Current Target	95.00%	

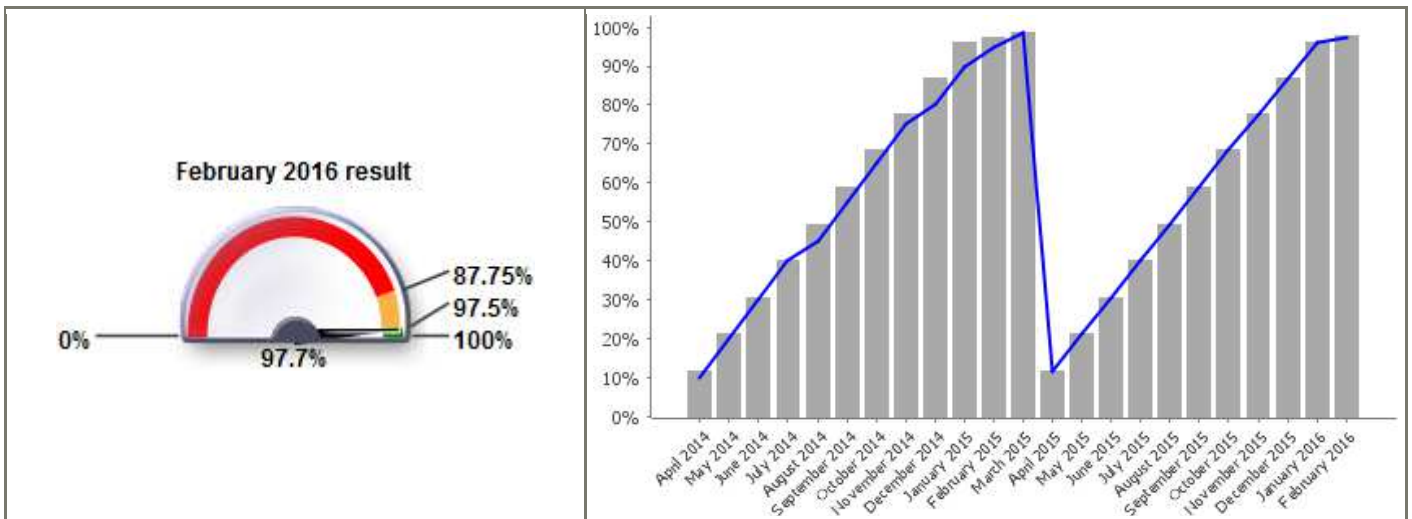














Monthly Performance			
	Value	Target	Status
April 2015	100.00%	95.00%	✓
May 2015	100.00%	95.00%	✓
June 2015	100.00%	95.00%	✓
July 2015	100.00%	95.00%	✓
August 2015	100.00%	95.00%	✓
September 2015	100.00%	95.00%	✓
October 2015	100.00%	95.00%	✓
November 2015	100.00%	95.00%	✓
December 2015	100.00%	95.00%	✓
January 2016	100.00%	95.00%	✓
February 2016	100.00%	95.00%	✓
March 2016	100.00%	95.00%	✓
2015/16	100.00%	95.00%	✓

Local Tax


Code	LPI_TAX 001
Short Name	The percentage of council tax collected in-year

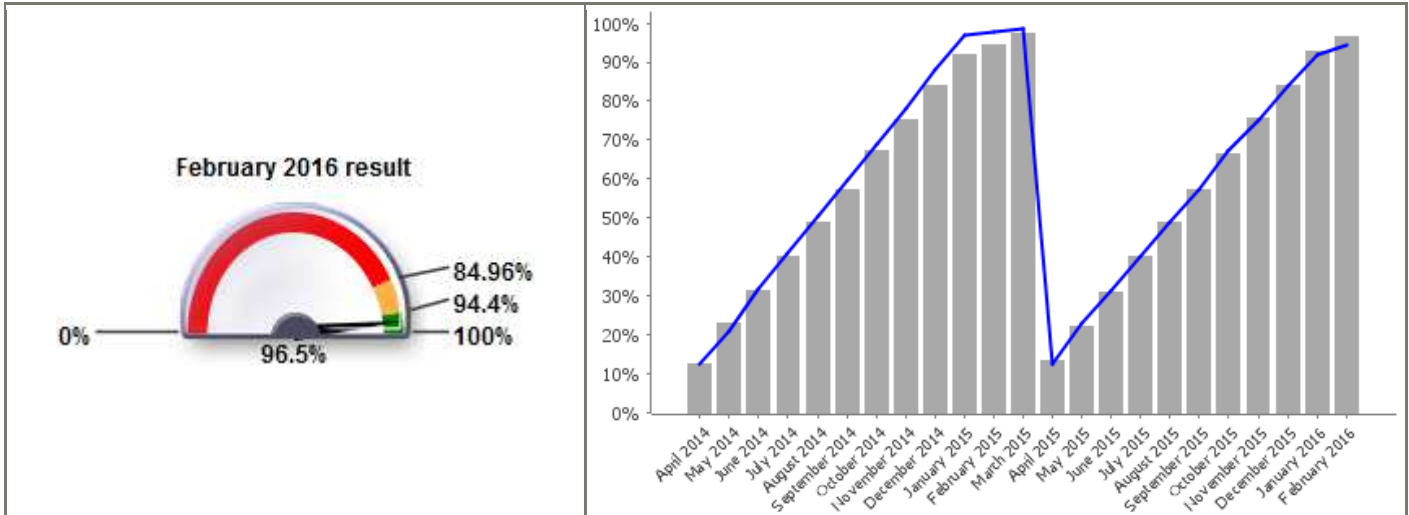
Current Value	97.7%	
Current Target	97.5%	















Monthly Performance			
	Value	Target	Status
April 2015	11.8%	11.8%	
May 2015	21.1%	21.3%	
June 2015	30.6%	30.6%	
July 2015	40.1%	40%	
August 2015	49.3%	49.3%	
September 2015	58.7%	58.7%	
October 2015	68.3%	68.4%	
November 2015	77.5%	77.6%	
December 2015	86.9%	86.9%	
January 2016	96.1%	96%	
February 2016	97.7%	97.5%	
March 2016			
2015/16	97.7%	97.5%	

Code	LPI_TAX 003
Short Name	The percentage of business rates collected in-year


Current Value	96.5%	
Current Target	94.4%	

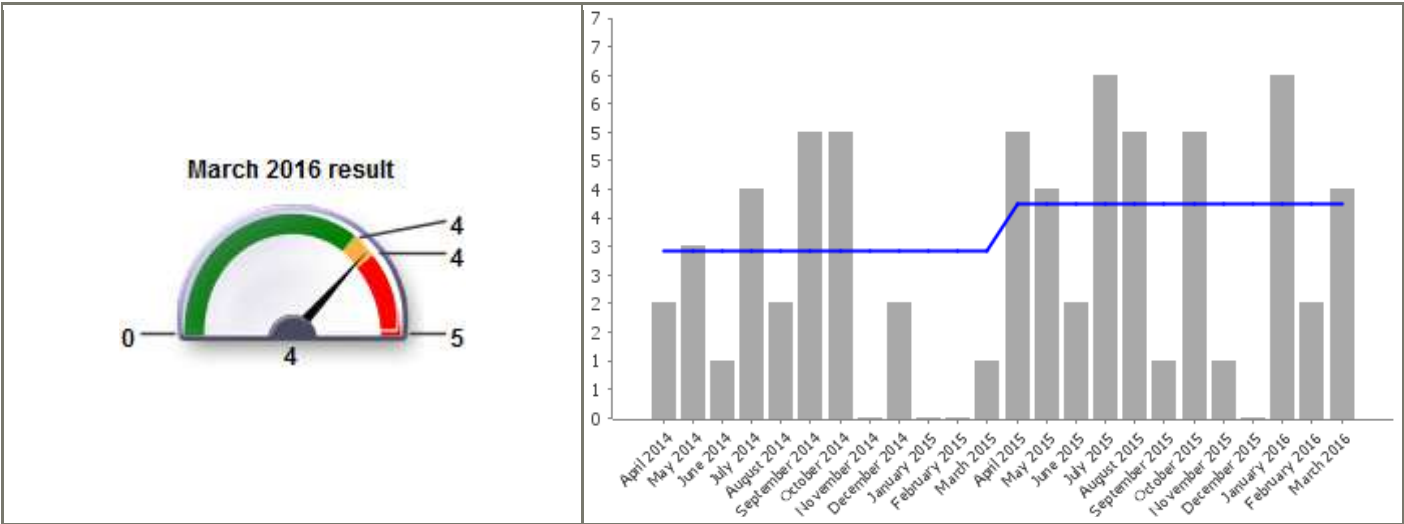















Monthly Performance			
	Value	Target	Status
April 2015	13.2%	12.6%	
May 2015	21.9%	22.9%	
June 2015	30.7%	31.2%	
July 2015	39.9%	40.2%	
August 2015	48.7%	48.8%	
September 2015	57.3%	57.2%	
October 2015	66.4%	67.1%	
November 2015	75.5%	75.1%	
December 2015	83.9%	83.9%	
January 2016	92.7%	91.9%	
February 2016	96.5%	94.4%	
March 2016			
2015/16	96.5%	94.4%	

Social Housing


Code	LPI_HS A 002
Short Name	Total number of homelessness acceptances

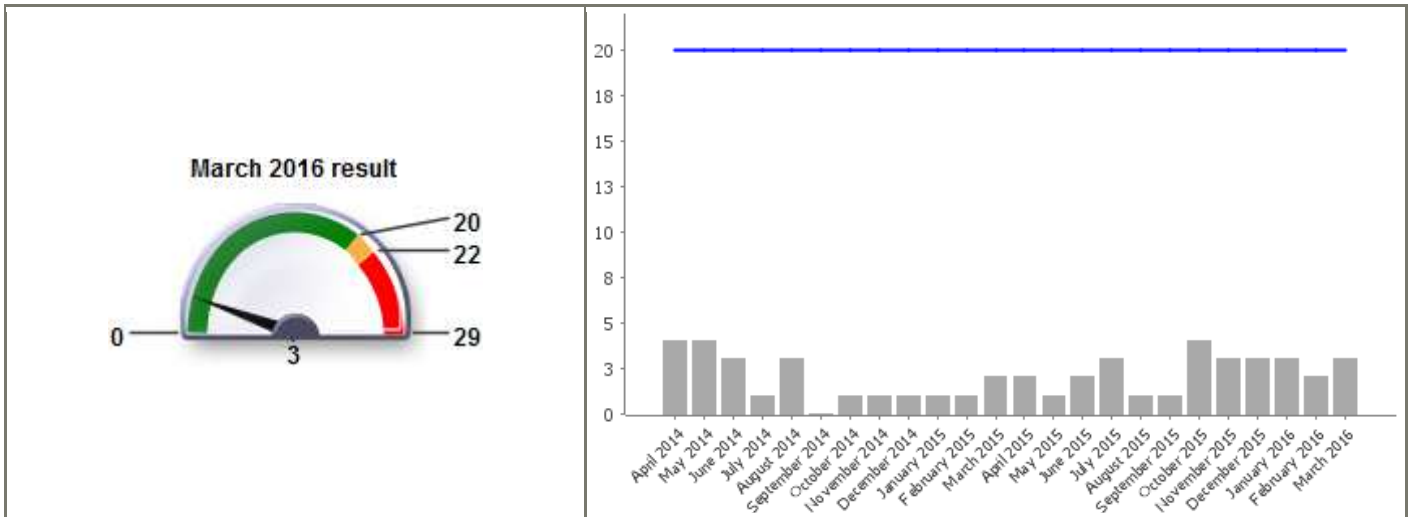
Current Value	4	
Current Target	4	



Monthly Performance			
	Value	Target	Status
April 2015	5	4	
May 2015	4	4	
June 2015	2	4	
July 2015	6	4	
August 2015	5	4	
September 2015	1	4	
October 2015	5	4	
November 2015	1	4	
December 2015	0	4	
January 2016	6	4	
February 2016	2	4	
March 2016	4	4	
2015/16	41	45	

Code	LPI_HS A 004
Short Name	Number of households living in B & B

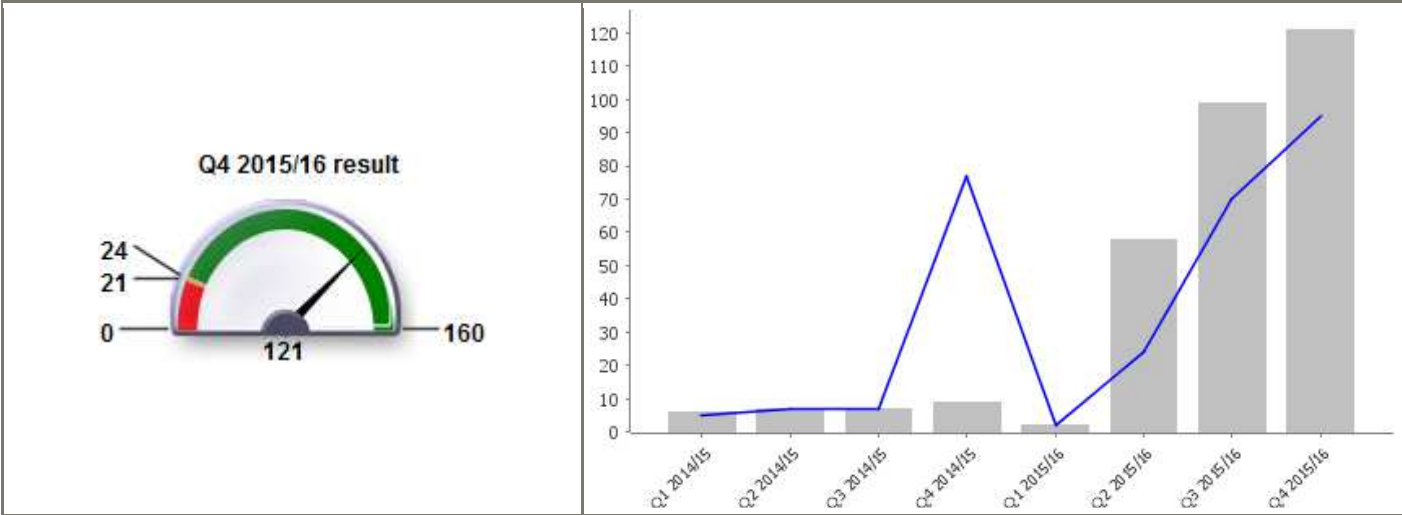
Current Value	3	
Current Target	20	



Monthly Performance			
	Value	Target	Status
April 2015	2	20	✓
May 2015	1	20	✓
June 2015	2	20	✓
July 2015	3	20	✓
August 2015	1	20	✓
September 2015	1	20	✓
October 2015	4	20	✓
November 2015	3	20	✓
December 2015	3	20	✓
January 2016	3	20	✓
February 2016	2	20	✓
March 2016	3	20	✓
2015/16	3	20	✓

Code	LPI_HSP 002
Short Name	Number of affordable homes delivered (gross)

Current Value	121	
Current Target	24	



Monthly Performance			
	Value	Target	Status
2015/16	121	95	