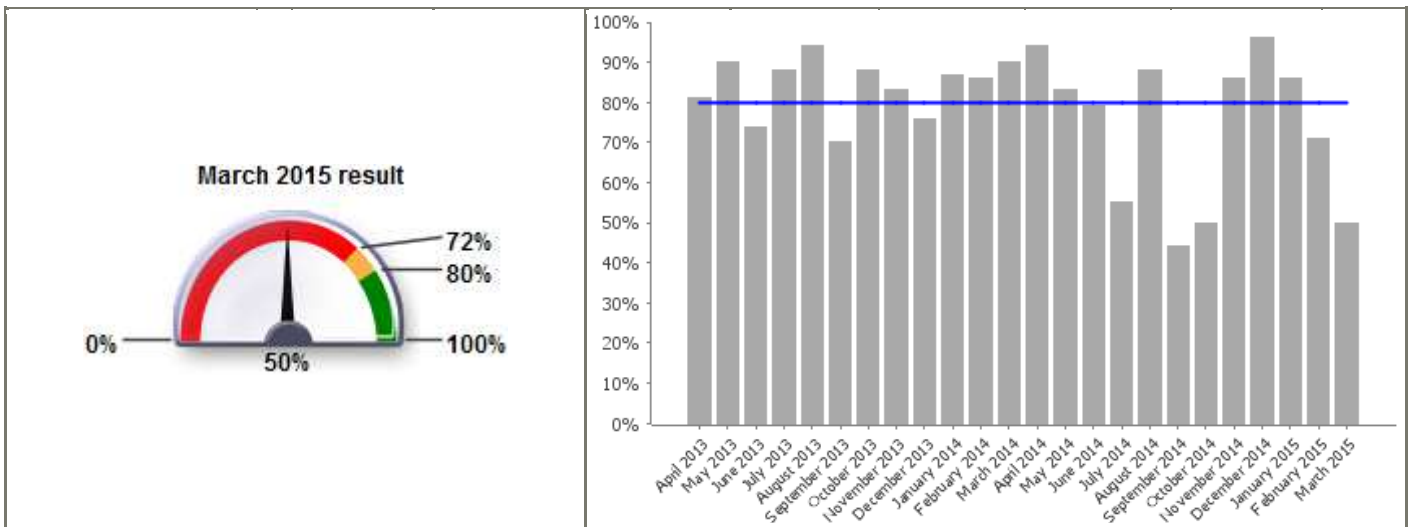















Key Performance Indicator Report - April to March 2015

Building Control

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

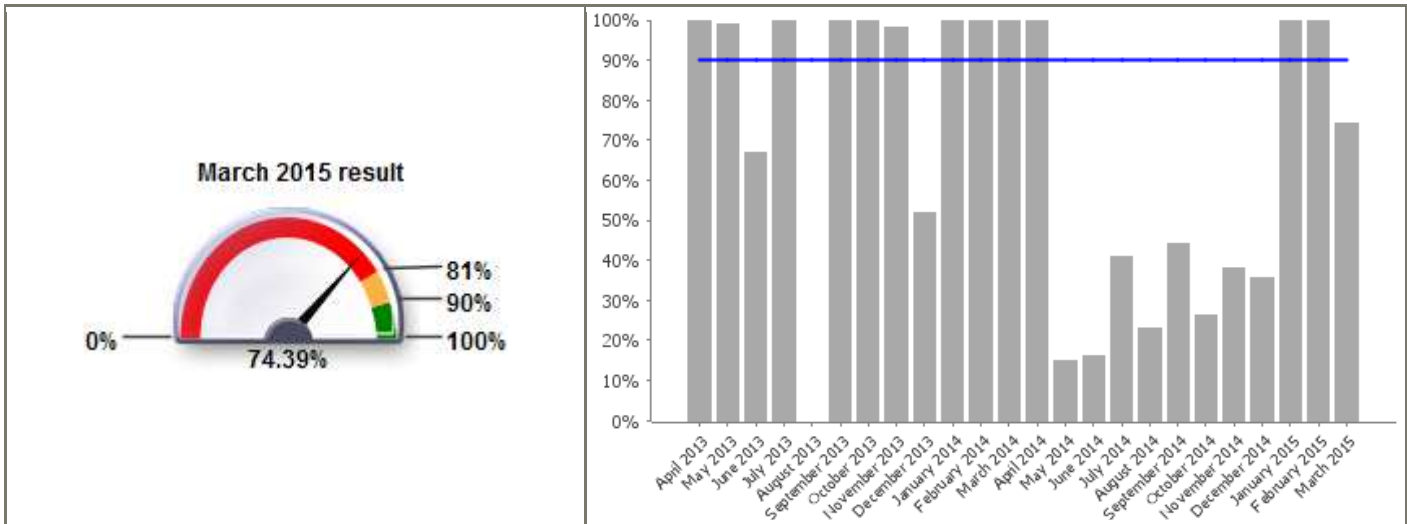
Current Value	50%	
Current Target	80%	
















Monthly Performance			
	Value	Target	Status
April 2014	94%	80%	
May 2014	83%	80%	
June 2014	79%	80%	
July 2014	55%	80%	
August 2014	88%	80%	
September 2014	44%	80%	
October 2014	50%	80%	
November 2014	86%	80%	
December 2014	96%	80%	
January 2015	86%	80%	
February 2015	71%	80%	
March 2015	50%	80%	
2014/15	73.5%	80%	

Code	LPI_BC LC 002
Short Name	The percentage of local land charge searches carried out within 10 working days


Current Value	74.39%	
Current Target	90%	

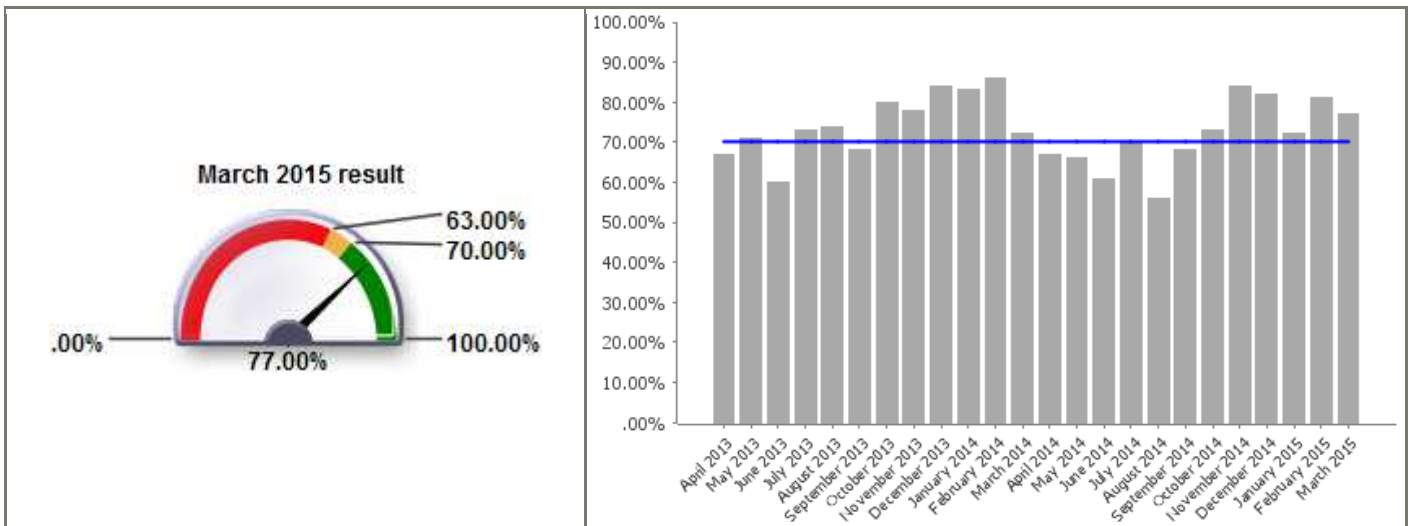















Monthly Performance			
	Value	Target	Status
April 2014	100%	90%	
May 2014	15%	90%	
June 2014	16%	90%	
July 2014	41%	90%	
August 2014	23%	90%	
September 2014	44.29%	90%	
October 2014	26.19%	90%	
November 2014	37.89%	90%	
December 2014	35.82%	90%	
January 2015	100%	90%	
February 2015	100%	90%	
March 2015	74.39%	90%	
2014/15	51.13%	90%	

Customer Services

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


Current Value	77.00%	
Current Target	70.00%	

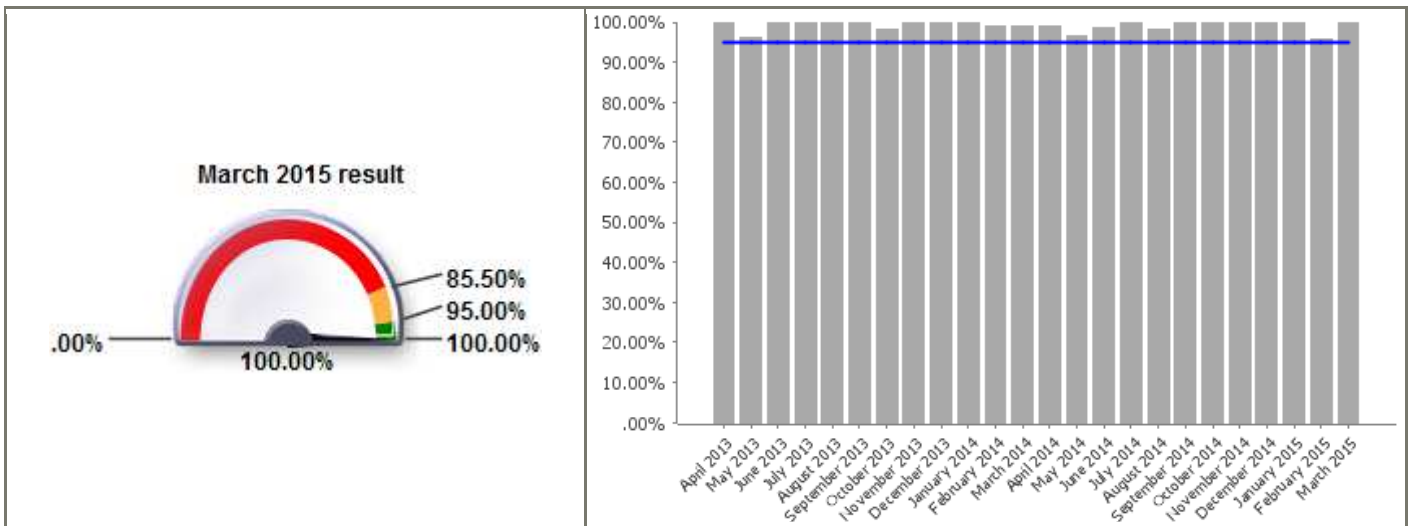


Monthly Performance			
	Value	Target	Status
April 2014	67.00%	70.00%	
May 2014	66.00%	70.00%	
June 2014	61.00%	70.00%	
July 2014	70.00%	70.00%	
August 2014	56.00%	70.00%	
September 2014	68.00%	70.00%	
October 2014	73.00%	70.00%	
November 2014	84.00%	70.00%	
December 2014	82.00%	70.00%	
January 2015	72.00%	70.00%	
February 2015	81.00%	70.00%	
March 2015	77.00%	70.00%	
2014/15	71.42%	70.00%	

Democratic Services

Code	LPI_DEM 001
Short Name	Standard Freedom of Information requests responded to within 20 working days

Current Value	100.00%	
Current Target	95.00%	

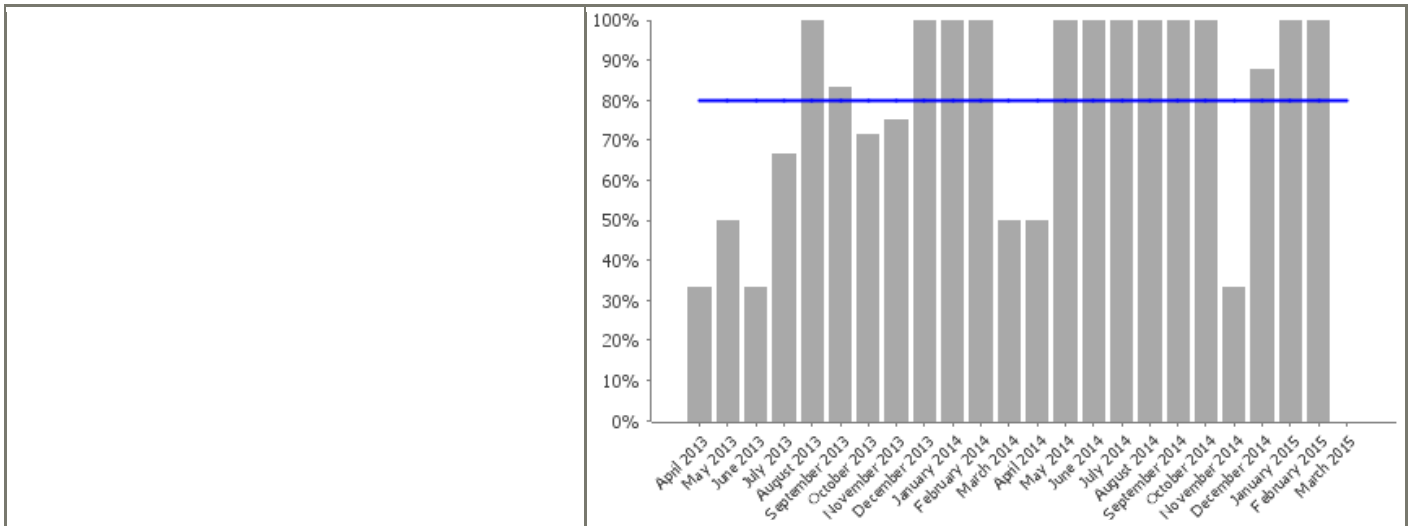















Monthly Performance			
	Value	Target	Status
April 2014	99.00%	95.00%	✓
May 2014	96.66%	95.00%	✓
June 2014	98.40%	95.00%	✓
July 2014	100.00%	95.00%	✓
August 2014	98.00%	95.00%	✓
September 2014	100.00%	95.00%	✓
October 2014	100.00%	95.00%	✓
November 2014	100.00%	95.00%	✓
December 2014	100.00%	95.00%	✓
January 2015	100.00%	95.00%	✓
February 2015	95.90%	95.00%	✓
March 2015	100.00%	95.00%	✓
2014/15	99.00%	95.00%	✓

Development Control


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

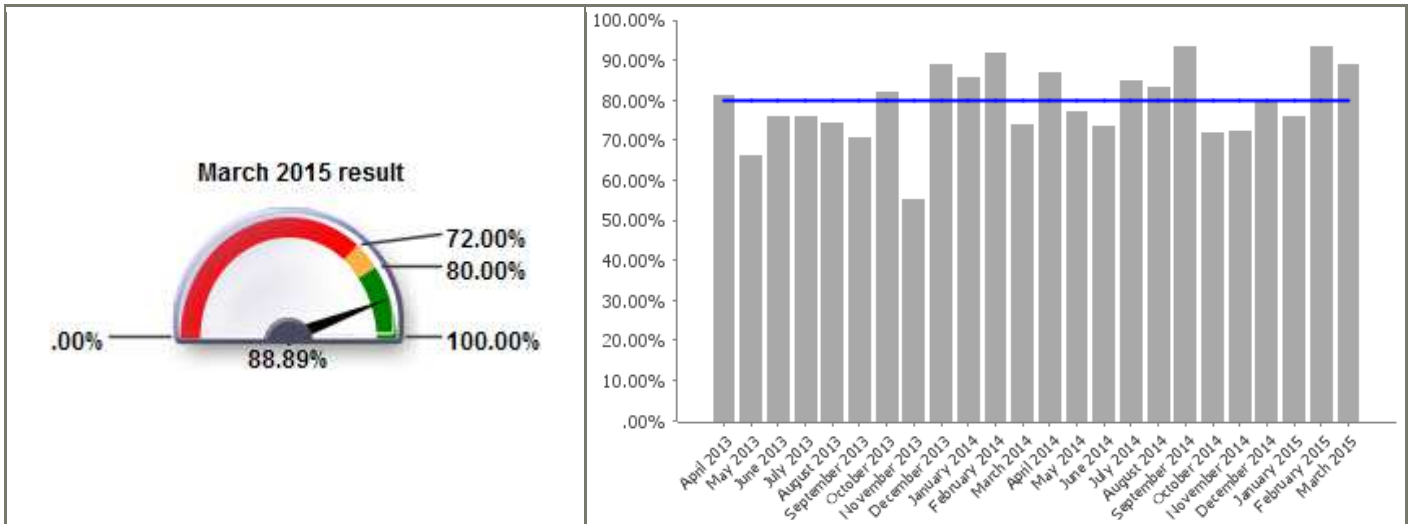
Current Value	DIV/0	
Current Target	80.00%	
















Monthly Performance			
	Value	Target	Status
April 2014	50.00%	80.00%	
May 2014	100.00%	80.00%	
June 2014	100.00%	80.00%	
July 2014	100.00%	80.00%	
August 2014	100.00%	80.00%	
September 2014	100.00%	80.00%	
October 2014	100.00%	80.00%	
November 2014	33.33%	80.00%	
December 2014	87.50%	80.00%	
January 2015	100.00%	80.00%	
February 2015	100.00%	80.00%	
March 2015	DIV/0	80.00%	
2014/15	88.24%	80.00%	


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

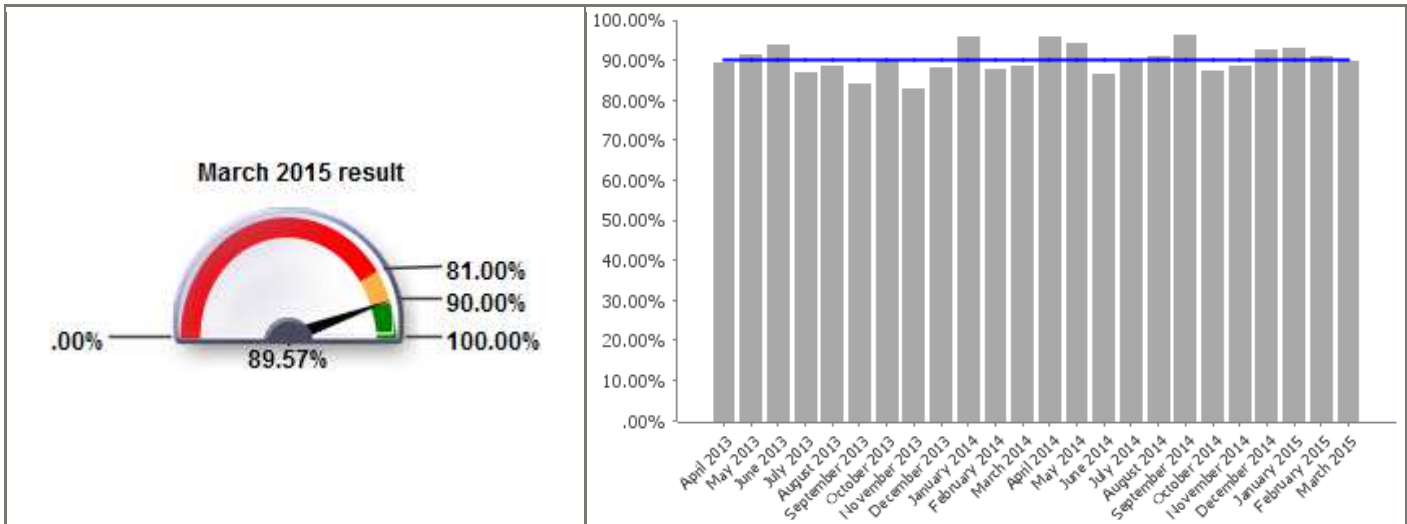
Current Value	88.89%	
Current Target	80.00%	



Monthly Performance			
	Value	Target	Status
April 2014	86.67%	80.00%	
May 2014	76.92%	80.00%	
June 2014	73.33%	80.00%	
July 2014	84.75%	80.00%	
August 2014	83.33%	80.00%	
September 2014	93.10%	80.00%	
October 2014	71.88%	80.00%	
November 2014	72.00%	80.00%	
December 2014	80.00%	80.00%	
January 2015	76.00%	80.00%	
February 2015	93.10%	80.00%	
March 2015	88.89%	80.00%	
2014/15	81.93%	80.00%	

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


Current Value	89.57%	
Current Target	90.00%	

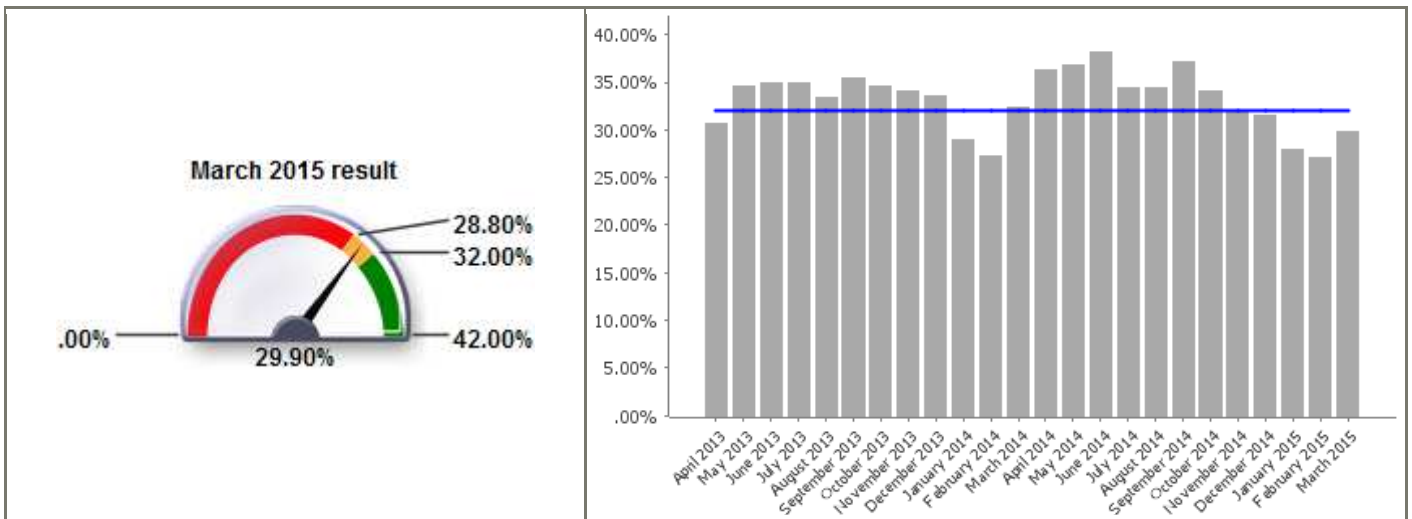


Monthly Performance			
	Value	Target	Status
April 2014	95.57%	90.00%	✓
May 2014	94.04%	90.00%	✓
June 2014	86.43%	90.00%	⚠
July 2014	89.55%	90.00%	⚠
August 2014	90.97%	90.00%	✓
September 2014	96.09%	90.00%	✓
October 2014	87.14%	90.00%	⚠
November 2014	88.60%	90.00%	⚠
December 2014	92.52%	90.00%	✓
January 2015	93.07%	90.00%	✓
February 2015	90.70%	90.00%	✓
March 2015	89.57%	90.00%	⚠
2014/15	91.24%	90.00%	✓

Direct Services

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

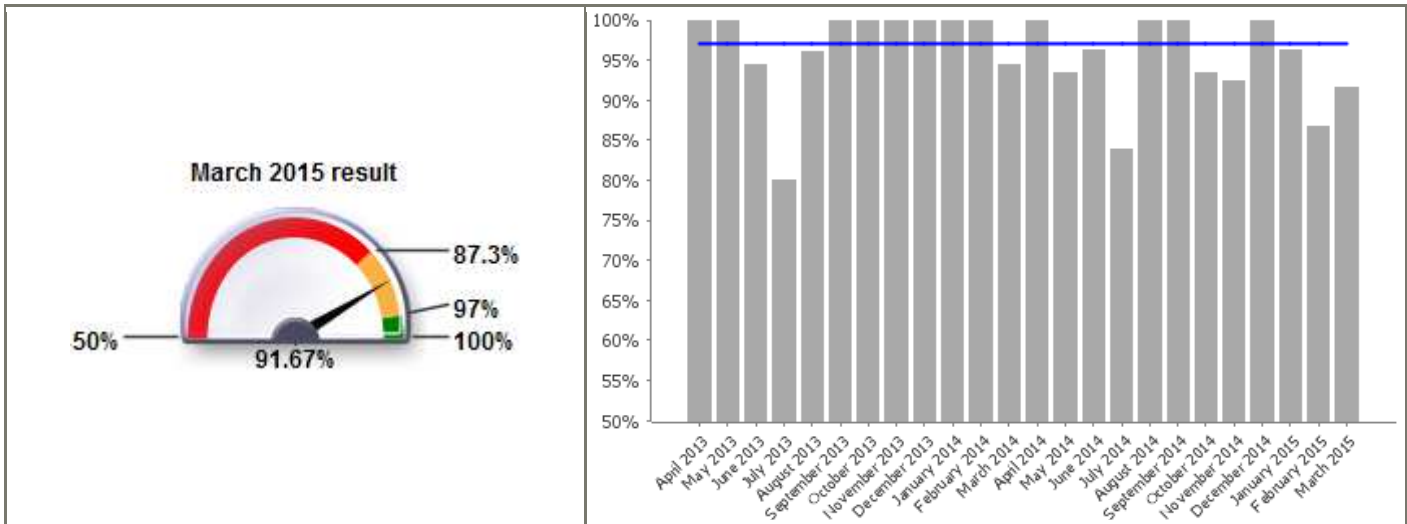
Current Value	29.90%	
Current Target	32.00%	
















Monthly Performance			
	Value	Target	Status
April 2014	36.32%	32.00%	Green
May 2014	36.80%	32.00%	Green
June 2014	38.09%	32.00%	Green
July 2014	34.38%	32.00%	Green
August 2014	34.40%	32.00%	Green
September 2014	37.12%	32.00%	Green
October 2014	34.00%	32.00%	Green
November 2014	31.90%	32.00%	Yellow
December 2014	31.53%	32.00%	Yellow
January 2015	27.97%	32.00%	Red
February 2015	27.11%	32.00%	Red
March 2015	29.90%	32.00%	Yellow
2014/15	33.36%	32.00%	Green


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

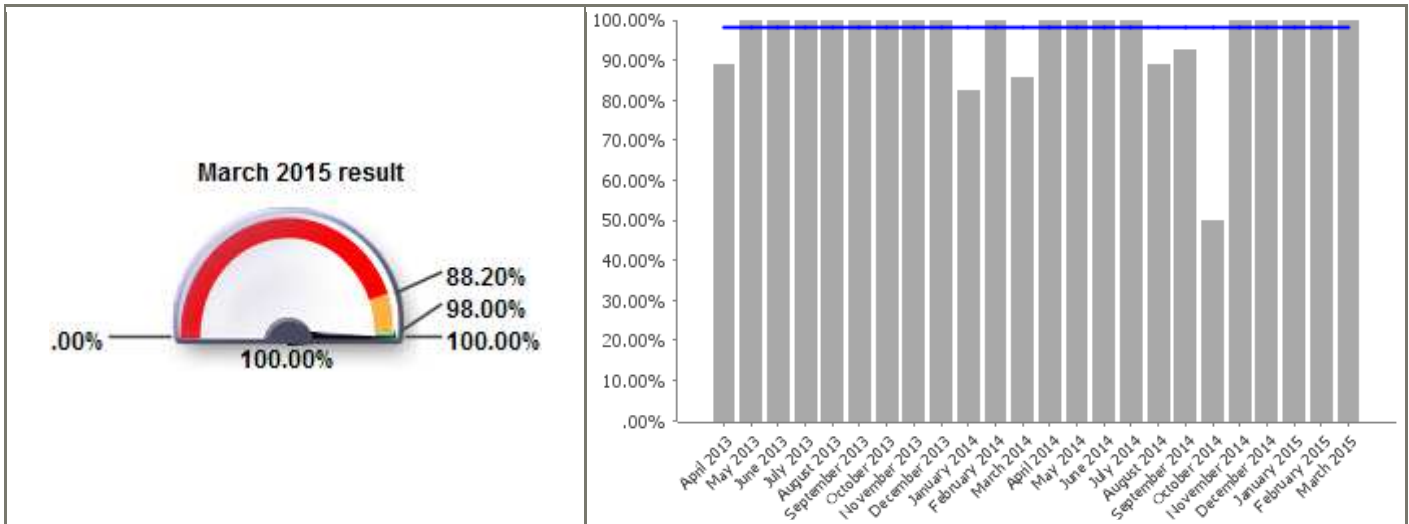
Current Value	91.67%	
Current Target	97%	
















Monthly Performance			
	Value	Target	Status
April 2014	100%	97%	
May 2014	93.33%	97%	
June 2014	96.3%	97%	
July 2014	83.87%	97%	
August 2014	100%	97%	
September 2014	100%	97%	
October 2014	93.33%	97%	
November 2014	92.31%	97%	
December 2014	100%	97%	
January 2015	96.3%	97%	
February 2015	86.67%	97%	
March 2015	91.67%	97%	
2014/15	94.48%	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%	

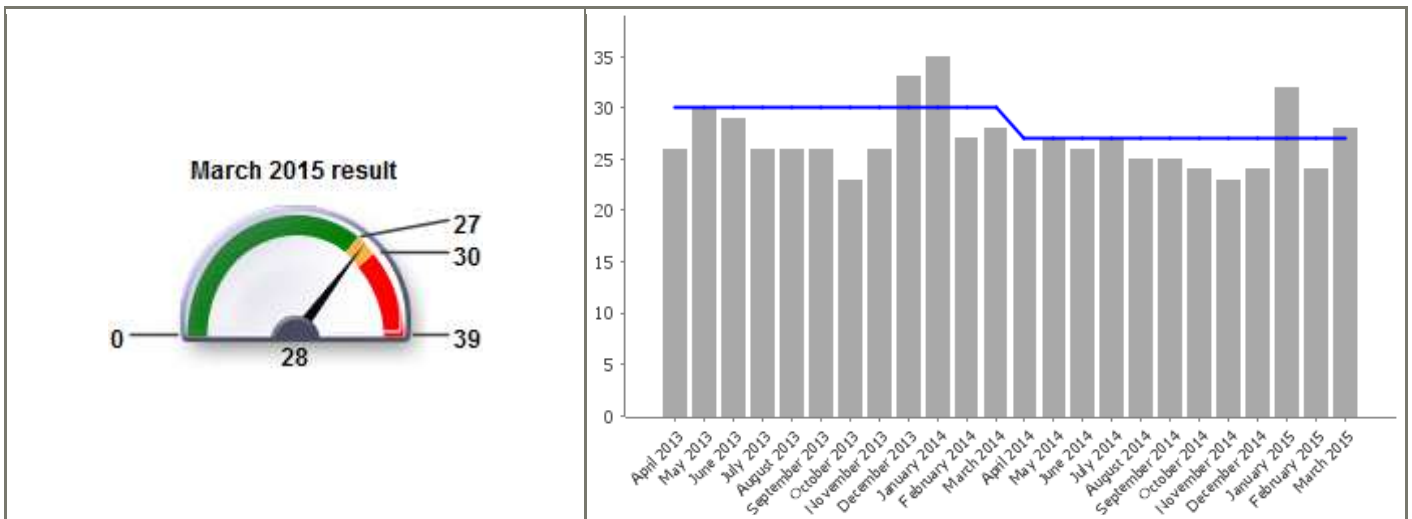


Monthly Performance			
	Value	Target	Status
April 2014	100.00%	98.00%	
May 2014	100.00%	98.00%	
June 2014	100.00%	98.00%	
July 2014	100.00%	98.00%	
August 2014	89.00%	98.00%	
September 2014	92.30%	98.00%	
October 2014	50.00%	98.00%	
November 2014	100.00%	98.00%	
December 2014	100.00%	98.00%	
January 2015	100.00%	98.00%	
February 2015	100.00%	98.00%	
March 2015	100.00%	98.00%	
2014/15	94.28%	98.00%	

Housing Benefits

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

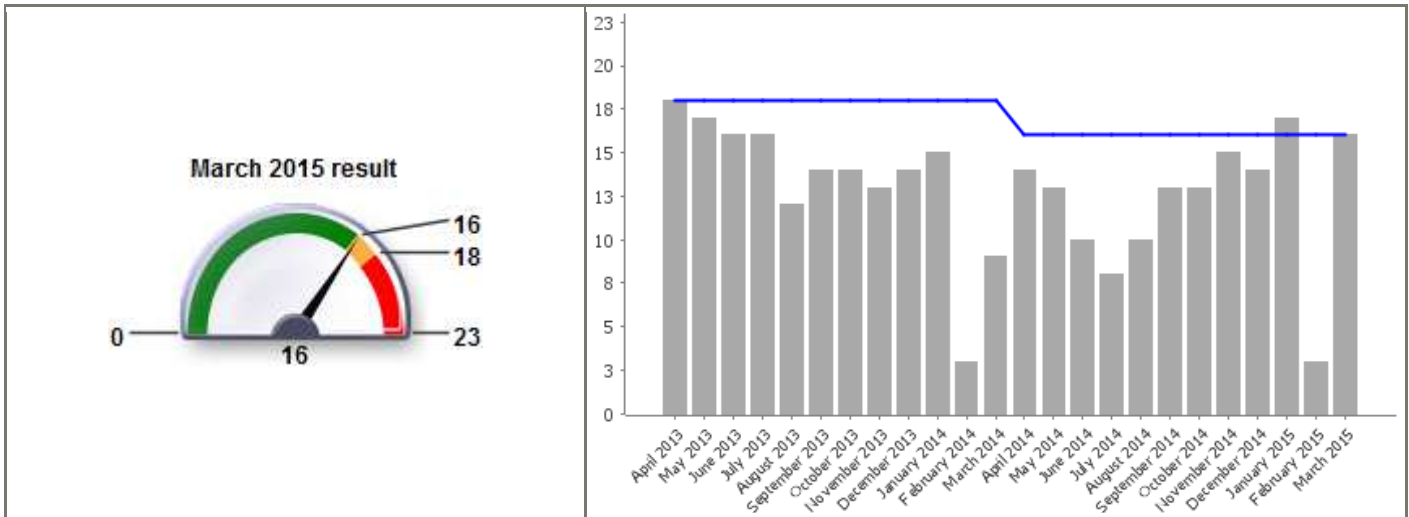
Current Value	28	
Current Target	27	
















Monthly Performance			
	Value	Target	Status
April 2014	26	27	✓
May 2014	27	27	✓
June 2014	26	27	✓
July 2014	27	27	✓
August 2014	25	27	✓
September 2014	25	27	✓
October 2014	24	27	✓
November 2014	23	27	✓
December 2014	24	27	✓
January 2015	32	27	✗
February 2015	24	27	✓
March 2015	28	27	⚠
2014/15	26	27	✓

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


Current Value	16	
Current Target	16	

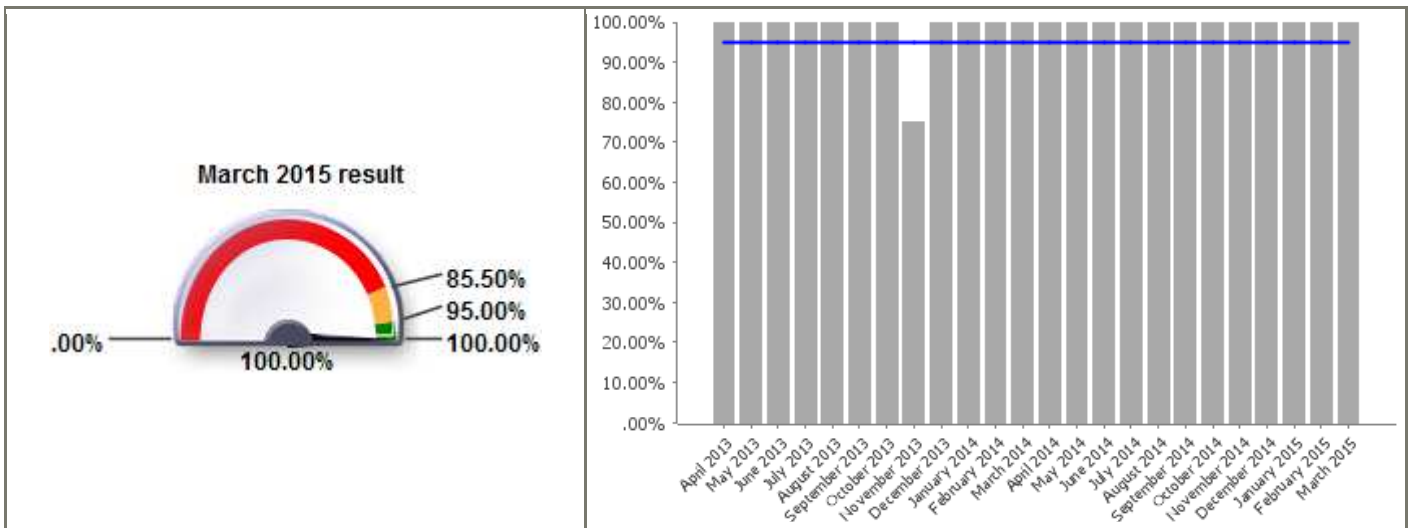


Monthly Performance			
	Value	Target	Status
April 2014	14	16	
May 2014	13	16	
June 2014	10	16	
July 2014	8	16	
August 2014	10	16	
September 2014	13	16	
October 2014	13	16	
November 2014	15	16	
December 2014	14	16	
January 2015	17	16	
February 2015	3	16	
March 2015	16	16	
2014/15	12	16	

Licensing


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

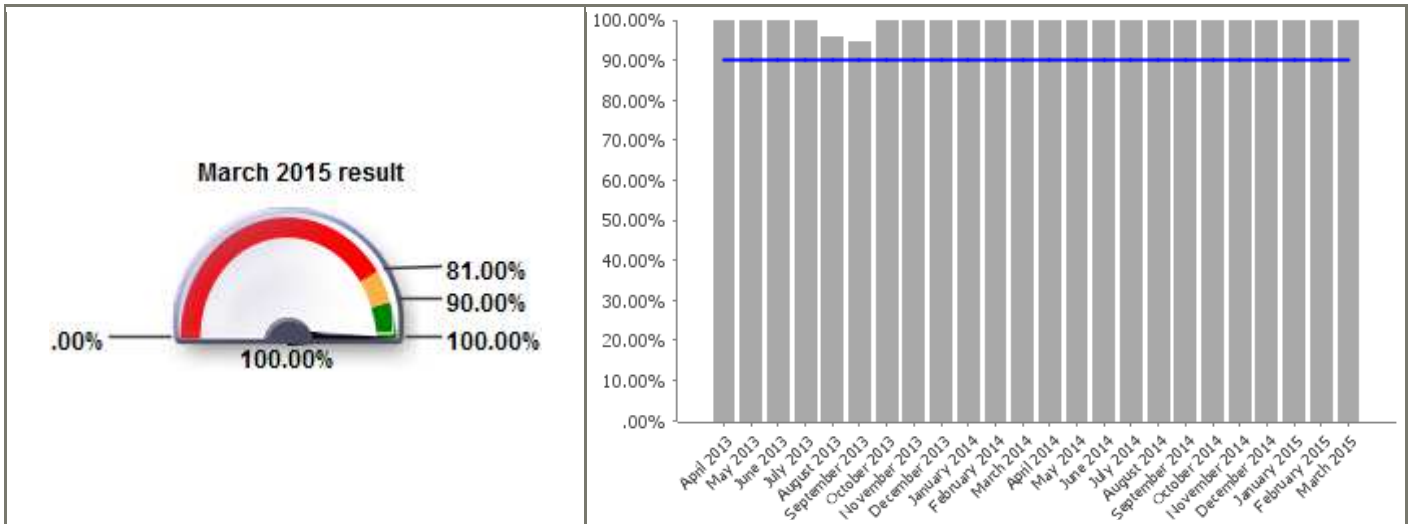
Current Value	100.00%	
Current Target	95.00%	



Monthly Performance			
	Value	Target	Status
April 2014	100.00%	95.00%	✓
May 2014	100.00%	95.00%	✓
June 2014	100.00%	95.00%	✓
July 2014	100.00%	95.00%	✓
August 2014	100.00%	95.00%	✓
September 2014	100.00%	95.00%	✓
October 2014	100.00%	95.00%	✓
November 2014	100.00%	95.00%	✓
December 2014	100.00%	95.00%	✓
January 2015	100.00%	95.00%	✓
February 2015	100.00%	95.00%	✓
March 2015	100.00%	95.00%	✓
2014/15	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	90.00%	

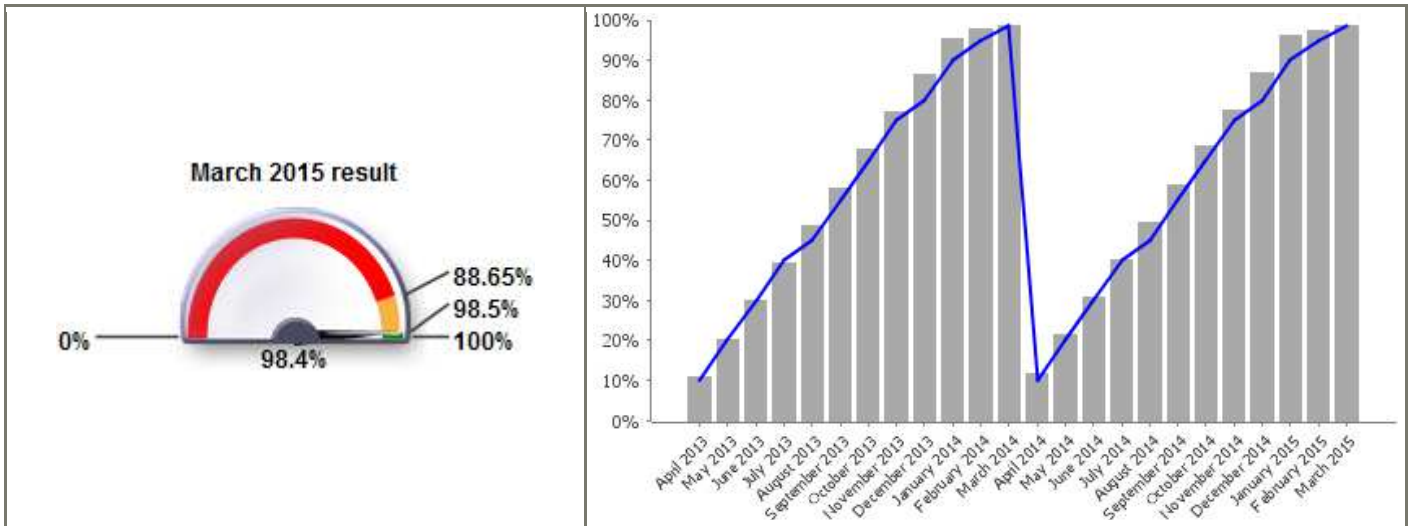


Monthly Performance			
	Value	Target	Status
April 2014	100.00%	90.00%	✓
May 2014	100.00%	90.00%	✓
June 2014	100.00%	90.00%	✓
July 2014	100.00%	90.00%	✓
August 2014	100.00%	90.00%	✓
September 2014	100.00%	90.00%	✓
October 2014	100.00%	90.00%	✓
November 2014	100.00%	90.00%	✓
December 2014	100.00%	90.00%	✓
January 2015	100.00%	90.00%	✓
February 2015	100.00%	90.00%	✓
March 2015	100.00%	90.00%	✓
2014/15	100.00%	90.00%	✓

Local Tax


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

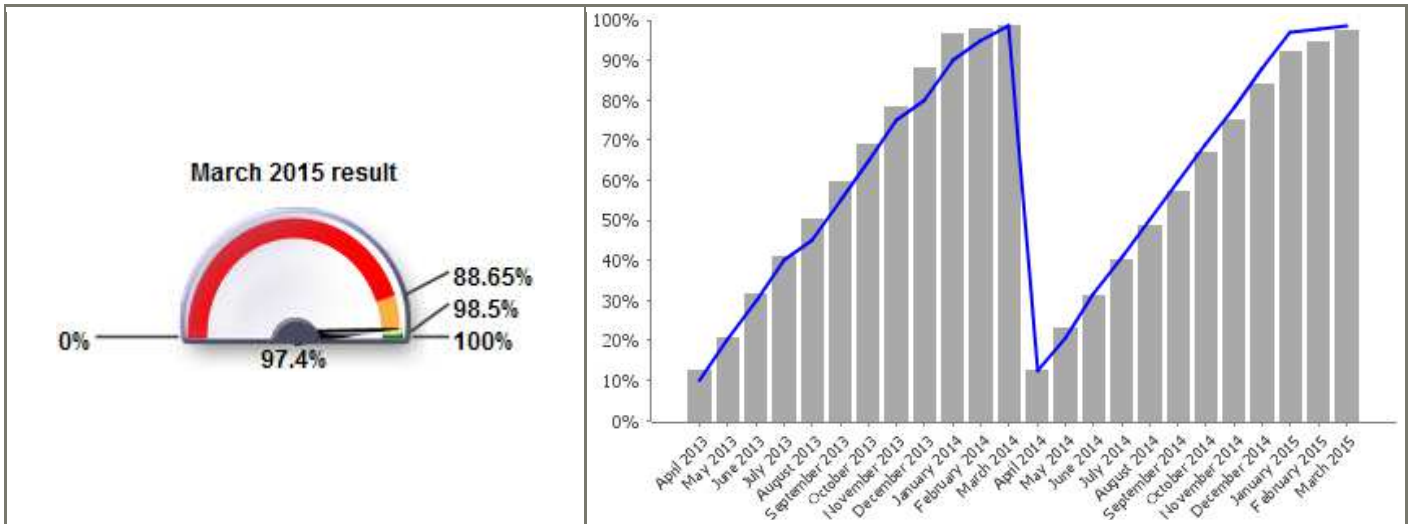
Current Value	98.4%	▲
Current Target	98.5%	
















Monthly Performance			
	Value	Target	Status
April 2014	11.8%	10%	✓
May 2014	21.3%	20%	✓
June 2014	30.6%	30%	✓
July 2014	40%	40%	✓
August 2014	49.3%	45%	✓
September 2014	58.7%	55%	✓
October 2014	68.4%	65%	✓
November 2014	77.6%	75%	✓
December 2014	86.9%	80%	✓
January 2015	96%	90%	✓
February 2015	97.5%	95%	✓
March 2015	98.4%	98.5%	▲
2014/15	98.4%	98.5%	▲

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


Current Value	97.4%	
Current Target	98.5%	

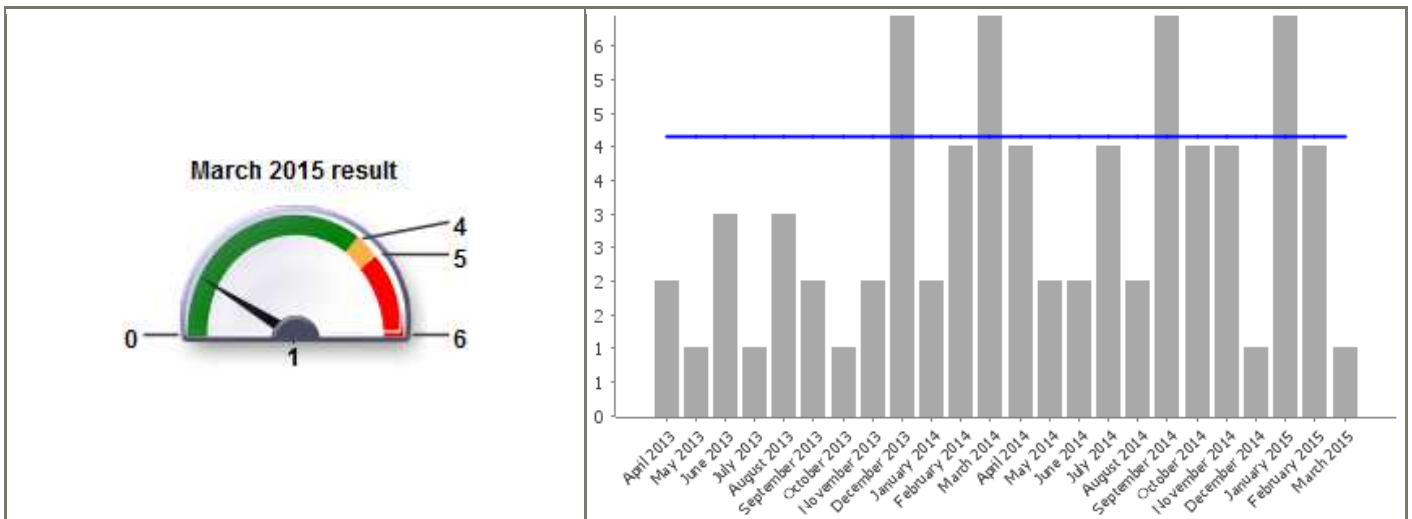















Monthly Performance			
	Value	Target	Status
April 2014	12.6%	12.3%	
May 2014	22.9%	20.6%	
June 2014	31.2%	31.5%	
July 2014	40.2%	41%	
August 2014	48.8%	50.3%	
September 2014	57.2%	59.5%	
October 2014	67.1%	69%	
November 2014	75.1%	78.3%	
December 2014	83.9%	88.1%	
January 2015	91.9%	96.9%	
February 2015	94.4%	97.9%	
March 2015	97.4%	98.5%	
2014/15	97.4%	98.5%	

Social Housing

Code	LPI_HS A 001
Short Name	Total number of homelessness applications received

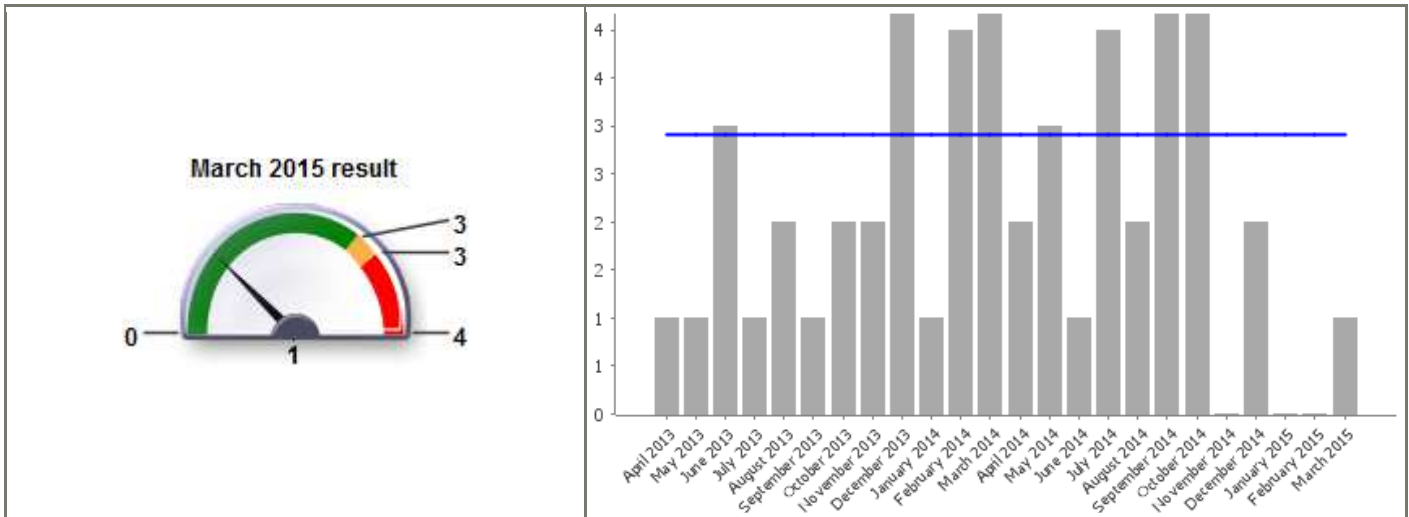
Current Value	1	
Current Target	4	
















Monthly Performance			
	Value	Target	Status
April 2014	4	4	
May 2014	2	4	
June 2014	2	4	
July 2014	4	4	
August 2014	2	4	
September 2014	12	4	
October 2014	4	4	
November 2014	4	4	
December 2014	1	4	
January 2015	15	4	
February 2015	4	4	
March 2015	1	4	
2014/15	55	50	

Code	LPI_HS A 002
Short Name	Total number of homelessness acceptances

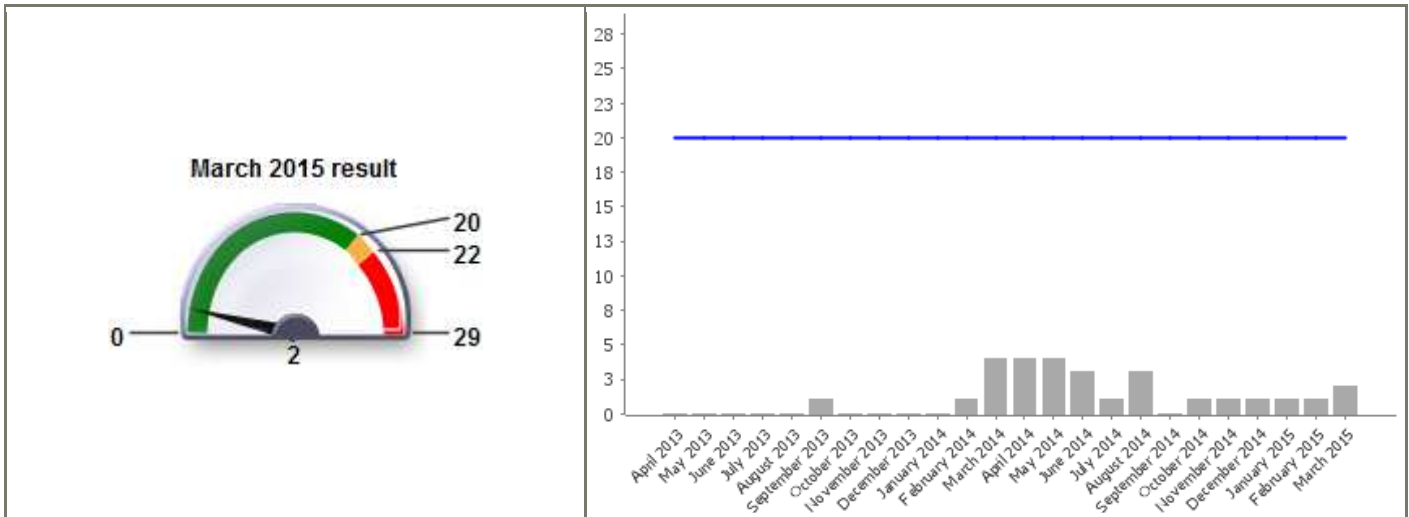
Current Value	1	
Current Target	3	
















Monthly Performance			
	Value	Target	Status
April 2014	2	3	
May 2014	3	3	
June 2014	1	3	
July 2014	4	3	
August 2014	2	3	
September 2014	5	3	
October 2014	5	3	
November 2014	0	3	
December 2014	2	3	
January 2015	0	3	
February 2015	0	3	
March 2015	1	3	
2014/15	25	35	


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

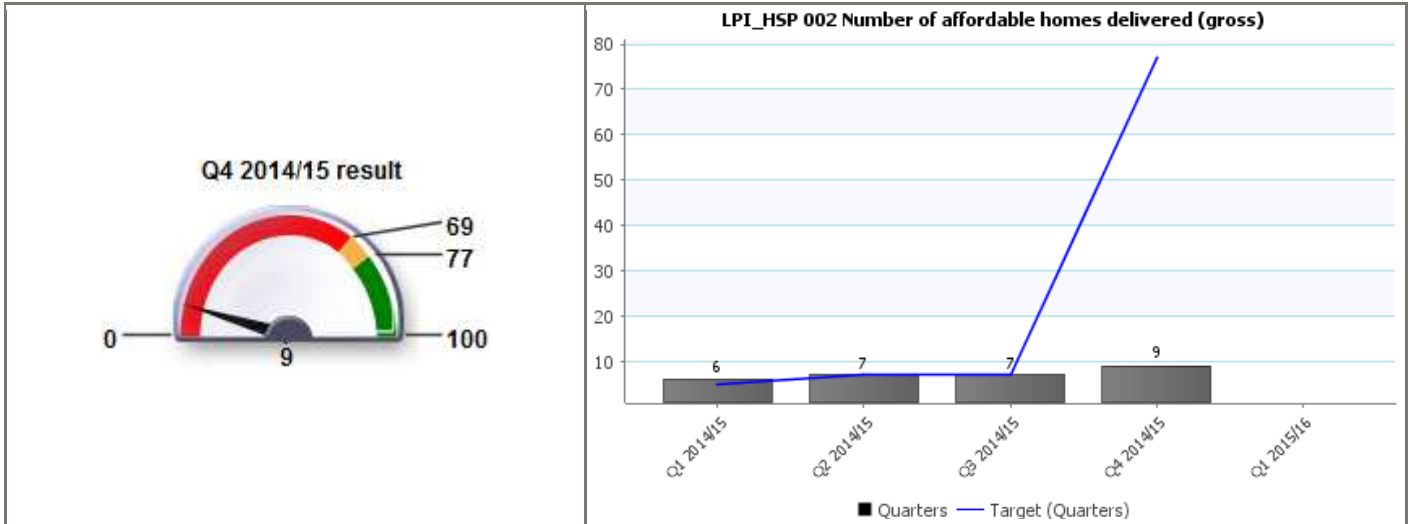
Current Value	2	
Current Target	20	



Monthly Performance			
	Value	Target	Status
April 2014	4	20	
May 2014	4	20	
June 2014	3	20	
July 2014	1	20	
August 2014	3	20	
September 2014	0	20	
October 2014	1	20	
November 2014	1	20	
December 2014	1	20	
January 2015	1	20	
February 2015	1	20	
March 2015	2	20	
2014/15	2	20	

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

Current Value	9	
Current Target	77	



Monthly Performance			
	Value	Target	Status
2014/15	9	77	