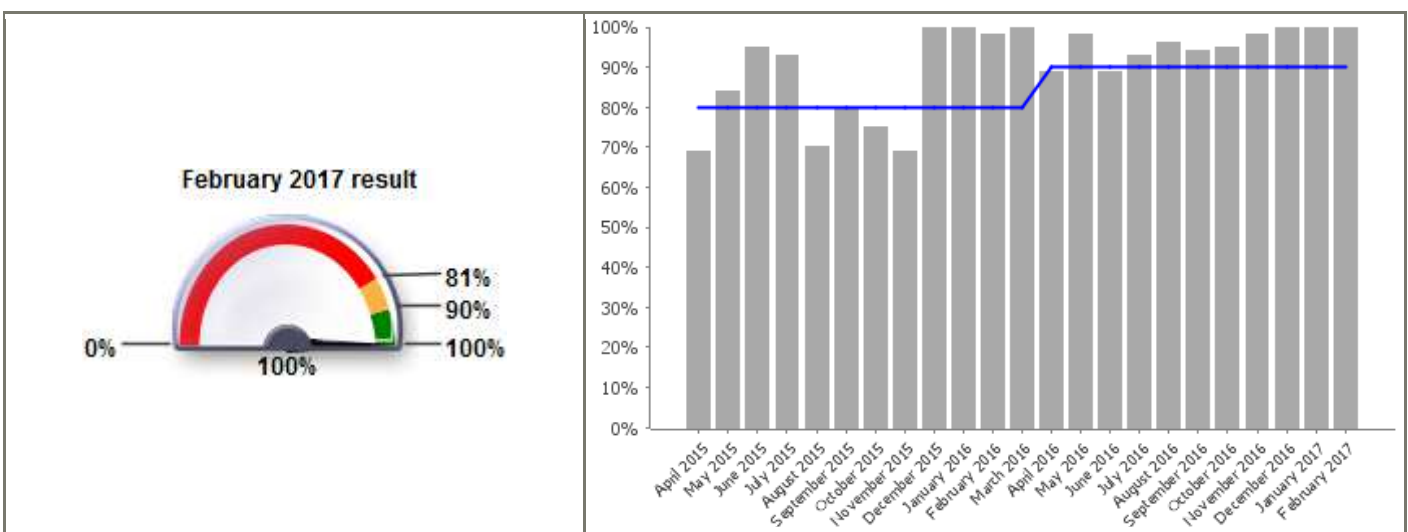














Key Performance Indicator Report for website - April to March 2017

Building Control

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

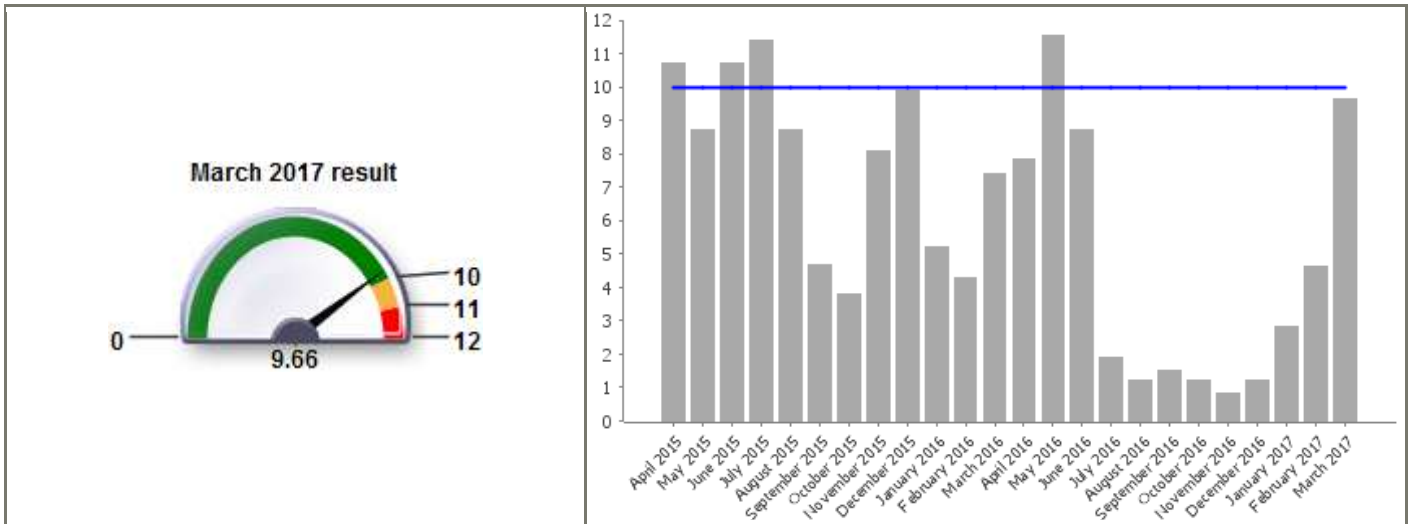
Current Value	100%	
Current Target	90%	
















Monthly Performance			
	Value	Target	Status
April 2016	89%	90%	
May 2016	98%	90%	
June 2016	89%	90%	
July 2016	93%	90%	
August 2016	96%	90%	
September 2016	94%	90%	
October 2016	95%	90%	
November 2016	98%	90%	
December 2016	100%	90%	
January 2017	100%	90%	
February 2017	100%	90%	
2016/17	95.64%	90%	

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


Current Value	9.66	
Current Target	10	

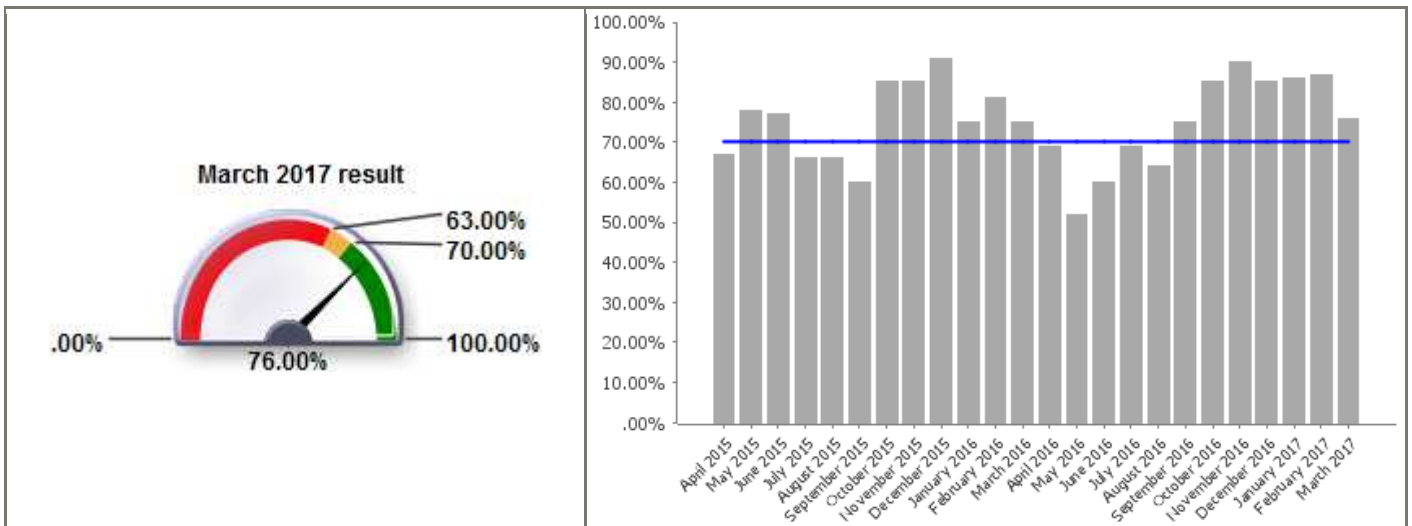


Monthly Performance			
	Value	Target	Status
April 2016	7.83	10	
May 2016	11.52	10	
June 2016	8.7	10	
July 2016	1.9	10	
August 2016	1.2	10	
September 2016	1.5	10	
October 2016	1.2	10	
November 2016	0.8	10	
December 2016	1.2	10	
January 2017	2.8	10	
February 2017	4.62	10	
March 2017	9.66	10	
2016/17	4.41	10	

Customer Services

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


Current Value	76.00%	
Current Target	70.00%	

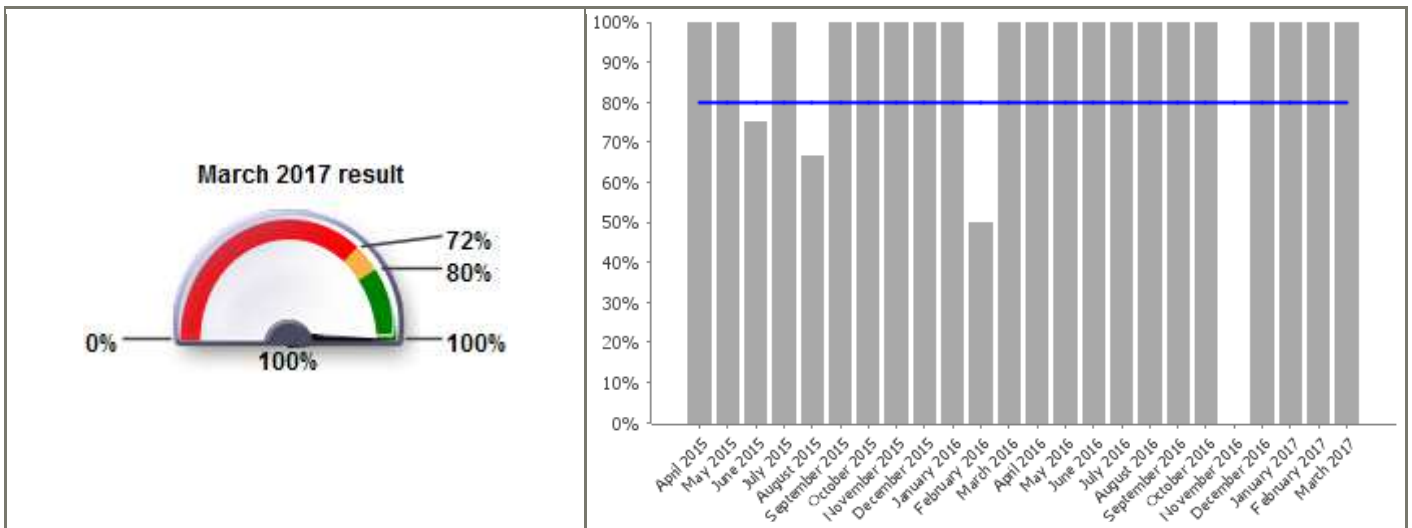















Monthly Performance			
	Value	Target	Status
April 2016	69.00%	70.00%	Yellow Triangle
May 2016	52.00%	70.00%	Red Octagon
June 2016	60.00%	70.00%	Red Octagon
July 2016	69.00%	70.00%	Yellow Triangle
August 2016	64.00%	70.00%	Yellow Triangle
September 2016	75.00%	70.00%	Green Checkmark
October 2016	85.00%	70.00%	Green Checkmark
November 2016	90.00%	70.00%	Green Checkmark
December 2016	85.00%	70.00%	Green Checkmark
January 2017	86.00%	70.00%	Green Checkmark
February 2017	87.00%	70.00%	Green Checkmark
March 2017	76.00%	70.00%	Green Checkmark
2016/17	74.83%	70.00%	Green Checkmark

Development Control


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

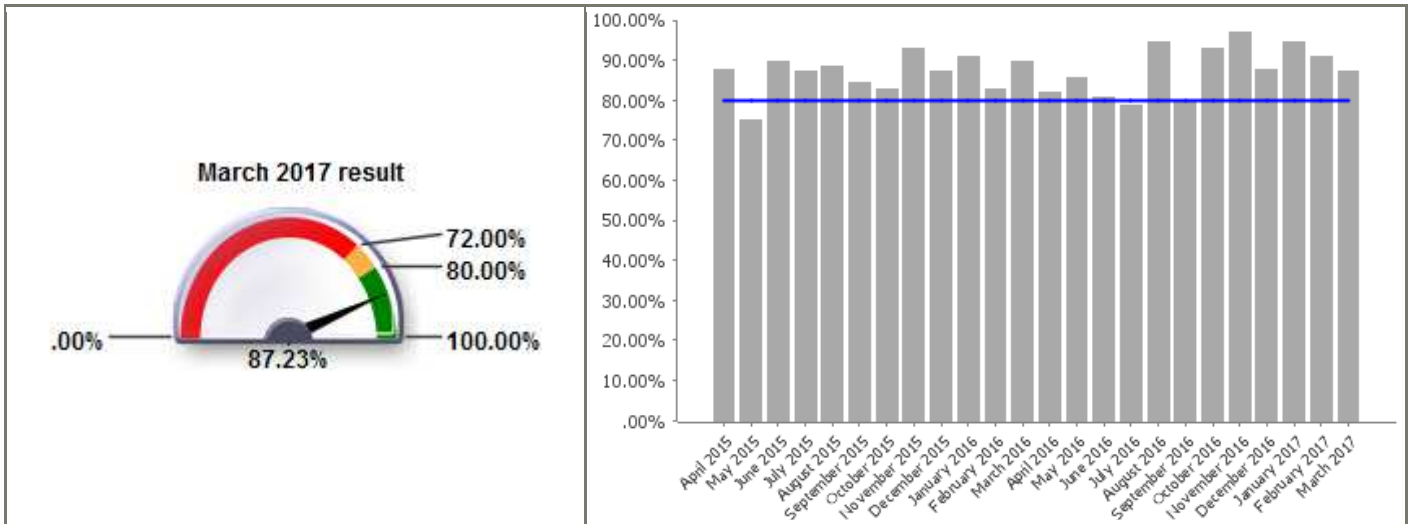
Current Value	100.00%	
Current Target	80.00%	
















Monthly Performance			
	Value	Target	Status
April 2016	100.00%	80.00%	
May 2016	100.00%	80.00%	
June 2016	100.00%	80.00%	
July 2016	100.00%	80.00%	
August 2016	100.00%	80.00%	
September 2016	100.00%	80.00%	
October 2016	100.00%	80.00%	
November 2016	DIV/0	80.00%	
December 2016	100.00%	80.00%	
January 2017	100.00%	80.00%	
February 2017	100.00%	80.00%	
March 2017	100.00%	80.00%	
2016/17	100.00%	80.00%	


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

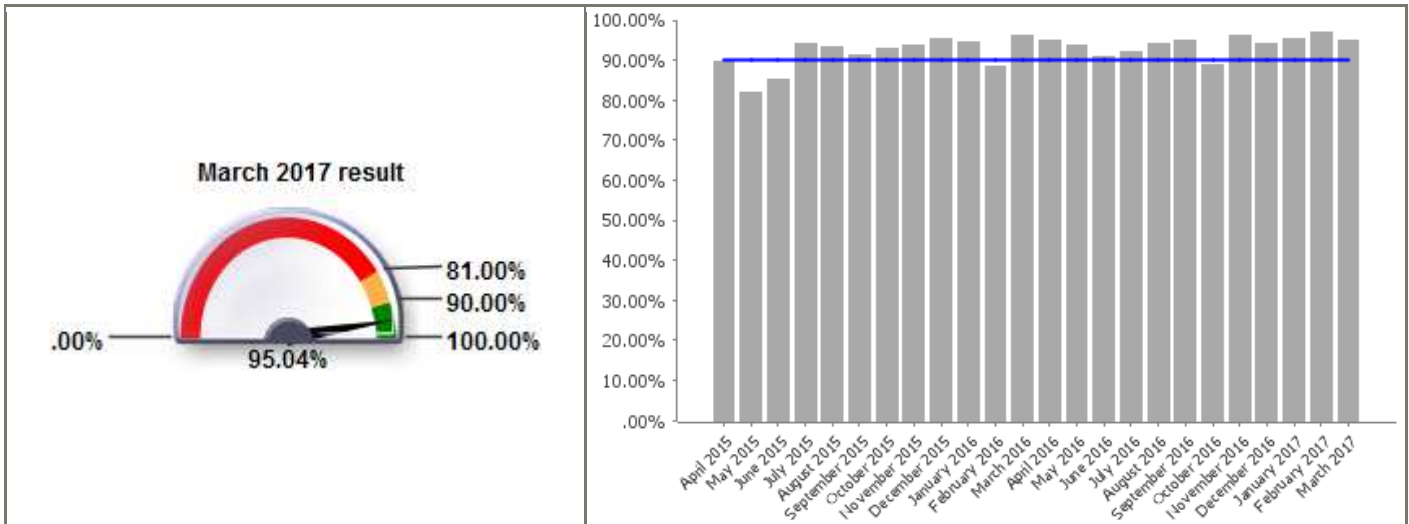
Current Value	87.23%	
Current Target	80.00%	
















Monthly Performance			
	Value	Target	Status
April 2016	81.82%	80.00%	
May 2016	85.71%	80.00%	
June 2016	80.77%	80.00%	
July 2016	78.57%	80.00%	
August 2016	94.55%	80.00%	
September 2016	80.00%	80.00%	
October 2016	92.86%	80.00%	
November 2016	97.06%	80.00%	
December 2016	87.80%	80.00%	
January 2017	94.44%	80.00%	
February 2017	90.91%	80.00%	
March 2017	87.23%	80.00%	
2016/17	88.15%	80.00%	


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

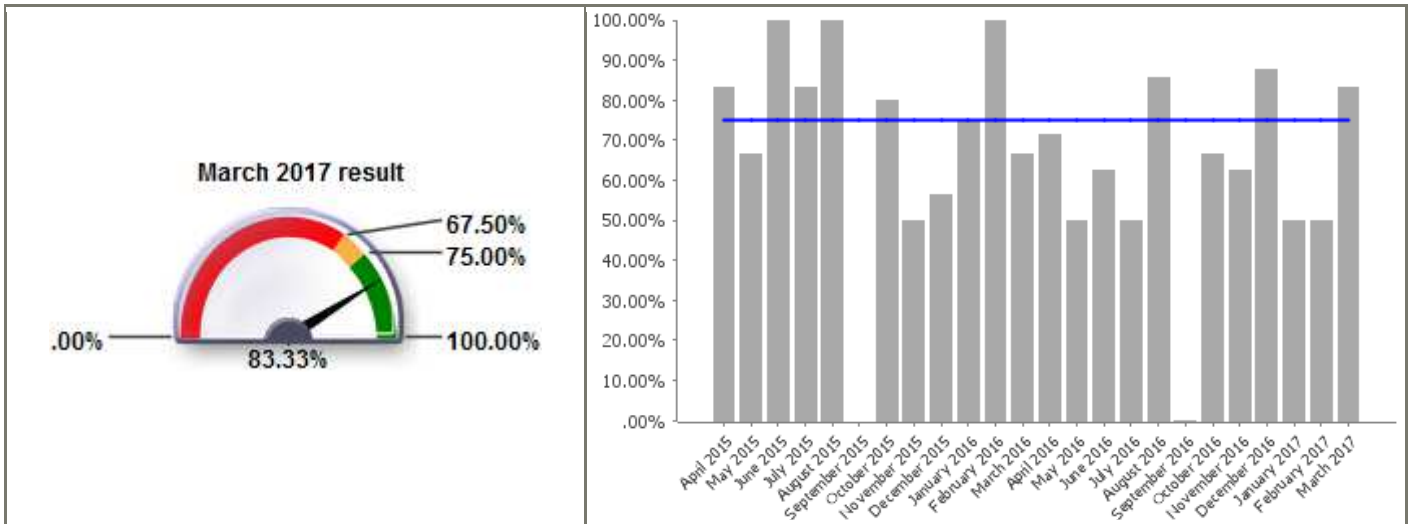
Current Value	95.04%	
Current Target	90.00%	
















Monthly Performance			
	Value	Target	Status
April 2016	95.00%	90.00%	
May 2016	93.64%	90.00%	
June 2016	91.03%	90.00%	
July 2016	92.26%	90.00%	
August 2016	94.07%	90.00%	
September 2016	94.93%	90.00%	
October 2016	88.78%	90.00%	
November 2016	95.96%	90.00%	
December 2016	94.26%	90.00%	
January 2017	95.50%	90.00%	
February 2017	97.10%	90.00%	
March 2017	95.04%	90.00%	
2016/17	93.82%	90.00%	

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


Current Value	83.33%	
Current Target	75.00%	

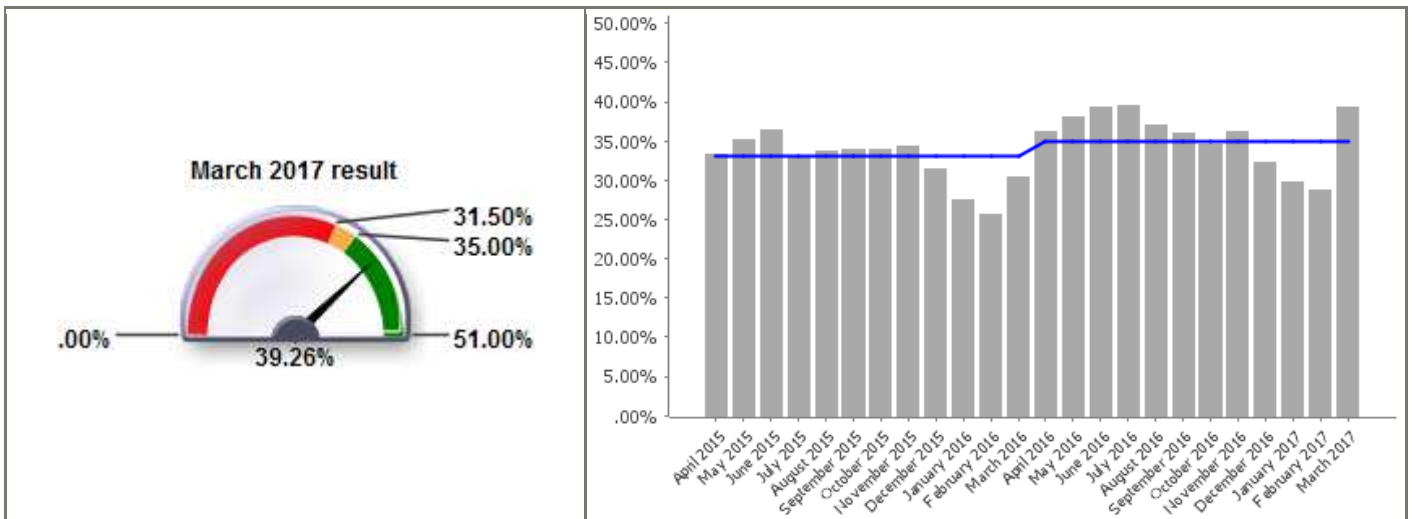


Monthly Performance			
	Value	Target	Status
April 2016	71.43%	75.00%	
May 2016	50.00%	75.00%	
June 2016	62.50%	75.00%	
July 2016	50.00%	75.00%	
August 2016	85.71%	75.00%	
September 2016	.00%	75.00%	
October 2016	66.67%	75.00%	
November 2016	62.50%	75.00%	
December 2016	87.50%	75.00%	
January 2017	50.00%	75.00%	
February 2017	50.00%	75.00%	
March 2017	83.33%	75.00%	
2016/17	64.63%	75.00%	

Direct Services

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

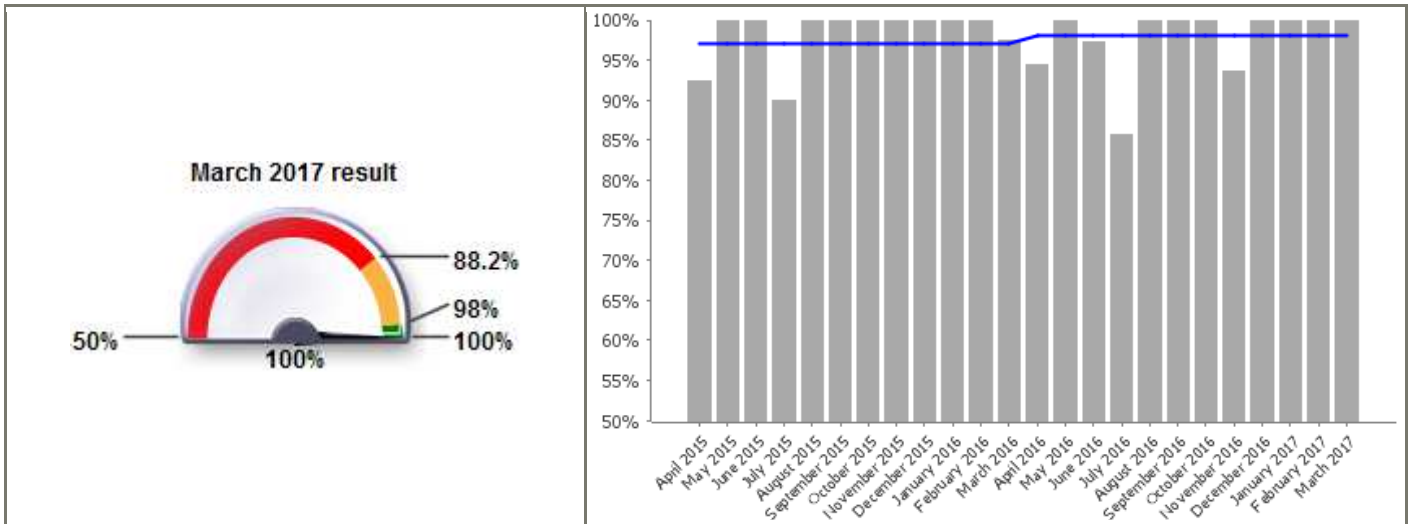
Current Value	39.26%	
Current Target	35.00%	
















Monthly Performance			
	Value	Target	Status
April 2016	36.13%	35.00%	✓
May 2016	38.07%	35.00%	✓
June 2016	39.37%	35.00%	✓
July 2016	39.48%	35.00%	✓
August 2016	37.00%	35.00%	✓
September 2016	35.90%	35.00%	✓
October 2016	34.62%	35.00%	⚠
November 2016	36.11%	35.00%	✓
December 2016	32.28%	35.00%	⚠
January 2017	29.84%	35.00%	✗
February 2017	28.79%	35.00%	✗
March 2017	39.26%	35.00%	✓
2016/17	35.75%	35.00%	✓


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

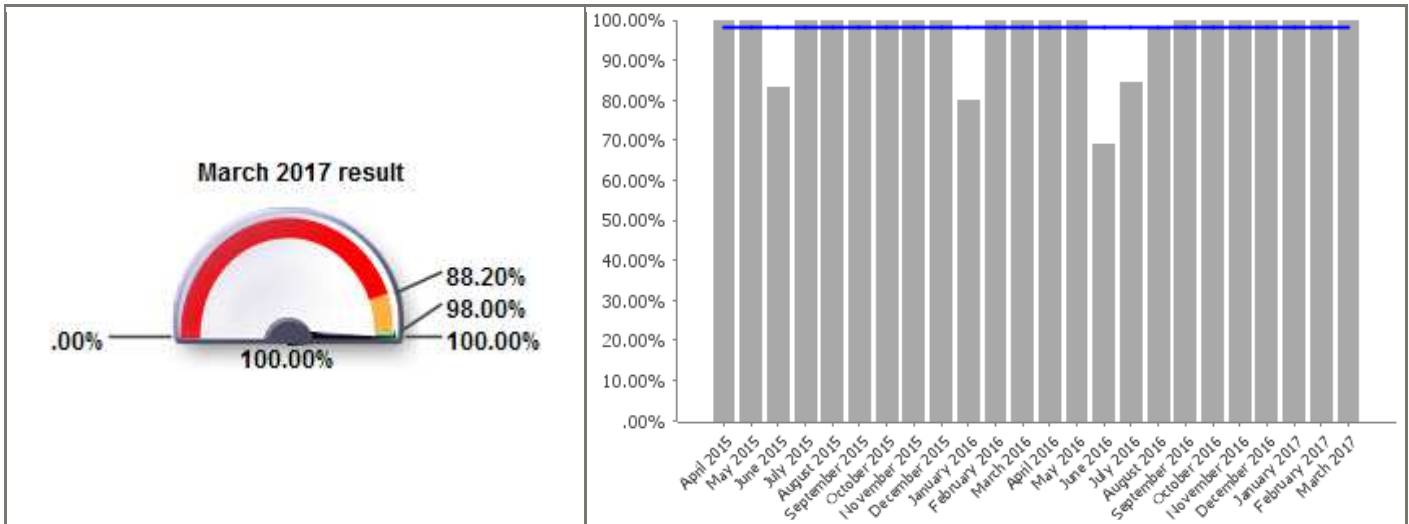
Current Value	100%	
Current Target	98%	
















Monthly Performance			
	Value	Target	Status
April 2016	94.44%	98%	
May 2016	100%	98%	
June 2016	97.22%	98%	
July 2016	85.71%	98%	
August 2016	100%	98%	
September 2016	100%	98%	
October 2016	100%	98%	
November 2016	93.55%	98%	
December 2016	100%	98%	
January 2017	100%	98%	
February 2017	100%	98%	
March 2017	100%	98%	
2016/17	97.58%	98%	

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%	

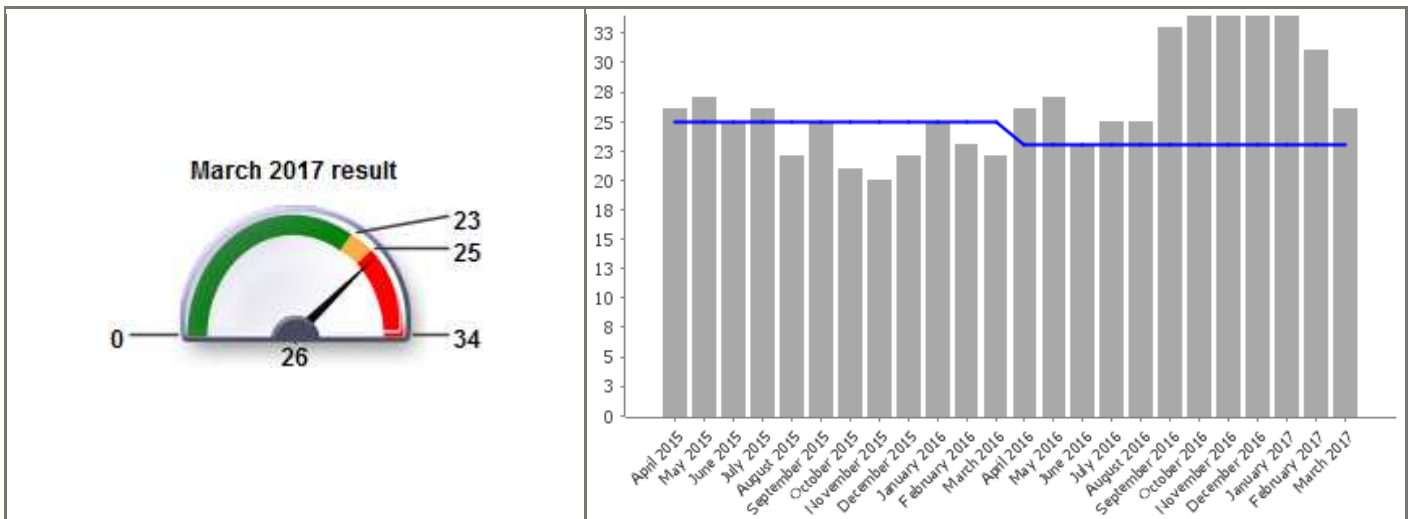


Monthly Performance			
	Value	Target	Status
April 2016	100.00%	98.00%	
May 2016	100.00%	98.00%	
June 2016	69.00%	98.00%	
July 2016	84.21%	98.00%	
August 2016	98.00%	98.00%	
September 2016	100.00%	98.00%	
October 2016	100.00%	98.00%	
November 2016	100.00%	98.00%	
December 2016	100.00%	98.00%	
January 2017	100.00%	98.00%	
February 2017	100.00%	98.00%	
March 2017	100.00%	98.00%	
2016/17	95.93%	98.00%	

Housing Benefits

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

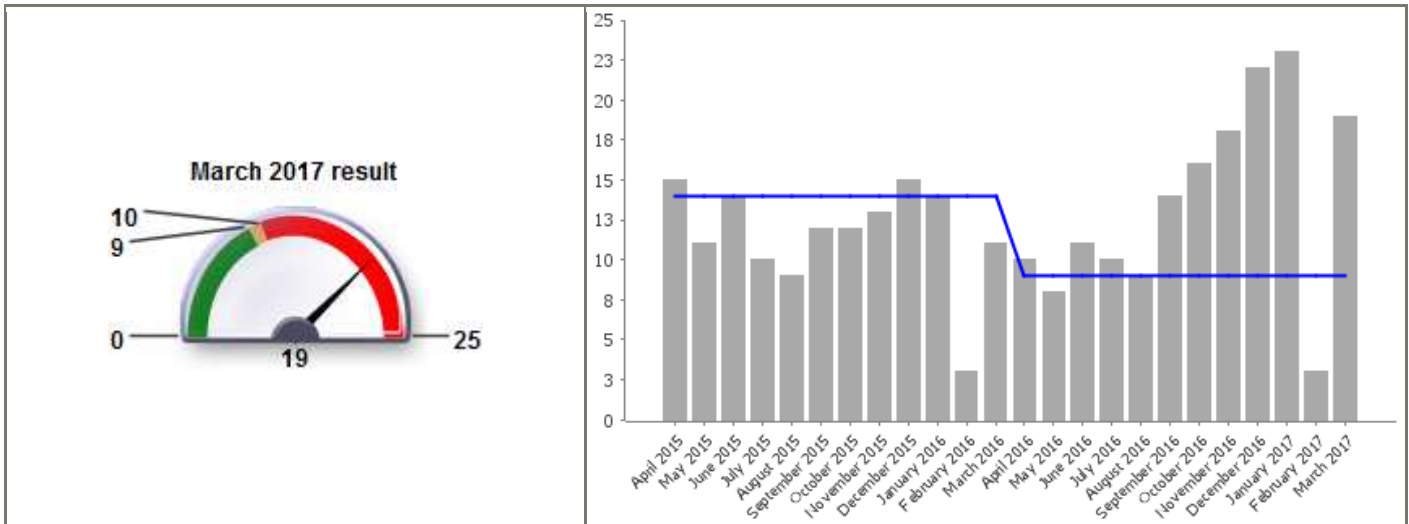
Current Value	26	
Current Target	23	
















Monthly Performance			
	Value	Target	Status
April 2016	26	23	Red Octagon
May 2016	27	23	Red Octagon
June 2016	23	23	Green Checkmark
July 2016	25	23	Yellow Triangle
August 2016	25	23	Yellow Triangle
September 2016	33	23	Red Octagon
October 2016	34	23	Red Octagon
November 2016	34	23	Red Octagon
December 2016	37	23	Red Octagon
January 2017	37	23	Red Octagon
February 2017	31	23	Red Octagon
March 2017	26	23	Red Octagon
2016/17	30	23	Red Octagon

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


Current Value	19	
Current Target	9	

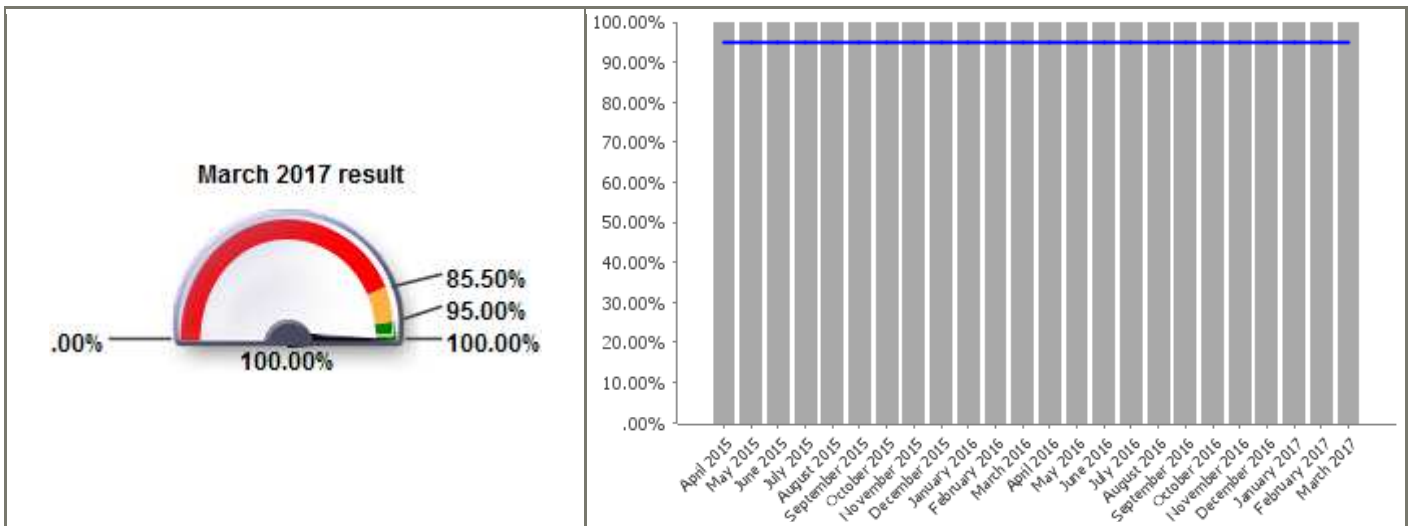















Monthly Performance			
	Value	Target	Status
April 2016	10	9	
May 2016	8	9	
June 2016	11	9	
July 2016	10	9	
August 2016	9	9	
September 2016	14	9	
October 2016	16	9	
November 2016	18	9	
December 2016	22	9	
January 2017	23	9	
February 2017	3	9	
March 2017	19	9	
2016/17	14	9	

Licensing


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

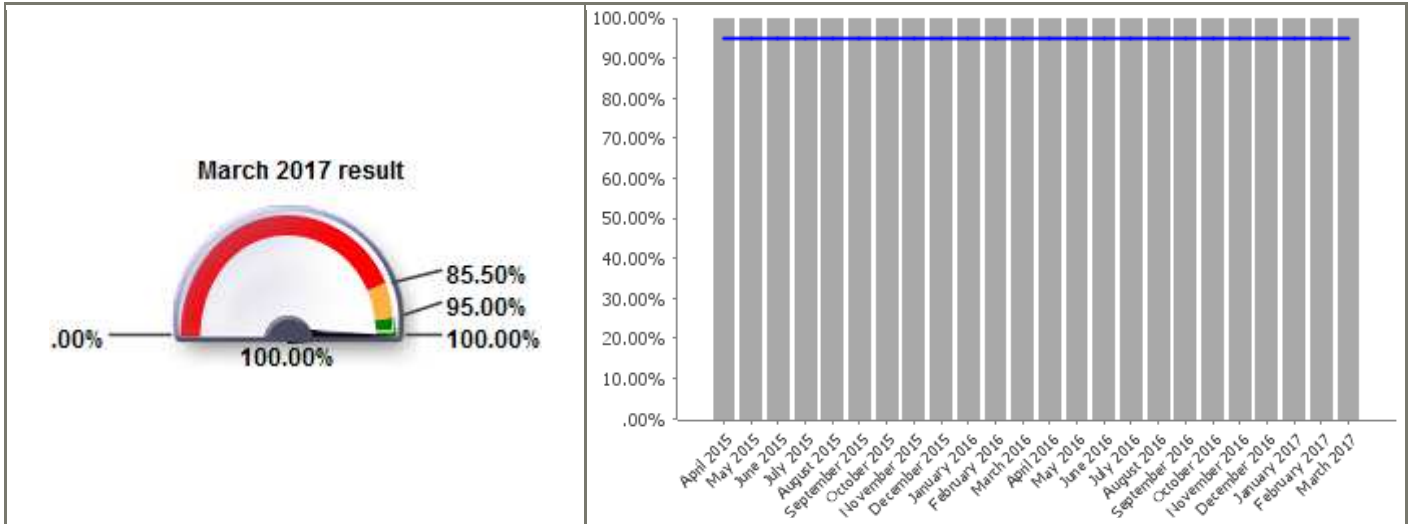
Current Value	100.00%	
Current Target	95.00%	
















Monthly Performance			
	Value	Target	Status
April 2016	100.00%	95.00%	
May 2016	100.00%	95.00%	
June 2016	100.00%	95.00%	
July 2016	100.00%	95.00%	
August 2016	100.00%	95.00%	
September 2016	100.00%	95.00%	
October 2016	100.00%	95.00%	
November 2016	100.00%	95.00%	
December 2016	100.00%	95.00%	
January 2017	100.00%	95.00%	
February 2017	100.00%	95.00%	
March 2017	100.00%	95.00%	
2016/17	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%	

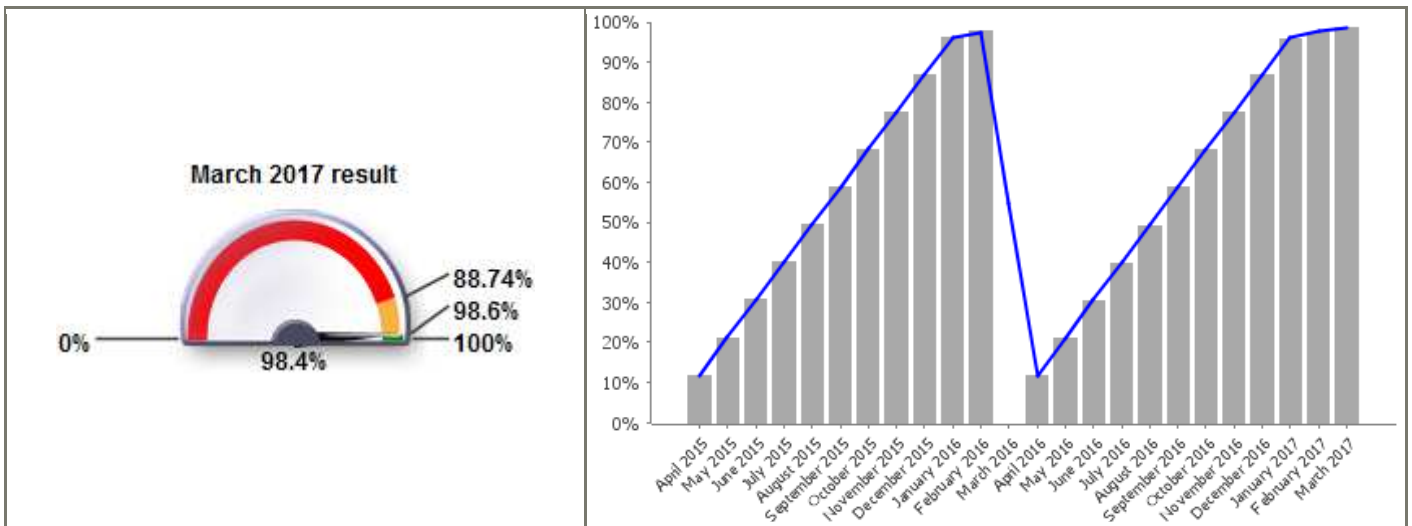


Monthly Performance			
	Value	Target	Status
April 2016	100.00%	95.00%	
May 2016	100.00%	95.00%	
June 2016	100.00%	95.00%	
July 2016	100.00%	95.00%	
August 2016	100.00%	95.00%	
September 2016	100.00%	95.00%	
October 2016	100.00%	95.00%	
November 2016	100.00%	95.00%	
December 2016	100.00%	95.00%	
January 2017	100.00%	95.00%	
February 2017	100.00%	95.00%	
March 2017	100.00%	95.00%	
2016/17	100.00%	95.00%	

Local Tax


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

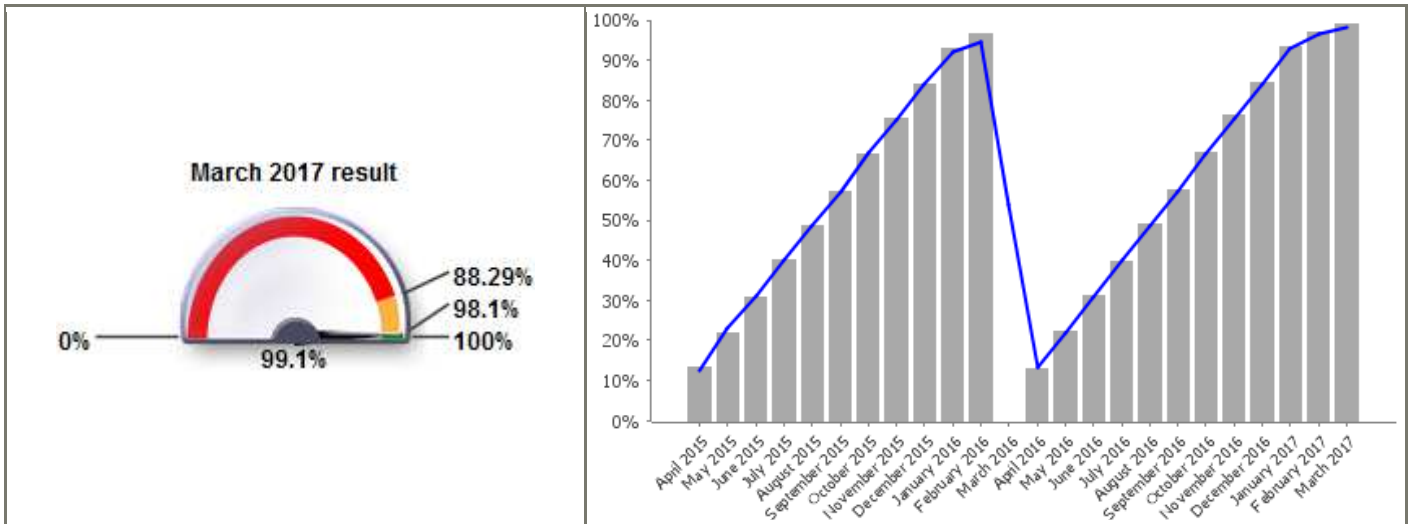
Current Value	98.4%	▲
Current Target	98.6%	
















Monthly Performance			
	Value	Target	Status
April 2016	11.6%	11.8%	▲
May 2016	21%	21.1%	▲
June 2016	30.4%	30.6%	▲
July 2016	39.8%	40.1%	▲
August 2016	49.2%	49.3%	▲
September 2016	58.6%	58.7%	▲
October 2016	68.1%	68.3%	▲
November 2016	77.5%	77.5%	✓
December 2016	86.7%	86.9%	▲
January 2017	95.9%	96.1%	▲
February 2017	97.4%	97.7%	▲
March 2017	98.4%	98.6%	▲
2016/17	98.4%	98.6%	▲

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

Current Value	99.1%	
Current Target	98.1%	

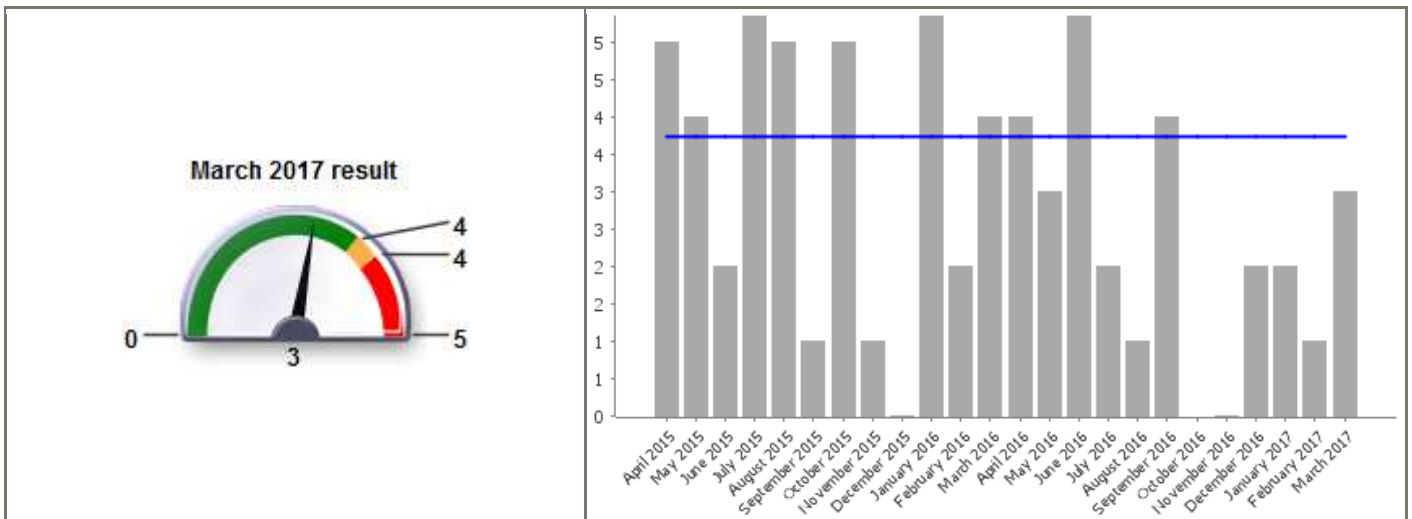














Monthly Performance			
	Value	Target	Status
April 2016	12.7%	13.2%	
May 2016	22.2%	21.9%	
June 2016	31%	30.7%	
July 2016	39.7%	39.9%	
August 2016	48.9%	48.7%	
September 2016	57.4%	57.3%	
October 2016	66.9%	66.4%	
November 2016	76.3%	75.5%	
December 2016	84.5%	83.9%	
January 2017	93.4%	92.7%	
February 2017	96.8%	96.5%	
March 2017	99.1%	98.1%	
2016/17	99.1%	98.1%	

Social Housing

Code	LPI_HS A 002
Short Name	Total number of homelessness acceptances

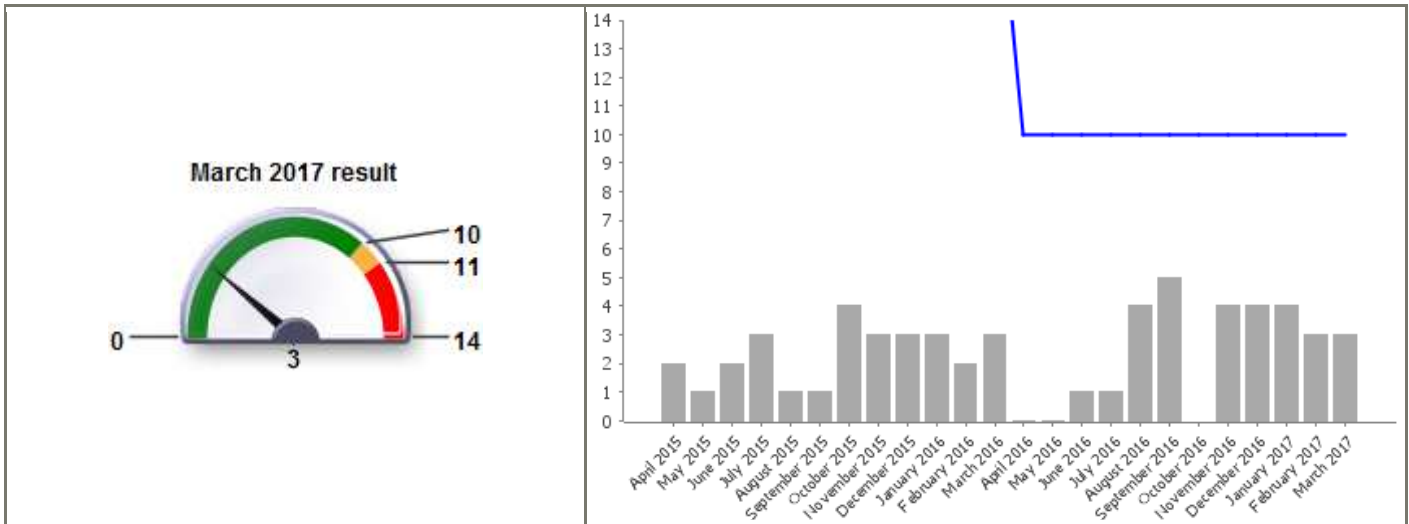
Current Value	3	
Current Target	4	



Monthly Performance			
	Value	Target	Status
April 2016	4	4	
May 2016	3	4	
June 2016	9	4	
July 2016	2	4	
August 2016	1	4	
September 2016	4	4	
October 2016			
November 2016	0	4	
December 2016	2	4	
January 2017	2	4	
February 2017	1	4	
March 2017	3	4	
2016/17	31	41	

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

Current Value	3	
Current Target	10	



Monthly Performance			
	Value	Target	Status
April 2016	0	10	✓
May 2016	0	10	✓
June 2016	1	10	✓
July 2016	1	10	✓
August 2016	4	10	✓
September 2016	5	10	✓
October 2016			
November 2016	4	10	✓
December 2016	4	10	✓
January 2017	4	10	✓
February 2017	3	10	✓
March 2017	3	10	✓
2016/17	3	10	✓