

Performance Report 2018/19 Q3



Performance Report 2017/18 Q2

Report Type: PIs Report

Generated on: 12 February 2019

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Responsible OUs 1.0 Business Support Services; Finance

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
BSS 1 Percentage of invoices (undisputed) for commercial goods and services paid within 30 days of receipt	96.84%	90%		97.05%	90%		98.45%	90%		98.74%	90%					No concerns		Lisa Bolster

Responsible OUs 4.0 Environmental & Regulatory Services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 1 Licences processed under the Licensing Act 2003 within statutory timescales as a percentage of those issued	100.00%	90.00%		100.00%	100.00%		100.00%	100.00%		94.12%	100.00%				Sixteen out of 17 applications were processed within statutory timescales. The processing of one application was extended by the Licensing Sub-Committee	No concerns		Donna Puddy
ERS 3 % of food premises that are 'poor performing' that receive follow up action	100.00%	90.00%		100.00%	90.00%		100.00%	90.00%		100.00%	90.00%				All three premises that were rated as 'poor performing' received follow up action	No concerns		Donna Puddy

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 4 % of high risk notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries, dangerous structures) assessed within one day	100.00 %	90.00%	✓	100.00 %	90.00%	✓	100.00 %	90.00%	✓	100.00 %	90.00%	✓	■	■	All eight notifications were assessed within one working day. The notifications related to five potentially dangerous structures, one potential food outbreak, one notification of over 30 month beef in the food chain containing spinal column and therefore a potential health risk and one notification of contaminated goats' milk in the food chain	No concerns	●	Donna Puddy
ERS 9 Number of fly tips collected				50		?	80		?	113		?	?	?		No concerns	●	Donna Puddy
ERS 10 Number of reported flytips visited by ERS				27		?	13		?	10		?	?	?	Ten fly tips were visited by ERS	No concerns	●	Donna Puddy
ERS 11 The number of flytips visited where formal enforcement action (Fixed Penalty Notices, Simple Cautions or Prosecution) action takes place				1		?	N/A		?	1		?	?	?	1 Fixed Penalty Notice was served in Q3	No concerns	●	Donna Puddy

Responsible OUs 4.0 Environmental & Regulatory Services; Building Control

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 7 (PSH 3) Percentage of market share retained by Building Control	61.45%	50.00%	✓	61.51%	50.00%	✓	55.60%	50.00%	✓	62.00%	50.00%	✓	↑	↑		No concerns	●	Donna Puddy
ERS 8 (PSH 4) Percentage of full plans Building Regulations applications vetted within 21 days of deposit	86.36%	85.00%	✓	88.89%	85.00%	✓	92.16%	85.00%	✓	88.68%	85.00%	✓	↓	↓		No concerns	●	Donna Puddy

Responsible OUs 5.0 Environmental Services; Flood Management

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 5 Percentage of planning applications which are referred to the Flood Engineering team that are reviewed within the two week period for initial comments				N/A	95.00%	?	94.00%	95.00%	⚠	96.15%	95.00%	✓	↑	↑	25 out of 26 applications were reviewed within the two week period	No concerns	●	Laurence King; Donna Puddy

Responsible OUs 5.0 Environmental Services; Parking Services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 6 Percentage of toilets achieving a satisfactory standard at inspection time for maintenance and cleanliness				90.00%	85.00%		N/A	85.00%		87.00%	85.00%					No concerns		Maria Wheatley

Responsible OUs 5.0 Environmental Services; Waste Management

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 1 (NI 192) (Cumulative) Percentage of household waste sent for reuse, recycling and composting	60.60%	61.00%		63.51%	62.00%		62.07%	62.00%		60.56%	61.00%				We are just short of the target. The combined recycling rate for the first nine months of the year was similar to our position a year ago. Following a good performance in Q1 when the composting rate was exceptional, we experienced a hot and dry summer which reduced our performance in Q2. The Council continues to maintain a good recycling rate, with the latest data indicating that the Council ranks 19 out of 201 shire district councils	No concerns		Scott Williams
EVS 2 (NI 191) Residual household waste per household (kg)	99.0	96.0		97.0	94.0		92.0	93.0		97.0	96.0				Just short of the target. In the first nine months of the year, the District produced less residual waste per household than the previous year. A review of the service has been completed with any changes likely to be implemented in Autumn 2019. An educational and promotional campaign will accompany service changes aimed at improving recycling rates, and reducing residual household waste	No concerns		Scott Williams
EVS 3 Number of all kerbside collections missed per 100,000 collections				120.5	150		115.7	130		66.63	110					No concerns		Gemma Moreing

Responsible OUs 7.0 Land, Legal and Property; Land Charges

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LLP 1 Percentage of land charge searches received and dispatched within ten days	99.74%	90.00%		98.83%	90.00%		41.67%	90.00%		73.54%	90.00%				Good improvements have been made in the quarter. It has taken longer to turn around the planning element of the search as an upgrade of maps in the Uniform system is required to represent the changes to development boundaries and polices as a result of the adoption of the Local Plan. The upgrade is expected in mid-January. In addition, the Planning service is reviewing the process of responding to the planning questions to improve both efficiency and performance, including making the process more automated	No concerns		Michaela Salter

Responsible OUs 8.0 Leisure & Tourism

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LC 15 (CuS 38) Number of visitors to museum or galleries	10901	10189		11732	14263		12995	13059		10276	11102				The Q3 figure is slightly down on Q3 of the previous year. The front gallery was closed in December for Heritage Lottery Fund work. Lower numbers are likely to be a trend during the next year whilst all the work is carried out	Some concerns		Martin Holland

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LC 20 (Cumulative) Number of visits to the three leisure facilities managed by SLM	461,444	451,313		155,918	160,381		306,570	311,033		457,795	459,173				Visits to Cirencester Leisure have fallen; this is largely due to increased competition from other leisure facilities including a new gym (Snap Fitness) opening in Cirencester a year ago. The lack of car parking at peak times is also likely to be a contributory factor. In response, SLM has lowered their gym membership prices which has increased footfall. At the end of Q3, the position had improved considerably on the previous quarter bringing performance closer to the profiled target, and our position a year ago	No concerns		Martin Holland

Responsible OUs 9.0 Planning and Strategic Housing; Development Management

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
PSH 2 Speed of decision for major development within the assessment period	91.49%	60.00%		86.15%	60.00%		86.49%	60.00%		78.85%	60.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith
PSH 3 Quality of decisions based on proportion of major decisions that are overturned at appeal	6.19%	10.00%		4.94%	10.00%		4.94%	10.00%		4.94%	10.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith
PSH 4 Speed of decision for non-major development within the assessment period	85.05%	70.00%		85.01%	70.00%		85.26%	70.00%		84.28%	70.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith
PSH 5 Quality of decisions based on non-major planning decisions that are overturned at appeal	.65%	10.00%		.42%	10.00%		.42%	10.00%		.51%	10.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith

Responsible OUs 9.0 Planning and Strategic Housing; Housing Strategy

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
PSH 8 (NI 155) Number of affordable homes delivered (gross)	96	38		66	37		102	37		74	38					No concerns		Anwen Hughes

Responsible OUs 10.0 Revenues, Housing Support & Customer services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
RHS 2 (RB 6) (Cumulative) Speed of processing: New Housing Benefit claims (days)	14.8	14.0		16.7	18.0		18.2	17.0		17.7	17.0				Slightly off target. As a result of the rollout of the Full Service, the number of new claims that the Council processes has fallen, however, the cases it is responsible for are the more complex types. The combination of fewer but more complex claims has resulted in an increase in the average processing time, which is further exacerbated by the delay in claimants returning supporting documentation.	No concerns		Mandy Fathers

88

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
RHS 3 (RB 2) (Cumulative) Time taken to process Housing Benefit/Council Tax Support change events (days)	7.69	6		9.37	5		9.82	6		9.22	6				We continue to experience high volumes of work which is resulting in delays. We receive data from employers via the DWP, which require checking and manual update of claimants' records to ensure that we assess claims using up to date information. The implementation of Universal Credit requires claimants to be re-assessed every 4 weeks by the DWP; any change results in a re-calculation of the benefits we provide such as council tax support. We also have to check any change that the claimant advises us of, and cross check this with other information we have received which is a manual process. We continue to look for more efficient ways to process the claims /changes, and we have addressed issues with workloads so that they are more manageable; however, claims are still being delayed by customers failing to provide evidence in specific timescales despite officers continuously chasing	Some concerns		Mandy Fathers
RHS 5 (RB 4) (Cumulative) Percentage of council tax collected	86.88%	87.00%		30.79%	29.00%		58.59%	57.00%		86.84%	85.00%					No concerns		Mandy Fathers
RHS 6 (RB 5) (Cumulative) Percentage of non-domestic rates collected	84.61%	85.00%		33.51%	29.00%		58.12%	58.00%		84.70%	86.00%				Close to target; and marginally higher than at this position in the previous two years. As at 4.1.19 we had collected 91.45% of non-domestic rates due	No concerns		Mandy Fathers
RHS 7 (Snapshot) Number of households living in Emergency Accommodation for over 28 days				0	0		2	0		0	0					No concerns		Caroline Clissold; Lisa Firstbrook
RHS 8 (Snapshot) Number of households living in Emergency Accommodation for under 28 days				2	6		2	6		3	6					No concerns		Caroline Clissold; Lisa Firstbrook

Responsible OUs 10.0 Revenues, Housing Support & Customer services; Customer Services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
CS 1 % of telephone calls answered within 20 seconds	76.11%	70.00%		72.52%	70.00%		70.31%	70.00%		77.41%	70.00%					No concerns		Sarah Cantwell
CS 2 Customer Satisfaction rate for users of the Council (%)	85.09%	90.00%		80.68%	90.00%		90.32%	90.00%		81.00%					The transformation team has devised a trial survey that started in November 2018. The survey is conducted face to face, web (hotjar) and also via some service mailboxes. The work is still in development, and there are plans to roll out the survey via all service mailboxes as well as by phone. The previous customer survey was primarily conducted by phone by CS Advisors, and therefore is not directly comparable to the new survey. Targets will be set once the baseline data has been established	No concerns		Sarah Cantwell
CS 3 % of complaints responded to within 10 working days (council wide)	93.75%	90.00%		100.00 %	90.00%		100.00 %	90.00%		100.00 %	90.00%					No concerns		Sarah Cantwell

06

Performance Report 2018/19 Q3

Performance Report 2017/18 Q2

Report Type: PIs Report

Generated on: 12 February 2019

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Responsible OUs 1.0 Business Support Services; Finance

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
BSS 1 Percentage of invoices (undisputed) for commercial goods and services paid within 30 days of receipt	96.84%	90%		97.05%	90%		98.45%	90%		98.74%	90%					No concerns		Lisa Bolster

Responsible OUs 4.0 Environmental & Regulatory Services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 1 Licences processed under the Licensing Act 2003 within statutory timescales as a percentage of those issued	100.00 %	90.00%		100.00 %	100.00 %		100.00 %	100.00 %		94.12%	100.00 %				Sixteen out of 17 applications were processed within statutory timescales. The processing of one application was extended by the Licensing Sub-Committee	No concerns		Donna Puddy
ERS 3 % of food premises that are 'poor performing' that receive follow up action	100.00 %	90.00%		100.00 %	90.00%		100.00 %	90.00%		100.00 %	90.00%				All three premises that were rated as 'poor performing' received follow up action	No concerns		Donna Puddy

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 4 % of high risk notifications (including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries, dangerous structures) assessed within one day	100.00 %	90.00%	✓	100.00 %	90.00%	✓	100.00 %	90.00%	✓	100.00 %	90.00%	✓	■	■	All eight notifications were assessed within one working day. The notifications related to five potentially dangerous structures, one potential food outbreak, one notification of over 30 month beef in the food chain containing spinal column and therefore a potential health risk and one notification of contaminated goats' milk in the food chain	No concerns	●	Donna Puddy
ERS 9 Number of fly tips collected				50		?	80		?	113		?	?	?		No concerns	●	Donna Puddy
ERS 10 Number of reported flytips visited by ERS				27		?	13		?	10		?	?	?	Ten fly tips were visited by ERS	No concerns	●	Donna Puddy
ERS 11 The number of flytips visited where formal enforcement action (Fixed Penalty Notices, Simple Cautions or Prosecution) action takes place				1		?	N/A		?	1		?	?	?	1 Fixed Penalty Notice was served in Q3	No concerns	●	Donna Puddy

92

Responsible OUs 4.0 Environmental & Regulatory Services; Building Control

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
ERS 7 (PSH 3) Percentage of market share retained by Building Control	61.45%	50.00%	✓	61.51%	50.00%	✓	55.60%	50.00%	✓	62.00%	50.00%	✓	↑	↑		No concerns	●	Donna Puddy
ERS 8 (PSH 4) Percentage of full plans Building Regulations applications vetted within 21 days of deposit	86.36%	85.00%	✓	88.89%	85.00%	✓	92.16%	85.00%	✓	88.68%	85.00%	✓	↓	↓		No concerns	●	Donna Puddy

Responsible OUs 5.0 Environmental Services; Flood Management

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 5 Percentage of planning applications which are referred to the Flood Engineering team that are reviewed within the two week period for initial comments				N/A	95.00%	?	94.00%	95.00%	⚠	96.15%	95.00%	✓	↑	↑	25 out of 26 applications were reviewed within the two week period	No concerns	●	Laurence King; Donna Puddy

Responsible OUs 5.0 Environmental Services; Parking Services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 6 Percentage of toilets achieving a satisfactory standard at inspection time for maintenance and cleanliness				90.00%	85.00%		N/A	85.00%		87.00%	85.00%					No concerns		Maria Wheatley

Responsible OUs 5.0 Environmental Services; Waste Management

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
EVS 1 (NI 192) (Cumulative) Percentage of household waste sent for reuse, recycling and composting	60.60%	61.00%		63.51%	62.00%		62.07%	62.00%		60.56%	61.00%				We are just short of the target. The combined recycling rate for the first nine months of the year was similar to our position a year ago. Following a good performance in Q1 when the composting rate was exceptional, we experienced a hot and dry summer which reduced our performance in Q2. The Council continues to maintain a good recycling rate, with the latest data indicating that the Council ranks 19 out of 201 shire district councils	No concerns		Scott Williams
EVS 2 (NI 191) Residual household waste per household (kg)	99.0	96.0		97.0	94.0		92.0	93.0		97.0	96.0				Just short of the target. In the first nine months of the year, the District produced less residual waste per household than the previous year. A review of the service has been completed with any changes likely to be implemented in Autumn 2019. An educational and promotional campaign will accompany service changes aimed at improving recycling rates, and reducing residual household waste	No concerns		Scott Williams
EVS 3 Number of all kerbside collections missed per 100,000 collections				120.5	150		115.7	130		66.63	110					No concerns		Gemma Moreing

93

Responsible OUs 7.0 Land, Legal and Property; Land Charges

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LLP 1 Percentage of land charge searches received and dispatched within ten days	99.74%	90.00%		98.83%	90.00%		41.67%	90.00%		73.54%	90.00%				Good improvements have been made in the quarter. It has taken longer to turn around the planning element of the search as an upgrade of maps in the Uniform system is required to represent the changes to development boundaries and polices as a result of the adoption of the Local Plan. The upgrade is expected in mid-January. In addition, the Planning service is reviewing the process of responding to the planning questions to improve both efficiency and performance, including making the process more automated	No concerns		Michaela Salter

Responsible OUs 8.0 Leisure & Tourism

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LC 15 (CuS 38) Number of visitors to museum or galleries	10901	10189		11732	14263		12995	13059		10276	11102				The Q3 figure is slightly down on Q3 of the previous year. The front gallery was closed in December for Heritage Lottery Fund work. Lower numbers are likely to be a trend during the next year whilst all the work is carried out	Some concerns		Martin Holland

94

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
LC 20 (Cumulative) Number of visits to the three leisure facilities managed by SLM	461,444	451,313		155,918	160,381		306,570	311,033		457,795	459,173				Visits to Cirencester Leisure have fallen; this is largely due to increased competition from other leisure facilities including a new gym (Snap Fitness) opening in Cirencester a year ago. The lack of car parking at peak times is also likely to be a contributory factor. In response, SLM has lowered their gym membership prices which has increased footfall. At the end of Q3, the position had improved considerably on the previous quarter bringing performance closer to the profiled target, and our position a year ago	No concerns		Martin Holland

Responsible OUs 9.0 Planning and Strategic Housing; Development Management

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
PSH 2 Speed of decision for major development within the assessment period	91.49%	60.00%		86.15%	60.00%		86.49%	60.00%		78.85%	60.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith
PSH 3 Quality of decisions based on proportion of major decisions that are overturned at appeal	6.19%	10.00%		4.94%	10.00%		4.94%	10.00%		4.94%	10.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith
PSH 4 Speed of decision for non-major development within the assessment period	85.05%	70.00%		85.01%	70.00%		85.26%	70.00%		84.28%	70.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith
PSH 5 Quality of decisions based on non-major planning decisions that are overturned at appeal	.65%	10.00%		.42%	10.00%		.42%	10.00%		.51%	10.00%					No concerns		Kevin Field; Mike Napper; Deborah Smith

Responsible OUs 9.0 Planning and Strategic Housing; Housing Strategy

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
PSH 8 (NI 155) Number of affordable homes delivered (gross)	96	38		66	37		102	37		74	38					No concerns		Anwen Hughes

Responsible OUs 10.0 Revenues, Housing Support & Customer services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
RHS 2 (RB 6) (Cumulative) Speed of processing: New Housing Benefit claims (days)	14.8	14.0		16.7	18.0		18.2	17.0		17.7	17.0				Slightly off target. As a result of the rollout of the Full Service, the number of new claims that the Council processes has fallen, however, the cases it is responsible for are the more complex types. The combination of fewer but more complex claims has resulted in an increase in the average processing time, which is further exacerbated by the delay in claimants returning supporting documentation.	No concerns		Mandy Fathers

96

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
RHS 3 (RB 2) (Cumulative) Time taken to process Housing Benefit/Council Tax Support change events (days)	7.69	6		9.37	5		9.82	6		9.22	6				We continue to experience high volumes of work which is resulting in delays. We receive data from employers via the DWP, which require checking and manual update of claimants' records to ensure that we assess claims using up to date information. The implementation of Universal Credit requires claimants to be re-assessed every 4 weeks by the DWP; any change results in a re-calculation of the benefits we provide such as council tax support. We also have to check any change that the claimant advises us of, and cross check this with other information we have received which is a manual process. We continue to look for more efficient ways to process the claims /changes, and we have addressed issues with workloads so that they are more manageable; however, claims are still being delayed by customers failing to provide evidence in specific timescales despite officers continuously chasing	Some concerns		Mandy Fathers
RHS 5 (RB 4) (Cumulative) Percentage of council tax collected	86.88%	87.00%		30.79%	29.00%		58.59%	57.00%		86.84%	85.00%					No concerns		Mandy Fathers
RHS 6 (RB 5) (Cumulative) Percentage of non-domestic rates collected	84.61%	85.00%		33.51%	29.00%		58.12%	58.00%		84.70%	86.00%				Close to target; and marginally higher than at this position in the previous two years. As at 4.1.19 we had collected 91.45% of non-domestic rates due	No concerns		Mandy Fathers
RHS 7 (Snapshot) Number of households living in Emergency Accommodation for over 28 days				0	0		2	0		0	0					No concerns		Caroline Clissold; Lisa Firstbrook
RHS 8 (Snapshot) Number of households living in Emergency Accommodation for under 28 days				2	6		2	6		3	6					No concerns		Caroline Clissold; Lisa Firstbrook

97

Responsible OUs 10.0 Revenues, Housing Support & Customer services; Customer Services

PI Code & Short Name	Q3 2017/18			Q1 2018/19			Q2 2018/19			Q3 2018/19			Long Trend	Short Trend	Note	Level of concern	Concern Status	Assigned To
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status						
CS 1 % of telephone calls answered within 20 seconds	76.11%	70.00%		72.52%	70.00%		70.31%	70.00%		77.41%	70.00%					No concerns		Sarah Cantwell
CS 2 Customer Satisfaction rate for users of the Council (%)	85.09%	90.00%		80.68%	90.00%		90.32%	90.00%		81.00%					The transformation team has devised a trial survey that started in November 2018. The survey is conducted face to face, web (hotjar) and also via some service mailboxes. The work is still in development, and there are plans to roll out the survey via all service mailboxes as well as by phone. The previous customer survey was primarily conducted by phone by CS Advisors, and therefore is not directly comparable to the new survey. Targets will be set once the baseline data has been established	No concerns		Sarah Cantwell
CS 3 % of complaints responded to within 10 working days (council wide)	93.75%	90.00%		100.00%	90.00%		100.00%	90.00%		100.00%	90.00%					No concerns		Sarah Cantwell