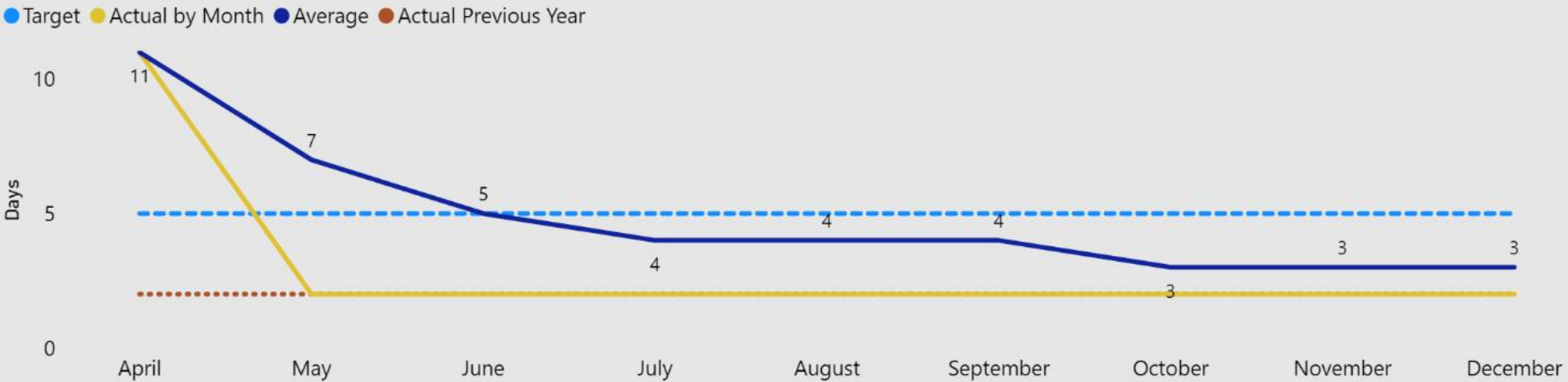


# Corporate Key Performance Indicators April-December 2020

|                                      |   |
|--------------------------------------|---|
| K1B1 Housing Benefit                 | → |
| K1B1 LCTS                            | → |
| K1H1 Additional Homes                | → |
| K1H2 Affordable Homes                | → |
| K1H3 Homelessness                    | → |
| K1H4 Rent Collected                  | → |
| K1H5 Re-lets                         | → |
| K1P1 Planning Apps (Majors)          | → |
| K1P1 Planning Apps (Minors)          | → |
| K1P1 Planning Apps (Others)          | → |
| K1R1 Council Tax                     | → |
| K1R2 NNDR                            | → |
| K1R3 Sickness                        | → |
| K1W1 Residual Waste                  | → |
| K1W2 Recycled Waste                  | → |
| K1W3 % of Scheduled Collections Made | → |

K1B1 Time to process Housing Benefit new claims and changes

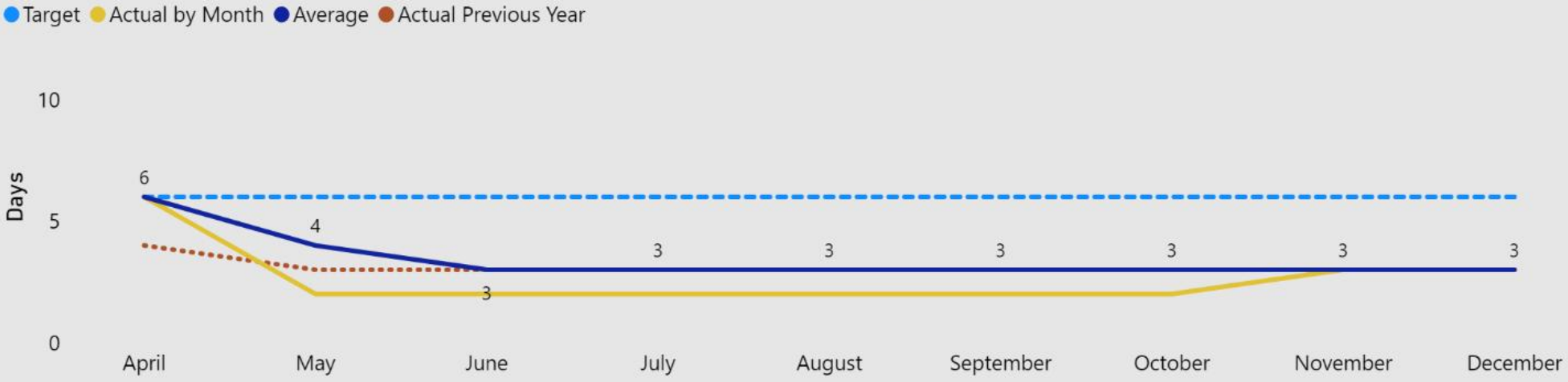


Average against Target

3✓

Target: 5  
December

K1B1 Time to process Local Council Tax Scheme (LCTS) new claims and changes



Average against Target

3✓

Target: 6  
December

2015-2016

2016-2017

2017-2018

June

September

December

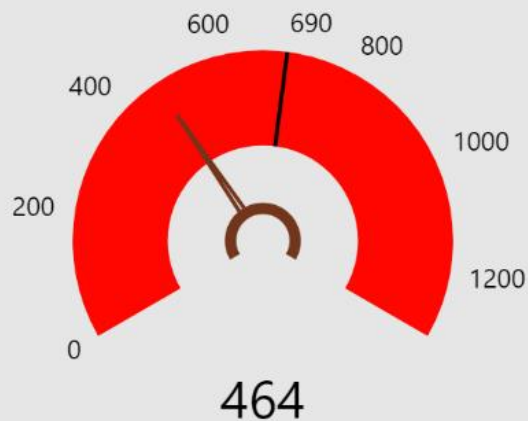
March

2018-2019

2019-2020

2020-2021

## K1H1 Additional Homes Provided



## Actual for Quarter

223

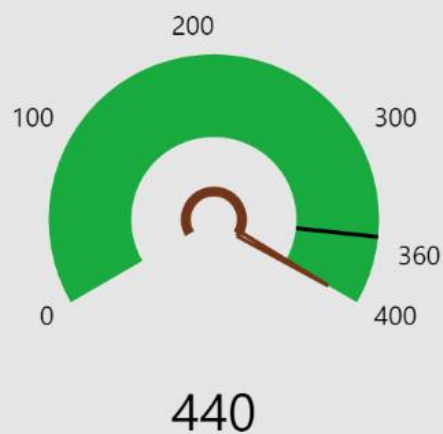


## Actual towards Target

464!

Target: 690  
December

## K1H2 Affordable Homes Delivered over Three Years



## Actual for Quarter

34

## Actual against Year Two Target

440✓

Target: 360  
December

2015-2016

2016-2017

2017-2018

June

September

December

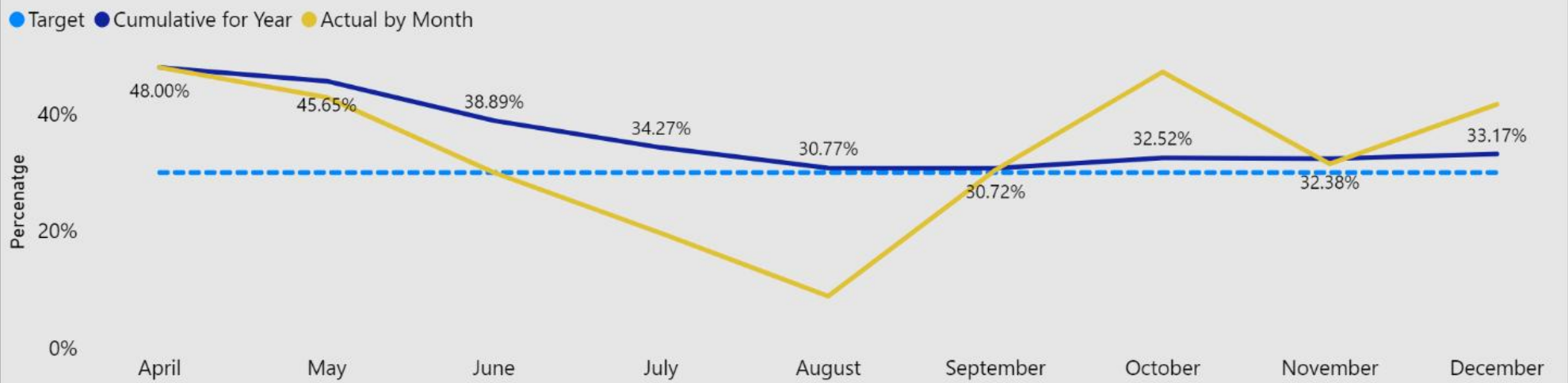
March

2018-2019

2019-2020

2020-2021

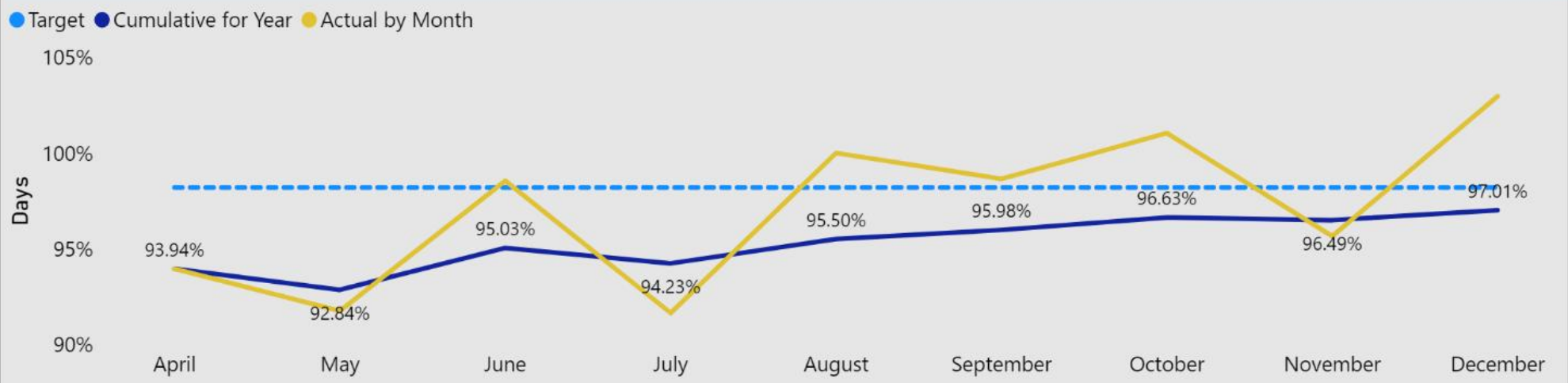
K1H3 Full Homelessness Duty Owed



Cumulative against Target

33.17%!  
Target: 30%  
December

K1H4 Rent Collected



Cumulative against Target

97.01%!  
Target: 98.20%  
December

2017-2018

2018-2019

April

May

June

July

August

September

October

November

December

January

February

March

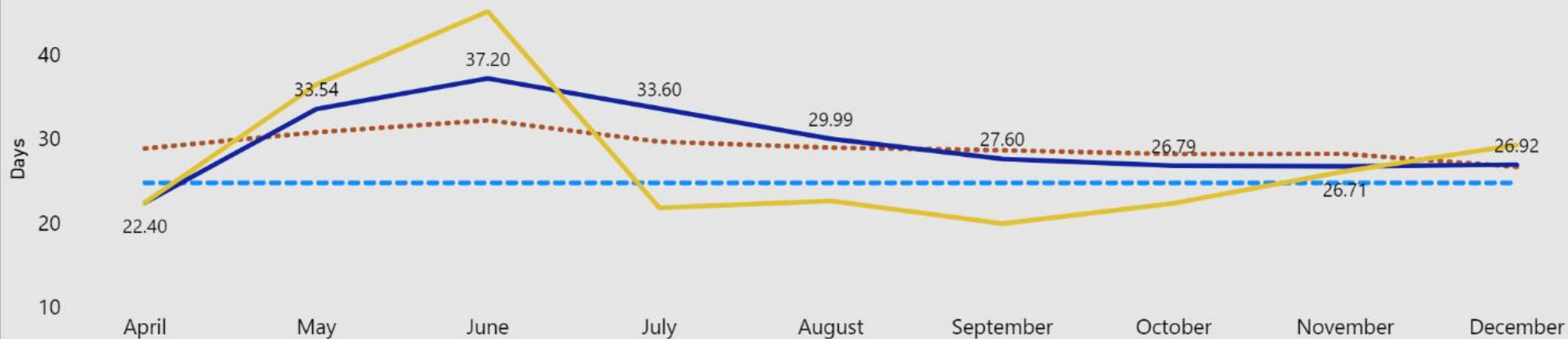
2019-2020

2020-2021



## K1H5 Average time to re-let Council Homes

● Target ● Cumulative for Year ● Actual by Month ● Cumulative Previous Year

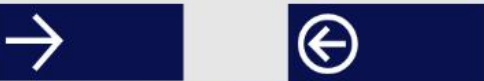
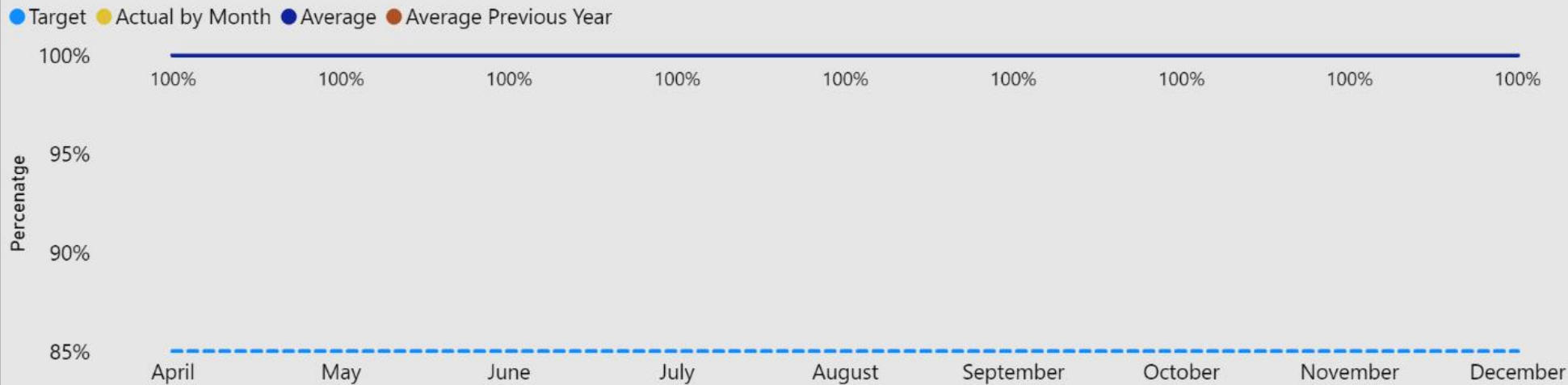


## Cumulative against Target

# 26.92!

Target: 24.75  
December

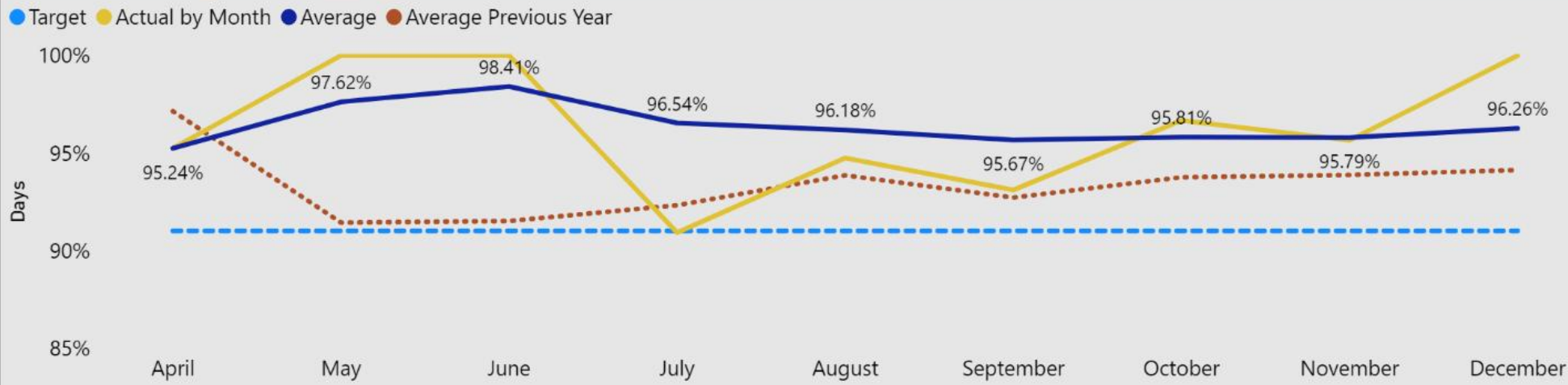
### K1P1 Processing of Planning Applications - Majors



#### Average against Target

100%✓  
Target: 85%  
December

### K1P1 Processing of Planning Applications - Minors



#### Average against Target

96.26%✓  
Target: 91%  
December

2017-2018

2018-2019

April

May

June

July

August

September

October

November

December

January

February

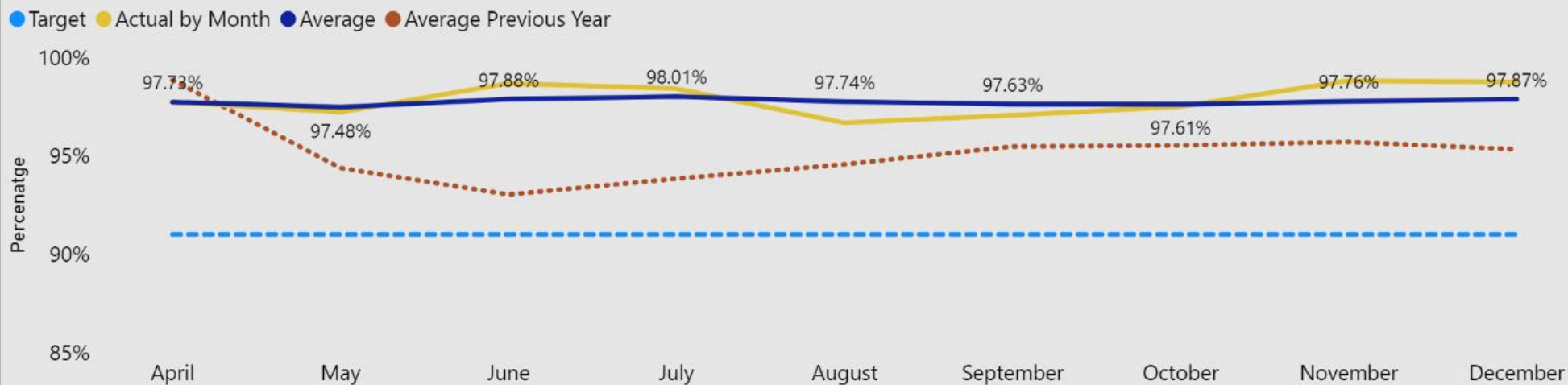
March

2019-2020

2020-2021



## K1P1 Processing of Planning Applications - Others



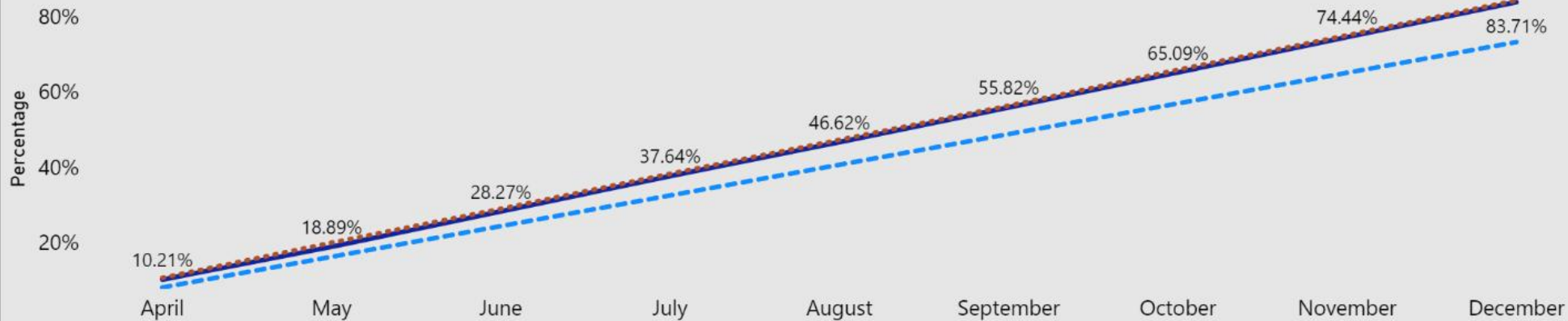
## Average against Target

# 97.87%✓

Target: 91%  
December

### K1R1 Council Tax Collected

● Indicative path
 ● Actual
 ● Actual Previous Year



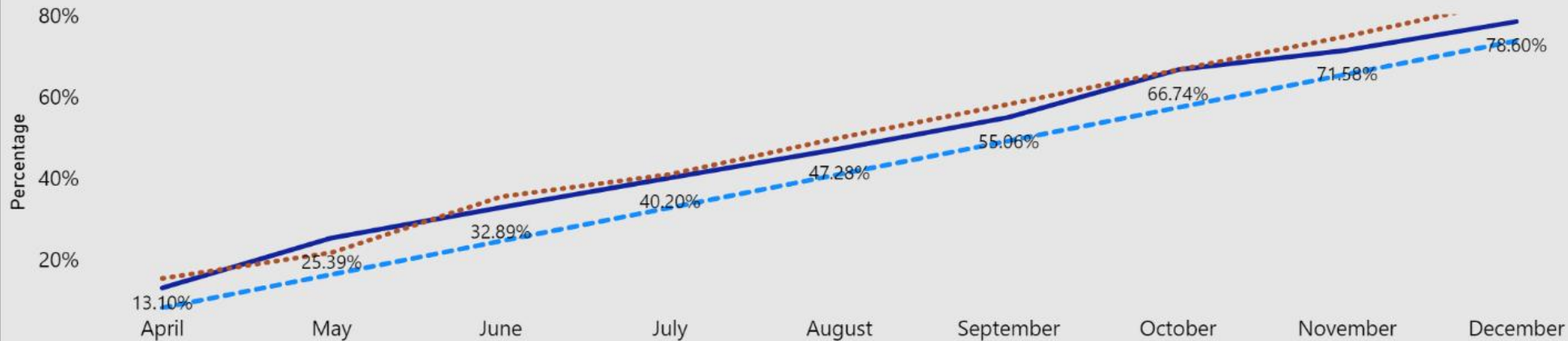
Actual against Year End Target

83.71%!

December

### K1R2 Business Rated (NNDR) Collected

● Indicative path
 ● Actual
 ● Actual Previous Year

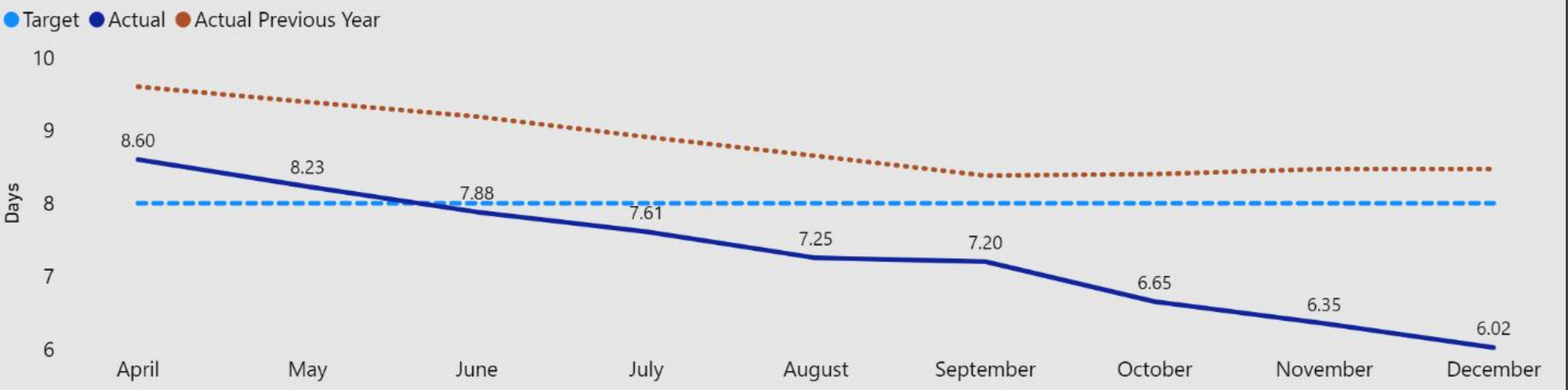


Actual against Year End Target

78.60%!

December

K1R3 Sickness Rates (Rolling Figures)

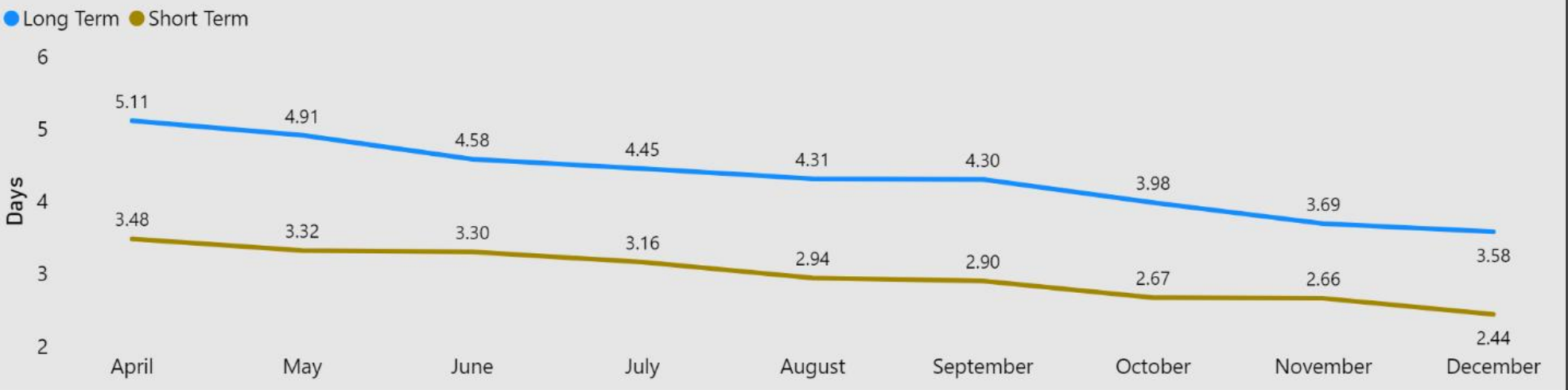


Actual against Target

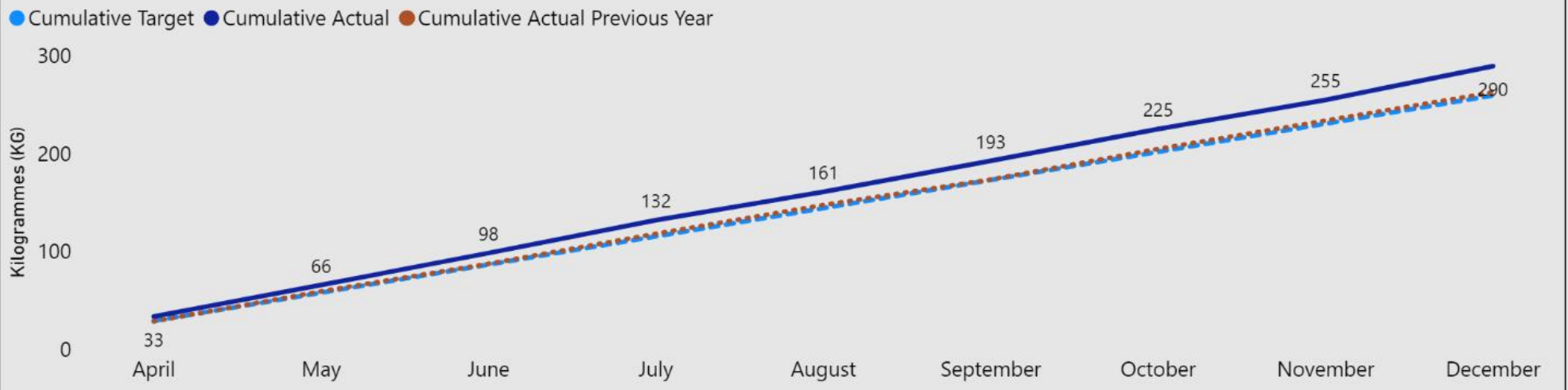
6.02✓

Target: 8  
December

K1R3 Long Term and Short Term Sickness Rates (Rolling Figures)



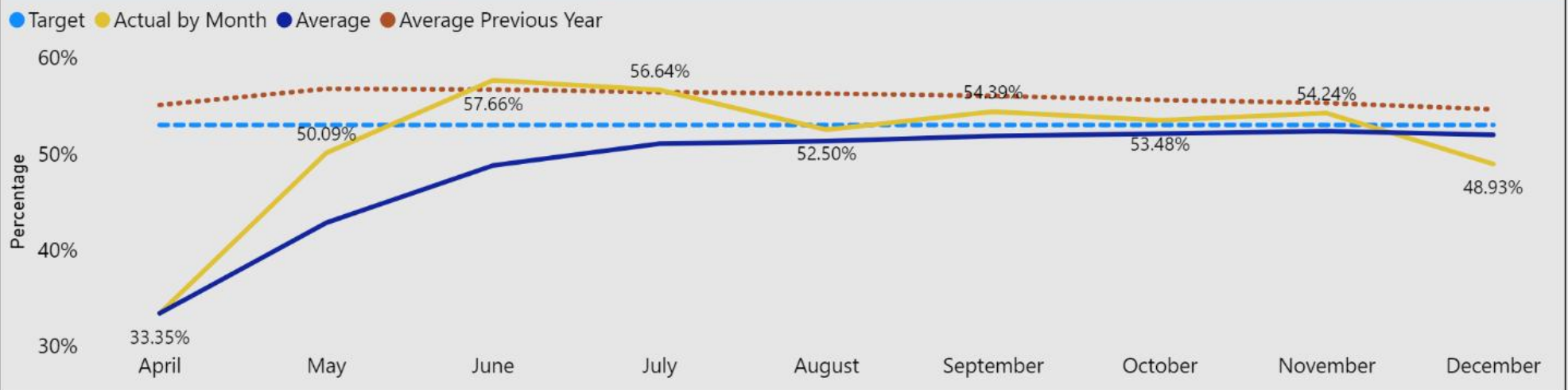
K1W1 Residual Household Waste per Household



Actual against Target

**289.55!**  
Target: 259.50  
December

K1W2 Household Waste Reused, Recycled and Composted



Average against Target

**51.97%!**  
Target: 53%  
December

2017-2018

2018-2019

April

May

June

July

August

September

October

November

December

January

February

March

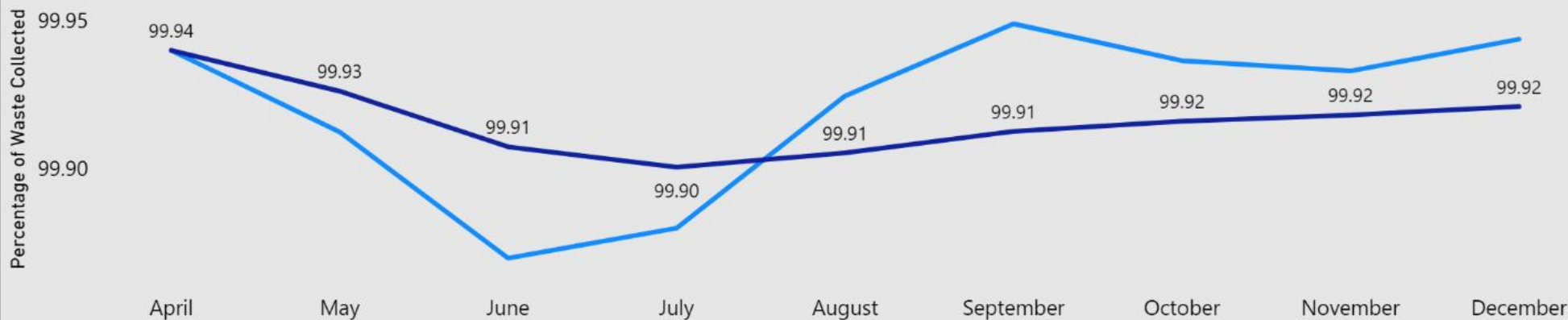
2019-2020

2020-2021



## K1W3 Percentage of Collections Made

● K1W3 Actual % Collected 2020-2021 ● K1W3 Average % Collected



## Average against Target

99.92✓

Target: 99.94%  
December