





Appendix A – Quarter 2 Performance Report (July to September 15)



Portfolio Holder	Performance Indicator	Performance			
		Q2 2015/16			
		Value	Target	Status	Short Trend
Cllr Sally-Ann Slade	% of Calls Abandoned	10.22%	10%		
Cllr Sally-Ann Slade	Average Wait Time in Seconds	76.33	86		
Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 1	26%	25%		
Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 2	22.22%	25%		
Cllr Malcolm Chandler	% of household waste recycled or composted	29.85%	35%		
Cllr Malcolm Chandler	Missed Collection Rate	29.6	33.0		
Cllr Malcolm Chandler	Waste sent to 'Energy from Waste' per Household (kg)	132.9	135.0		
Cllr Anthony Casson	Commercial Property Occupancy	93.33%	90%		
Cllr Sally-Ann Slade	Staff turnover %	0.4%	4%		
Cllr Sally-Ann Slade	# of Working Days Lost to Sickness per FTE	0.81	2.5		
Cllr Christine Lawton	Housing re-let (void) time (total ave. key to key)	61	28		
Cllr Christine Lawton	Cases Prevented from Homelessness per 1,000 households	2.4			
Cllr Roger Gambba-Jones	% of all planning applications determined within time	80.77%	70%		
Cllr Sally-Ann Slade	Housing Benefit LA Error Rate	0.37%	0.48%		
Cllr Sally-Ann Slade	Net Business Rates receipts	57.16%	57.3%		

		Performance			
Portfolio Holder	Performance Indicator	Q2 2015/16			
		Value	Target	Status	Short Trend
Cllr Sally-Ann Slade	Net Council Tax receipts	58.51%	58.05%		
Cllr Peter Coupland	New Homes - Affordable	8			
Cllr Peter Coupland	% of affordable homes (permission)	0%	33%	