



























# Appendix 1

## Quarter 4 2016 Performance Data

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		Performance			
Portfolio Holder	Performance Indicator	Q4 2015/16			
		Value	Target	Status	Short Trend
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Calls Abandoned	6.47%	10%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Average Wait Time in Seconds	49.67	86		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 1	15.71%	25%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 2	22.22%	25%		
Cllr Roger Gambba-Jones	% of household waste recycled or composted	30.63%	35%		
Cllr Roger Gambba-Jones	Missed Waste Collection Rate	40.3	33.0		
Cllr Roger Gambba-Jones	Waste sent to 'Energy from Waste' per Household (kg)	136.0	135.0		
Cllr Anthony Casson	Commercial Property Occupancy	99.33%	90%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Staff turnover %	2%	4%		
Strategy & Governance	# of Working Days Lost to Sickness per FTE	2.95	1.98		

		Performance			
Portfolio Holder	Performance Indicator	Q4 2015/16			
		Value	Target	Status	Short Trend
Portfolio SHDC; Cllr Sally-Ann Slade					
Cllr Christine Lawton	Housing re-let (void) time (total ave. key to key) All Tenures	45 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Keys In to Keys Back from Contractor) - All	32 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - General Needs	38 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - Sheltered Housing	26 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - General Needs	6 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - Sheltered Housing	18 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - General Needs	43 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - Sheltered Housing	48 days	28 days		
Cllr Christine Lawton	Cases Prevented from Homelessness per 1,000 households				
Cllr Malcolm Chandler	% of all planning applications determined within time	94.4%	70%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Housing Benefit LA Error Rate	0.38%	0.48%		-
Cllr Sally-Ann Slade	Business Rate In Year Collection Rate	98.64%	98%		
Cllr Sally-Ann Slade	Council Tax In Year Collection Rate	98.05%	98%		
Cllr Christine Lawton	New Homes - Affordable	37			
	% of affordable homes (permission)	10%	33%	