



















2016/17 Q2 SHDC PMP Report

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Portfolio Holder	Performance Indicator	Same Period Last Year	Performance			
		Q2 2015/16	Q2 2016/17		Status	Short Trend
		Value	Value	Target		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Calls Abandoned	10.22%	4.12%	10%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Average Wait Time in Seconds	76.33	34.33	86		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 1	26%	29.79%	25%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 2	22.22%	0%	25%		
Cllr Roger Gambba-Jones	% of household waste recycled or composted	29.85%	33.15%	30%		
Cllr Roger Gambba-Jones	Missed Waste Collection Rate	29.6	40.0	33.0		
Cllr Roger Gambba-Jones	Waste sent to 'Energy from Waste' per Household (kg)	131.9	145.3	135.0		
Cllr Anthony Casson	Commercial Property Occupancy	93.33%	100%	90%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Staff turnover %	0.39%	0.79%	2.5%		

		Same Period Last Year	Performance			
Portfolio Holder	Performance Indicator	Q2 2015/16	Q2 2016/17			
		Value	Value	Target	Status	Short Trend
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	# of Working Days Lost to Sickness per FTE*	2	1.32	1.32		
Cllr Christine Lawton	Housing re-let (void) time (total ave. key to key) All Tenures	61 days	27 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Keys In to Keys Back from Contractor) - All	49 days	17 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - General Needs	52 days	21 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - Sheltered Housing	46 days	13 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - General Needs	6 days	3 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - Sheltered Housing	16 days	22 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - General Needs	59 days	22 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - Sheltered Housing	60 days	31 days	28 days		
Cllr Christine Lawton	Cases Prevented from Homelessness per 1,000 households	3.3	2.6			
Cllr Malcolm Chandler; Presentation Log In	% of all planning applications determined within time	80.77%	91.66%	70%		
Strategy & Governance Portfolio SHDC; Cllr Sally-Ann Slade	Housing Benefit LA Error Rate	0.37%	0.54%	0.48%		
Cllr Sally-Ann Slade	Business Rate In Year Collection Rate	57.16%	58.31%	56.91%		
Cllr Sally-Ann Slade	Council Tax In Year Collection Rate	58.51%	58.35%	58.05%		
Cllr Christine Lawton	New Homes - Affordable	8	0			

* Two months data available due to sickness information being reported two months retrospectively.