


















2016/17 Q3 SHDC PMP Report

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Portfolio Holder	Performance Indicator	Same Period Last Year	Performance			
		Q3 2015/16	Q3 2016/17			
		Value	Value	Target	Status	Short Trend
Cllr Sally-Ann Slade	% of Calls Abandoned	8.15%	4.82%	10%		
Cllr Sally-Ann Slade	Average Wait Time in Seconds	145.89	83.78	86		
Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 1	26.47%	16.67%	25%		
Cllr Sally-Ann Slade	% of Customer Complaints Upheld - Stage 2	4.17%	0%	25%		
Cllr Roger Gambba-Jones	% of household waste recycled or composted	29.49%	31.89%	30%		
Cllr Roger Gambba-Jones	Missed Waste Collection Rate	27.8	29.1	33.0		
Cllr Roger Gambba-Jones	Waste sent to 'Energy from Waste' per Household (kg)	128.6	136.2	135.0		
	Commercial Property Occupancy	97.33%	100%	90%		
Cllr Sally-Ann Slade	Staff turnover %	2%	0.39%	2.5%		
Cllr Sally-Ann Slade	# of Working Days Lost to Sickness per FTE	2.87	2.66	1.98		
Cllr Christine Lawton	Housing re-let (void) time (total ave. key to key) All Tenures	49 days	23 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Keys In to Keys Back from Contractor) - All	42 days	18 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - General Needs	43 days	24 days	25 days		
Cllr Christine Lawton	Housing re-let (void) time (Contractor) - Sheltered Housing	40 days	16 days	25 days		

		Same Period Last Year	Performance			
Portfolio Holder	Performance Indicator	Q3 2015/16	Q3 2016/17			
		Value	Value	Target	Status	Short Trend
Cllr Christine Lawton	Housing re-let (void) time (Letting) - General Needs	9 days	3 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Letting) - Sheltered Housing	9 days	6 days	3 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - General Needs	53 days	24 days	28 days		
Cllr Christine Lawton	Housing re-let (void) time (Key to Key) - Sheltered Housing	45 days	19 days	28 days		
Cllr Christine Lawton	Cases Prevented from Homelessness per 1,000 households	2.9				
Cllr Malcolm Chandler	% of all planning applications determined within time	86.5%	94%	70%		
Cllr Sally-Ann Slade	Housing Benefit LA Error Rate	0.38%	0.45%	0.48%		
Cllr Sally-Ann Slade	Business Rate In Year Collection Rate	85.05%	84.37%	84.35%		
Cllr Sally-Ann Slade	Council Tax In Year Collection Rate	86.1%	86.07%	85.6%		
Cllr Christine Lawton	New Homes - Affordable	0	4		