

# Appendix A - Quarterly Performance Monitoring Report

Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
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## Performance Measures with Targets:

<b>Indicator:</b>	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse							
<b>Quarter Target:</b>	33.0%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	33.0%							
<b>2016/17:</b>				<b>2017/18:</b>				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
50.0% <span style="color: red;">●</span>	29.0% <span style="color: green;">●</span>	25.0% <span style="color: green;">●</span>	33.0% <span style="color: green;">●</span>	30.0% <span style="color: green;">●</span>	36.0% <span style="color: orange;">●</span>			
<b>Latest Comments including any necessary action:</b>								

FY Quarter	%
Q1/16/17	50.0%
Q2/16/17	29.0%
Q3/16/17	25.0%
Q4/16/17	33.0%
Q1/17/18	30.0%
Q2/17/18	36.0%

<b>Indicator:</b>	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events							
<b>Quarter Target:</b>	14.00				<b>Perf to Date:</b>			
<b>Annual Target:</b>	14.00							
<b>2016/17:</b>				<b>2017/18:</b>				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
7.00 <span style="color: green;">●</span>	6.00 <span style="color: green;">●</span>	6.00 <span style="color: green;">●</span>	5.00 <span style="color: green;">●</span>	7.00 <span style="color: green;">●</span>	8.00 <span style="color: green;">●</span>			
<b>Latest Comments including any necessary action:</b>								

FY Quarter	No of days
Q1/16/17	7.00
Q2/16/17	6.00
Q3/16/17	6.00
Q4/16/17	5.00
Q1/17/18	7.00
Q2/17/18	8.00

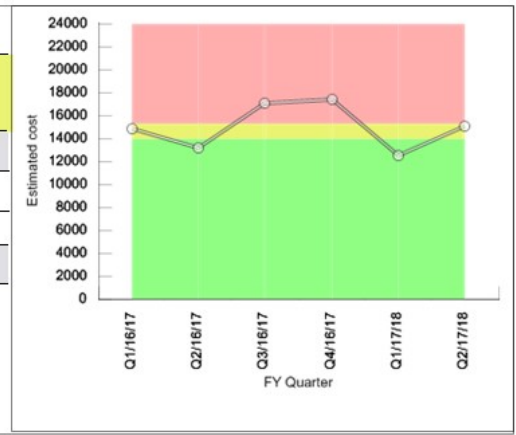
<b>Indicator:</b>	PI 008 - Requests for action from the Streetscene team							
<b>Quarter Target:</b>	775				<b>Perf to Date:</b>			
<b>Annual Target:</b>	3100							
<b>2016/17:</b>				<b>2017/18:</b>				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
628 <span style="color: green;">●</span>	590 <span style="color: green;">●</span>	618 <span style="color: green;">●</span>	700 <span style="color: green;">●</span>	416 <span style="color: green;">●</span>	408 <span style="color: green;">●</span>			
<b>Latest Comments including any necessary action:</b>								

FY Quarter	No of requests
Q1/16/17	628
Q2/16/17	590
Q3/16/17	618
Q4/16/17	700
Q1/17/18	416
Q2/17/18	408

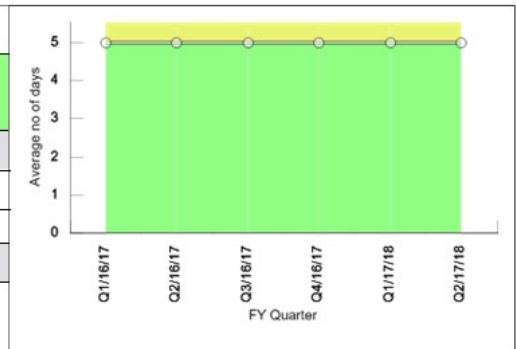
<b>Indicator:</b>	PI 010 - Total number of fly tips reported							
<b>Quarter Target:</b>					<b>Perf to Date:</b>			
<b>Annual Target:</b>	1800							
<b>2016/17:</b>				<b>2017/18:</b>				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
277 <span style="color: green;">●</span>	231 <span style="color: green;">●</span>	306 <span style="color: green;">●</span>	351 <span style="color: green;">●</span>	228 <span style="color: green;">●</span>	260 <span style="color: green;">●</span>			
<b>Latest Comments including any necessary action:</b>								

FY Quarter	No of fly tips reported
Q1/16/17	277
Q2/16/17	231
Q3/16/17	306
Q4/16/17	351
Q1/17/18	228
Q2/17/18	260

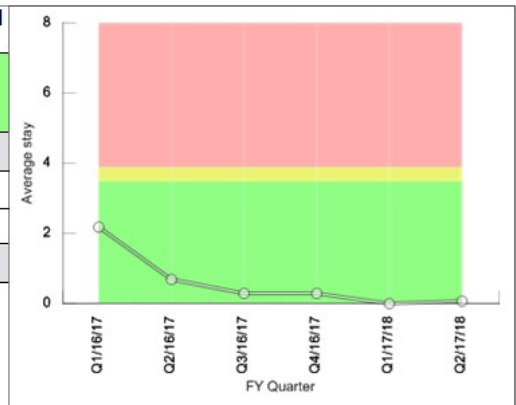
<b>Indicator:</b>	<b>PI 011 - Total estimated cost of clearing reported fly tips</b>							
<b>Quarter Target:</b>	13,965				<b>Perf to Date:</b>			
<b>Annual Target:</b>	55,860							
<b>2016/17:</b>				<b>2017/18:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
14,841 <span style="color: yellow;">A</span>	13,207 <span style="color: green;">G</span>	17,042 <span style="color: red;">R</span>	17,451 <span style="color: red;">R</span>	12,571 <span style="color: green;">G</span>	15,108 <span style="color: yellow;">A</span>			
<b>Latest Comments including any necessary action:</b>								



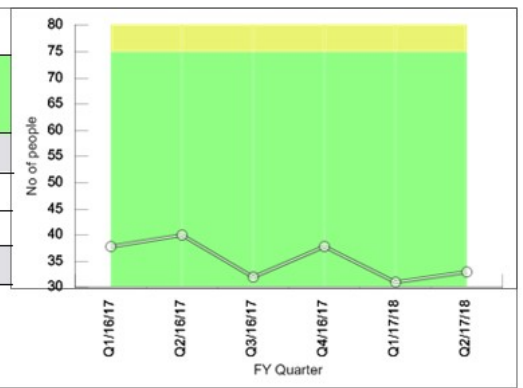
<b>Indicator:</b>	<b>PI 012 - Average number of days to respond to a reported fly tip</b>							
<b>Quarter Target:</b>	5.00				<b>Perf to Date:</b>			
<b>Annual Target:</b>								
<b>2016/17:</b>				<b>2017/18:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>			
<b>Latest Comments including any necessary action:</b>								



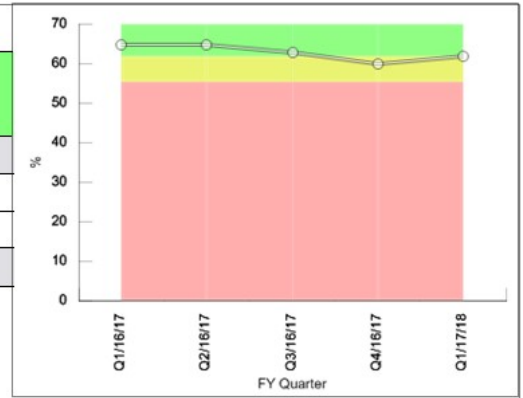
<b>Indicator:</b>	<b>PI 019 - Average number of days in Temporary Accommodation (Bed &amp; Breakfast)</b>							
<b>Quarter Target:</b>	3.5				<b>Perf to Date:</b>			
<b>Annual Target:</b>	3.5							
<b>2016/17:</b>				<b>2017/18:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
2.2 <span style="color: green;">G</span>	0.7 <span style="color: green;">G</span>	0.3 <span style="color: green;">G</span>	0.3 <span style="color: green;">G</span>	0.0 <span style="color: green;">G</span>	0.1 <span style="color: green;">G</span>			
<b>Latest Comments including any necessary action:</b>								
Average for the period was 1 night, ie. approximately 0.1 weeks								



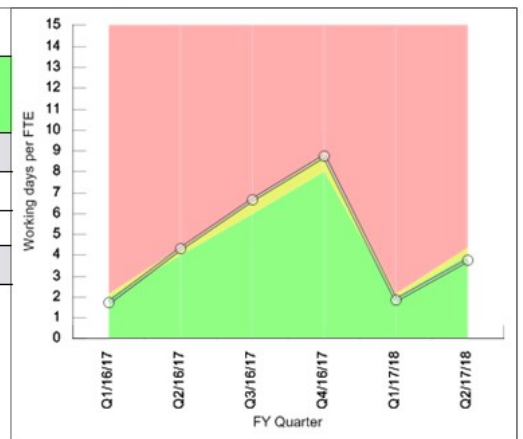
<b>Indicator:</b>	PI 020 - Total number of people in Temporary Accommodation (all types)						
<b>Quarter Target:</b>	75			<b>Perf to Date:</b>			
<b>Annual Target:</b>	75						
<b>2016/17:</b>				<b>2017/18:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
38 <span style="color: green;">G</span>	40 <span style="color: green;">G</span>	32 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>	31 <span style="color: green;">G</span>	33 <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>							



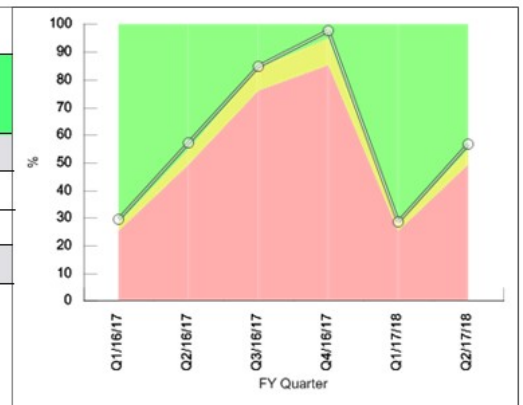
<b>Indicator:</b>	PI 031 - % of calls to contact centre resolved in the contact centre						
<b>Quarter Target:</b>	62.0%			<b>Perf to Date:</b>			
<b>Annual Target:</b>	62.0%						
<b>2016/17:</b>				<b>2017/18:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
65.0% <span style="color: green;">G</span>	65.0% <span style="color: green;">G</span>	63.0% <span style="color: green;">G</span>	60.0% <span style="color: orange;">A</span>	62.0% <span style="color: green;">G</span>	N/A		
<b>Latest Comments including any necessary action:</b>							



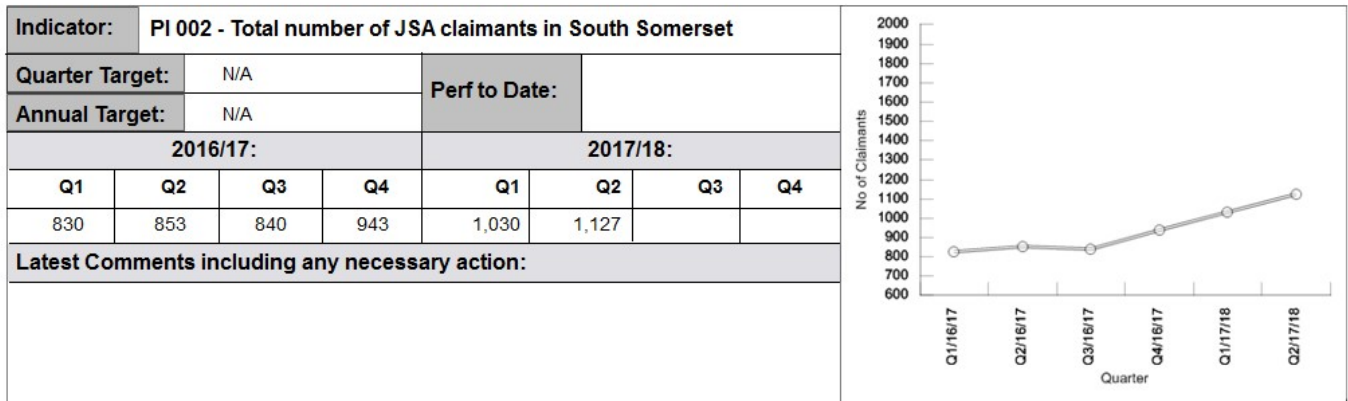
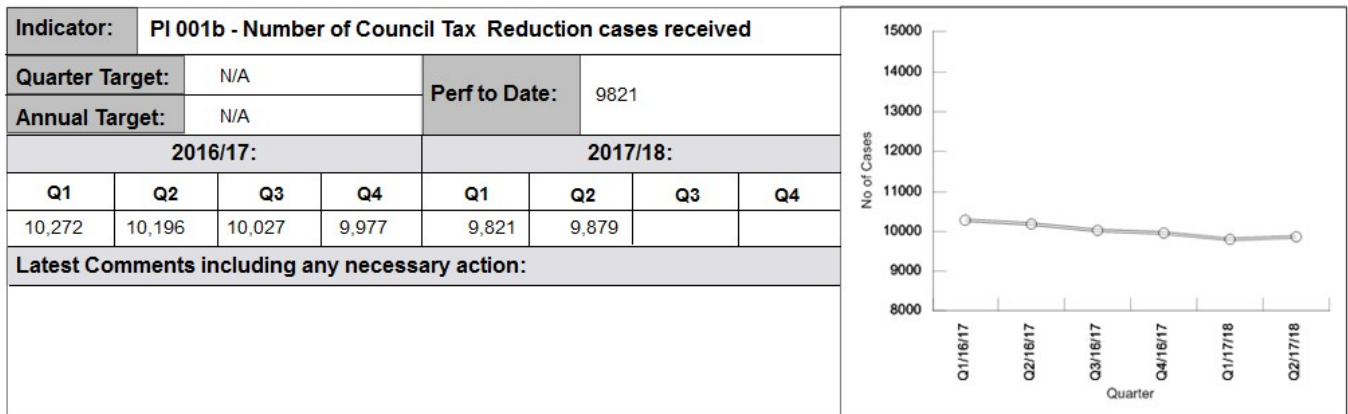
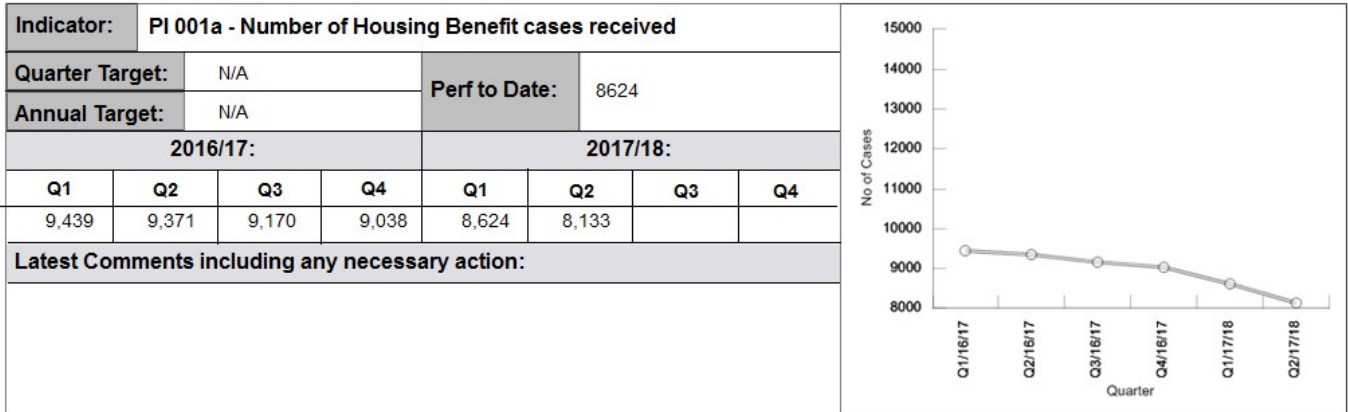
<b>Indicator:</b>	PI 032 - Working days lost due to sickness absence per Full Time Employee (FTE)						
<b>Quarter Target:</b>	4.00			<b>Perf to Date:</b>			
<b>Annual Target:</b>	8.00						
<b>2016/17:</b>				<b>2017/18:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
1.77 <span style="color: green;">G</span>	4.32 <span style="color: orange;">A</span>	6.69 <span style="color: red;">R</span>	8.74 <span style="color: orange;">A</span>	1.88 <span style="color: green;">G</span>	3.75 <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>							
62% classified as long term sickness absence							



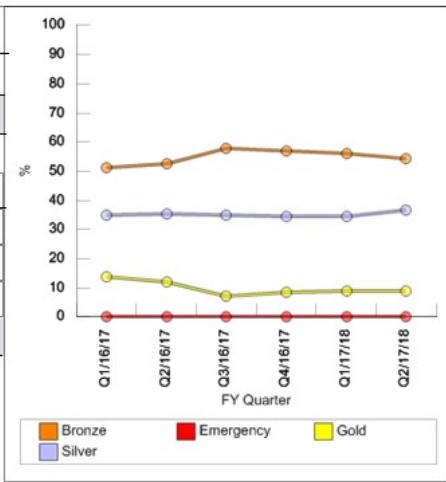
<b>Indicator:</b>	PI 035 - Percentage of Council Tax Collected						
<b>Quarter Target:</b>	55.0%			<b>Perf to Date:</b>			
<b>Annual Target:</b>	97%						
<b>2016/17:</b>				<b>2017/18:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
29.8% <span style="color: green;">G</span>	57.2% <span style="color: green;">G</span>	84.8% <span style="color: green;">G</span>	98.0% <span style="color: green;">G</span>	28.8% <span style="color: green;">G</span>	56.7% <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>							



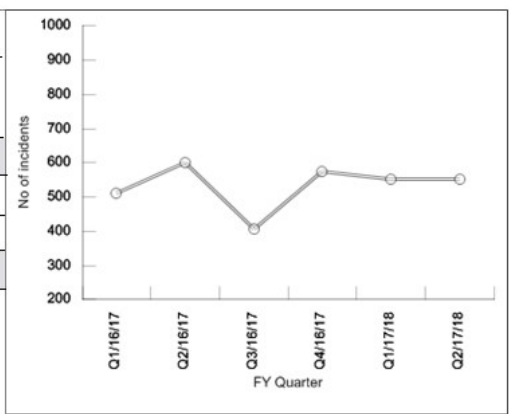
**Performance Measures of Trend (no targets set as SSDC do not directly influence):**



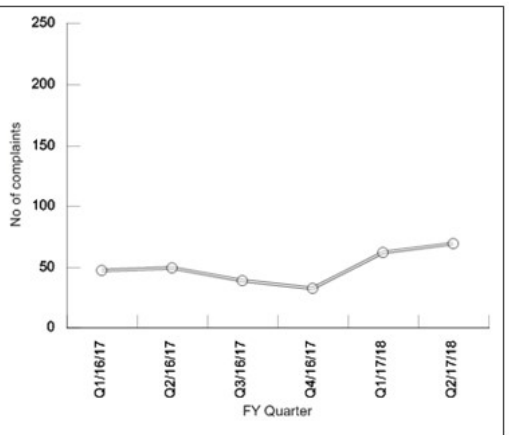
<b>Indicator:</b>	<b>PI 015 - % of households on the Choice Based Letting waiting list (all categories)</b>							
<b>Quarter Target:</b>	N/A				<b>Annual Target:</b>	N/A		
	<b>2016/17:</b>				<b>2017/18:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Bronze	51.2%	52.6%	58.0%	56.9%	56.1%	54.4%		
Silver	34.9%	35.3%	34.9%	34.5%	34.5%	36.6%		
Gold	13.8%	11.9%	7.1%	8.6%	9.2%	8.9%		
Emergency	0.1%	0.2%	0.0%	0.0%	0.2%	0.0%		
<b>Latest Comments including any necessary action:</b>								
Q1 2017-18				Q2 2017-18				
Bronze	1,160			Bronze	1,112			
Emergency	4			Emergency	1			
Gold	190			Gold	182			
Silver	714			Silver	748			
Total	2,068			Total	2043			



<b>Indicator:</b>	<b>PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2016/17:</b>				<b>2017/18:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	513	600	409	575	553	552		
<b>Latest Comments including any necessary action:</b>								
Figures remain stable, no significant variations to report. Abandoned vehicle numbers remain high, dog fouling has also increased slightly and a general reduction across the board in all other areas.								



<b>Indicator:</b>	<b>PI 033 - Total number of complaints received</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2016/17:</b>				<b>2017/18:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	48	50	39	33	62	70		
<b>Latest Comments including any necessary action:</b>								



<b>Indicator:</b>	<b>PI 034 - % of complaints resolved at stage 1 of complaints procedure</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2016/17:</b>				<b>2017/18:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	100.0%	98.0%	94.9%	98.2%	97.0%	100.0%		
<b>Latest Comments including any necessary action:</b>								

