

Appendix A

| Reference | Council | Is this a Corp Scorecard Measure? | Description   | Measure   | Q1 (RAG) | Q2 (RAG) | Comments  |
|-----------|---------|-----------------------------------|---|---|----------|----------|---|
| HC4.13    | WSC     | Yes                               | Number of Households making a homeless application (lower is better and reflects improved prevention) and percent accepted where we have a duty. KPI 45                               | Target = 65 or fewer for the year                               | RED      | RED      | <p>Q1 = housing and homelessness advice approaches = 56 accepted cases 2 (0.004% of all approaches)</p> <p>Q2 = housing and homelessness advice approaches = 47 accepted cases = 0 (0.00% of all approaches)</p> <p>Please note that the Homeless Reduction Act (from April 2018) has radically changed the way and the timescale for dealing with housing advice and homelessness which is evidenced by these KPI figures. Figures of approaches has risen and the focus is now on preventing and relieving homelessness. Any accepting of a full duty will not be made until either the full prevention and relief stages have been exhausted (112 days) or just the full relieve duty time has expired( 56 days)</p> |
| HC4.5     | WSC     | Yes                               | Disabled facilities grants - Average time to complete DFG process once allocated by SWPSHP<br>Measures the time from allocating the case until the work has been completed.<br>KPI 52 | Target - 24 Weeks (as per the Home Improvement Agency's target) | GREEN    | GREEN    | <p>Q1 &amp; Q2; Completed 4 Disabled Facilities Grants, 3 Minor Works and 7 modular ramps. Excluding the extension, the major works took 31 weeks, the minor works 5 weeks and the modular ramps 4 days. This makes the total average so far for the year 2.6 weeks. The extension took 18 months and the major DFG's would have been 24 weeks as there were a 7 week delay on two grants as a result of reassessments.</p>   |
| KPI 90A   | WSC     | Yes                               | % major planning applications determined within 13 weeks (or within agreed extension of time)   | 60%   | GREEN    | GREEN    | <p>Q1 - 100%<br/>Q2 - 100%</p> <p>Year (to date) - 100%</p>   |
| KPI 90B   | WSC     | Yes                               | % minor planning applications determined within 8 weeks or an agreed extension of time.   | 65%   | GREEN    | RED      | <p>Q1 - 74.0%<br/>Q2 - 60.6% Year (to date) - 66.7%</p> <p>Slight dip in Q2 due to high turnover of agency staff during this period.</p>  |

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| KPI 90C | WSC | Yes | % of other planning applications determined within 8 weeks or an agreed extension of time. | 80%   | GREEN         | GREEN         | Q1 - 89.1%<br>Q2 - 98.1%<br>Year (to date) - 94.0%   |
| KPI 160 | WSC | Yes | Number of days sickness per FTE  | Average of 8.5 days or lower per FTE  | GREEN         | AMBER         | Q1 = 2.2 days FTE.<br>Q2=4.76 days per FTE   |
| KPI 5   | WSC | Yes | Average processing times for new HB claims only  | 28 days or lower  | GREEN         | GREEN         | Q1 - 21.24 days<br>Q2 - 24.08 days   |
| KPI 6   | WSC | Yes | Average processing times for HB only changes in circumstances (lower is better).           | 9 days or lower   | AMBER         | AMBER         | Q1 - 16.46 days<br>Q2 - 12.69 days   |
| KPI 10  | WSC | Yes | % Council Tax collected  | 97.5% by 31st March   | GREEN         | GREEN         | Q1 - 34.81 %<br>Q2 - 61.93 %   |
| KPI 12  | WSC | Yes | % Business Rates collected   | 98% or more by 31st March   | GREEN         | GREEN         | Q1 - 35.67 %<br>Q2 - 57.84 %   |
| KPI 103 | WSC | Yes | Street Cleansing<br>% service requests actioned within 5 working days                      | 85% target  | Not Available | Not Available | The council no longer does a street cleansing service.   |
| KPI 88  | WSC | Yes | Waste & Recycling<br>Fly-tipping: % removed within 48 hrs                                  | 75%   | GREEN         | GREEN         | Q1 = 90% (29 Fly tips)<br>Q2 = 88% (14 Fly tips)   |
| KPI 25  | WSC | Yes | Customer Access<br>Abandoned in queue call rate %  | Target - <8%  | GREEN         | AMBER         | Q1 = 7%<br>Q2 = 10.74%   |
| KPI 123 | WSC | Yes | Customer Complaints  | 95% of complaints responded to with 20 working days   | RED           | RED           | 5 complaints received<br>4 complaints answered within 20 days<br>Q1 = 80%<br>4 complaints received<br>3 complaints answered within 20 days<br>Q2 = 75% |
| KPI 124 | WSC | Yes | FOI requests provided with substantive response within 20 days.                            | Measure: - Number of FOI enquiries received.<br>Target 75% answered within 20 working days. | RED           | RED           | 78 FOIs received in Q1<br>54 answered within 20 working days<br>Q1 = 69%<br>86 FOIs received in Q2<br>60 answered within 20 working days<br>Q2 = 69%   |
| KPI 56a | WSC | Yes | Environmental Health<br>% of requests completed within stated service standard (60 days)   | 75% or higher   | Not Available | Not Available | Technical issues still continue so unable to report figures on this.   |
| KPI 59  | WSC | Yes | Licensing<br>% of licenses issued on time.   | 90%   | GREEN         | GREEN         | Achieved 98.52%  |
| TH9     | WSC | Yes | Number of NDR hereditaments and rateable value   | New Measure   | GREEN         | GREEN         |  |

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| HC4.17 | WSC | Yes | Facilitate the delivery of the affordable housing pipeline to achieve 34 new affordable homes in 2017/18 | Target = 34 affordable homes (102 homes over 3 years)<br>(Based on 35% of the emerging Local Housing Plan annualised new build housing figure of minus 30% to take account of small sites.) | AMBER | RED | 1 Discounted Open Market Sale complete at Stoates Mill (Watchet). Qtr 2 - The second Discounted Open Market Sale completed during September and the final property is still going through the process. We are now experiencing a lack of completions due to the lack of start on sites following the rent reduction announcement. There are 18 homes which started on site during this quarter and some may come through before the end of the financial year but this is weather dependant through the winter months. |
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