

**SWT Performance report 2021/22**

Link to Corporate Strategy	Full definition	Target 2021/22	Quarter 1	Direction of Travel since Q4	Denominator	Year to date	Numerator	Year to date
Transparent & Customer Focused	% of complaints responded to in 10 working days	90%	86%	↑	Total number of complaints received	391	Number of complaints responded to within 10 working days	336
	Monthly figure for complaints responded to in 10 working days	Apr 89%	May 86%	June 83%				
	% of FOI requests responded to in 20 working days	75%	97%	↑	Total number of FOI requests received	96	Number of FOI responded to within 20 working days	93
	Monthly figure for FOI requests responded to in 20 working days	Apr 96%	May 97%	June 92%				
	% of calls to Deane Helpline answered in < 60 seconds	90%	94%	↑	Total number of calls to Deane Helpline	90346	Number of calls answered in under 60 seconds	85291
	Average call wait time (secs) for the last month	60 secs	113	↓				
	Cumulative percentage of the amount of Council Tax collected*	97%	34.08%	↑	Total amount of Council Tax to be collected by the 31st March	£109,550,330	Amount of Council Tax collected in the year so far	£37,338,525
	Cumulative percentage of the amount of Business Rates collected*	95%	25.98%	↓	Total amount of Business Rates to be collected by the 31st March	£48,782,205	Amount of Business Rates collected in the year so far	£12,674,854
	Average processing times of new Housing Benefit claims	19 dys	17.11	↓	Number of new Housing Benefit claims received	149	Total number of days	2549
	Average processing times for changes in circumstances for HB claims	9 dys	4.76	↓	Number of new Housing Benefit Change of Circumstances received	2644	Total number of days	12591
	% of Licensing applications processed within required timescales	90%	89%	↑	Number of licensing applications processed	327	Number of licensing applications responded within timescales	291
	Sickness Absence	7.2 dys	1.28	↔	Total working days lost for all employees	746.5	Total number of staff	579
Staff Turnover	< 12	2.42	↓	Total number of staff	579	Total number of leavers	14	
An Enterprising Council	Forecast budget variance for General Fund	£0	+£237k	↓				
	Forecast budget variance for Housing Revenue Account	£0	+£610k	↓				
	Forecast level of uncommitted reserves for General Fund.	£2.4m	£5.556m	↓				
	Forecast level of reserves for Housing Revenue Account.	£2m	£2.273m	↓				
	On target for Commercial Income Generation	£2.9m	Yes	↔				

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Environment & Economy	% of reported fly tipping incidents responded to within 5 working days	80%	75%	↓	Number of fly tipping incidents	247	Number of fly tipping incidents responded to within 5 days	186
	% of service requests for street cleansing actioned within 5 working days	85%	93%	↑	Number of service requests for street cleansing	254	Number of service requests actioned within 5 working days	237
	% of major planning applications determined within 13 weeks (or within agreed extension of time)	75%	100%	↑	Total number of major planning applications received	5	Total number of major planning applications determined within 13 weeks or agreed extension	5
	% of minor planning applications determined within 8 weeks or agreed extension of time	65%	80%	↔	Total number of minor planning applications received	76	Total number of minor planning applications determined within 8 weeks	61
	% of other planning applications determined within 8 weeks or an agreed extension of time.	80%	90%	↑	Total number of other planning applications received	263	Total number of other planning applications determined within 8 weeks or an agreed extension	236
	% of appeals that have had the decision overturned (figure is for the previous 12 months)	33%	41.6%	↓	Number of appeals received	48	Number of appeals where the decision is overturned	20
	% Play area inspections completed to schedule	100%	100%	↔				
Homes and Communities	Income collected as a % of rent owed excluding arrears brought forward	98.30%	102.97%	↑	Total amount of rent debit owed (excluding rent arrears)	£2,517,727.94	Total amount of income and housing benefit received	£2,614,680.12
	Number of families in B&B over 6 weeks (position at end of Quarter)	0	0	↑				
	Average re-let time in calendar days (key to key)	44 dys	52.1	↑	Total Number of dwellings let following void process	92		
	% of housing dwellings with a valid gas safety certificate (LGSR)	100%	100%	↑	Total number of dwellings requiring a valid gas safety certificate	4480	Total number of dwellings without a valid gas safety certificate	0
	% of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%	100%	↔				
	Completion of housing emergency repairs within 24 hours	99%	100%	↔	Total number of emergency housing repairs	739	Total number of emergency housing repairs completed in 24hrs	739

\* The current figures appear well below target, but these are cumulative indicators.

The column titled Direction of Travel, shows whether performance has improved, worsened or is similar to the last report for the end of July.



Performance has improved



Performance has got worse



Performance is similar