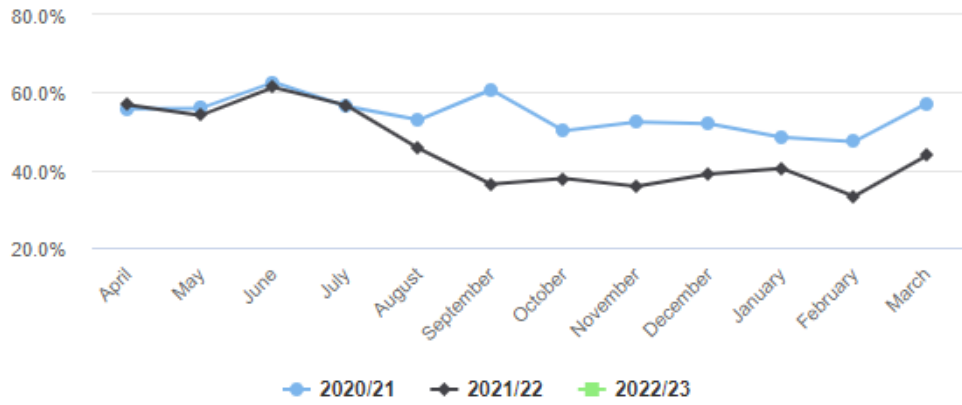
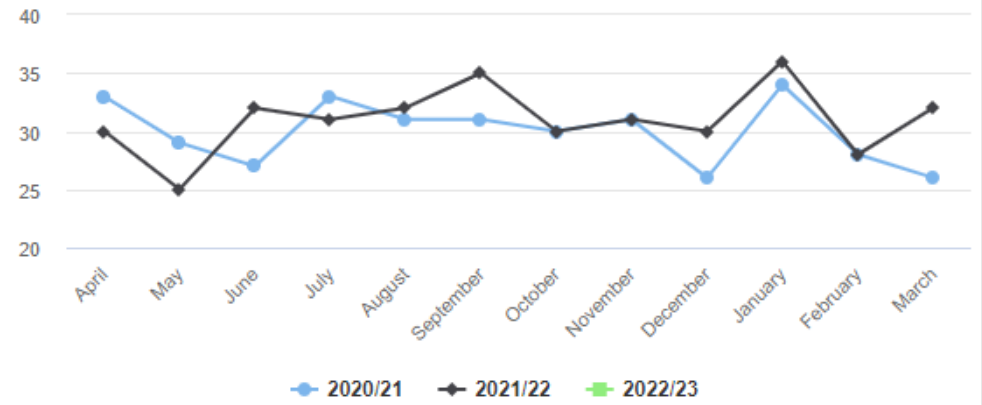


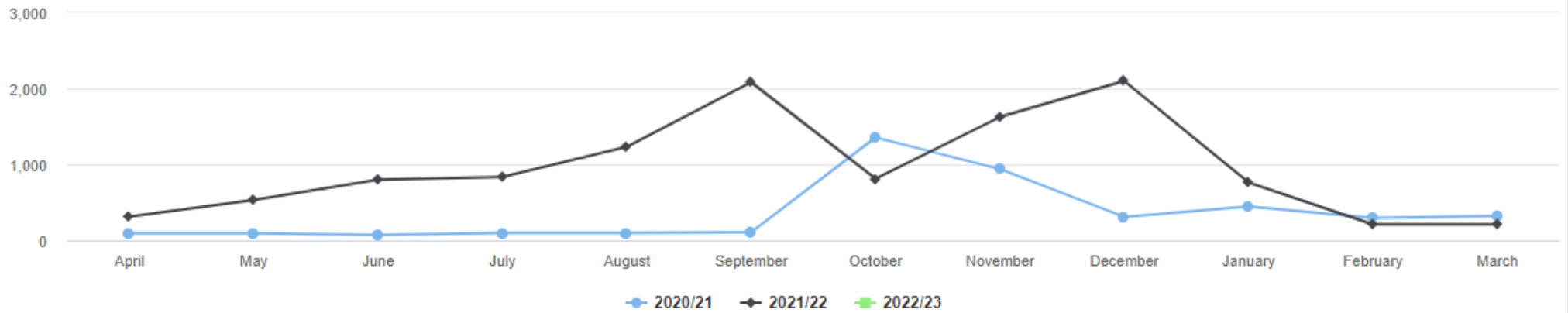
NI 192 Percentage of household waste sent for reuse, recycling and com...



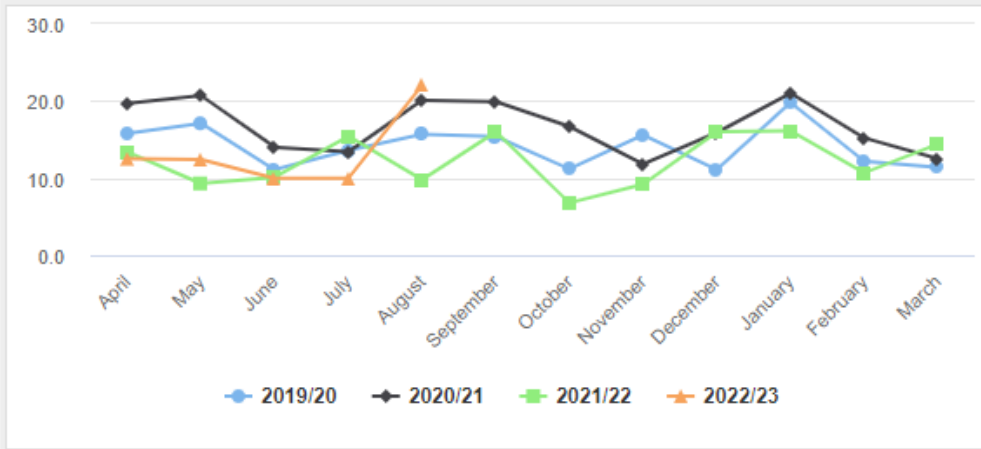
NI 191 Residual household waste per household (average kgs per house...



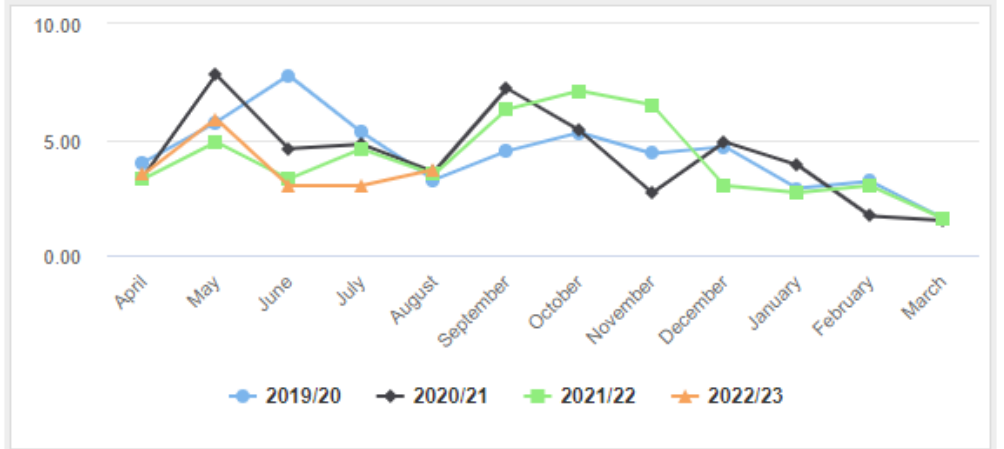
L20b Average No. of collections missed per 100,000 collections of household waste



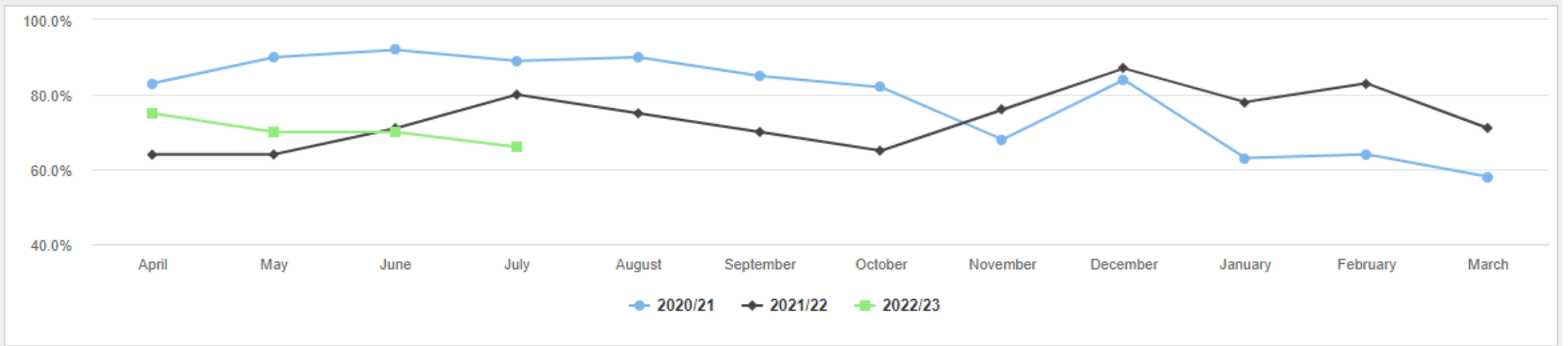
BV78a1 Processing Speed (New claims) avg days



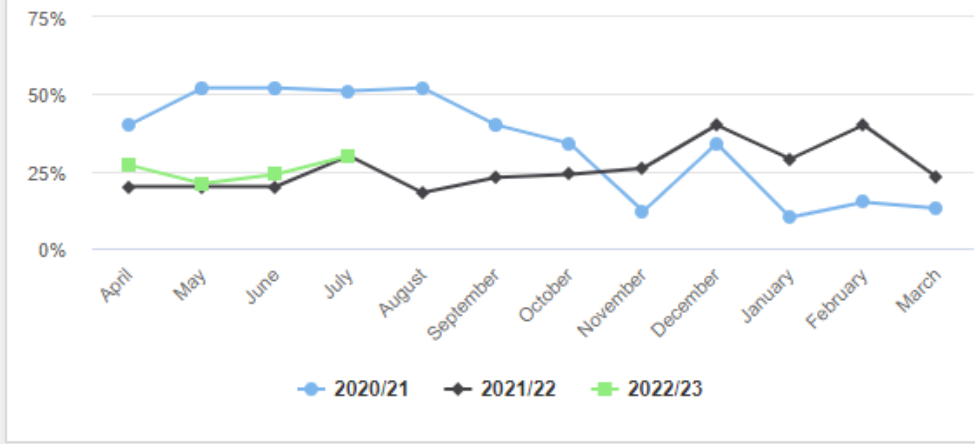
BV78b Processing Speed (Change of circumstances) avg days



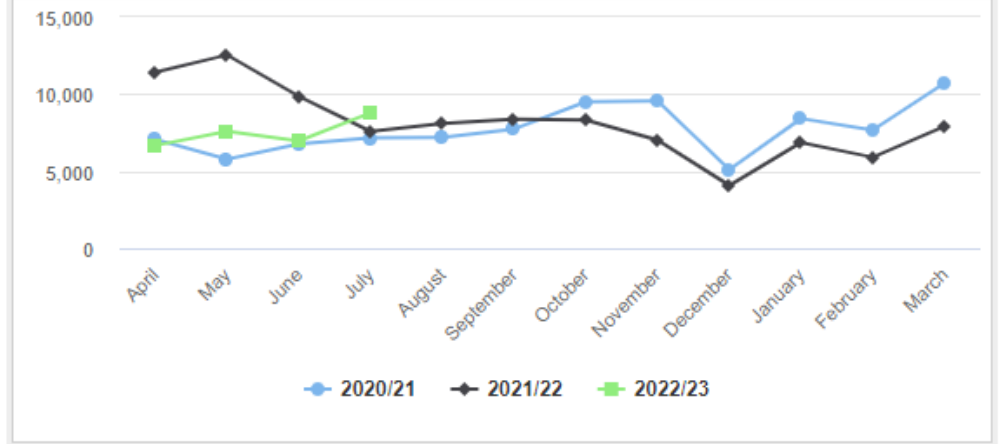
CST2a CST Percentage of telephone calls answered



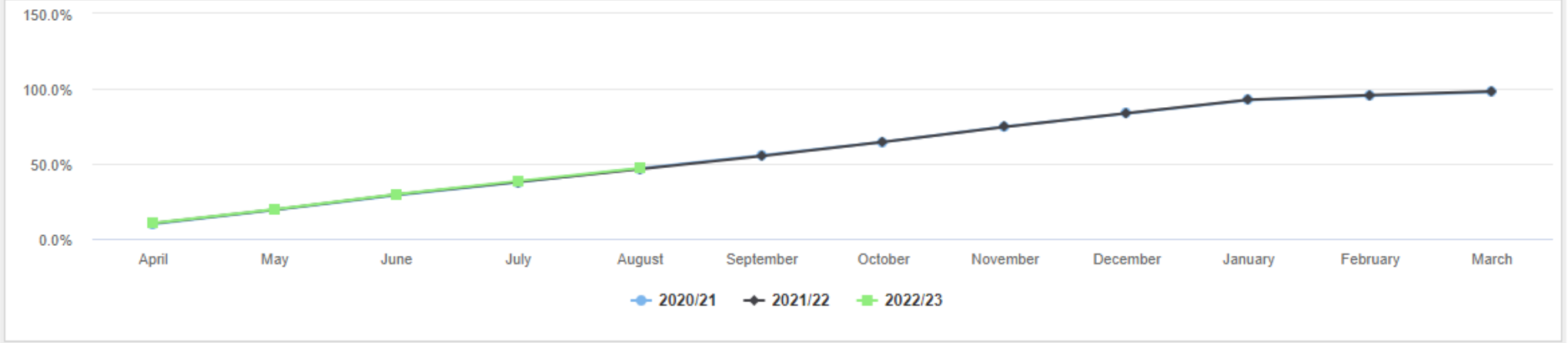
CST1a CST Grade of Service (% of calls answered within 20 seconds)



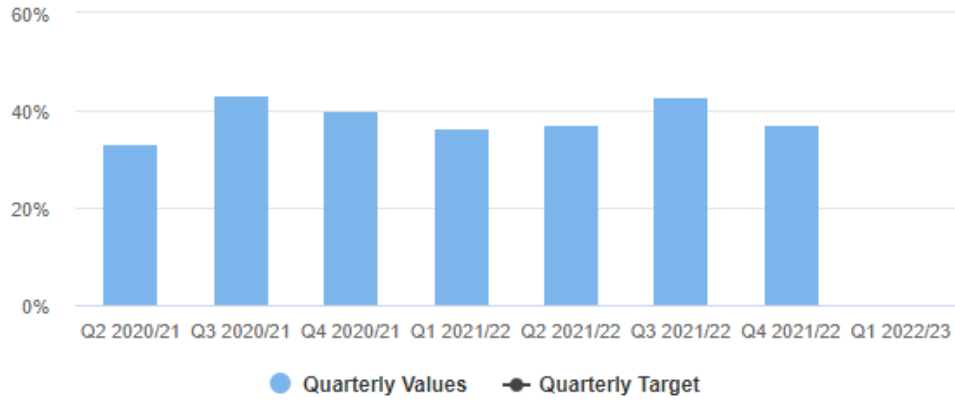
CST9 Total Calls to SH



BV9 % of Council Tax collected (cumulative %)



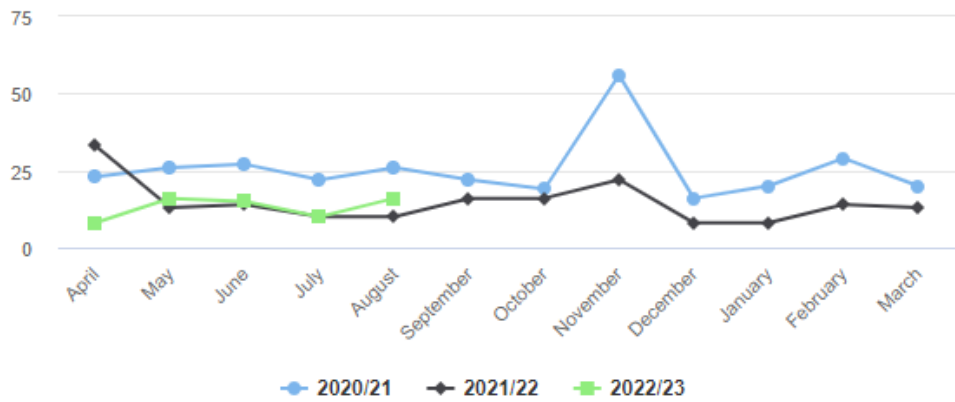
ICT&CS 7 % of customer contact through online interaction (W2)



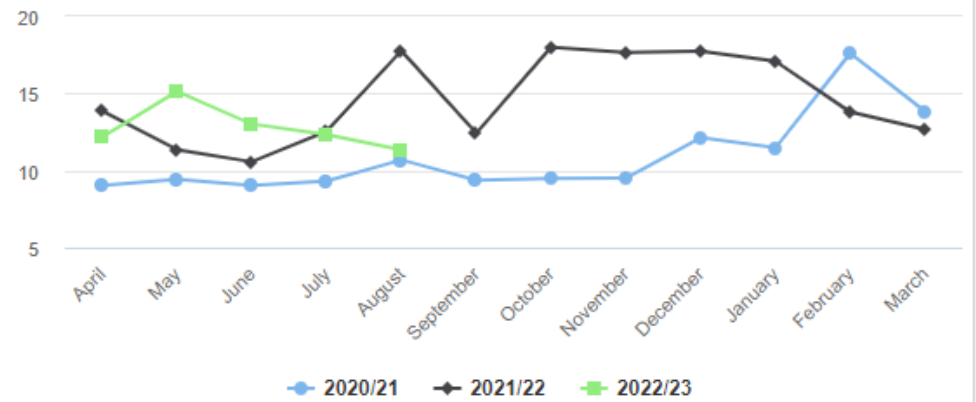
WEB Online submissions - Goss & W2



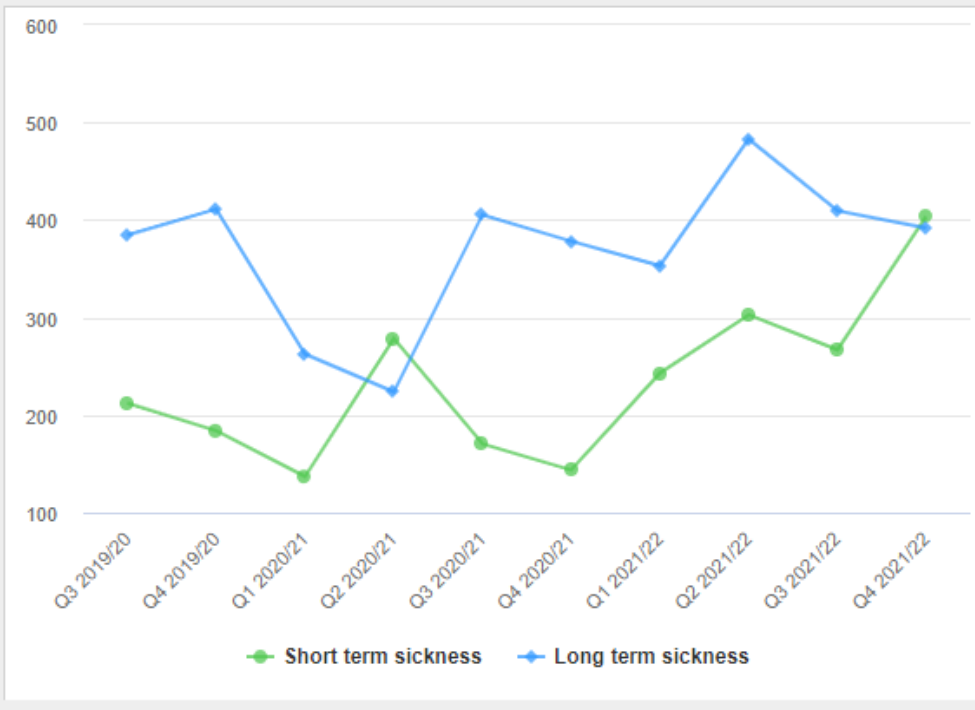
BV213_Local SH Preventions - No. of cases where homelessness preven...



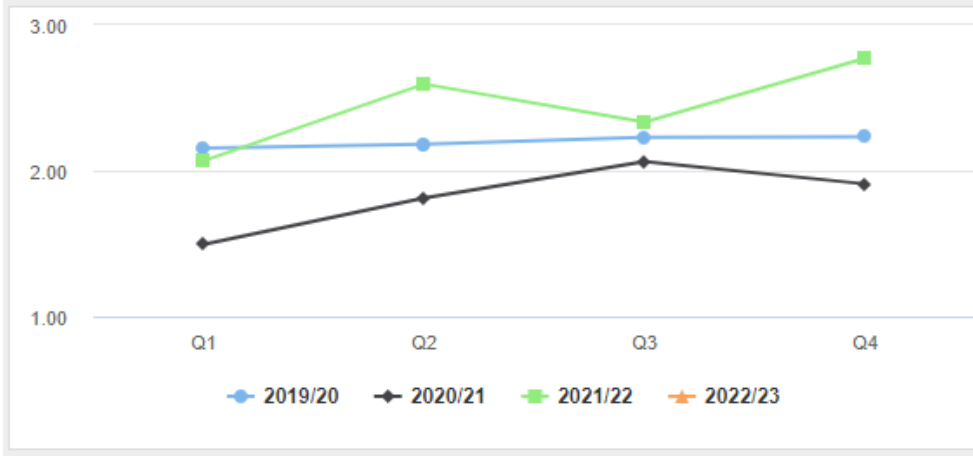
ICT&CS 6 Level of temporary accommodation use (Avg over the month)



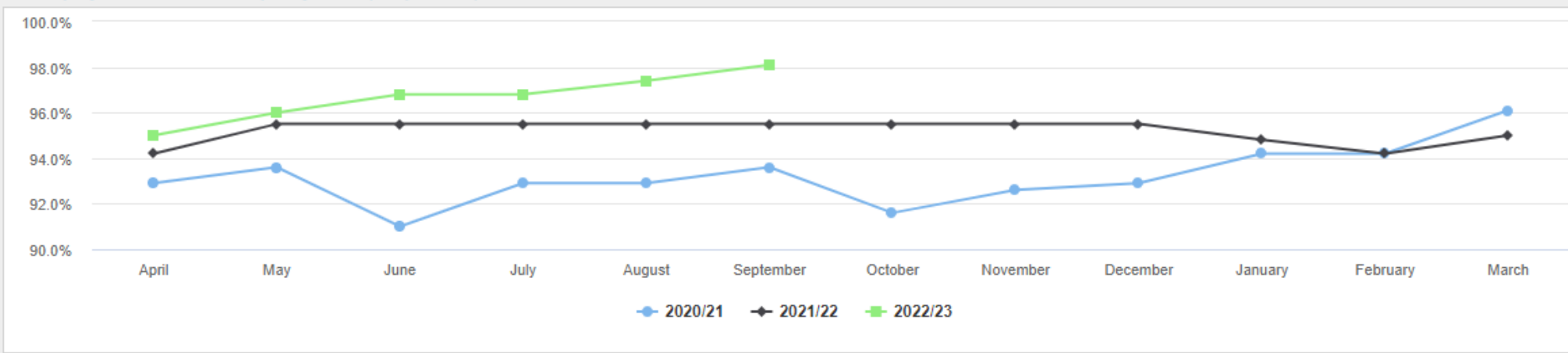
SH Sickness



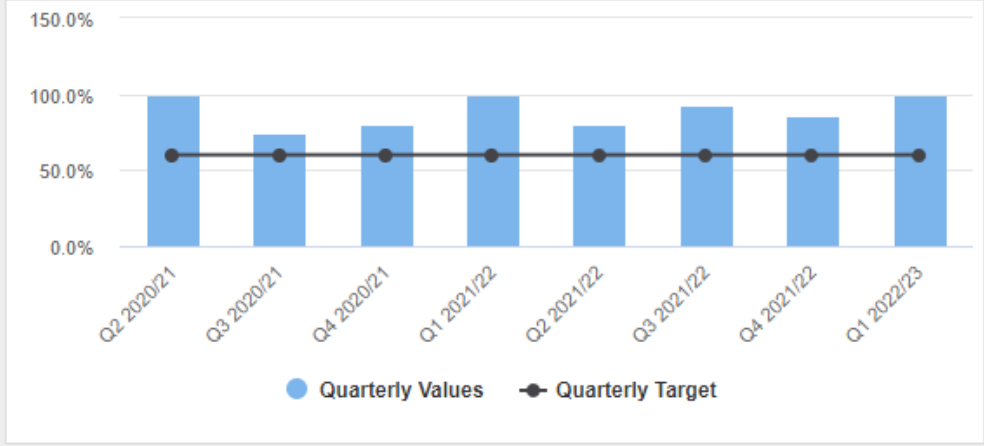
BV12 Working Days Lost Due to Sickness Absence (average days per full...)



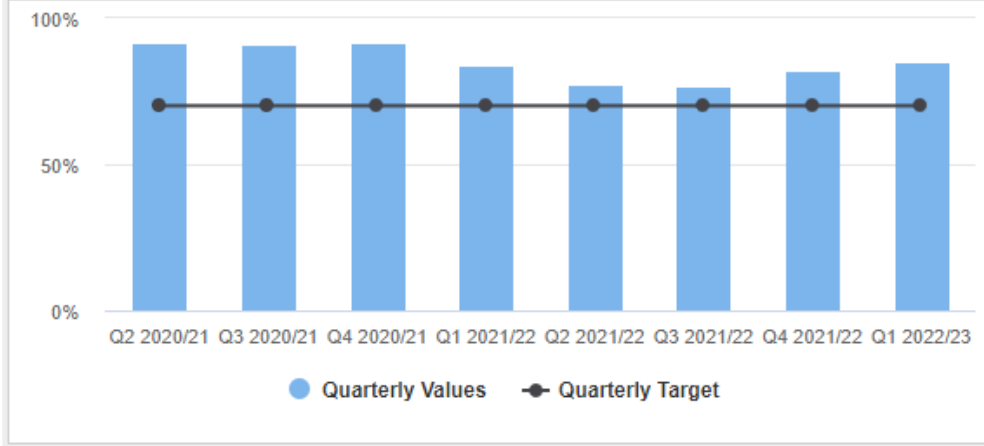
P1 Employment Estates Occupancy Level (snapshot %)



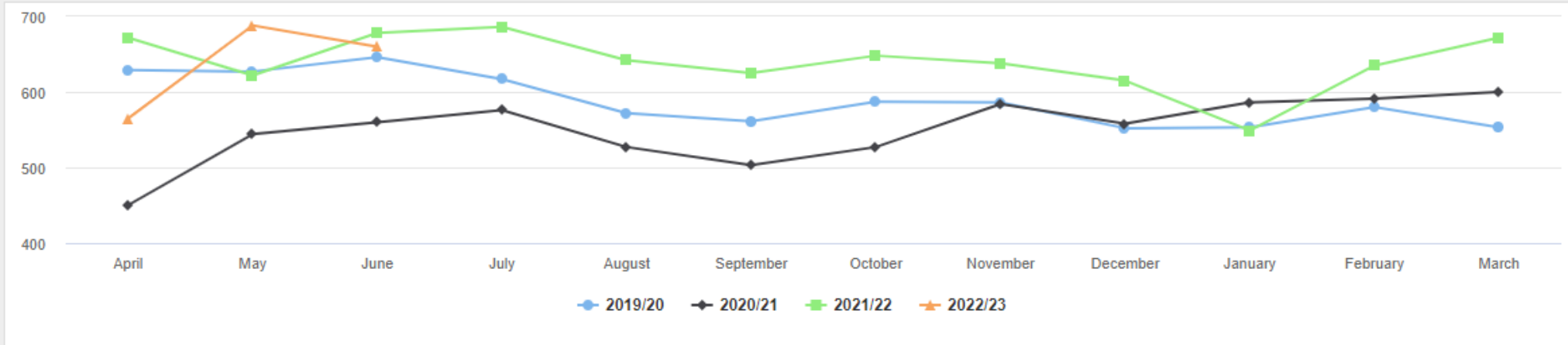
NI 157a Processing of planning applications: Major applications % deter...



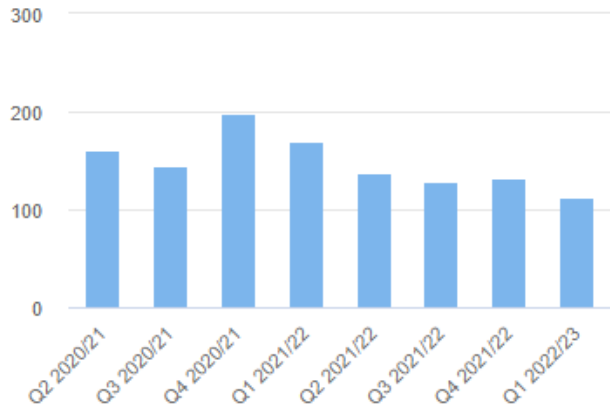
SH-P2 Non-Major apps with extensions



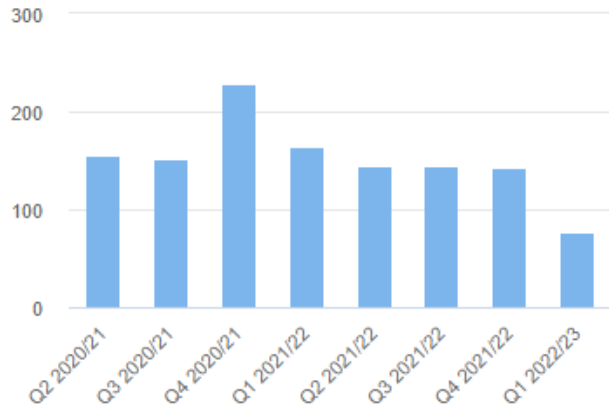
DMWL Planning Workload



Planning Enf Cases Received



Planning Enf Cases Closed



Planning Enforcement Cases Outstanding

