








CUSTOMER FIRST




-  **NI 157a** % of major planning app's determined within 13 weeks
-  **NI 157b** % of minor planning app's determined within 8 weeks
-  **NI 157c** % of other planning app's determined within 8 weeks
-  **BV 204** % of planning appeals allowed
-  **NI 181** Days for processing HB /CTB claims avg (new + change of circs)

COUNCIL PRIORITIES


Environment

-  **NI 192** % of household waste sent for reuse, recycling and composting
-  **NI 191** Residual household waste per household






Housing

-  **NI 156** No. of households living in temp accommodation
-  **NI 155** No. of affordable homes delivered
-  **BV 213** No. of households where homelessness prevented







Access to services

-  **CST 5** % of calls answered in 20 seconds

THE ORGANISATION

-  **BV 12** Working days lost due to sickness absence
-  **PP5** % staff turnover
-  **BV 8ii** % invoices paid on time
-  **BV 9** % of Council tax collected
-  **BV 10** % of NNDR collected

FINANCE

-  Income Collected- Car Parks (cumulative)
-  Income (Actual) Employment Estates
-  Income Collected - Land Charges
-  Income Collected - Applications and Appeals
-  Income Collected - Building Control
-  Investment Income

Facts & Figures

Household number = 24,245 Population number = 52,900, Unemployment in the district (JSA claimants at Mar 11) = 731 (2.3% of economically active), Average weekly earnings in the district (2009) = £446.40, Number of FTEs = 120.32 (31 Mar 11)