

SWT Performance report

Full definition	Target	Unit	Apr-July	Denominator	Apr-July	Numerator	Apr-July
Number of complaints responded to in 10 working days	90	%	41%	Total number of complaints responded to in the month / year	449	Number of complaints responded to within 10 working days	184
Number of FOI requests responded to in 20 working days	75	%	69%	Total number of FOI requests responded to in the month / year	120	Number of FOI responded to within 20 working days	83
Percentage of calls to Deane Helpine answered in under 60 seconds	90	%	96%	Total number of calls to Deane Helpine	96010	Number of calls answered in under 60 seconds	91994
Cumulative percentage of the amount of Council Tax collected	97	%	42.66	Total amount of Council Tax to be collected by the 31st March	102,440,324	Amount of Council Tax collected in the year so far	43,703,910
Cumulative percentage of the amount of Business Rates collected	98	%	42.14	Total amount of Business Rates to be collected by the 31st March	34,215,229	Amount of Business Rates collected in the year so far	14,417,142
Average processing times of new Housing Benefit claims	25	days	17.4	Number of new Housing Benefit claims received	262	Total number of days	4560
Average processing times for changes in circumstances for Housing Benefit claims	10	days	4.17	Number of new Housing Benefit Change of Circumstances received	6148	Total number of days	25609
% of reported fly tipping incidents responded to within 5 working days	80	%	89%	Number of fly tipping incidents	321	Number of fly tipping incidents responded to within 5 days	285
% of service requests for street cleansing actioned within 5 working days	85	%	99%	Number of service requests for street cleansing	78	Number of service requests for street cleansing actioned within 5 working days	77
% Licensing applications processed within timescales	95	%	93%	Number of licensing applications processed	211	Number of licensing applications processed responded within timescales	196
% of major planning applications determined within 13 weeks (or within agreed extension of time)	75	%	100%	Total number of major planning applications received	10	Total number of major planning applications completed within 13 weeks or agreed extension	10
% of minor planning applications determined within 8 weeks or agreed extension of time	65	%	84%	Total number of minor planning applications received	105	Total number of minor planning applications completed within 8 weeks	88
% of other planning applications determined within 8 weeks or an agreed extension of time.	80	%	90%	Total number of other planning applications received	220	Total number of other planning applications completed within 8 weeks or an agreed extension	198
% of planning appeals received that have been overturned		%	16%	Number of appeals received	19	Number of appeals overturned	3