

Appendix 1

SWT Performance report								
Full definition	Target	Unit	Year to date	Direction of travel	Denominator	Year to date	Numerator	Year to date
Number of complaints responded to in 10 working days	90	%	36%	↓	Total number of complaints responded to in the month / year	651	Number of complaints responded to within 10 working days	235
Number of FOI requests responded to in 20 working days	75	%	65%	↓	Total number of FOI requests responded to in the month / year	203	Number of FOI responded to within 20 working days	131
Percentage of calls to Deane Helpine answered in under 60 seconds	90	%	96%	↔	Total number of calls to Deane Helpine	148470	Number of calls answered in under 60 seconds	141866
Cumulative percentage of the amount of Council Tax collected *	97	%	60.91	↔	Total amount of Council Tax to be collected by the 31st March		Amount of Council Tax collected in the year so far	
Cumulative percentage of the amount of Business Rates collected *	98	%	59.39	↔	Total amount of Business Rates to be collected by the 31st March		Amount of Business Rates collected in the year so far	
Average processing times of new Housing Benefit claims	25	days	16.48	↑	Number of new Housing Benefit claims received	352	Total number of days	5800
Average processing times for changes in circumstances for Housing Benefit claims	10	days	4.76	↔	Number of new Housing Benefit Change of Circumstances received	7887	Total number of days	37521
% of reported fly tipping incidents responded to within 5 working days	80	%	89%	↔	Number of fly tipping incidents	517	Number of fly tipping incidents responded to within 5 working days	459
% of service requests for street cleansing actioned within 5 working days	85	%	96%	↓	Number of service requests for street cleansing	164	Number of service requests for street cleansing actioned within 5 working days	158
% Licensing applications processed within timescales	95	%	92%	↓	Number of licensing applications processed	409	Number of licensing applications processed responded within timescales	376
% of major planning applications determined within 13 weeks (or within agreed extension of time)	75	%	89%	↓	Total number of major planning applications received	18	Total number of major planning applications completed within 13 weeks or agreed extension	16
% of minor planning applications determined within 8 weeks or agreed extension of time	65	%	80%	↓	Total number of minor planning applications received	171	Total number of minor planning applications completed within 8 weeks	136
% of other planning applications determined within 8 weeks or an agreed extension of time.	80	%	87%	↓	Total number of other planning applications received	359	Total number of other planning applications completed within 8 weeks or an agreed extension	311
% of appeals received that have been overturned	33	%	40%		Number of appeals received	25	Number of appeals overturned	10

* Although the current figures appear below target, these are cumulative totals, and projections show that the target will be met for the year end.

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