

SWT Performance report - end of Quarter 3.

Full definition	Target	Year to date	Direction of Travel since end of Q2	Denominator	Year to date	Numerator	Year to date
Number of complaints responded to in 10 working days	90	44%	↑	Total number of complaints received each month	878	Number of complaints responded to within 10 working days	383
Monthly figure for complaints responded to in 10 working days	Oct 44%	Nov 69%	Dec 79%				
Number of FOI requests responded to in 20 working days	75	66%	↑	Total number of FOI requests received each month	322	Number of FOI responded to within 20 working days	213
Monthly figure for FOI requests responded to in 20 working days	Oct 55%	Nov 72%	Dec 83%				
% of calls to Deane Helpine answered in < 60 seconds (in the last month)	90	94%	↓	Total number of calls to Deane Helpine in the month	234481	Number of calls answered in under 60 seconds	220996
Cumulative percentage of the amount of Council Tax collected*	97	88.24	↓	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	80.47	↓	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	17.20	↓	Number of new Housing Benefit claims received	583	Total number of days	10025
Average processing times for changes in circumstances for HB claims	10	4.84	↔	Number of new Housing Benefit Change of Circumstances received	11154	Total number of days	54016
% of reported fly tipping incidents responded to within 5 working days	80	88%	↓	Number of fly tipping incidents	735	Number of fly tipping incidents responded to within 5 days	649
% of service requests for street cleansing actioned within 5 working days	85	88%	↓	Number of service requests for street cleansing	245	Number of service requests actioned within 5 working days	216
% Licensing applications processed within timescales	95	89%	↓	Number of licensing applications processed	630	Number of licensing applications responded within timescales	559
% of major planning applications determined within 13 weeks (or within agreed extension of time)	75	78%	↓	Total number of major planning applications received	23	Total number of major planning applications completed within 13 weeks or agreed extension	18
% of minor planning applications determined within 8 weeks or agreed extension of time	65	81%	↑	Total number of minor planning applications received	243	Total number of minor planning applications completed within 8 weeks	196
% of other planning applications determined within 8 weeks or an agreed extension of time.	80	88%	↑	Total number of other planning applications received	587	Total number of other planning applications completed within 8 weeks or an agreed extension	519
% of appeals received where the decision has been overturned	33	34%	↓	Number of appeals received	41	Number of appeals where the decision has been overturned	14

* The current figures appear well below target, but these are cumulative totals, and projections show that year end figure will likely be only slightly below target. At the end of Q3, Council Tax is 1% lower than the same time last year, and Business Rates are 2% lower.

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