

SWT Performance report - 2020/21 Out-turn

Full definition	Target	Out-turn	Direction of Travel since end of Q3	Denominator	Year to date	Numerator	Year to date
Number of complaints responded to in 10 working days	90	54%	↑	Total number of complaints received each month	1125	Number of complaints responded to within 10 working days	604
Monthly figure for complaints responded to in 10 working days	Jan 86%	Feb 87%	Mar 93%				
Number of FOI requests responded to in 20 working days	75	71%	↑	Total number of FOI requests received each month	417	Number of FOI responded to within 20 working days	296
Monthly figure for FOI requests responded to in 20 working days	Jan 96%	Feb 76%	Mar 91%				
% of calls to Deane Helpine answered in < 60 seconds (in the last month)	90	93%	↓	Total number of calls to Deane Helpine in the month	327029	Number of calls answered in under 60 seconds	304478
Cumulative percentage of the amount of Council Tax collected	97	96.8	↑	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	94.6	↑	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	16.76	↑	Number of new Housing Benefit claims received	730	Total number of days	12233
Average processing times for changes in circumstances for HB claims	10	4.12	↑	Number of new Housing Benefit Change of Circumstances received	19937	Total number of days	82075
% of reported fly tipping incidents responded to within 5 working days	80	88%	↔	Number of fly tipping incidents	1014	Number of fly tipping incidents responded to within 5 days	892
% of service requests for street cleansing actioned within 5 working days	85	85%	↓	Number of service requests for street cleansing	635	Number of service requests actioned within 5 working days	542
% Licensing applications processed within timescales	95	88%	↓	Number of licensing applications processed	892	Number of licensing applications responded within timescales	789
% of major planning applications determined within 13 weeks (or within agreed extension of time)	75	84%	↑	Total number of major planning applications received	32	Total number of major planning applications completed within 13 weeks or agreed extension	27
% of minor planning applications determined within 8 weeks or agreed extension of time	65	80%	↓	Total number of minor planning applications received	316	Total number of minor planning applications completed within 8 weeks	254
% of other planning applications determined within 8 weeks or an agreed extension of time.	80	89%	↑	Total number of other planning applications received	808	Total number of other planning applications completed within 8 weeks or an agreed extension	719
% of appeals that have had the decision overturned	33	33%	↑	Number of appeals received	54	Number of appeals where the decision is overturned	18