

Appendix 1 Performance Report as at 30 November 2019

	Service Area & Corp Strategy Theme	Indicator	Target	As at 30 Nov	RAG	Comments
1	Transparent and customer focused Council (Planning)	% of major planning applications determined within 13 weeks (or within agreed extension of time)	75%	87.5%	Green	
2		% of minor planning applications determined within 8 weeks or agreed extension of time	65%	78.1%	Green	
3		% of other planning applications determined within 8 weeks or an agreed extension of time.	80%	80%	Green	
4		Number of planning appeals overturned	14	10 (total)	Amber	The target value is the number of appeals overturned in 2018/19.
5	Transparent and customer focused Council (Revenues and Benefits)	Council Tax Collection. % collected by 31st March	97%	79.9%	Green	Although the current figures appear below target, these are cumulative totals, and projections show that the target will be met for the year end.
6		Business Rate Collection. % collected by 31st March	97.5%	74.2%	Green	
7		Average processing times of new Housing Benefit claims only	25 days	22.5 days	Green	
8		Average processing times for changes in circumstances for Housing Benefit claims only	10 days	8.3 days	Green	
9	Homes and	Completion of Urgent housing	99%	99%	Green	

	Communities	repairs within 24 hours (priority one)				
10	(Housing)	Completion of a housing repair within the timescale agreed with the tenant.	90%	88.65%	Amber	
11	Transparent and customer focused Council (Environmental Health & Licensing)	% of reported fly tipping incidents responded to within 5 working days	80%	89.05%	Green	This indicator currently only measures fly tipping incidents cleared by idverde. In the Taunton area, some fly tipping (in parks and open spaces) is cleared by the Localities team. A single performance report is being developed to report on all fly tipping.
12		% of service requests for street cleansing actioned within 5 working days	85%	92.9%	Green	
13		Licensing applications processed within timescales	95%	95.7%	Green	
14	Transparent and Customer Focussed Council	% of General calls answered within 60 seconds (in the last month)	80%	79%	Green	General – 10,187 calls handled, average speed to answer for last month was 46 seconds with an abandonment rate of 4%
		% of Deane Helpline calls answered within 60 seconds (in the last month)	90%	92%		Deane Helpline – 29,674 calls handled with an abandonment rate of 1%
15		% of complaints responded to in 20 days	90%	46.5%	Red	This is a priority issue to be improved. Staff training is being

						developed and People Managers will support and monitor.
16		% of Freedom of Information Requests responded to in 20 days	75%	52.6%	Red	Poor performance at the start of the year is being addressed with dedicated resource and improved processes. During Oct 80% were on time and in Nov, 61%.