

SWT Performance report 2019/20

Full definition	Target	End of Year	Denominator	End of Year	Numerator	End of Year
% of complaints responded to in 10 working days	90%	52%	Total number of complaints responded to in the year	1073	Number of complaints responded to within 10 working days	560
% of FOI requests responded to in 20 working days	75%	59%	Total number of FOI requests responded to in the year	681	Number of FOI responded to within 20 working days	403
% of calls to Deane Helpine answered in under 60 seconds (in the last month)	90%	95%	Total number of calls to Deane Helpine in the month	337,570	Number of calls answered in under 60 seconds	316,147
Cumulative percentage of the amount of Council Tax collected	97%	97%	Total amount of Council Tax to be collected by 31st March	98,857,031	Amount of Council Tax collected in the year	96,232,587
Cumulative percentage of the amount of Business Rates collected	98%	97.4%	Total amount of Business Rates to be collected by 31st March	60,193,147	Amount of Business Rates collected in the year	58,650,652
Average processing times of new Housing Benefit claims	25days	22days	Number of new Housing Benefit claims received	958	Total number of days	20,682
Average processing times for changes in circumstances for Housing Benefit claims	10days	6days	Number of new Housing Benefit Change of Circumstances received	18,489	Total number of days	114,112
% of reported fly tipping incidents responded to within 5 working days	80%	90%	Number of fly tipping incidents	469	Number of fly tipping incidents responded to within 5 days	436
% of service requests for street cleansing actioned within 5 working days	85%	95%	Number of service requests for street cleansing	285	Number of service requests for street cleansing actioned within 5 working days	271
% Licensing applications processed within timescales	95%	95%	Number of licensing applications processed	1650	Number of licensing applications processed within timescales	1577
% of major planning applications determined within 13 weeks (or within agreed extension of time)	75%	75%	Total number of major planning applications received	40	Total number of major planning applications completed within 13 weeks or agreed extension	30
% of minor planning applications determined within 8 weeks or agreed extension of time	65%	65%	Total number of minor planning applications received	356	Total number of minor planning applications completed within 8 weeks	231
% of other planning applications determined within 8 weeks or an agreed extension of time.	80%	83%	Total number of other planning applications received	780	Total number of other planning applications completed within 8 weeks or an agreed extension	649
% of housing repairs completed within 24 hours	99%	99%	Number of urgent housing repairs completed	2197	Number of urgent housing repairs completed within 24 hours	2176
% of housing repairs completed within timescale agreed with tenant	90%	86%	Number of other housing repairs completed	9361	Number of housing repairs completed within required timescales	8048