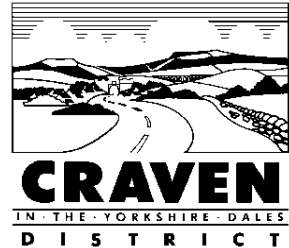


Policy Committee – 15th September 2015

PERFORMANCE MONITORING REPORT – QUARTER 1 2015/2016



Report of: Strategic Manager, Financial Services

Ward(s) affected: All

1. **Purpose of Report** - To present the Council's Performance Monitoring Report for Quarter 1 2015/2016 in accordance with arrangements set out in the Council's Performance Management Framework.

2. **Recommendations** - Members are recommended to note and comment on progress and outcomes achieved.

3. **Council Plan Implementation Progress**

3.1. **Actions**

Monitoring against the Council Plan show that good progress has been made on implementation of Council Plan actions. 14 have been assessed as on target by those completing the updates. Three have not yet been started as they are not yet required. Statuses are determined by comparing progress against previously agreed milestones.

The Status Codes used against action updates are as follows:

- Grey – not started – not yet required
- Red – all due elements of project are behind schedule / or not started
- Amber – some due elements of project are behind schedule
- Green – on target as per project plan milestones

Council Plan Action Statuses Analysis

Priority	Not started – not yet required	Red	Amber	Green
Enterprising Craven			2	9
Greener Craven	1		2	1
Working with Communities				4
Financial Resilience	2	1	2	
Total	3 (excluded from percentages)	1 (5%)	6 (28%)	14 (67%)

Council Plan Actions showing not started – not yet required status	
Action	Details available at -
CP 15/18/13 - Implement the Climate Change Business Plan 2013 - 2016	Annex B – Council Priority Greener Craven
CP 15/18/20 - Continue to address the Council's financial pressures resulting from cuts in government funding	Annex D – Council Priority Financial Resilience
CP 15/18/23 - Implement the agreed plan for the improvement of Skipton Waste Management Depot	Annex D – Council Priority Financial Resilience
Council Plan Actions showing red status	
Action	Details available at -
CP 15/18/22 - Implement the Customer Access Strategy to improve access to Council services	Annex D – Council Priority Financial Resilience
Council Plan Actions showing amber status	
Action	Details available at -
CP 15/18/01 - Adopt the Local Plan to determine sites for future development and protection	Annex A – Council Priority Enterprising Craven
CP 15/18/10 - Develop Station Road, High Bentham to enable business growth	Annex A – Council Priority Enterprising Craven
CP 15/18/12 - Review the Council's Cleaner Neighbourhoods Strategy	Annex B – Council Priority Greener Craven
CP 15/18/15 - Promote the Council's commercial recycling scheme	Annex B – Council Priority Greener Craven
CP 15/18/21 - Improve resilience and generate additional income streams	Annex D – Council Priority Financial Resilience
CP 15/18/24 - Implement the business plan to restore Skipton Town Hall as a sustainable and vibrant community venue	Annex D – Council Priority Financial Resilience

3.2. Indicators

Data is available for all of the nine quarterly indicators attached to the Council Plan. Where the outturn shown is to be confirmed or provisional this is noted in the Target 15/16 column.

Three of the seven indicators with targets are below target –

- PL 13 - Planning & Building Control - Net additional homes provided
- WM 10 - Waste Management - Residual household waste per household in Kgs.– figure given is estimated
- WM 11 - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition – figure given is estimated.

A summary showing all Council Plan Indicators is available at Annex E.

4. Implications

4.1 **Financial and Value for Money (vfm) Implications** – None arising directly from this report.

4.2 **Legal Implications** – None arising directly from this report.

4.3 **Contribution to Council Priorities** – The report summarises performance and achievements against the action and performance indicators relating to council's priorities as contained within the Council Plan.

4.4 **Risk Management** – Risks associated with the Council Plan and achievement of priorities are identified and included in the Council Risk Register as appropriate.

4.5 **Equality Impact Assessment**

An Equality Impact Assessment is not required as the report does not include policy matters for decision with potential impact on equality groups.

4.6 **Consultations with Others**

- CLT
- Service Managers

4.7 **Access to Information: Background Documents**

- Performance Information contained within TEN the Council's Performance Management System
- Council Plan

4.8 **Author of the Report**

Rebecca Steel, Performance Management Officer
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Appendices

Annex A – Council Priority Enterprising Craven

Annex B – Council Priority Greener Craven

Annex C – Council Priority Working with Communities

Annex D – Council Priority Financial Resilience

Annex E – Detailed Information - Quarter One Council Plan Indicators

Annex F – Additional Information - Benefits and Planning Indicators

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

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Annex A – Council Priority Enterprising Craven

Action	Key Milestones	Status	Service	Progress	Updated by & Date
Determine future land allocations for housing and employment across the District outside the National Park and secure affordable homes					
CP 15/18/01 - Adopt the Local Plan to determine sites for future development and protection	July 2015 - Commence consultation of Second Draft Local Plan November 2015 - Produce the final Local Plan		Amber	Planning & Building Control The final SHMA (Strategic Housing Market Assessment) has been submitted by the consultants and their conclusions for a new housing target (objectively assessed need) will be discussed with the Craven Spatial Planning Committee. The interim employment study has also been received showing the range of employment land that is required. The employment survey is highlighting a significant number of local businesses that require additional space. The retail study, heritage assessment and highways study (traffic counts) are nearing completion and will be ready in August.	DS 22/07/15
CP 15/18/02 - Sustain economic growth through housing development	October 2015 - Submit Growth Deal round 3 bid to secure investment to deliver infrastructure in support of housing development		Green	Planning & Building Control Preparations of for Bentham Station Road and Engine Shed Lane/South Skipton Employment Site are underway and initial designs for both have been produced. The Government have not yet announced a further round of Growth Deal and it may be that these discussions will become part of the devolution deals currently being prepared.	DS 22/07/15
Improve infrastructure throughout the District					
CP 15/18/03 - Roll out broadband across Craven as a partner in the Superfast North Yorkshire project	April 2015 - Launch of superfast broadband service in Ingleton April 2015 - Launch connection voucher grant scheme March 2016 - Report to Members on the implications following announcement of the Phase 3 delivery schedule March 2016 - Promote superfast broadband services to residents and businesses		Green	Economic Development During Quarter 1, 2,268 premises were provided with the opportunity to access superfast broadband, of which 1,151 premises within Carleton-in-Craven, Skipton North and Middletown are served by cabinets that the Council agreed to fund from its New Homes Bonus receipts (Minute POL. 559/13-14). Promotion to recognise the Council's contribution will take place in July 2015. An event to launch access to superfast broadband in Ingleton was held in February - to date, approximately 200 premises have been connected, representing a take up of 20%.	SES 15/07/15

				<p>The "Superconnected Craven" broadband voucher scheme was launched in April. As at the end of June, a total of 25 vouchers had been approved, representing a funding commitment of £49,305. B4RN, the self-dig fibre project in North Craven registered as a connection voucher supplier which facilitated applications from businesses in Bentham, Burton-in-Lonsdale, Clapham and Newby. Further promotion of the scheme will take place during the summer to ensure the Council meets a target of 65 vouchers (2% of the District's business stock) by October.</p>	
CP 15/18/04 - Work with local communities to regenerate and revitalise the stretch of the Leeds Liverpool Canal Corridor within Craven	<p>June 2015 - Report to Members for approval of the Leeds Liverpool Canal Access Development Plan</p> <p>October 2015 - Complete delivery of Phase 1 towpath improvements: Bradley to Skipton</p>		Green	<p>Economic Development</p> <p>The Canal & River Trust have started preparing designs to upgrade the towpath between Bradley and Skipton. Originally scheduled to start in April, delivery will now commence in October. The revised timescale is due to additional engineering work required to stabilise the Canal bank adjacent to Snaygill Industrial Estate. Online public consultation is due to take place in July 2015.</p> <p>A report is scheduled to be presented to Policy Committee in July to agree an approach for facilitating future schemes to improve further stretches of the Canal.</p>	SES 15/07/15
CP 15/18/05 - Work with partners to deliver the Skipton Flood Alleviation Scheme	<p>April 2015 - Confirmation regarding success of the Local Growth Deal (Round 2) bid</p> <p>April 2015 onwards - Provide support and monitoring progress on implementation of the Skipton Flood Alleviation Scheme</p>		Green	<p>Economic Development</p> <p>The agreement for the gap funding of £1.2 million from the North Yorkshire Local Growth Deal has been signed by the Environment Agency and returned to North Yorkshire County Council; the Council administers the Local Growth Deal funding on behalf of the Local Enterprise Partnership.</p> <p>Work on the construction of the storage reservoir at Eller Beck is underway. A request for an amendment to the planning approval granted in 2014 in respect of sites at Spindle Mill and Waller Hill Beck has been submitted. The target date for a decision is September.</p> <p>A public drop-in event is being planned for July; the purpose is to go through the proposed scope and timescales for the town centre works with residents and businesses likely to be directly affected.</p>	SES 15/07/15

CP 15/18/06 - Work with partners to develop a Transport Plan for South Craven	June 2015 - Stakeholder agreement to commission feasibility work to establish infrastructure needs		Green	Economic Development	<p>A partnership of Craven DC, NYCC, Lancashire County Council, Pendle BC, West Yorkshire Combined Authority, Transport for Greater Manchester and Northern Rail are preparing an assessment of the trans-Pennine transport needs to feed into Transport for the North Plan in 2016. This includes the road and rail requirement between North Yorkshire, West Yorkshire, Lancashire and Manchester and in particular how it affects South Craven and the Skipton to Colne rail link. The findings are expected in December 2015.</p> <p>NYCC, West Yorkshire Combined Authority and York City Council are leading on the development of three potential station reopenings including Cross Hills Station. This collaborative approach is a more cost effective and faster way to assess the feasibility of the stations and hold discussions with Network Rail and others.</p> <p>In addition NYCC and the Y,NY,& ER LEP have included the requirements of Skipton to West Yorkshire and East Lancashire as part of the East West strategic road infrastructure plans.</p>	DS 22/07/15
Supporting business growth across Craven						
CP 15/18/07 - Improve the economic vitality of Craven's market towns and villages by implementing a range of initiatives to make them more attractive as places to live, work, visit and do business	<p>April 2015 - Agree action plan for Ingleton</p> <p>June 2015 - Start investigation into options for WiFi in our market towns</p> <p>August 2015 - Complete town centre health check</p> <p>September 2015 - Agree action plan for Cross Hills</p> <p>September 2015 - Complete business case to open up Ingleton Viaduct for access</p>		Green	Economic Development	<p>Ingleton - An Action Plan outlining a series of measures designed to improve the trading environment in the village centre was presented to Policy Committee in June. It was agreed that the Council should allocate funding from its New Homes Bonus receipts to support the delivery of the Action Plan. The Highways Agency has agreed to fund the costs of preparing a business case for opening up Ingleton Viaduct for pedestrian and cycle access. Sustrans, who are interested in taking on responsibility for the Viaduct, have started preparing the business case, including initial discussions with landowners.</p> <p>Cross Hills - Following discussions with the Parish Council and local traders, a plan to improve the quality of the built environment within the core retail area has been prepared. The plan has been scheduled to be presented to Policy Committee in July.</p>	SES 15/07/2015

					<p>Town Centre WiFi - Outline research into the provision of free town centre WiFi has been completed. The main settlements in Craven will now be approached to ascertain their interest in delivering a network with the most appropriate procurement solution.</p> <p>Town Centre Health Check - Work has been commissioned to undertake a series of six town centre health checks (Bentham, Cross Hills, Grassington, Ingletton, Settle and Skipton). This work forms part of the evidence base for the emerging Local Plan and formation of a Retail/Town Centre Strategy. Evidence gathering started in May, including pedestrian counts, business and in-street surveys and telephone interviews. The initial findings are due to be available in July.</p>	
CP 15/18/08 - Develop the South Skipton Employment Zone	October 2015 - Agree designs for Engine Shed Lane upgrade January 2016 - Commence scoping and designing phase for future use of land adjacent to Ings Lane and Engine Shed Lane		Green	Economic Development	An outline application to develop 17.66 hectares of land between Engine Shed Lane and Carleton Road for mixed use comprising employment space and housing has been submitted. The proposed development aims to create 25,000 square metres of employment floorspace and support 800 full-time equivalent jobs. It is anticipated that the application will be considered by Planning Committee in September.	SES 15/07/15
CP 15/18/09 - Work with the Threshfield Quarry Partnership to redevelop Threshfield Quarry	June 2015 - Complete Master Plan feasibility study		Green	Economic Development	The Draft Masterplan has been completed following public consultation. A session with Members will be arranged in September to explain the vision and the proposals. The first stage of the development is to create a significant piece of public art to start the transformation of the quarry from stark limestone quarry to a location that is attractive to visitors and employers.	DS 22/07/15
CP 15/18/10 - Develop Station Road, High Bentham to enable business growth	June 2015 - Agree scope of the scheme Further milestones to be agreed as project develops		Amber	Economic Development	Discussions have been held with Bentham Auction Mart and Angus Fire regarding the local road network. Further investigation is needed to establish vehicle movements in relation to the regional and national road network. In addition, the land surrounding Station Road has been included for consideration as part of the Employment Land Review being delivered by the Planning Policy team.	SES 15/07/15

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					Completion of the above pieces of work will enable the Council to agree the scope of any work in the Station Road area.	
CP 15/18/11 - Work with partners to prepare a plan for the development of Settle and Giggleswick	July 2015 - Agree scope of plan for Settle and Giggleswick October 2015 - Commence master plan for employment sites in Settle		Green	Economic Development	<p>The existing employment sites in Settle have been included for consideration as part of the Employment Land Review being delivered by the Planning Policy team. The Review will assess each site to establish its suitability, availability and viability for employment purposes. In addition, a business survey is being carried out to ascertain future plans with regard to expansion in terms of land and premises.</p> <p>The findings from the above two pieces of work will inform the issues and priorities for the development of Settle and Giggleswick.</p>	SES 15/07/2015
Updaters – David Smurthwaite (DS), Sharon Sunter (SES)						

Annex B – Council Priority Greener Craven

Action	Key Milestones	Status	Service	Progress	Date	
Improve the quality of life and make Craven's public spaces cleaner, safer and greener						
CP 15/18/12 - Review the Council's Cleaner Neighbourhoods Strategy	June 2015 - Present strategy to Members for approval		Amber	Environmental Health	We are not on track on reviewing the strategy. Work has started and consultation has been completed but Member direction is currently being sought as to what focus they require.	WA 23/07/15
Work to reduce energy consumption across Council operations						
CP 15/18/13 - Implement the Climate Change Business Plan 2013 - 2016	September 2015 - Explore the feasibility of providing 'pool' cars for use by staff when on Council business October 2015 - Complete feasibility study on Aireville Pool car park lighting upgrade options		Not started - not yet required	Assets & Projects		HS 06/07/15
CP 15/18/14 - Install energy efficient and renewable technologies within Council owned buildings to reduce the Council's carbon emissions	June 2015 - Install an energy efficient heating system into Skipton Town Hall		Green	Assets & Projects	Energy efficient heating system has been installed as part of phase 1 Town Hall improvement works.	HS 06/07/15
Work to reduce waste and increase recycling levels within the District						
CP 15/18/15 - Promote the Council's commercial recycling scheme	May 2015 - Complete a review of existing commercial waste charging framework July 2015 - Develop the Commercial Waste Marketing Plan		Amber	Waste Management	A draft report has been prepared. This work has now been rescheduled to March 2016	PF 20/07/15

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	August 2015 - Submit the Commercial Waste Marketing Plan for approval September 2015 onwards - Implement the Commercial Waste Marketing Plan					
Updaters – Hazel Smith (HS), Paul Florentine (PF), Wyn Ashton (WA)						

Annex C – Council Priority Working with Communities

Action	Key Milestones	Status	Service	Progress	Date	
Support local citizens to become more actively involved in their communities						
CP 15/18/16 - Provide support for community based groups such as Friends of Aireville Park to undertake initiatives aimed at improving their local community	September 2015 - Deliver the skatepark and pump track in Aireville Park		Green	Partnerships & Communications	The Pump Track has now completed and opened in time for the school holidays on 17th July. Skate park construction is now underway and on schedule to be delivered by the middle of August. An open day for both facilities is provisionally planned for 3rd September.	SH 23/07/15
CP 15/18/17 - Work with partners to deliver the Tour De France Legacy Strategy	June 2015 - Launch a pilot Bikeability scheme July 2015 - Deliver a Skipton Town Centre cycling race March 2016 - Deliver a programme for hospitality businesses to capitalise on the increase in cycling and produce a guide to cycling the Tour de France route (subject to funding)		Green	Partnerships & Communications	First Bikeability pilot was delivered during May half term approximately 30 children took part. Another Bikeability scheme is planned for October half term. First Science Fitness Skipton Cycle Race was successfully delivered on 2nd July 2015. The event was funded with private sponsorship, and support from Skipton Town Partnership and Skipton Town Council and came in on budget. Approximately 3,000 spectators attended and we have had very good feedback on the event.	SH 23/07/15
Improve the opportunities available to residents of Greatwood and Horse Close, South Skipton						
CP 15/18/18 - Work with partners to fund a specialist to tackle the causes of deprivation, improve the life chances of young people and the quality of life for residents living on	July 2015 - Deliver a programme of community learning events September 2015 - Secure funding and appoint 2 Youth Workers September 2015 - Secure Year 3 funding for the Project Co-ordinator		Green	Partnerships & Communications	Following a successful pilot in October 2014 Scoff cafe reopened on 10/06/15 and is now open every Wednesday afternoon run entirely by a team of 7 volunteers, 5 of whom have gained Food Hygiene certificates. Edible community garden planned so produce can be used in the cafe next year. £10,000 grant has been applied for to deliver Volunteer Management Training - will know outcome in September. Community Skills questionnaire has been prepared and will be undertaken at future consultation events.	SH 23/07/15

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Greatwood and Horse Close, South Skipton	October 2015 - Secure funding and open a permanent Community Café at Greatwood Community Centre December 2015 - Launch Community Website			Programme of Family Learning Events provided by NYCC Adult Learning and Skills Service will start in October 2015. Invitations to join have been circulated to incoming year 7 families by Skipton Academy. Skipton Academy has signed up for all year 10 students to take part in the ESH employability programme from September 2015. Funding Bid for 2 Youth Workers unsuccessful but other funding sources areas (Principle Trust NYCC Stronger Communities Fund) still being explored.		
Increase partner and community involvement in service delivery						
CP 15/18/19 - Work with community organisations who receive core funding from the Council to reduce their reliance on core funding, ensure they continue to be financially viable and explore opportunities for them to deliver Council services	June 2015 - Report to Members outlining support and advice given to groups receiving Core Funding September 2015 - Report to Members regarding future options for funding		Green	Partnerships & Communications	Report taken to Leadership Team in July (first meeting following the election in May) to update on position with all Core Funded organisations. Members agreed that consideration should be given to continuing to fund CAB as they have no means of generating income and a report should be taken to October Policy Committee to this effect. Funding for all other organisations to end at the end of this financial year as originally agreed.	SH 23/07/15
Updater – Sharon Hudson (SH)						

Annex D – Council Priority Financial Resilience

Action	Key Milestones	Status	Service	Progress	Date	
Ensure the Council remains financially sustainable and has robust arrangements in place for securing value for money						
CP 15/18/20 - Continue to address the Council's financial pressures resulting from cuts in government funding	August 2015 - Undertake a review of the Long Term Financial Strategy September 2015 - Report to Members for approval of the Long Term Financial Strategy September 2015 - Produce an Annual Report outlining the Council's progress and achievement September 2015 - Undertake a detailed budget consultation exercise with residents and stakeholders (subject to Member agreement) December 2015 - Complete a review of the 3 year Medium Term Plan February 2016 - Report the detailed 3-year Medium Term Plan (budget) to Members for approval		Not started - not yet required	Financial Management	Due to commence in Quarter 2	NC 06/07/15
CP 15/18/21 - Improve resilience and generate additional income streams	May 2015 - Seek approval to commence Build to Rent project July 2015 - Produce an Income Strategy for the Council October 2015 - Report to Members on expressions of interest received for strategic partnership opportunities		Amber	Financial Management	Options for Build to Rent being assessed for financial viability. Income Strategy at CLT/SLT consultation stage. Strategic Partnership project underway.	NC 06/07/15








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CP 15/18/22 - Implement the Customer Access Strategy to improve access to Council services	September 2015 - Present Strategy to Members for approval September 2015 onwards - Implement strategy (subject to approval by Members)		Red	Information Services	No additional progress at this time. Development of the strategy is included in the job description for the new IT and Transformation Manager.	RCS 05/08/15
Implement major projects in the Asset Management Plan to support the achievement of value for money						
CP 15/18/23 - Implement the agreed plan for the improvement of Skipton Waste Management Depot	December 2015 - Present options appraisal for site to Members for approval January 2016 onwards - Implement agreed option (subject to approval by Members)		Not started - not yet required	Assets & Projects	Will require detailed business requirements from operational service (Waste Management) to enable options appraisal to be developed.	HS 06/07/15
CP 15/18/24 - Implement the business plan to restore Skipton Town Hall as a sustainable and vibrant community venue	April 2015 - Complete construction of new entrance and lift May 2015 - Submit funding application to Heritage Lottery Fund September 2015 - Receive Heritage Lottery Fund decision on whether funding application has been successful to move to application development phase October 2015 - First commercial occupants to commence tenancy October 2016 - Commercial areas of Town Hall to be fully let		Amber	Skipton Town Hall and Museum	<p>The works to the Town Hall entrance have been completed and the Town Hall and services are now fully open. The work on developing the business plan for the Town Hall has been postponed until the new Programming and Events Manager starts in post and the staff restructure is fully organised. However, in roads have already been made towards making the Town Hall a more sustainable enterprise. Pilot night classes are being set up which will run in the museum in January 2016 to ascertain whether the night classes can provide a reliable income stream for the Town Hall, discussions are underway between museum and TIC staff to take advantage of the TIC moving into the museum building by generating more of an income, and changes have been made to standardise the fees and changes for hiring venues/stalls in the Town Hall - already we have seen a marked improvement on income generated.</p> <p>With regards to the milestones set out at the last quarter:</p> <ul style="list-style-type: none"> - April 2015: The construction of the new entrance and lift have been completed, although there were delays to work, which was completed in May 2015 - May 2015: The HLF application was completed and submitted on 	MW 20/07/15





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				<p>time and according to schedule</p> <ul style="list-style-type: none"> - Sep 2015: We will find out the outcome of the bid in Sep - Oct 2015: The first commercial occupancy in the Town Hall has not yet taken their spot in the building. Unfortunately both the bar and Waterstones have pulled out and are no longer interested in renting the Town Hall space. - Oct 2016: See above point 	
<p>Updaters – Hazel Smith (HS), Martin Willis (MW), Nicola Chick (NC), Rebecca Steel (RCS)</p>					

Annex E – Detailed Information - Quarter One Council Plan Indicators

Council Priority	Indicator Name	Outturn 2014/15	Target 15/16	Q1 Target	Q1 Actual	Status
Enterprising Craven	ED 11 - Economic Development - Percentage change in the number of unemployed when compared with the position 12 Months previously - Craven (Q)	-25.1%	Context Indicator - no target set		-31.2%	
Enterprising Craven	ED 16 - Economic Development - The number of new business formations (Q)	393	Context Indicator - no target set		76	
Financial Resilience	FM 10 - Whole Council - Forecasted net expenditure against budget (Q)	£3,756,883	Annual Target £5,763,688. Revised to £5,764,508 Q1.	£5,764,508	£5,749,879	 Green
Financial Resilience	FM 14 - Financial Management - Additional savings and income generated (Q)	£126,410	Annual Target £213,000	£13,500	£18,000	 Green
Enterprising Craven	HS 10 - Housing Services - Number of affordable homes delivered (Q)	92	Annual Target 40 in line with Council Plan	10	11	 Green
Enterprising Craven	PL 13 - Planning & Building Control - Net additional homes provided (Q)	128	Annual Target 160	40	15	 Red
Greener Craven	WM 10 - Waste Management - Residual household waste per household in Kgs. (Q)	460	Annual Target 451 kgs. Q1 estimated.	113	125	 Red
Greener Craven	WM 11 - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	42.10%	Annual Target 42.52%. Q1 estimated.	42.52%	42.60%	 Red
Greener Craven	WM 14 - Waste Management - The number of commercial recycling contracts in place (Q)	357	Annual Target 357	357	362	 Green
Enterprising Craven	ED 14 - Economic Development - Vacant Retail Premises is collected half-yearly					

Annex F – Additional Information - Benefits and Planning Indicators

Full Name	2014/15 Outturn	Target 15/16	Q1 Target	Q1 Outturn	
PL 10 (NI 157a).Q - Planning & Building Control - Processing of planning applications - Major Applications determined within statutory timescales or extended timescale agreed with the applicant (Q)	90.91%	Annual Target 60%	60.00%	77.78%	
PL 11 (NI 157b).Q - Planning & Building Control - Planning Applications: Minor applications or extended timescale agreed with the applicant (Q)	77.19%	Annual Target 65%	65.00%	76.27%	
PL 12 (NI 157c).Q - Planning & Building Control - Planning Applications: 'Other' applications or extended timescale agreed with the applicant (Q)	91.36%	Annual Target 80%	80.00%	87.78%	
RB 10.Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - The number of claims in payment (Q)	3,213	Context Indicator - no target set		3,197	
RB 11.Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - The average number of days to process changes in circumstances (Q)	6.6	Annual Target 8 days	8.0	9.0	
RB 12 (NI 181).Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - Time taken to process new claims and change events (Q)	7.9	Annual Target 9 days	9.0	11.5	