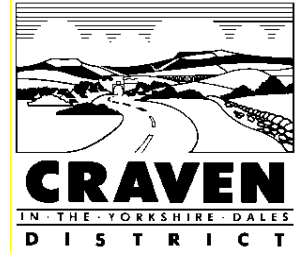


Policy Committee – 15th December 2015

PERFORMANCE MONITORING REPORT – QUARTER 2 2015/2016



Report of the Strategic Manager, Financial Services

Lead Member Finance – Councillor Mulligan

Ward(s) affected All

1. **Purpose of Report** - To present the Council's Performance Monitoring Report for Quarter 2 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. 15 have been assessed as on target by those completing the updates. One has not yet been started as it is not yet required. Statuses are determined by comparing progress against previously agreed milestones.

The Status Codes used against action updates are as follows:

- 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	1	1	2	1
Total	1 (excluded from percentages)	2 (9%)	6 (26%)	15 (65%)

Council Plan Actions showing not started – not yet required status	
Action	Details available at -
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 15/18/13 - Implement the Climate Change Business Plan 2013 - 2016	Annex B – Council Priority Greener Craven
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.

Four of the seven indicators with targets are below target –

- FM 14 - Financial Management - Additional savings and income generated (Q)
- HS 10 - Housing Services - Number of affordable homes delivered (Q)
- PL 13 - Planning & Building Control - Net additional homes provided (Q)
- WM 10 - Waste Management - Residual household waste per household in Kgs. (Q) – 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

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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 Two 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		Area	Progress	Updated by & Date
Determine future land allocations for housing and employment across the District						
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 and Regeneration	The Objectively Assessed Need for housing, the related housing target and the housing distribution will be discussed and by the Spatial Planning Committee, Policy Committee and Full Council. Other aspects such as employment land needs, retail policy etc. will also be considered as part of the Draft Local Plan consultation.	DS 19/10/15
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 and Regeneration	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 19/10/15
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	Green		Planning and Regeneration	At the end of September 2015, a total of 57 broadband connection vouchers (worth a total of £105,000) had been issued through the "Superconnected Craven" scheme. The scheme has benefited businesses across the District using the BT fibre-to-the-cabinet network, wireless networks and the extension of the B4RN fibre-to-the-home network into Clapham, Burton-in-Lonsdale and Ingleton. Delivery of the second phase of the Government funded Superfast North Yorkshire (SFNY) programme is underway. During quarter 2, three cabinets were enabled - serving West Marton, Malham and an area to the west of Cowling.	SES 09/10/15

	March 2016 - Promote superfast broadband services to residents and businesses				Working with LN Communications, premises within the A59 and A65 corridor will have the opportunity to access high quality broadband from mid-October. LN Communications have agreed to extend their wireless network to provide coverage for this area, which currently is not covered by the SFNY programme.	
CP 15/18/04 - Work with local communities to regenerate and revitalise the stretch of the Leeds Liverpool Canal Corridor within Craven	June 2015 - Report to Members for approval of the Leeds Liverpool Canal Access Development Plan October 2015 - Complete delivery of Phase 1 towpath improvements: Bradley to Skipton	Green		Planning and Regeneration	<p>The Canal & River Trust (CRT) have indicated that work to improve the towpath between Skipton and Bradley will commence from 19th October. CRT estimate that the work will take up to 12 weeks to complete. To add value to the work, CRT has been asked to consider the creation of a number of pedestrian links to the adjacent highway. As a result, CRT will consider each link for delivery during the construction phase.</p> <p>As at Minute POL. 685/15-16, it was agreed to allocate £300,000 from the Council's New Homes Bonus receipts to support the delivery of the Leeds & Liverpool Access Development Plan. The monies will be used to lever in third party funding where possible.</p> <p>At the same time, Members also agreed to make available £10,000 to support the cost of investigating the feasibility and options for replacing Gallows Bridge, adjacent to Skipton Bus Station. The outcome of this work will be used to support bids for external investment to deliver the new structure.</p>	SES 09/10/15
CP 15/18/05 - Work with partners to deliver the Skipton Flood Alleviation Scheme	April 2015 - Confirmation regarding success of the Local Growth Deal (Round 2) bid April 2015 onwards - Provide support and monitoring progress on implementation of the Skipton Flood Alleviation Scheme	Green		Planning and Regeneration	Construction of the Scheme is progressing: work is continuing on the storage reservoir at Eller Beck; arrangements for the town centre works are being finalised with a view to start during the winter.	SES 09/10/15

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		Planning and Regeneration	<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 now expected in March 2016 ready to feed into the Transport for the North options appraisal.</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 19/10/15
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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	April 2015 - Agree action plan for Ingleton June 2015 - Start investigation into options for WiFi in our market towns August 2015 - Complete town centre health check September 2015 - Agree action plan for Cross Hills September 2015 - Complete business	Green		Planning and Regeneration	<p>Ingleton - Delivery of the Action Plan is underway: a contract has been awarded for the preparation of a Signage Strategy; a Business Pop-Up Cafe has been organised for early October; initial business case for opening up Ingleton Viaduct for pedestrian and cycle access is expected in early October.</p> <p>Cross Hills - It was agreed by Policy Committee to allocate funding from the Council's New Homes Bonus receipts to support the delivery of a number of actions to improve the appearance of the core retail area. Review of the bring site is scheduled to commence in October; designs are being prepared for upgrading the streetscape.</p> <p>Settle - The town has been awarded "host" status for the Tour</p>	SES 14/10/15
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	case to open up Ingleton Viaduct for access			<p>de Yorkshire cycle race in 2016. A meeting has been arranged with Ward Members to look at the best way to proceed with regard to the preparation of an Action Plan for improving the town centre.</p> <p>Town Centre WiFi - Discussions are ongoing to ascertain the interest in providing free town centre WiFi networks</p> <p>Town Centre Health Check - Draft health checks for each of the six town centres (Bentham, Crosshills, Grassington, Ingleton, Settle and Skipton) have been received. Comments are currently being made on the content prior to finalisation.</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		<p>Planning and Regeneration</p> <p>Outline application to develop 17.66 hectares of land between Engine Shed Lane and Carleton Road for mixed use comprising employment space and housing is being progressed. It is anticipated that the application will be considered by Planning Committee in October.</p> <p>Preparation of designs for upgrading Engine Shed Lane and creating a new link road via Ings Lane to Skipton by-pass is underway. This work will be used to support a bid for external investment.</p>	SES 14/10/15
CP 15/18/09 - Work with the Threshfield Quarry Partnership to redevelop Threshfield Quarry	June 2015 - Complete Master Plan feasibility study	Green		<p>Planning and Regeneration</p> <p>The Draft Masterplan has been completed following public consultation and the outcome outlined to Members in the economic development all member session. A funding application has been made to Lafarge to fund a significant piece of public art to start the transformation of the quarry.</p> <p>The next stage is to start to identify deliver options for the initial stages of the offices and workspace.</p>	DS 19/10/15
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		<p>Planning and Regeneration</p> <p>The Employment Land Review being delivered by the Planning Policy team is progressing; the Review will identify future requirements for employment land in Bentham and the suitability of the Station Road site. A brief for the preparation of a Transport Study is being written. The Study will investigate vehicle movements in a local and regional context and the most appropriate approach to accessing the proposed employment area.</p>	SES 09/10/15

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		Planning and Regeneration	The Employment Land Review being delivered by the Planning Policy team is progressing. The Review, which incorporates a business survey, will provide an understanding of business needs, in particular the main factors supporting or inhibiting business growth. This information will be used to identify future requirements for employment land in Settle.	SES 14/10/15
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Updaters – David Smurthwaite (DS), Sharon Sunter (SES)

Indicators

Indicator Name	Outturn 2014/15	Target 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Status
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%		-29.4%	
ED 14 - Economic Development - Vacant Retail Premises (H)	-11.0%	Context Indicator - no target set				-12.5%	
ED 16 - Economic Development - The number of new business formations (Q)	393	Context Indicator - no target set		76		143	
HS 10 - Housing Services - Number of affordable homes delivered (Q)	92	Annual Target 40 in line with Council Plan	10	11	20	11	 Red
PL 13 - Planning & Building Control - Net additional homes provided (Q)	128	Annual Target 160	40	15	80	40	 Red




Annex B – Council Priority Greener Craven

Action	Key Milestones	Status	Area	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 and Housing Services	We are not on track on reviewing the strategy. Work has started and consultation has been completed but we are awaiting Member direction as to what focus they require.	WA 13/10/15
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	Red		Assets, Projects and Bereavement Services	Staff shortages in this area are hampering progress of Climate Change Business Plan implementation.	HS 13/10/15
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 and Bereavement Services	Energy efficient heating system has been installed as part of phase 1 Town Hall improvement works. Project now complete	HS 13/10/15
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 August 2015 - Submit the Commercial Waste Marketing Plan for approval	Amber		Waste Management	A draft report has been prepared. This work has now been rescheduled to March 2016	PF 13/10.15

September 2015 onwards
- Implement the
Commercial Waste
Marketing Plan

Updaters – Hazel Smith (HS), Paul Florentine (PF), Wyn Ashton (WA)

Indicators

Indicator Name	Outturn 2014/15	Target 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Status
WM 10 - Waste Management - Residual household waste per household in Kgs. (Q)	460	Annual Target 451 kgs. Q2 estimated.	113	114	225	252	 Red
WM 11 - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	42.10%	Annual Target 42.52%. Q2 estimated.	42.52%	43.37%	42.52%	44.49%	 Green
WM 14 - Waste Management - The number of commercial recycling contracts in place (Q)	357	Annual Target 357	357	362	357	365	 Green

Annex C – Council Priority Working with Communities

Action	Key Milestones	Status	Area	Progress	Date
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 Greatwood and Horse Close, South Skipton	<p>July 2015 - Deliver a programme of community learning events</p> <p>September 2015 - Secure funding and appoint 2 Youth Workers</p> <p>September 2015 - Secure Year 3 funding for the Project Coordinator</p> <p>October 2015 - Secure funding and open a permanent Community Café at Greatwood Community Centre</p> <p>December 2015 - Launch Community Website</p>	Green	Partnerships and Communications	<p>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. The next step is to establish a volunteer management committee so the cafe can manage itself. Edible community garden planned so produce can be used in the cafe next year.</p> <p>a £8,400 grant has successfully been applied for from the Big Lottery Fund which will be used for Volunteer Management Training over the next year.</p> <p>Community Skills questionnaire has been prepared and will be undertaken at future consultation events.</p> <p>Programme of Family Learning Events provided by NYCC Adult Learning and Skills Service have now begun.</p> <p>Skipton Academy has signed up for all year 10 students to take part in the ESH employability programme from September 2015.</p> <p>Funding Bid for 2 Youth Workers unsuccessful but other funding sources areas (Principle Trust NYCC Stronger Communities Fund) still being explored.</p> <p>Funding has been committed for a 3rd year of the project worker has been committed by Sanctuary Housing and Yorkshire Housing.</p>	SH 15/10/15

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 and 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 is being taken to November Policy Committee which will give details of the support given and a recommendation to continue to give Revenue Support to CAB as this organisation has no means of generating income.	SH 15/10/15
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Updater – Sharon Hudson (SH)

Indicators - No current indicators considered suitable

Annex D – Council Priority Financial Resilience

Action	Key Milestones	Status	Responsible Officer	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	<p>August 2015 - Undertake a review of the Long Term Financial Strategy</p> <p>September 2015 - Report to Members for approval of the Long Term Financial Strategy</p> <p>September 2015 - Produce an Annual Report outlining the Council's progress and achievement</p> <p>September 2015 - Undertake a detailed budget consultation exercise with residents and stakeholders (subject to Member agreement)</p> <p>December 2015 - Complete a review of the 3 year Medium Term Plan</p> <p>February 2016 - Report the detailed 3-year Medium Term Plan (budget) to Members for approval</p>	Green	Financial Management	Long Term Financial Strategy presented to and approved by Policy Committee on 15 September. Referred to Council 6 October for adoption. Funding announcement expected 25 November 2015. Indicative gap to balance budget £266k for 2016/17. Work on detailed budget and medium term financial plan commenced September. Budget consultation underway.	NC 07/10/15
CP 15/18/21 - Improve resilience and generate additional income streams	<p>May 2015 - Seek approval to commence Build to Rent project</p> <p>July 2015 - Produce an</p>	Amber	Financial Management	Options for build to rent and shared equity assessed and preferred option of shared equity selected as financially viable. Work ongoing with project.	NC 07/10/15



	Income Strategy for the Council October 2015 - Report to Members on expressions of interest received for strategic partnership opportunities				Income Strategy at CLT/SLT consultation stage. Strategic Partnership project ongoing.	
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		
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 and Bereavement Services	Will require detailed business requirements from operational service (Waste Management) to enable options appraisal to be developed.	HS 13/10/15
Implement major projects in the Asset Management Plan to support the achievement of value for money						
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	Amber		Planning and Regeneration	CHW came into post as Programming and Venue Manager in August 15 and work has begun on a 3 year staff structure, reviewing Health & Safety in the building and updating the business plan. New fees and charges will be agreed for room hire in Nov 15. The priority to begin with is generating more income through room hire. However, an application to Arts Council England has been made for £250,000 to update the Main Hall, result in Feb 16. Heritage Lottery have awarded the museum £98,000 for a Stage 1 capital and audience development project - this will pay for the development of architectural and museum	CHW 15/10/15

October 2015 - First commercial occupants to commence tenancy
 October 2016 - Commercial areas of Town Hall to be fully let








designer plans, getting a pass to stage 2 will see an award of £1.7 million. No long term commercial lettings of parts of the building are fully confirmed yet.

Updaters – Hazel Smith (HS), Chloe Hampson Ward (CHW), Nicola Chick (NC)










Indicators

Indicator Name	Outturn 2014/15	Target 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Status
FM 10 - Whole Council - Forecasted net expenditure against budget (Q)	3,756,883	Annual Target £5,743,098. Revised to £6,082,488 Q2.	£5,743,098	£5,832,977	£6,082,488	£5,799,612	 Green
FM 14 - Financial Management - Additional savings and income generated (Q)	126,410	Annual Target £213,000	13,500	18,000	116,400	44,000	 Red

Annex E – Detailed Information - Quarter Two Council Plan Indicators

Indicator Name	Outturn 2014/15	Target 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Status
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%		-29.4%	
ED 14 - Economic Development - Vacant Retail Premises (H)	-11.0%	Context Indicator - no target set				-12.5%	
ED 16 - Economic Development - The number of new business formations (Q)	393	Context Indicator - no target set		76		143	
FM 10 - Whole Council - Forecasted net expenditure against budget (Q)	3,756,883	Annual Target £5,743,098. Revised to £6,082,488 Q2.	£5,743,098	£5,832,977	£6,082,488	£5,799,612	 Green
FM 14 - Financial Management - Additional savings and income generated (Q)	126,410	Annual Target £213,000	13,500	18,000	116,400	44,000	 Red
HS 10 - Housing Services - Number of affordable homes delivered (Q)	92	Annual Target 40 in line with Council Plan	10	11	20	11	 Red
PL 13 - Planning & Building Control - Net additional homes provided (Q)	128	Annual Target 160	40	15	80	40	 Red
WM 10 - Waste Management - Residual household waste per household in Kgs. (Q)	460	Annual Target 451 kgs. Q2 estimated.	113	114	225	252	 Red
WM 11 - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	42.10%	Annual Target 42.52%. Q2 estimated.	42.52%	43.37%	42.52%	44.49%	 Green
WM 14 - Waste Management - The number of commercial recycling contracts in place (Q)	357	Annual Target 357	357	362	357	365	 Green

Annex F – Additional Information - Benefits and Planning Indicators

Full Name	2014/15 Outturn	Target 15/16	Q1 Target	Q1 Outturn		Q2 Target	Q2 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%		60.00%	75.00%	
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%		65.00%	70.63%	
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%		80.00%	85.94%	
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			3,199	
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		8.0	11.8	
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		9.0	13.2	