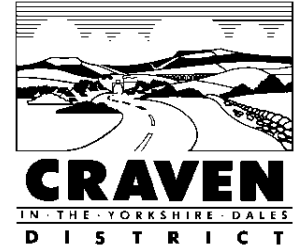


Policy Committee – 13th December 2016

PERFORMANCE MONITORING REPORT – QUARTER 2 2016/2017



Report of: Strategic Manager, Financial Services

Lead Member – Councillor P. Mulligan

Ward(s) affected: All

1. **Purpose of Report** - To present the Council's Performance Monitoring Report for Quarter 2 2016/2017 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 yet 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			1	7
Resilient Communities				4
Financial Sustainability			2	1
Total	0	0	3 (20%)	12 (80%)

Status	Action	Details available at -
Council Plan Action showing amber status	CP 16/19/01 - Allocate a suitable supply of land for all types of residential development and increase the supply of affordable housing	Annex A – Council Priority ENTERPRISING CRAVEN - facilitating economic growth across Craven
Council Plan Action showing amber status	CP 16/19/14 - Improve the Council's commercial acumen and generate additional income	Annex C - FINANCIAL SUSTAINABILITY - ensuring a self-sustainable Council
Council Plan Action showing amber status	CP 16/19/15 - Maximise the Council's assets for the long term sustainability of the Council and the District	Annex C - FINANCIAL SUSTAINABILITY - ensuring a self-sustainable Council













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 16/17 column.

Five of the seven indicators with targets are below target-

- EH 10 - Housing Services - Number of affordable homes delivered. It is anticipated that the annual target will be achieved.
- EW 10 - Waste Management - Residual household waste per household in Kgs. Data for this indicator is provisional pending Waste Data Flow validation.
The trend is for a reduction in recycling alongside an increase in residual household waste. Steps are being taken to address this and Members have received reports on proposals.
- FM 14 - Financial Management - Additional savings and income generated
Estimated value required to balance budget in 2017/18 £626k for year. Target deliverable by end 2016/17 was set at £300k - £233k projects were initially identified to achieve in 16/17 this has now reduced to £35k leaving £265k to identify. Of the projects identified and approved these will generate £230k of savings from 2017/18 onwards. At end of Q2 £12k of savings achieved.
A number of new project proposals with potential to deliver £559k of income/savings have been put forward from services to contribute to bridge the funding gap from 2017/18. There are issues in relation to timing of delivery. The challenge for 2017/18 is to deliver £650k+ with the balance delivered in 2018/19 & work towards delivery of the total budget gap in 2019/20 of circa £1.02m
- RE 15 - Economic Development - Number of businesses assisted to improve their performance
It is anticipated that the target will be achieved by the end of the financial year with the start of the Digital Enterprise and Ad:Venture business support programmes.

- RP 13 (NI 154) - Planning & Building Control - Net additional homes provided
A number of large housing sites are currently under construction and are likely to generate a significant number of completions before the year end. Site visits to check progress on housing sites are carried out annually so some completions will not have been picked up in this quarter.

Indicator reference number and name	Outturn 15/16	Target 16/17	Q1 Target	Q1 Actual		Q2 Target	Q2 Actual	
EH 10.Q - Housing Services - Number of affordable homes delivered (Q)	62	Annual Target 80 in line with Council Plan	20	23		40	26	
EW 10.Q - Waste Management - Residual household waste per household in Kgs. (Q)	461	Annual Target 456 kgs. Q1/Q2 provisional.	115	125		228	231	
EW 11.Q - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	41.36%	Annual Target 41.79%. Q1/Q2 Provisional.	41.79%	39.34%		41.79%	43.88%	
FM 10.Q - Whole Council - Forecasted net expenditure against budget (Q)	4,537,688	Annual Target £5,795,540 /Q1 £6,101,199 / Q2 £6,269,615	6,101,199	5,732,021		6,269,615	5,927,879	
FM 14.Q - Financial Management - Additional savings and income generated (Q)	100,000	Annual Target £300,000	41,000	12,000		56,000	12,000	
RE 11.Q - Economic Development - Percentage change in the number of unemployed when compared with the position 12 Months previously - Craven (Q)	-23.4%	Context Indicator - no target set		-12.5%			0.0%	
RE 15.Q - Economic Development - Number of businesses assisted to improve their performance (Q)	108	Annual Target 108	27	14		54	21	

RE 16.Q - Economic Development - The number of new business formations (Q)	313	Context Indicator - no target set		87			176	
RP 13 (NI 154).Q - Planning & Building Control - Net additional homes provided (Q)	187	Annual Target 290 (256 for CDC) in line with Council Plan	64	19	■	128	45	■
RE 17 Economic Development - The area of land made ready for the construction of employment space in hectares and RE 18 Economic Development - Visitor spend in previous year to 31st December not adjusted for inflation are collected annually								

3.3. Operational Indicators – Benefits and Planning

Data is available for all of the six benefits and planning indicators as detailed in Appendix E. Data is available for all of the six indicators as detailed in Appendix E. Only BR 12 - Revenues & Benefits - Housing Benefit & Council Tax Reduction - Time taken to process new claims is not achieving target.

Operational Indicators failing to achieve target	
BR 12 - Revenues & Benefits - Housing Benefit & Council Tax Reduction - Time taken to process new claims (Q)	<p>Performance at the half year 28.2 days against a target of 25 days</p> <p>A review of how claims are processed is taking place and improvements will be implemented in quarters three and four.</p>

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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rsteel@cravenc.gov.uk




Appendices

Annex A – Council Priority Enterprising Craven
Annex B – Council Priority Resilient Communities
Annex C – Council Priority Financial Sustainability
Annex D – Council Plan Indicators
Annex E – 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.

AGENDA ITEM 8



Annex A – Council Priority ENTERPRISING CRAVEN - facilitating economic growth across Craven

Action	Key Projects	Status		Service	Progress	Updated by	Date
Enable the provision of 290 homes per year across Craven to meet the needs of our current and future communities							
CP 16/19/01 - Allocate a suitable supply of land for all types of residential development and increase the supply of affordable housing	<ul style="list-style-type: none"> - Publication of the Local Development Plan - Implementation of Shared Ownership Schemes to create a minimum of 45 shared ownership homes by April 2019 - Use of policies to enable the provision of 80 affordable homes per year 	Amber		Planning & Regeneration	<p>Changing economic forecasts have necessitated a review of the draft Local Plan and a revised timetable has been agreed by Members with submission now due in April.</p> <p>Two shared ownership schemes have now been completed.</p> <p>The number of affordable homes delivered at the half year point was below target.</p>	DS	19/10/16
Stimulate business growth							
CP 16/19/02 - Enable the development of 8 hectares of new employment land by 2020	<ul style="list-style-type: none"> - Development of the South Skipton Employment Zone - Creation of new employment sites in Bentham, Ingleton and Settle - Development of employment space at Threshfield Quarry and Skipton Rock Quarry - Completion of the Skipton Flood Alleviation Scheme 	Green		Planning & Regeneration	<p>Plans to create a direct road link from Engine Shed Lane to Skipton by-pass have continued to be progressed. Designs for upgrading Engine Shed Lane to adoptable standards have been submitted to North Yorkshire County Highways for feedback.</p> <p>The Environment Agency has given notice that the Skipton Flood Alleviation Scheme will be completed in Summer 2017.</p>	SS	14/10/16
CP 16/19/03 - Improve the quality and capacity of the transport infrastructure serving the District	<ul style="list-style-type: none"> - Development of Skipton Railway Station - Creation of a Railway Station at Cross Hills - Linking the Bolton Abbey/Embsay line to the national rail network - Lobbying for improvements to the main roads within the District - A56, A59, A65, A6068 and A629 	Green		Planning & Regeneration	<p>The York, North Yorkshire and East Riding Local Enterprise Partnership (YNER LEP) has submitted a bid for government funding to support access to and around Skipton Railway Station. The outcome of this bid should be in the Autumn Statement.</p> <p>NYCC and West Yorkshire Combined Authority have commissioned research into the feasibility of reopening Crosshills station - results are expected in December.</p> <p>Development of the economic case for improved road and rail links with Lancaster and East Lancashire has started and is being led by Lancashire County Council.</p>	DS	19/10/16



AGENDA ITEM 8

<p>CP 16/19/04 - Ensure new and existing businesses have access to, and are able to benefit from, business support services</p>	<ul style="list-style-type: none"> - Support for the delivery of the Ad-Venture Enterprise Growth Programme - Appointment of SME Growth Manager in collaboration with Leeds City Region Local Enterprise Partnership - Support for the delivery of the Digital Enterprise Business Support Programme - Support for the delivery of the Yorkshire Dales LEADER Programme 	Green		Planning & Regeneration	<p>Leeds City Council, as Accountable Body for both European funded business support programmes, Ad-Venture (New Start) and Digital Enterprise have signed the required agreements with the Government. Work is on schedule for both programmes to start delivering support to businesses in January 2017.</p> <p>The SME Growth Manager has supported a further 7 businesses, bringing the total number supported this year to 21. One of the businesses supported last quarter has now been awarded a business growth grant of £50,000 for the purchase and fit out of an extension to their premises. Five businesses have been awarded grants (worth a total of £7,686) from the Skills Service towards the purchase of training for their workforce.</p> <p>In partnership with the Skills Service, Craven College and Airedale Enterprise Service, a skills and recruitment workshop was held; 14 businesses attended.</p>	SS	10/10/16
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AGENDA ITEM 8







CP 16/19/05 - Ensure all businesses and residents in Craven have access to a high quality broadband connection by 2020	<ul style="list-style-type: none"> - Support for delivery of Broadband Delivery UK funded activity through the Superfast North Yorkshire programme - Working with businesses and communities to support delivery of alternative broadband technologies including wireless and fibre to the home networks - Investigation and delivery of municipal WiFi networks in market towns 	Green		Planning & Regeneration	<p>As part of the Superfast North Yorkshire project, a further three cabinets were enabled to provide 81 premises in Bolton Bridge, Beamsley and Lothersdale with access to superfast broadband. Superfast North Yorkshire forecast that by June 2017, 26,361 of the 29,103 premises in Craven will have access to a superfast connection using the BT network - coverage of 90.6%.</p> <p>The rollout of Broadband for the Rural North (B4RN) network continues in North Craven with "Hyperfast Ingleton" having installed a cabinet and ducting in the Community Centre car park to accept a fibre connection passing across the Viaduct. "Clapham Hyperfast" has installed a second cabinet. Lawkland, Eldroth, Wharfe, Feizor and Austwick (LEWFA) have installed the core of their ducting including a connection to Clapham Hyperfast. Interest is developing in Rathmell and Wigglesworth to extend the B4RN network south along the Ribble Valley.</p>	SS	10/10/16
Improve the economic vitality of Craven's market towns and villages							
CP 16/19/06 - Enhance the quality of the trading environment within the District's core retail centres	<ul style="list-style-type: none"> - Development and delivery of actions plans for Bentham, Cross Hills, Ingleton and Settle - Working with partners to support delivery of the Skipton (BID) Business Improvement District - Implementation of the Car Parking Strategy 	Green		Planning & Regeneration	<p>Ingleton - Delivery of the Action Plan is progressing: preparation of designs for the development of Riverside Park are underway; the scope of the project focused on Ingleton Viaduct has been agreed - the aim is to create a viewing and interpretation hub; the schedule for the signage scheme has been agreed - information is currently being prepared for the historical panels.</p> <p>Cross Hills - Delivery of the Action Plan is progressing: agreements with the landowners on Keltus Square are being prepared to enable the Council to deliver of the agreed scheme; scope of the improvement works for Hall Street car park has been agreed.</p> <p>Settle - Preparation of the Action Plan has started.</p>	SS	14/10/16

AGENDA ITEM 8

CP 16/19/07 - Improve access to and enjoyment of Craven's great heritage and culture	- Development of Skipton Town Hall into a vibrant cultural community venue - Delivery of the Access Development Plan for the Leeds & Liverpool Canal	Green		Planning & Regeneration	<p>Skipton Town Hall - Heritage Lottery Fund posts to deliver phase one of the project, alongside architects and designers to develop the museum and the main hall have now been appointed.</p> <p>The project to upgrade 4km (2.5 miles) of towpath between Skipton and Bradley has been completed. A press release accompanied by a photograph including the Chairman of the Council will be issued by the Canal & River Trust in October 2016.</p> <p>A first draft of the Gallows Bridge Feasibility Study has been produced and issued to the Canal & River Trust for comment. A meeting has been scheduled for October 2016 to meet with the Canal & River Trust to discuss delivery of further works on the Canal network including options for submitting future bids for funding.</p> <p>The Council has agreed to commission civil engineering support to work up a design proposal for improving the towpath through Skipton town centre, including the stretch adjacent to Broughton Road, the town centre to Belmont Bridge and the Canal Basin. The designs and cost estimate will be used to support future bids for funding.</p> <p>We are also working with the LEP to develop a bid for funding to improve the stretch from Kildwick to Gargrave.</p>	DS	19/10/16
CP 16/19/08 - Collaborate with tourism partners to grow the value of visitor spend	- Supporting the Destination Dales partnership - Hosting a finish for the 2016 Tour de Yorkshire	Green		Planning & Regeneration	The Skipton Cycle Races, sponsored by Boundless Networks took place on 6 July. The elite men's race was included by British Cycling as part of their Elite Criterium Series, and was filmed by Eurosport. Between 2,000 and 3,000 people turned out to watch the races.	SS	17/10/2016
Updaters:- David Smurthwaite (DS), Sharon Sunter (SS)							



AGENDA ITEM 8

INDICATORS



Indicator reference number and name	Outturn 15/16	Target 16/17	Q1 Target	Q1 Actual		Q2 Target	Q2 Actual	
EH 10.Q - Housing Services - Number of affordable homes delivered (Q)	62	Annual Target 80 in line with Council Plan	20	23		40	26	
RE 11.Q - Economic Development - Percentage change in the number of unemployed when compared with the position 12 Months previously - Craven (Q)	-23.4%	Context Indicator - no target set		-12.5%			0.0%	
RE 15.Q - Economic Development - Number of businesses assisted to improve their performance (Q)	108	Annual Target 108	27	14		54	21	
RE 16.Q - Economic Development - The number of new business formations (Q)	313	Context Indicator - no target set		87			176	
RP 13 (NI 154).Q - Planning & Building Control - Net additional homes provided (Q)	187	Annual Target 290 (256 for CDC) in line with Council Plan	64	19		128	45	
RE 17 Economic Development - The area of land made ready for the construction of employment space in hectares and RE 18 Economic Development - Visitor spend in previous year to 31st December not adjusted for inflation are collected annually								

AGENDA ITEM 8

Annex B – Council Priority RESILIENT COMMUNITIES - creating sustainable communities across Craven





Action	Key Milestones	Status		Service	Progress	Updated by	Date
Enable active communities and improve quality of life							
CP 16/19/09 - Reduce health and wellbeing inequalities	<ul style="list-style-type: none"> - Establishing a Health and Well Being Leaders Forum - Identifying and implementing a range of projects to reduce health inequalities - Working with partners to re-settle and support Syrian refugees located to the District under the Government's resettlement scheme 	Green		Partnerships & Communications	<p>Health and Well Being workshop held with SLT in September. Agreed to set up internal working group to feed into Leaders Board. Draft report went to CLT in September and now to go to November 2nd Policy Committee setting out CDCs approach.</p> <p>Syrian refugees - CDC responsibility is to identify suitable accommodation. After this is completed support responsibility becomes the responsibility of other agencies.</p>	SH	13/10/16
CP 16/19/10 - Enable community groups across the District to achieve their ambitions	<ul style="list-style-type: none"> - Launching a Member ward grant programme - Providing support to a range of community groups across the District and facilitating community projects - Maximising the use of Planning Gain to provide funding for community projects - Working with partners to improve the life chances of young people and the quality of life for residents living on Greatwood and Horse Close, South Skipton 	Green		Partnerships & Communications	<p>Ward Member Grant scheme has been launched. To date have had 18 applications have been approved by Members and 12 grant payments have been made.</p> <p>New play area project started with Friends of Aireville Park (FOAP). Newground procured to design play area and initial plans have been drawn up and a consultation planned for the beginning of November.</p> <p>New South Skipton Project Coordinator appointed for final phase of project and tasked with evaluating project. Steering Group meeting planned for November.</p> <p>First Planning Gain Steering Group meeting scheduled for end of October and Terms of Reference drafted.</p>	SH	13/10/16

AGENDA ITEM 8

Create greener communities							
CP 16/19/11 - Reduce waste to landfill and increase re-use and recycling	- Promoting and increasing take up of the Council's commercial recycling scheme - Reviewing household waste and recycling service delivery to achieve household recycling targets and maximise income from recycled waste - Exploring the option of a joint waste authority with North Yorkshire Partners	Green		Environmental Services & Housing	Commercial Recycling - A review of the Council's Commercial Waste Collection Scheme has been commissioned. The final report has been delayed and will now be released in week commencing the 17th October. This report will help inform the final recommendations to Policy Committee on the future shape of the service. Income generated by commercial waste collection is currently exceeding target. Domestic recycling - Policy Committee have given in principle approval for the introduction of full co-mingling of recyclable waste subject to a satisfactory TEEP Assessment. Joint Waste Collection Authority - A report will be submitted to Policy Committee in April on progress.	WA	13/10/16
CP 16/19/12 - Make Craven's public spaces cleaner, safer and greener	- Adopting and working with relevant agencies to implement the powers contained in the Anti-social Behaviour, Crime and Policing Act 2014 to better protect communities from anti-social behaviour	Green		Environmental Services & Housing	The Council has adopted the powers given to local authorities within the Anti-Social Behaviour, Crime and Policing Act 2014. An internal Action Plan has been introduced on how the Council takes forward the Cleaner Neighbourhoods agenda with the emphasis on a 'zero tolerance' to environmental crime.	WA	13/10/16




Updaters:- Sharon Hudson (SH), Wyn Ashton (WA)

INDICATORS

Indicator reference number and name	Outturn 15/16	Target 16/17	Q1 Target	Q1 Actual		Q2 Target	Q2 Actual	
EW 10.Q - Waste Management - Residual household waste per household in Kgs. (Q)	461	Annual Target 456 kgs. Q1/Q2 provisional.	115	125		228	231	
EW 11.Q - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	41.36%	Annual Target 41.79%. Q1/Q2 Provisional.	41.79%	39.34%		41.79%	43.88%	





AGENDA ITEM 8

Annex C – Council Priority Financial Sustainability - ensuring a self-sustainable Council

Action	Key Milestones	Status		Service	Progress	Updated by	Date
Eliminate the reliance on Government Revenue Support Grant by 2020							
CP 16/19/13 - Ensure expenditure is prioritised, regularly reviewed and reflects resident's priorities	- Reviewing and implementing the Council's Long Term Financial Strategy 2016/2010 - Undertaking a budget consultation with residents and stakeholders	Green		Financial Management	The updated LTFS for 2017/18 to 2023/24 was presented to the meeting of Policy Committee on 13 September 2016. The consultation on the budget commenced on 1 September 2016 and closes on 4 November 2016	NC	24/10/16
CP 16/19/14 - Improve the Council's commercial acumen and generate additional income	- Implementing the Council's Income and Savings Plan - Exploring and exploiting opportunities to the Council presented through devolution	Amber		Financial Management	Further updates reviewed by CLT. Budget managers currently working on business cases for new projects, scheduled first drafts available 28 October 2016. Existing savings plan and projects continue to be monitored on monthly basis.	NC	24/10/16
CP 16/19/15 - Maximise the Council's assets for the long term sustainability of the Council and the District	- Implementing the Council's Acquisition and Regeneration Investment Strategy to provide a framework for the acquisition of property assets to improve the well-being of the District - Implementing key projects in the Council's Asset Management Plan	Amber		Assets & Commercial Services	Report presented to CLT on 14th June 2016. A presentation to elected members took place on 27th June 2016. A business case is currently being scrutinised by Finance prior to submission to the CLT January meeting.	IH	10/10/16

Updaters:- Ian Halton (IH), Nicola Chick (NC)

INDICATORS –

Indicator reference number and name	Outturn 15/16	Target 16/17	Q1 Target	Q1 Actual		Q2 Target	Q2 Actual	
FM 10.Q - Whole Council - Forecasted net expenditure against budget (Q)	4,537,688	Annual Target £5,795,540 /Q1 £6,101,199 / Q2 £6,046,974	6,101,199	5,732,021		6,046,974	5,805,500	
FM 14.Q - Financial Management - Additional savings and income generated (Q)	100,000	Annual Target £300,000	41,000	12,000		56,000	12,000	

AGENDA ITEM 8

Annex D – Council Plan Indicators

Indicator reference number and name	Outturn 15/16	Target 16/17	Q1 Target	Q1 Actual		Q2 Target	Q2 Actual	
EH 10.Q - Housing Services - Number of affordable homes delivered (Q)	62	Annual Target 80 in line with Council Plan	20	23	■	40	26	■
EW 10.Q - Waste Management - Residual household waste per household in Kgs. (Q)	461	Annual Target 456 kgs. Q1/Q2 provisional.	115	125	■	228	231	■
EW 11.Q - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	41.36%	Annual Target 41.79%. Q1/Q2 Provisional.	41.79%	39.34%	■	41.79%	43.88%	■
FM 10.Q - Whole Council - Forecasted net expenditure against budget (Q)	4,537,688	Annual Target £5,795,540 /Q1 £6,101,199 / Q2 £6,269,615	6,101,199	5,732,021	■	6,269,615	5,927,879	■
FM 14.Q - Financial Management - Additional savings and income generated (Q)	100,000	Annual Target £300,000	41,000	12,000	■	56,000	12,000	■
RE 11.Q - Economic Development - Percentage change in the number of unemployed when compared with the position 12 Months previously - Craven (Q)	-23.4%	Context Indicator - no target set		-12.5%			0.0%	
RE 15.Q - Economic Development - Number of businesses assisted to improve their performance (Q)	108	Annual Target 108	27	14	■	54	21	■
RE 16.Q - Economic Development - The number of new business formations (Q)	313	Context Indicator - no target set		87			176	
RP 13 (NI 154).Q - Planning & Building Control - Net additional homes provided (Q)	187	Annual Target 290 (256 for CDC) in line with Council Plan	64	19	■	128	45	■
RE 17 Economic Development - The area of land made ready for the construction of employment space in hectares and RE 18 Economic Development - Visitor spend in previous year to 31st December not adjusted for inflation are collected annually								

AGENDA ITEM 8

Annex E – Additional Information - Benefits and Planning Indicators

Full Name	Polarity	Target 2016/17	Q1 Target	Q1 Outturn		Q2 Target	Q2 Outturn	
BR 10.Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - The number of claims in payment (Q)	Not applicable	Context Indicator - no target set		3,120			3,076	
BR 11.Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - The average number of days to process changes in circumstances (Q)	Low	Annual Target 8 days	8.0	4.8		8.0	5.0	
BR 12.Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - Time taken to process new claims (Q)	Low	Annual Target 25 days	25.0	28.7		25.0	28.2	
RP 10 (NI 157a).Q - Planning & Building Control - Major applications determined within statutory timescales or extended timescale agreed with the applicant (Q)	High	Annual Target 60%	60.00%	100.00%		60.00%	92.31%	
RP 11 (NI 157b).Q - Planning & Building Control - Minor applications determined within 8 weeks or extended timescale agreed with the applicant (Q)	High	Annual Target 65%	65.00%	82.69%		65.00%	78.07%	
RP 12 (NI 157c).Q - Planning & Building Control - Other applications determined within 8 weeks or extended timescale agreed with the applicant (Q)	High	Annual Target 80%	80.00%	94.55%		80.00%	91.07%	
BR 12.Q - Revenues & Benefits - Housing Benefit & Council Tax Reduction - Time taken to process new claims is a new indicator for 2016/17.								