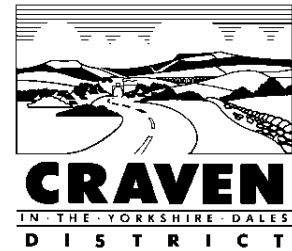


Policy Committee – 7th March 2017

PERFORMANCE MONITORING REPORT – QUARTER 3 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 3 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. 10 have been assessed as on target by those completing the updates. 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	Red	Amber	Green
Enterprising Craven		2	6
Resilient Communities		1	3
Financial Sustainability		2	1
Total	0	5 (33%)	10 (67%)

Council Plan Action showing amber status	
Action	Details available at -
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
CP 16/19/06 - Enhance the quality of the trading environment within the District's core retail centres	Annex A – Council Priority ENTERPRISING CRAVEN - facilitating economic growth across Craven
CP 16/19/11 - Reduce waste to landfill and increase re-use and recycling	Annex B – Council Priority RESILIENT COMMUNITIES - creating sustainable communities across Craven
CP 16/19/14 - Improve the Council's commercial acumen and generate additional income	Annex C - FINANCIAL SUSTAINABILITY - ensuring a self-sustainable Council
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.

Four 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 as further completions are expected in Quarter 4.
- EW 10 - Waste Management - Residual household waste per household in Kgs. Data for this indicator is provisional pending Waste Data Flow validation, and it is anticipated that the actual confirmed amount will be lower than the provisional figure.
- 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, Ad:Venture and Digital Resource Efficiency 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.

Additional details are available at Annex D – Council Plan Indicators

3.3. Operational Indicators – Benefits and Planning

Data is available for all of the six benefits and planning 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)	Performance at the end of Quarter 3 27.8 days against a target of 25 days Improvements continue to be made and processing time continues to reduce

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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Annexes

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.

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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	Economic Development	<p>The current projected publication date for the new Local Plan is now May 2017.</p> <p>Members have agreed to a new housing target of 214 per year for consultation purposes.</p> <p>Traffic modelling and the strategic flood risk assessment are both nearing completion in readiness to be incorporated into the draft Plan.</p>	DS	26/01/17
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 Benthams, Ingleton and Settle - Development of employment space at Threshfield Quarry and Skipton Rock Quarry - Completion of the Skipton Flood Alleviation Scheme 	Green	Planning & Building Control	<p>Plans for the creation of a road linking Engine Shed Lane with the A629 Skipton by-pass are continuing to be developed, in consultation with North Yorkshire County Highways. It is anticipated that an announcement with regard to the availability of funding for the scheme will be made in January 2017.</p> <p>The Leeds City Region Local Enterprise Partnership (LEP) has approved a grant of £1.7 million to the Environment Agency to cover an increase in the cost of constructing the Skipton Flood Alleviation Scheme. The cost of the Scheme is now estimated to be in the region of £15.5 million. The Environment Agency is still expecting to complete the Scheme in Summer 2017.</p>	SS	16/01/17
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	Economic Development	<p>The feasibility study findings for Crosshills Station were received at the end of December and will be considered at the January meeting of the steering committee. A stakeholder meeting is planned for February.</p> <p>The East West Corridor study looking at the York to Preston/Lancaster corridor is well underway and expected to report in March.</p>	DS	26/01/17

AGENDA ITEM 7

CP 16/19/04 - Ensure new and existing businesses have access to, and are able to benefit from, business support services	<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	Economic Development	<p>Preparation of three European business support programmes for launch in March 2017 across the Leeds City Region is continuing - these are Ad:Venture (New Start), Digital Enterprise and the Resource Efficiency Fund. Procurement of a provider for a fourth European funded programme, the Strategic Business Growth programme is underway.</p> <p>The SME Growth Manager has supported a further 6 businesses, bringing the total number supported this year to 27. One of the businesses supported last quarter has been awarded a business growth grant of £30,000 to develop their premises. Five businesses have been awarded grants (worth a total of £6,183) from the Skills Service towards the purchase of training for their workforce.</p> <p>The Yorkshire Dales LEADER programme is now accepting and determining applications. Three new calls for submission of applications were launched in December 2016, covering micro and small business growth, tourism development and rural services.</p>	SS	16/01/17
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	Economic Development	<p>Through the Superfast North Yorkshire (SFNY) project, a further 128 premises have been enabled to benefit from "fibre to the premise" broadband in Appletreewick, Skyreholme, Westhouse and Skirethorns. A procurement exercise for a third phase of the SFNY project is underway. Although the area to be covered is unknown, it is expected that further premises in Craven will be included.</p> <p>The rollout of Broadband for the Rural North (B4RN) network continues in North Craven with further ducting being installed and connections to individual premises being made. The Council has supported these projects by allowing cabinets and ducting to be installed on its asset, such as Mealbank Quarry and the Community Centre Car Park to support the Chapel-le-Dale and Ingleton projects</p>	SS	16/01/17
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 		Amber	Economic Development	Ingleton - Delivery of the Action Plan is progressing: the masterplan for the development of Riverside Park is expected to be completed in January 2017. The first phase of the masterplan has started to be implemented with the preparation of designs for the development of the Outdoor Swimming Pool; these will form part of a bid for grant funding.	SS	16/01/17

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	Parking Strategy				<p>Cross Hills - Delivery of the Action Plan is progressing: work on drawing up agreements with the landowners on East Keltus Square to give permission for the Council to deliver of the agreed scheme is continuing; outline plans for the improvement of Hall Street car park have been prepared.</p> <p>Settle - Preparation of the Action Plan is underway. Four key projects have been identified, including the improvement of the town's web presence, improvement of signage, development of the outdoor Market and improvements to the accessibility and appeal of Castleberg.</p>		
CP 16/19/07 - Improve access to and enjoyment of Craven's great heritage and culture	<ul style="list-style-type: none"> - Development of Skipton Town Hall into a vibrant cultural community venue - Delivery of the Access Development Plan for the Leeds & Liverpool Canal 		Green	Economic Development	<p>A tender has been awarded to upgrade the lighting, seating and acoustics of Skipton Town Hall.</p> <p>A Great Places bid has been submitted in partnership with South Lakeland District Council and the two National Parks to use culture to attract and retain younger people.</p> <p>We are working with The Canal and River Trust to develop a bid for European funding to further upgrade the path between Kildwick and Gargrave.</p> <p>The Canal & River Trust has responded to the first draft of the feasibility study for the replacement of Gallows Bridge with a number of suggested alterations. The Study should be completed by the end of January 2017, with copies available for interested parties. Based on the findings of the Study, the Canal & River Trust have been asked to confirm their position with regard to replacing the bridge, and also to consider opportunities to improve the towpath in the town centre.</p>	DS	26/01/17
CP 16/19/08 - Collaborate with tourism partners to grow the value of visitor spend	<ul style="list-style-type: none"> - Supporting the Destination Dales partnership - Hosting a finish for the 2016 Tour de Yorkshire 		Green	Economic Development	<p>The Yorkshire Dales National Park Authority, as lead partner has secured funding from the European Agricultural Fund for Rural Development (EAFRD) for a two-year project aimed at promoting co-operation to grow the value of visitor spend. The funding will provide a part-time officer to oversee the development of a Destination Plan and deliver specific area activity such as projects around local food, wildlife tourism, events and festivals.</p>	SS	16/01/17
<p>Updaters:- David Smurthwaite (DS), Sharon Sunter (SS)</p>							

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INDICATORS

Full Name	Target 16/17	Outturn 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual
EH 10.Q - Housing Services - Number of affordable homes delivered (Q)	Annual Target 80 in line with Council Plan	62	20	23	40	26	60	48
RE 11.Q - Economic Development - Percentage change in the number of unemployed when compared with the position 12 Months previously - Craven (Q)	Context Indicator - no target set	-23.4%		-12.5%		0.0%		21.3%
RE 15.Q - Economic Development - Number of businesses assisted to improve their performance (Q)	Annual Target 108	108	27	14	54	21	81	47
RE 16.Q - Economic Development - The number of new business formations (Q)	Context Indicator - no target set	313		87		176		269
RP 13 (NI 154).Q - Planning & Building Control - Net additional homes provided (Q)	Annual Target 290 (256 for CDC) in line with Council Plan	187	64	19	128	45	192	83
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 7

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

Action	Key Projects		Status	Service	Progress	Update d 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. Report went to CLT in September and then onto November 2nd Policy Committee setting out CDCs approach. Report was approved at Full Council and draft action plan agreed. Report taken back to Policy Committee in a years time to report on progress.</p> <p>Part of Action Plan is to set up Health and Well-being Leaders Forum which is now supported by NYCC and CCG. Other Action is to be part of Dementia Action Alliance and a report will be taken to March Policy Ctte to approve actions needed to be undertaken to be part of the Alliance. Already started to offer Dementia Friend training for front line staff and holding an Awareness Raising Event for Skipton and South Craven Dementia Action Alliance on 8th February 2017.</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	19/01/17
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 		Green	Partnerships & Communications	<p>Ward Member Grant scheme has been launched. To date have had 31 applications have been approved by Members and 27 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 consultation event held on proposed plans which had 120 responses. Plans have now been finalised and funding</p>	SH	19/01/17

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	quality of life for residents living on Greatwood and Horse Close, South Skipton				<p>strategy agreed. A fundraising drive will be launched in next month in conjunction with Friends of Aireville Park.</p> <p>New South Skipton Project Coordinator appointed for final phase of project and tasked with evaluating project. A continuation plan is being developed with a view to the Greatwood and Horseclose Estate Committee managing the project after March and the three Task and Finish Groups continuing.</p> <p>First Planning Gain Steering Group meeting held end of October and Terms of Reference agreed for group agreed.</p>		
Create greener communities							
CP 16/19/11 - Reduce waste to landfill and increase re-use and recycling	<ul style="list-style-type: none"> - 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 		Amber	Waste Management	<p>Commercial Recycling - A review of the Council's Commercial Waste Collection Scheme has been commissioned and undertaken with the final report received in late December. This report will help inform the final recommendations to Policy Committee on the future shape of the service. This report will now be delayed until June 2017 as a result of constraints leading up to a proposed change in the domestic waste collection services. Income generated by commercial waste collection is currently exceeding target.</p> <p>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. The TEEP Assessment has been completed and a report will be presented to Policy Committee in January with a recommendation that the Council can adopt a full co-mingled recyclates collection service because of Economic and Environmental reasons that allows it to do so in accordance with Waste Management Regulations</p>	WA	22/01/17

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					The appetite for a joint waste collection authority of North Yorkshire authorities has lost some momentum and will now be considered again during latter part of 2017/18.		
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	Waste Management	<p>The Council has adopted the powers given to local authorities within the Anti-Social Behaviour, Crime and Policing Act 2014.</p> <p>An internal Action Plan has been introduced on how the Council takes forward the Cleaner Neighbourhoods agenda with the emphasis on 'zero tolerance' of environmental crime.</p> <p>The Council will now take a proactive approach to enforcement in relation to fly-tipping especially in areas where the former bring sites were located</p>	WA	22/01/17

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

INDICATORS

Full Name	Target 16/17	Outturn 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual
EW 10.Q - Waste Management - Residual household waste per household in Kgs. (Q)	Annual Target 456 kgs.Q3 provisional.	461	115	120	228	222	342	385
EW 11.Q - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	Annual Target 41.79% Q3 Provisional.	41.36%	41.79%	42.25%	41.79%	46.78%	41.79%	42.29%

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

Action	Key Projects		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	<ul style="list-style-type: none"> - Reviewing and implementing the Council's Long Term Financial Strategy 2016/2010 - Undertaking a budget consultation with residents and stakeholders 		Green	Financial Management	<p>The updated LTFS for 2017/18 to 2023/24 was presented to the meeting of Policy Committee on 13 September 2016.</p> <p>The consultation on the budget commenced on 1 September 2016 and closes on 4 November 2016</p> <p>Consultation completed, feedback being used to inform 2017/18 budget process</p>	NC	13/01/17
CP 16/19/14 - Improve the Council's commercial acumen and generate additional income	<ul style="list-style-type: none"> - Implementing the Council's Income and Savings Plan - Exploring and exploiting opportunities to the Council presented through devolution 		Amber	Financial Management	<p>Further updates reviewed by CLT. Budget managers currently working on business cases for new projects, scheduled first drafts available 28 October 2016.</p> <p>Existing savings plan and projects continue to be monitored on monthly basis.</p> <p>Impact of initiatives on income and savings plan included within the 2017/18 budget including those yet to commence but not requiring additional resources or member decision.</p>	NC	13/01/17
CP 16/19/15 - Maximise the Council's assets for the long term sustainability of the Council and the District	<ul style="list-style-type: none"> - 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	Property Services	<p>Report presented to CLT on 14th June 2016. A presentation to elected members took place on 27th June 2016.</p> <p>A business case is currently being scrutinised by Finance prior to submission to the CLT January meeting.</p> <p>Business case for the development of Airedale Avenue/Elsey Croft site is still under review. PQQ and initial Dialogue phase for the procurement of a Joint Venture Partner both complete. Outline solutions currently being evaluated.</p>	IH	05/01/17

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

INDICATORS

Full Name	Target 16/17	Outturn 15/16	Q1 Target	Q1 Actual		Q2 Target	Q2 Actual		Q3 Target	Q3 Actual	
FM 10.Q - Whole Council - Forecasted net expenditure against budget (Q)	Annual Target £5,795,540 /Q1 £6,101,199 / Q2 £6,269,615 /Q3 £6269,864	4,537,688	6,101,199	5,732,021		6,269,615	5,927,879		5,962,399	5,688,094	
FM 14.Q - Financial Management - Additional savings and income generated (Q) *	Annual Target £300,000	100,000	41,000	12,000		56,000	12,000		76,000	141,000	

* 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 reduced to £35k leaving £265k to identify. A number of new projects for commencement in 2017/18 were identified during Q2 and Q3 these projects will deliver £129k of savings in 2016/17 to give a total of £141k of savings achieved at the end of Q3. The cumulative impact of all savings identified and delivered will be £459k in 2017/18.

A number of new project proposals with potential to deliver £477k by 2018/19 have been identified & this will equate to £632k in 2019/20 when the budget gap is expected to be about £600k, rising to £960k by 2020/21.

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Annex D – Council Plan Indicators

Full Name	Target 16/17	Outturn 15/16	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual
EH 10.Q - Housing Services - Number of affordable homes delivered (Q)	Annual Target 80 in line with Council Plan	62	20	23	40	26	60	48
EW 10.Q - Waste Management - Residual household waste per household in Kgs. (Q)	Annual Target 456 kgs.Q3 provisional.	461	115	120	228	222	342	385
EW 11.Q - Waste Management - Percentage of household waste sent for reuse, recycling and composting - new definition (Q)	Annual Target 41.79% Q3 Provisional.	41.36%	41.79%	42.25%	41.79%	46.78%	41.79%	42.29%
FM 10.Q - Whole Council - Forecasted net expenditure against budget (Q)	Annual Target £5,795,540 /Q1 £6,101,199 / Q2 £6,269,615 /Q3 £6269,864	4,537,688	6,101,199	5,732,021	6,269,615	5,927,879	5,962,399	5,688,094
FM 14.Q - Financial Management - Additional savings and income generated (Q)	Annual Target £300,000	100,000	41,000	12,000	56,000	12,000	76,000	141,000
RE 11.Q - Economic Development - Percentage change in the number of unemployed when compared with the position 12 Months previously - Craven (Q)	Context Indicator - no target set	-23.4%		-12.5%		0.0%		21.3%
RE 15.Q - Economic Development - Number of businesses assisted to improve their performance (Q)	Annual Target 108	108	27	14	54	21	81	47
RE 16.Q - Economic Development - The number of new business formations (Q)	Context Indicator - no target set	313		87		176		269
RP 13 (NI 154).Q - Planning & Building Control - Net additional homes provided (Q)	Annual Target 290 (256 for CDC) in line with Council Plan	187	64	19	128	45	192	83
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								

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Annex E – Additional Information - Benefits and Planning Indicators

Full Name	Polarity	Target 16/17	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual
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		2,994
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 ■	8.0	5.8 ■
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 ■	25.0	27.7 ■
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% ■	60.00%	94.44% ■
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% ■	65.00%	80.60% ■
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% ■	80.00%	90.38% ■