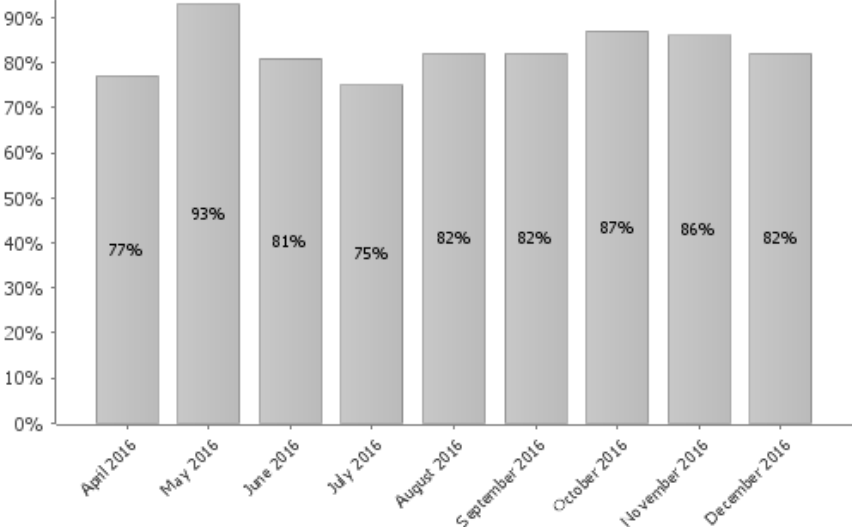


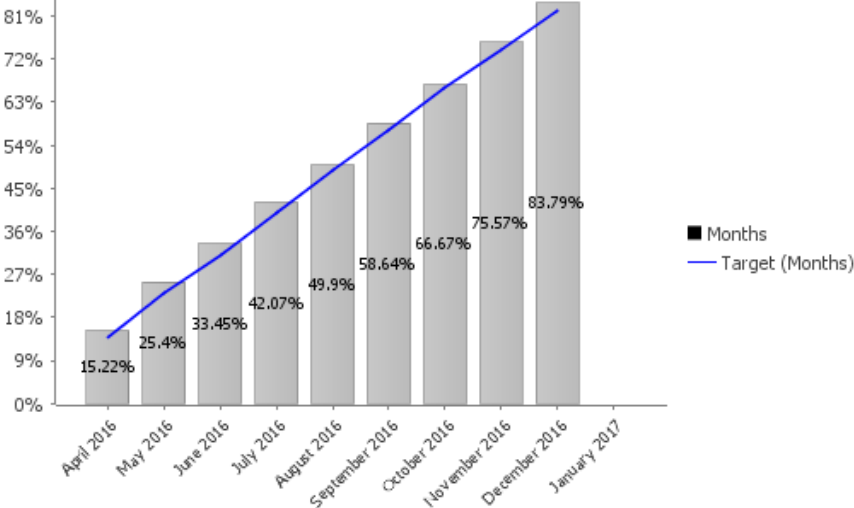
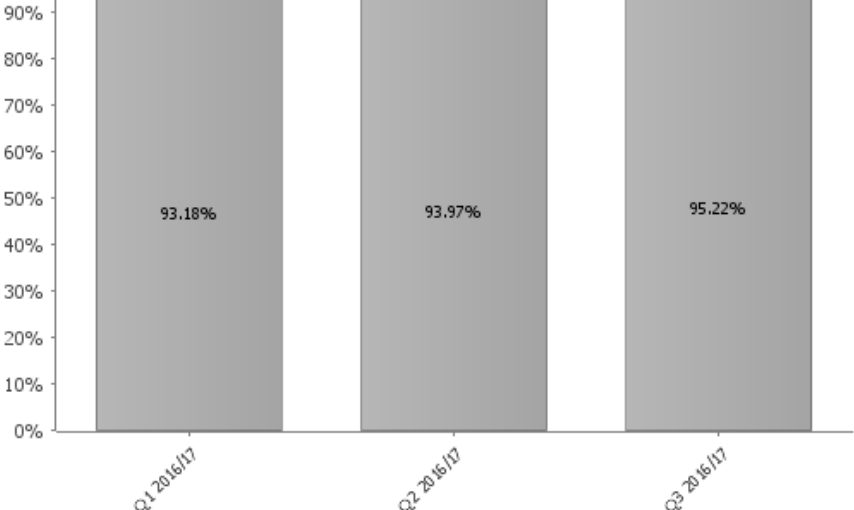
Appendix 1

**Quarter 3 Key Performance Indicators**

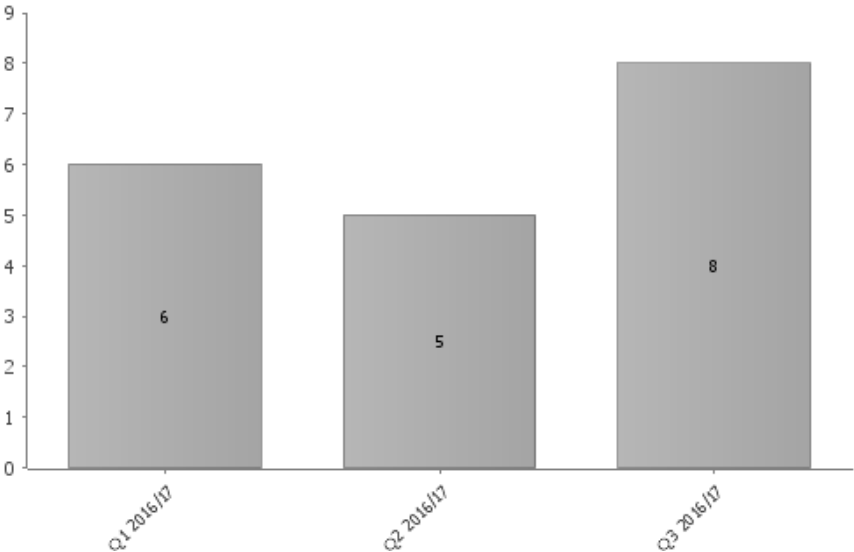
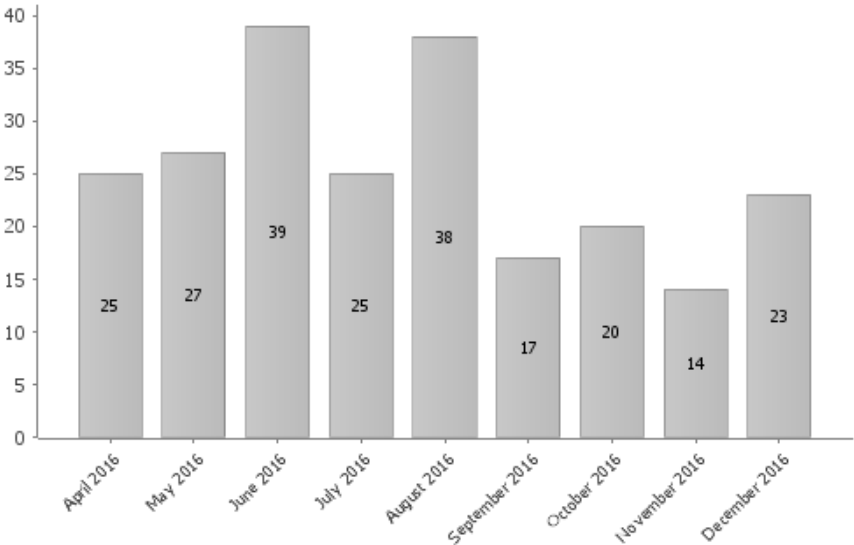
Performance Indicator	Performance	Notes																				
Building Control - Number of full plan applications checked within 15 days from receiving a valid application	 <table border="1"> <caption>Performance Data for Building Control</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>77%</td></tr> <tr><td>May 2016</td><td>93%</td></tr> <tr><td>June 2016</td><td>81%</td></tr> <tr><td>July 2016</td><td>75%</td></tr> <tr><td>August 2016</td><td>82%</td></tr> <tr><td>September 2016</td><td>82%</td></tr> <tr><td>October 2016</td><td>87%</td></tr> <tr><td>November 2016</td><td>86%</td></tr> <tr><td>December 2016</td><td>82%</td></tr> </tbody> </table>	Month	Percentage	April 2016	77%	May 2016	93%	June 2016	81%	July 2016	75%	August 2016	82%	September 2016	82%	October 2016	87%	November 2016	86%	December 2016	82%	<p><b>Quarter 1</b> April – 43 checked May – 28 checked June – 36 checked</p> <p><b>Quarter 2</b> July – 40 checked August – 45 checked September – 22 checked</p> <p><b>Quarter 3</b> October – 31 checked November – 21 checked December – 27 checked</p>
Month	Percentage																					
April 2016	77%																					
May 2016	93%																					
June 2016	81%																					
July 2016	75%																					
August 2016	82%																					
September 2016	82%																					
October 2016	87%																					
November 2016	86%																					
December 2016	82%																					

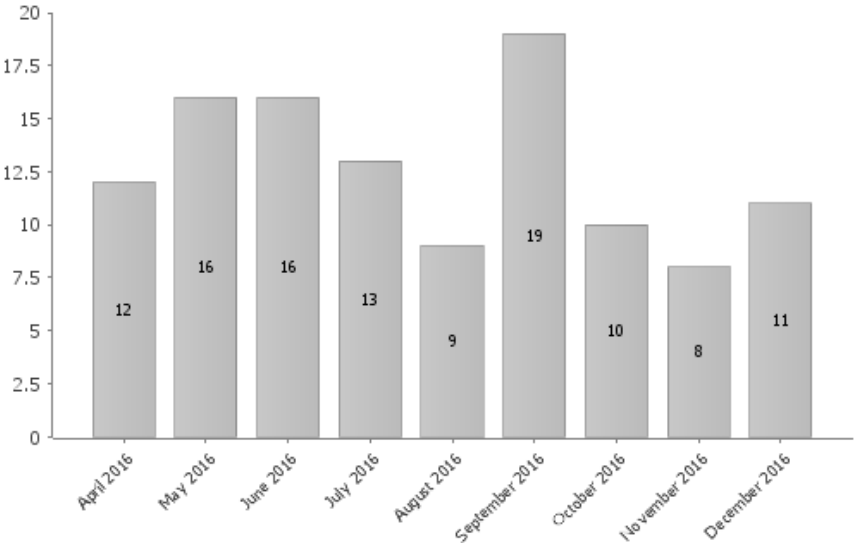
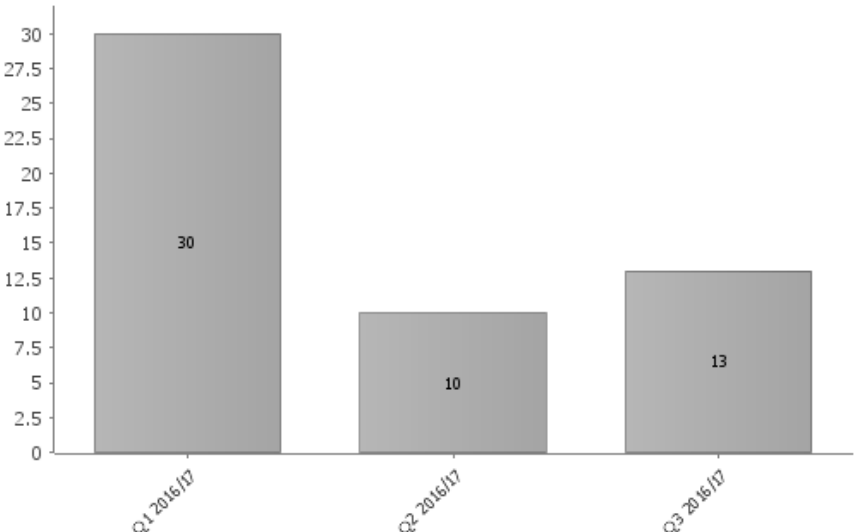
Performance Indicator	Performance	Notes																				
Business Support - LLC searches responded to within 10 working days	<table border="1"> <caption>Performance Data for LLC Searches (10 working days)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>99.48%</td></tr> <tr><td>May 2016</td><td>91%</td></tr> <tr><td>June 2016</td><td>95.38%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>97.16%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	99.48%	May 2016	91%	June 2016	95.38%	July 2016	100%	August 2016	100%	September 2016	97.16%	October 2016	100%	November 2016	100%	December 2016	100%	<p><b>Quarter 1</b>            April – 226 searches            May – 252 searches            June – 241 searches</p> <p><b>Quarter 2</b>            July – 245 searches            August – 209 searches            September – 211 searches</p> <p><b>Quarter 3</b>            October – 260 searches            November – 279 searches            December – 169 searches</p>
Month	Performance (%)																					
April 2016	99.48%																					
May 2016	91%																					
June 2016	95.38%																					
July 2016	100%																					
August 2016	100%																					
September 2016	97.16%																					
October 2016	100%																					
November 2016	100%																					
December 2016	100%																					
Business Support - All LLC queries responded to within 20 working days	<table border="1"> <caption>Performance Data for All LLC Queries (20 working days)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	100%	October 2016	100%	November 2016	100%	December 2016	100%	
Month	Performance (%)																					
April 2016	100%																					
May 2016	100%																					
June 2016	100%																					
July 2016	100%																					
August 2016	100%																					
September 2016	100%																					
October 2016	100%																					
November 2016	100%																					
December 2016	100%																					

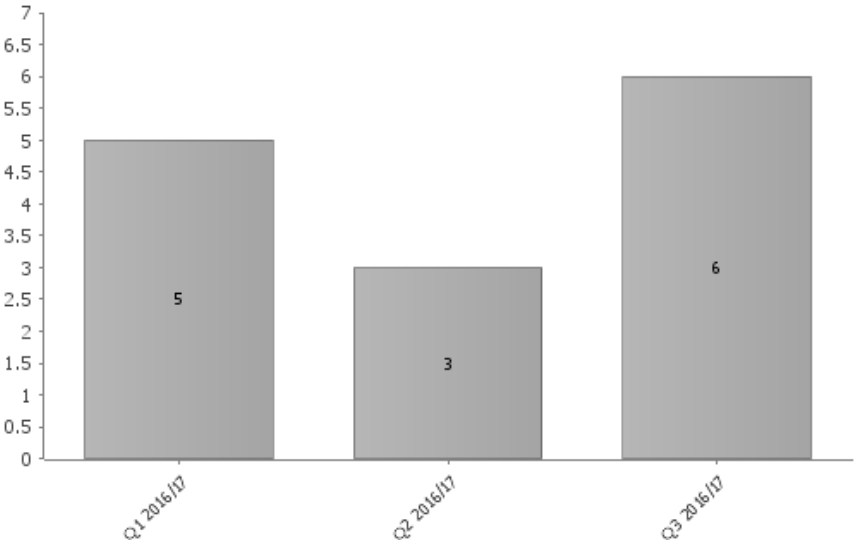
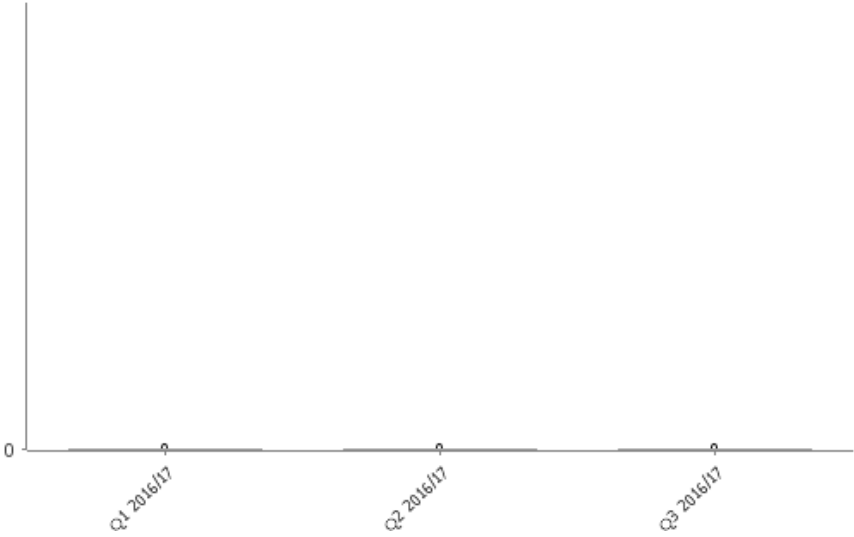
Performance Indicator	Performance	Notes																				
Business Support – Fixed Penalty Notice challenges responded to within 20 working days	<table border="1"> <caption>Performance Data for Fixed Penalty Notice Challenges</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>98.3%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>97%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>98.83%</td></tr> <tr><td>September 2016</td><td>98.44%</td></tr> <tr><td>October 2016</td><td>90%</td></tr> <tr><td>November 2016</td><td>78%</td></tr> <tr><td>December 2016</td><td>40%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	98.3%	May 2016	100%	June 2016	97%	July 2016	100%	August 2016	98.83%	September 2016	98.44%	October 2016	90%	November 2016	78%	December 2016	40%	<p><b>Quarter 3</b>            October – 303 challenges received            November – 337 challenges received            December – 269 challenges received</p> <p>The percentage of fixed penalty notice challenges responded to within 20 working days reduced significantly over quarter 3. The amount of challenges/appeals has increased significantly over the last year due to the number of parking zones that are now in place across the district. Overtime was put in place temporarily to clear the backlog and the January performance figures have improved significantly (80%).</p>
Month	Performance (%)																					
April 2016	98.3%																					
May 2016	100%																					
June 2016	97%																					
July 2016	100%																					
August 2016	98.83%																					
September 2016	98.44%																					
October 2016	90%																					
November 2016	78%																					
December 2016	40%																					
Business Support - Process new licensing applications and renewals within 30 working days	<table border="1"> <caption>Performance Data for Licensing Applications and Renewals</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>90%</td></tr> <tr><td>May 2016</td><td>81%</td></tr> <tr><td>June 2016</td><td>86%</td></tr> <tr><td>July 2016</td><td>81%</td></tr> <tr><td>August 2016</td><td>71%</td></tr> <tr><td>September 2016</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	90%	May 2016	81%	June 2016	86%	July 2016	81%	August 2016	71%	September 2016	100%	October 2016	100%	November 2016	100%	December 2016	100%	<p>October – 80 applications            November – 36 applications            December – 144 applications</p>
Month	Performance (%)																					
April 2016	90%																					
May 2016	81%																					
June 2016	86%																					
July 2016	81%																					
August 2016	71%																					
September 2016	100%																					
October 2016	100%																					
November 2016	100%																					
December 2016	100%																					

Performance Indicator	Performance	Notes																																	
Corporate Debt - Business rates collection	 <table border="1" data-bbox="510 268 1361 778"> <caption>Corporate Debt - Business rates collection (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>15.22%</td><td>15.22%</td></tr> <tr><td>May 2016</td><td>25.4%</td><td>25.4%</td></tr> <tr><td>June 2016</td><td>33.45%</td><td>33.45%</td></tr> <tr><td>July 2016</td><td>42.07%</td><td>42.07%</td></tr> <tr><td>August 2016</td><td>49.9%</td><td>49.9%</td></tr> <tr><td>September 2016</td><td>58.64%</td><td>58.64%</td></tr> <tr><td>October 2016</td><td>66.67%</td><td>66.67%</td></tr> <tr><td>November 2016</td><td>75.57%</td><td>75.57%</td></tr> <tr><td>December 2016</td><td>83.79%</td><td>83.79%</td></tr> <tr><td>January 2017</td><td>-</td><td>-</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	15.22%	15.22%	May 2016	25.4%	25.4%	June 2016	33.45%	33.45%	July 2016	42.07%	42.07%	August 2016	49.9%	49.9%	September 2016	58.64%	58.64%	October 2016	66.67%	66.67%	November 2016	75.57%	75.57%	December 2016	83.79%	83.79%	January 2017	-	-	The collection target is being exceeded each month.
Month	Actual (%)	Target (%)																																	
April 2016	15.22%	15.22%																																	
May 2016	25.4%	25.4%																																	
June 2016	33.45%	33.45%																																	
July 2016	42.07%	42.07%																																	
August 2016	49.9%	49.9%																																	
September 2016	58.64%	58.64%																																	
October 2016	66.67%	66.67%																																	
November 2016	75.57%	75.57%																																	
December 2016	83.79%	83.79%																																	
January 2017	-	-																																	
Environmental Health - % of premises rated 3 or above	 <table border="1" data-bbox="510 810 1361 1321"> <caption>Environmental Health - % of premises rated 3 or above (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>93.18%</td></tr> <tr><td>Q2 2016/17</td><td>93.97%</td></tr> <tr><td>Q3 2016/17</td><td>95.22%</td></tr> </tbody> </table>	Quarter	Actual (%)	Q1 2016/17	93.18%	Q2 2016/17	93.97%	Q3 2016/17	95.22%																										
Quarter	Actual (%)																																		
Q1 2016/17	93.18%																																		
Q2 2016/17	93.97%																																		
Q3 2016/17	95.22%																																		

Performance Indicator	Performance	Notes																				
<p>Environmental Health - % of premises due for inspection, which are completed</p>	<p>A bar chart showing the percentage of premises due for inspection completed each month from April to December 2016. The y-axis represents the percentage from 0% to 100%. A horizontal blue line indicates a target of 95%. The data points are: April 2016 (55%), May 2016 (69%), June 2016 (33%), July 2016 (10%), August 2016 (93.88%), September 2016 (41%), October 2016 (32%), November 2016 (32%), and December 2016 (29%).</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>55%</td></tr> <tr><td>May 2016</td><td>69%</td></tr> <tr><td>June 2016</td><td>33%</td></tr> <tr><td>July 2016</td><td>10%</td></tr> <tr><td>August 2016</td><td>93.88%</td></tr> <tr><td>September 2016</td><td>41%</td></tr> <tr><td>October 2016</td><td>32%</td></tr> <tr><td>November 2016</td><td>32%</td></tr> <tr><td>December 2016</td><td>29%</td></tr> </tbody> </table>	Month	Percentage	April 2016	55%	May 2016	69%	June 2016	33%	July 2016	10%	August 2016	93.88%	September 2016	41%	October 2016	32%	November 2016	32%	December 2016	29%	<p>The target of 95% is an annual target for the inspection of premises.</p> <p>At the end of quarter 3, 76% of premises have been inspected for the year. The majority of premises still outstanding are category D and E, which are low risk.</p> <p>For 2017/18 this indicator will be collated quarterly on a cumulative basis and show a clear direction of travel to achieve the 95% annual target</p>
Month	Percentage																					
April 2016	55%																					
May 2016	69%																					
June 2016	33%																					
July 2016	10%																					
August 2016	93.88%																					
September 2016	41%																					
October 2016	32%																					
November 2016	32%																					
December 2016	29%																					
<p>Environmental Health - No of licensed premises inspected</p>	<p>A bar chart showing the number of licensed premises inspected each month from April to December 2016. The y-axis represents the number of premises from 0 to 15. The data points are: April 2016 (8), May 2016 (7), June 2016 (15), July 2016 (1), August 2016 (0), September 2016 (5), October 2016 (1), November 2016 (6), and December 2016 (7).</p> <table border="1"> <thead> <tr> <th>Month</th> <th>No of licensed premises inspected</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8</td></tr> <tr><td>May 2016</td><td>7</td></tr> <tr><td>June 2016</td><td>15</td></tr> <tr><td>July 2016</td><td>1</td></tr> <tr><td>August 2016</td><td>0</td></tr> <tr><td>September 2016</td><td>5</td></tr> <tr><td>October 2016</td><td>1</td></tr> <tr><td>November 2016</td><td>6</td></tr> <tr><td>December 2016</td><td>7</td></tr> </tbody> </table>	Month	No of licensed premises inspected	April 2016	8	May 2016	7	June 2016	15	July 2016	1	August 2016	0	September 2016	5	October 2016	1	November 2016	6	December 2016	7	<p>A programme of targeted licensed premises inspections is carried out during the year based on risk assessments.</p> <p>50 premises licence inspections have been undertaken to date, the majority of which are undertaken during the evening when premises are in operation.</p>
Month	No of licensed premises inspected																					
April 2016	8																					
May 2016	7																					
June 2016	15																					
July 2016	1																					
August 2016	0																					
September 2016	5																					
October 2016	1																					
November 2016	6																					
December 2016	7																					

Performance Indicator	Performance	Notes																				
Environmental Health - No of caravan sites inspected	 <table border="1"> <caption>Caravan Sites Inspected</caption> <thead> <tr> <th>Quarter</th> <th>No of sites inspected</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>6</td> </tr> <tr> <td>Q2 2016/17</td> <td>5</td> </tr> <tr> <td>Q3 2016/17</td> <td>8</td> </tr> </tbody> </table>	Quarter	No of sites inspected	Q1 2016/17	6	Q2 2016/17	5	Q3 2016/17	8	<p>Inspections are undertaken to monitor that site licence conditions are being met.</p> <p>The Licensing Officer (Caravan sites) works in partnership with sites to provide education support and ensure compliance.</p>												
Quarter	No of sites inspected																					
Q1 2016/17	6																					
Q2 2016/17	5																					
Q3 2016/17	8																					
Environmental Health - No of Temporary Event Notices issued	 <table border="1"> <caption>Temporary Event Notices Issued</caption> <thead> <tr> <th>Month</th> <th>No of notices issued</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>25</td> </tr> <tr> <td>May 2016</td> <td>27</td> </tr> <tr> <td>June 2016</td> <td>39</td> </tr> <tr> <td>July 2016</td> <td>25</td> </tr> <tr> <td>August 2016</td> <td>38</td> </tr> <tr> <td>September 2016</td> <td>17</td> </tr> <tr> <td>October 2016</td> <td>20</td> </tr> <tr> <td>November 2016</td> <td>14</td> </tr> <tr> <td>December 2016</td> <td>23</td> </tr> </tbody> </table>	Month	No of notices issued	April 2016	25	May 2016	27	June 2016	39	July 2016	25	August 2016	38	September 2016	17	October 2016	20	November 2016	14	December 2016	23	<p>Over the past three quarters, more than 200 temporary event notices have been issued, demonstrating that the district is a popular location for local events.</p>
Month	No of notices issued																					
April 2016	25																					
May 2016	27																					
June 2016	39																					
July 2016	25																					
August 2016	38																					
September 2016	17																					
October 2016	20																					
November 2016	14																					
December 2016	23																					

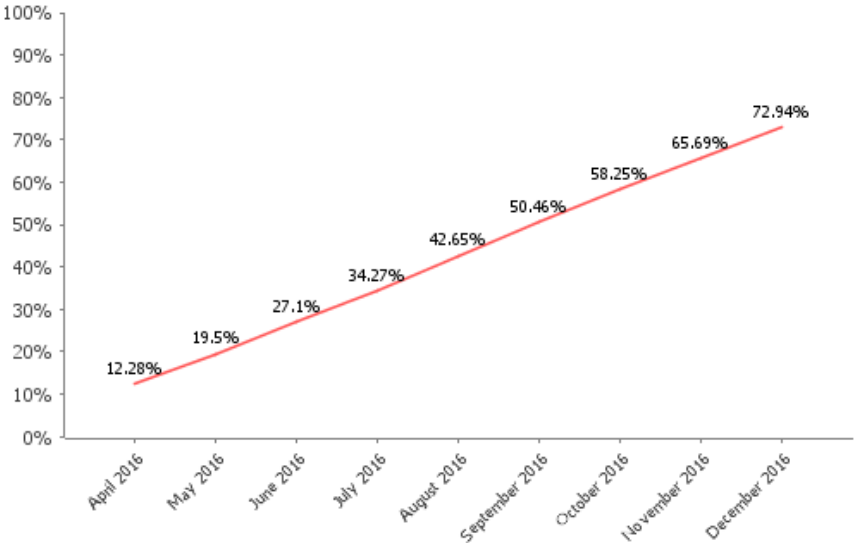
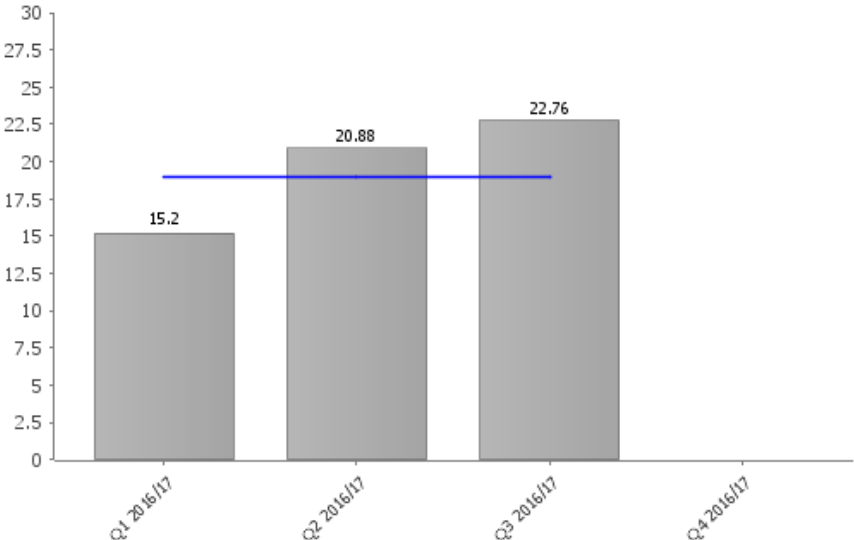
Performance Indicator	Performance	Notes																				
Environmental Health - No of licensing complaints investigated	 <table border="1" data-bbox="510 245 1361 790"> <thead> <tr> <th>Month</th> <th>No of complaints</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>12</td></tr> <tr><td>May 2016</td><td>16</td></tr> <tr><td>June 2016</td><td>16</td></tr> <tr><td>July 2016</td><td>13</td></tr> <tr><td>August 2016</td><td>9</td></tr> <tr><td>September 2016</td><td>19</td></tr> <tr><td>October 2016</td><td>10</td></tr> <tr><td>November 2016</td><td>8</td></tr> <tr><td>December 2016</td><td>11</td></tr> </tbody> </table>	Month	No of complaints	April 2016	12	May 2016	16	June 2016	16	July 2016	13	August 2016	9	September 2016	19	October 2016	10	November 2016	8	December 2016	11	<p>The team receives a number of complaints regarding licensing issues (including licensed premises, caravan sites, taxi drivers, animal welfare etc.). As these are of a reactive nature, rather than planned, they can have a resource implication on the team.</p>
Month	No of complaints																					
April 2016	12																					
May 2016	16																					
June 2016	16																					
July 2016	13																					
August 2016	9																					
September 2016	19																					
October 2016	10																					
November 2016	8																					
December 2016	11																					
Community Safety - Number of community litter picks	 <table border="1" data-bbox="510 799 1361 1332"> <thead> <tr> <th>Quarter</th> <th>Number of litter picks</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>30</td></tr> <tr><td>Q2 2016/17</td><td>10</td></tr> <tr><td>Q3 2016/17</td><td>13</td></tr> </tbody> </table>	Quarter	Number of litter picks	Q1 2016/17	30	Q2 2016/17	10	Q3 2016/17	13	<p>Community litter picks have been carried out all over the district, some examples this quarter are:-</p> <ul style="list-style-type: none"> <li>01.10.16 – 31 people participated in cleaning the Lyminge stream.</li> <li>08.10.16 – 27 bags of litter were collected around Lydd-On-Sea.</li> <li>19.10.16 – 100 people from the 6<sup>th</sup> form at the Glassworks took part in litter picking the Harbour area and painting of 2 walls.</li> <li>05.11.16 – 26 volunteers collected over 50 bags of litter from the beach at Hythe and the surrounding area.</li> <li>03.12.16 – 32 participants took part in a litter pick of Hythe town area, 40 bags of litter was collected.</li> </ul>												
Quarter	Number of litter picks																					
Q1 2016/17	30																					
Q2 2016/17	10																					
Q3 2016/17	13																					

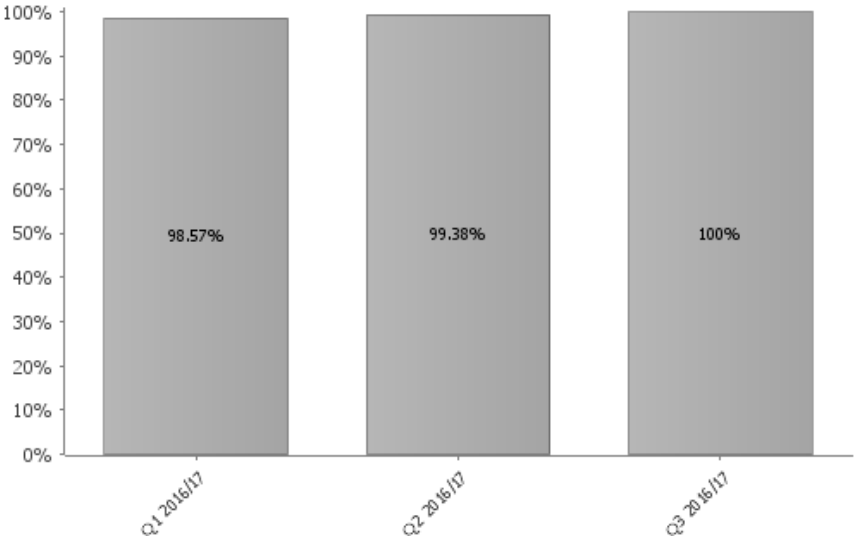
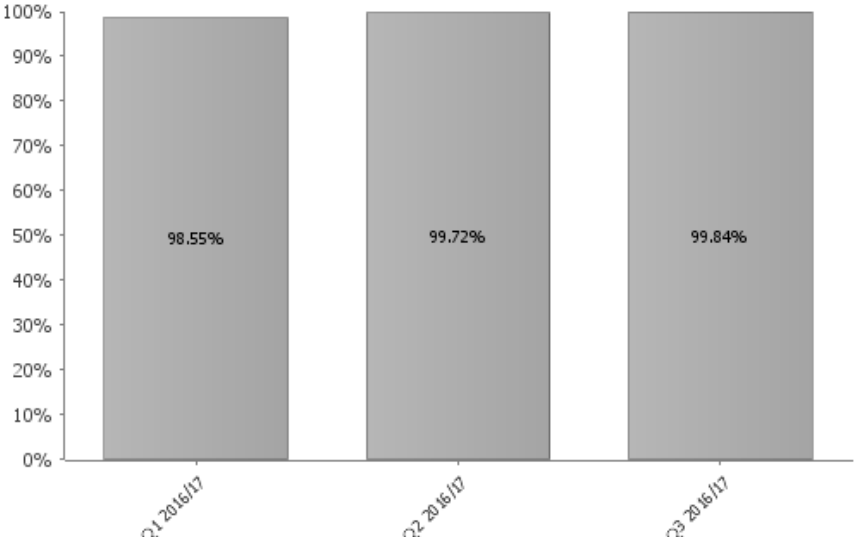
Performance Indicator	Performance	Notes								
Community Safety - CPN notices served	 <table border="1" data-bbox="510 245 1361 790"> <caption>CPN Notices Served</caption> <thead> <tr> <th>Quarter</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5</td> </tr> <tr> <td>Q2 2016/17</td> <td>3</td> </tr> <tr> <td>Q3 2016/17</td> <td>6</td> </tr> </tbody> </table>	Quarter	Number of Notices	Q1 2016/17	5	Q2 2016/17	3	Q3 2016/17	6	All CPN notices that have been served this quarter have been for accumulations of waste.
Quarter	Number of Notices									
Q1 2016/17	5									
Q2 2016/17	3									
Q3 2016/17	6									
Community Safety - PSPO breaches	 <table border="1" data-bbox="510 799 1361 1337"> <caption>PSPO Breaches</caption> <thead> <tr> <th>Quarter</th> <th>Number of Breaches</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of Breaches	Q1 2016/17	0	Q2 2016/17	0	Q3 2016/17	0	<p>Due to positive engagement the Council and partners have undertaken with the street homeless, professional beggars and street drinkers, we have ensured people are accessing the right support services. This has reduced the number of issues and hence the low rate of breaches.</p> <p>However, additional training is being undertaken with PSPOs, SDC staff and other partners to ensure where education/signposting is not effective FPNs and CPNs are issued.</p> <p>Once the new dog PSPO comes into effect (replaces the Dog Control Order) this may also see an increase in PSPO breaches.</p>
Quarter	Number of Breaches									
Q1 2016/17	0									
Q2 2016/17	0									
Q3 2016/17	0									



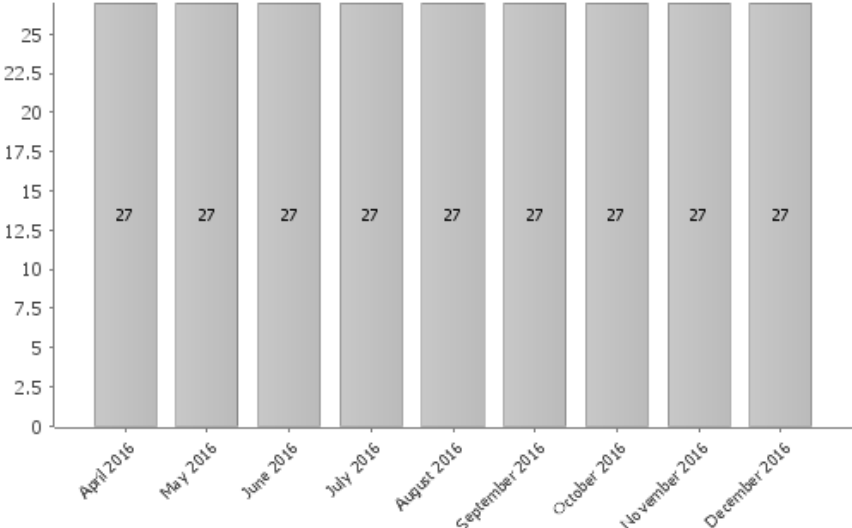
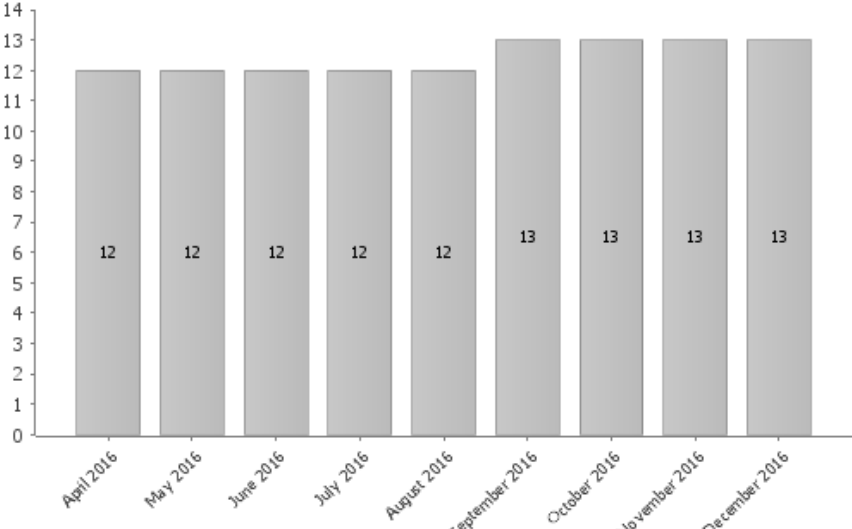
Performance Indicator	Performance	Notes																				
Customer Services - Customers seen within 20 minutes as a customer service desk	<table border="1"> <caption>Performance Data for Customer Services - Customers seen within 20 minutes as a customer service desk</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>90.41%</td></tr> <tr><td>May 2016</td><td>93.03%</td></tr> <tr><td>June 2016</td><td>92.42%</td></tr> <tr><td>July 2016</td><td>91.71%</td></tr> <tr><td>August 2016</td><td>88.91%</td></tr> <tr><td>September 2016</td><td>87.66%</td></tr> <tr><td>October 2016</td><td>90%</td></tr> <tr><td>November 2016</td><td>93.12%</td></tr> <tr><td>December 2016</td><td>92.96%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	90.41%	May 2016	93.03%	June 2016	92.42%	July 2016	91.71%	August 2016	88.91%	September 2016	87.66%	October 2016	90%	November 2016	93.12%	December 2016	92.96%	<p>October: 2084 customers were seen  November: 2180 customers were seen  December: 1711 customers were seen</p>
Month	Performance (%)																					
April 2016	90.41%																					
May 2016	93.03%																					
June 2016	92.42%																					
July 2016	91.71%																					
August 2016	88.91%																					
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October 2016	90%																					
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Customer Services - Calls served (versus number of calls received)	<table border="1"> <caption>Performance Data for Customer Services - Calls served (versus number of calls received)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>85.11%</td></tr> <tr><td>May 2016</td><td>81.72%</td></tr> <tr><td>June 2016</td><td>88.45%</td></tr> <tr><td>July 2016</td><td>87.67%</td></tr> <tr><td>August 2016</td><td>86%</td></tr> <tr><td>September 2016</td><td>85.82%</td></tr> <tr><td>October 2016</td><td>89.62%</td></tr> <tr><td>November 2016</td><td>93.08%</td></tr> <tr><td>December 2016</td><td>93.46%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	85.11%	May 2016	81.72%	June 2016	88.45%	July 2016	87.67%	August 2016	86%	September 2016	85.82%	October 2016	89.62%	November 2016	93.08%	December 2016	93.46%	<p>October 8,953 call were received, of this:-  8,025 were served  892 abandoned  36 dissuaded</p> <p>November 9,307 calls were received, of this:-  8,663 were served  618 abandoned  26 dissuaded</p> <p>December 7,373 calls were received, of this:-  6,891 were served  462 abandoned  20 dissuaded</p>
Month	Performance (%)																					
April 2016	85.11%																					
May 2016	81.72%																					
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December 2016	93.46%																					

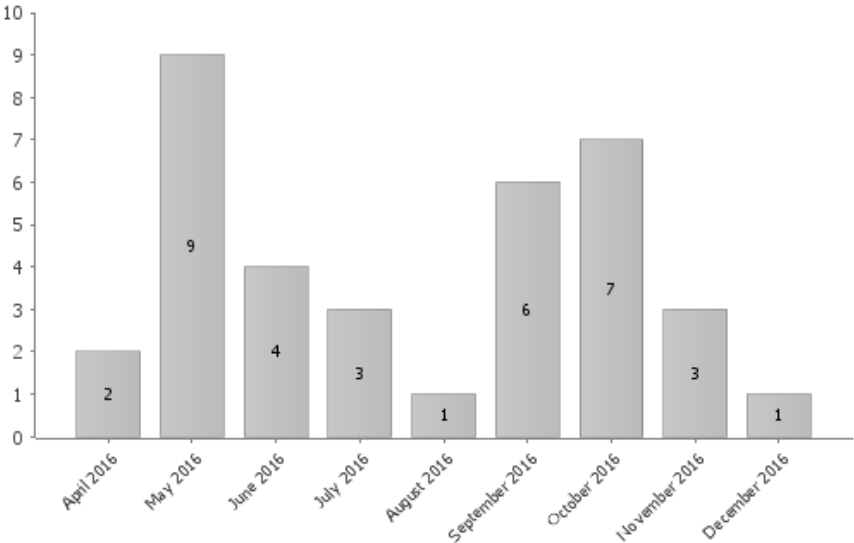
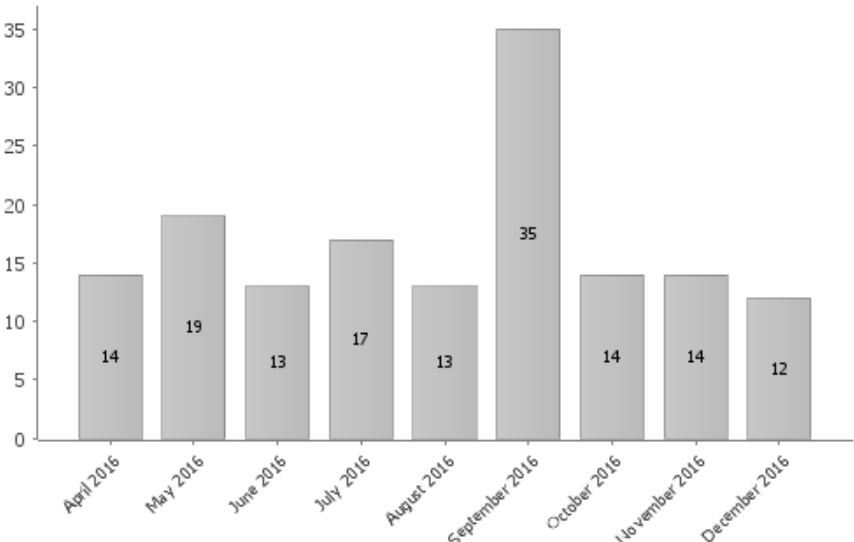
Performance Indicator	Performance	Notes																				
<p>Customer Services - Average wait time for calls (at peak times)</p>	<table border="1"> <caption>Customer Services - Average wait time for calls (at peak times)</caption> <thead> <tr> <th>Month</th> <th>Actual Wait Time</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>0h 02m 25s</td></tr> <tr><td>May 2016</td><td>0h 02m 47s</td></tr> <tr><td>June 2016</td><td>0h 01m 58s</td></tr> <tr><td>July 2016</td><td>0h 02m 04s</td></tr> <tr><td>August 2016</td><td>0h 02m 15s</td></tr> <tr><td>September 2016</td><td>0h 02m 41s</td></tr> <tr><td>October 2016</td><td>0h 01m 43s</td></tr> <tr><td>November 2016</td><td>0h 01m 10s</td></tr> <tr><td>December 2016</td><td>0h 01m 01s</td></tr> </tbody> </table>	Month	Actual Wait Time	April 2016	0h 02m 25s	May 2016	0h 02m 47s	June 2016	0h 01m 58s	July 2016	0h 02m 04s	August 2016	0h 02m 15s	September 2016	0h 02m 41s	October 2016	0h 01m 43s	November 2016	0h 01m 10s	December 2016	0h 01m 01s	
Month	Actual Wait Time																					
April 2016	0h 02m 25s																					
May 2016	0h 02m 47s																					
June 2016	0h 01m 58s																					
July 2016	0h 02m 04s																					
August 2016	0h 02m 15s																					
September 2016	0h 02m 41s																					
October 2016	0h 01m 43s																					
November 2016	0h 01m 10s																					
December 2016	0h 01m 01s																					
<p>Revenues - Council Tax Collection</p>	<table border="1"> <caption>Revenues - Council Tax Collection</caption> <thead> <tr> <th>Month</th> <th>Actual Collection %</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.45%</td></tr> <tr><td>May 2016</td><td>21%</td></tr> <tr><td>June 2016</td><td>30.19%</td></tr> <tr><td>July 2016</td><td>39.27%</td></tr> <tr><td>August 2016</td><td>48.67%</td></tr> <tr><td>September 2016</td><td>58.06%</td></tr> <tr><td>October 2016</td><td>67.48%</td></tr> <tr><td>November 2016</td><td>76.45%</td></tr> <tr><td>December 2016</td><td>85.68%</td></tr> </tbody> </table>	Month	Actual Collection %	April 2016	11.45%	May 2016	21%	June 2016	30.19%	July 2016	39.27%	August 2016	48.67%	September 2016	58.06%	October 2016	67.48%	November 2016	76.45%	December 2016	85.68%	
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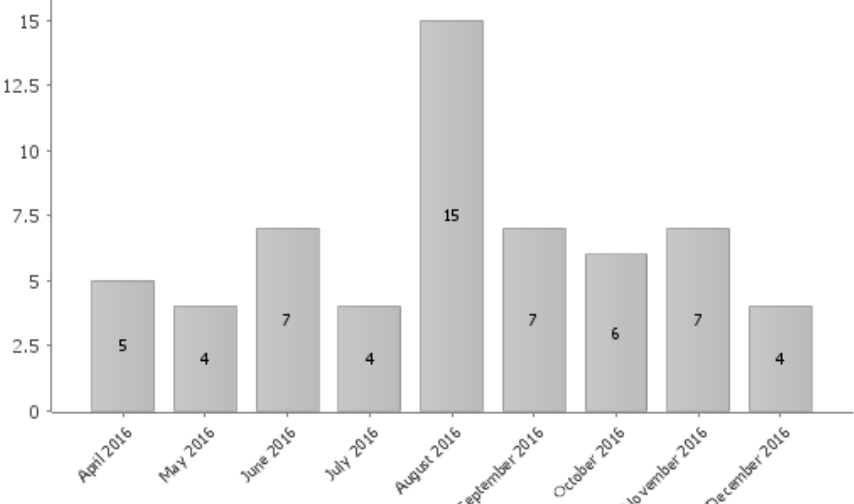
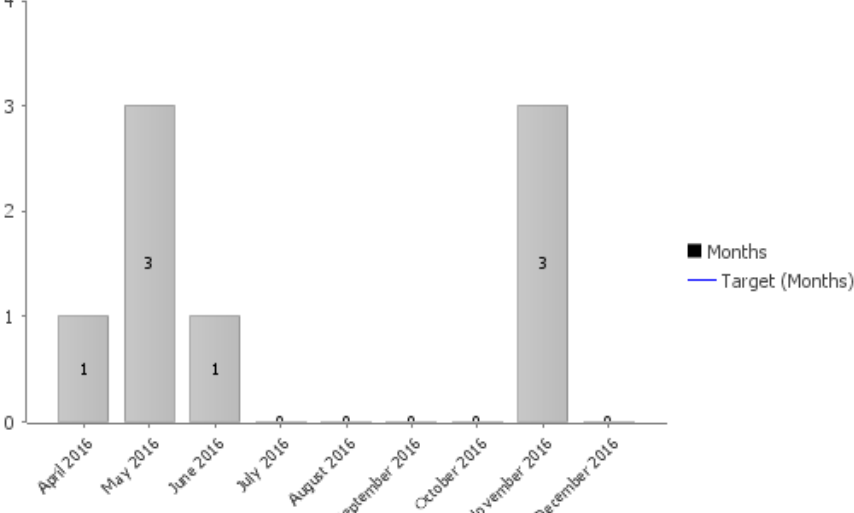
Performance Indicator	Performance	Notes																				
Revenues - Council tax reduction collection rate	 <table border="1"> <caption>Council tax reduction collection rate</caption> <thead> <tr> <th>Month</th> <th>Collection Rate</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>12.28%</td></tr> <tr><td>May 2016</td><td>19.5%</td></tr> <tr><td>June 2016</td><td>27.1%</td></tr> <tr><td>July 2016</td><td>34.27%</td></tr> <tr><td>August 2016</td><td>42.65%</td></tr> <tr><td>September 2016</td><td>50.46%</td></tr> <tr><td>October 2016</td><td>58.25%</td></tr> <tr><td>November 2016</td><td>65.69%</td></tr> <tr><td>December 2016</td><td>72.94%</td></tr> </tbody> </table>	Month	Collection Rate	April 2016	12.28%	May 2016	19.5%	June 2016	27.1%	July 2016	34.27%	August 2016	42.65%	September 2016	50.46%	October 2016	58.25%	November 2016	65.69%	December 2016	72.94%	
Month	Collection Rate																					
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December 2016	72.94%																					
Commercial Unit (EKH) - Average no of days taken to re-let council dwellings exc major works	 <table border="1"> <caption>Average no of days taken to re-let council dwellings</caption> <thead> <tr> <th>Quarter</th> <th>Average Days</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>15.2</td></tr> <tr><td>Q2 2016/17</td><td>20.88</td></tr> <tr><td>Q3 2016/17</td><td>22.76</td></tr> <tr><td>Q4 2016/17</td><td>-</td></tr> </tbody> </table>	Quarter	Average Days	Q1 2016/17	15.2	Q2 2016/17	20.88	Q3 2016/17	22.76	Q4 2016/17	-	<p>Target is 19 days</p> <p>EKH are experiencing difficulties in re-letting one particular property, which as a result is increasing the average number of days taken to re-let.</p>										
Quarter	Average Days																					
Q1 2016/17	15.2																					
Q2 2016/17	20.88																					
Q3 2016/17	22.76																					
Q4 2016/17	-																					

Performance Indicator	Performance	Notes								
Commercial Unit (EKH) - % of emergency repairs completed on time	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has three categories: Q1 2016/17, Q2 2016/17, and Q3 2016/17. The bars are grey and their values are labeled inside: 98.57%, 99.38%, and 100% respectively.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>98.57%</td> </tr> <tr> <td>Q2 2016/17</td> <td>99.38%</td> </tr> <tr> <td>Q3 2016/17</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	98.57%	Q2 2016/17	99.38%	Q3 2016/17	100%	Target is 98%
Quarter	Performance (%)									
Q1 2016/17	98.57%									
Q2 2016/17	99.38%									
Q3 2016/17	100%									
Commercial Unit (EKH) - % of routine repairs completed on time	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has three categories: Q1 2016/17, Q2 2016/17, and Q3 2016/17. The bars are grey and their values are labeled inside: 98.55%, 99.72%, and 99.84% respectively.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>98.55%</td> </tr> <tr> <td>Q2 2016/17</td> <td>99.72%</td> </tr> <tr> <td>Q3 2016/17</td> <td>99.84%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	98.55%	Q2 2016/17	99.72%	Q3 2016/17	99.84%	Target is 90%
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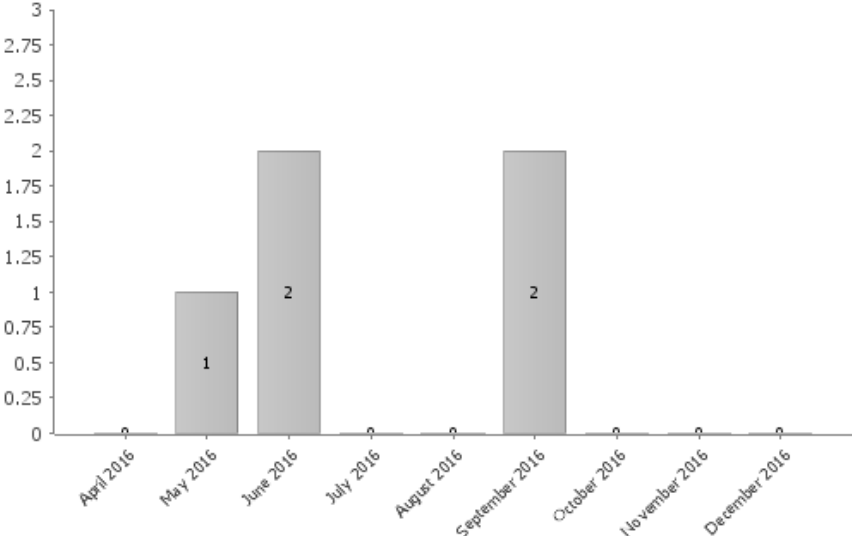
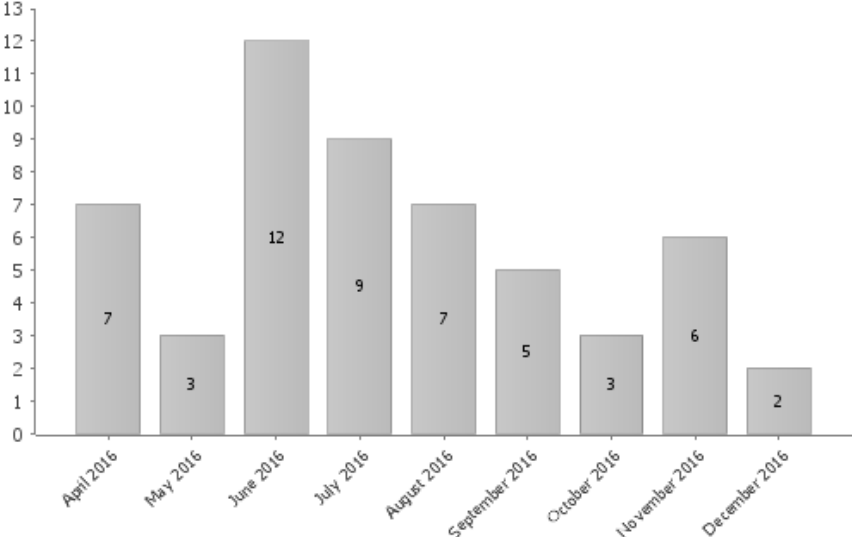
Performance Indicator	Performance	Notes																																						
Commercial Unit - % of invoices paid within the agreed timescales	<table border="1"> <caption>Commercial Unit - % of invoices paid within the agreed timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>96.97%</td> </tr> <tr> <td>Q2 2016/17</td> <td>95.3%</td> </tr> <tr> <td>Q3 2016/17</td> <td>96.27%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	96.97%	Q2 2016/17	95.3%	Q3 2016/17	96.27%	<table border="1"> <thead> <tr> <th>Department</th> <th>On Time</th> </tr> </thead> <tbody> <tr><td>Charities</td><td>100%</td></tr> <tr><td>Communications</td><td>100%</td></tr> <tr><td>Communities</td><td>98.95%</td></tr> <tr><td>Commercial &amp; Technical Services</td><td>94.06%</td></tr> <tr><td>Democratic Services &amp; Law</td><td>94.44%</td></tr> <tr><td>Director – Strategic Operations</td><td>100%</td></tr> <tr><td>Director – Strategic Development</td><td>100%</td></tr> <tr><td>Economic Development</td><td>100%</td></tr> <tr><td>East Kent Housing</td><td>98.92%</td></tr> <tr><td>Finance</td><td>95.58%</td></tr> <tr><td>Human Resources</td><td>100%</td></tr> <tr><td>Leadership Support</td><td>100%</td></tr> <tr><td>Planning</td><td>97.22%</td></tr> <tr><td>Strategic Development Projects</td><td>94.59%</td></tr> </tbody> </table>	Department	On Time	Charities	100%	Communications	100%	Communities	98.95%	Commercial & Technical Services	94.06%	Democratic Services & Law	94.44%	Director – Strategic Operations	100%	Director – Strategic Development	100%	Economic Development	100%	East Kent Housing	98.92%	Finance	95.58%	Human Resources	100%	Leadership Support	100%	Planning	97.22%	Strategic Development Projects	94.59%
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Environmental Health (Pollution Control) - Number of enforcement notices served	<table border="1"> <caption>Environmental Health (Pollution Control) - Number of enforcement notices served</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1</td><td>6</td></tr> <tr><td>May 2016</td><td>12</td><td>6</td></tr> <tr><td>June 2016</td><td>3</td><td>6</td></tr> <tr><td>July 2016</td><td>6</td><td>6</td></tr> <tr><td>August 2016</td><td>0</td><td>6</td></tr> <tr><td>September 2016</td><td>4</td><td>6</td></tr> <tr><td>October 2016</td><td>14</td><td>6</td></tr> <tr><td>November 2016</td><td>57</td><td>6</td></tr> <tr><td>December 2016</td><td>6</td><td>6</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	1	6	May 2016	12	6	June 2016	3	6	July 2016	6	6	August 2016	0	6	September 2016	4	6	October 2016	14	6	November 2016	57	6	December 2016	6	6	<p>The significant increase in the number of notices served in November was due to the Trade Waste Project undertaken in Hythe High Street. 161 businesses were checked for trade waste agreements. 42 businesses did not comply with the request to produce the trade waste agreement and were served notices.</p>								
Month	Months	Target (Months)																																						
April 2016	1	6																																						
May 2016	12	6																																						
June 2016	3	6																																						
July 2016	6	6																																						
August 2016	0	6																																						
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October 2016	14	6																																						
November 2016	57	6																																						
December 2016	6	6																																						

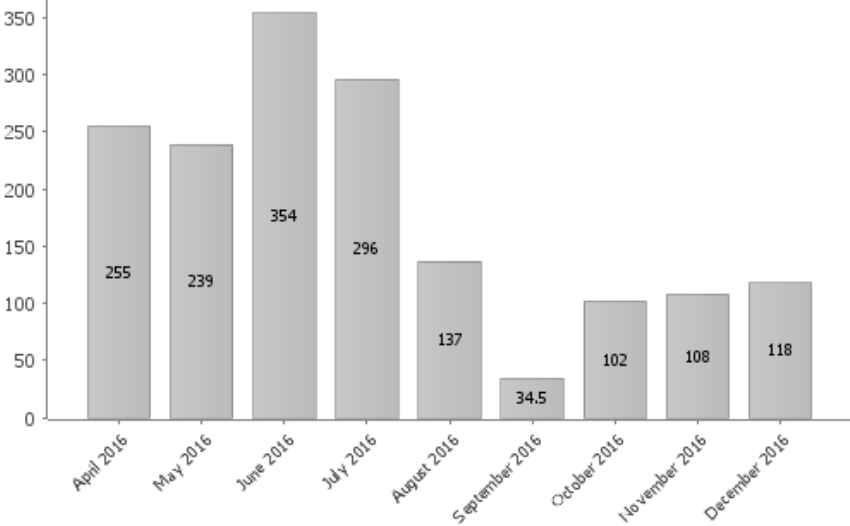
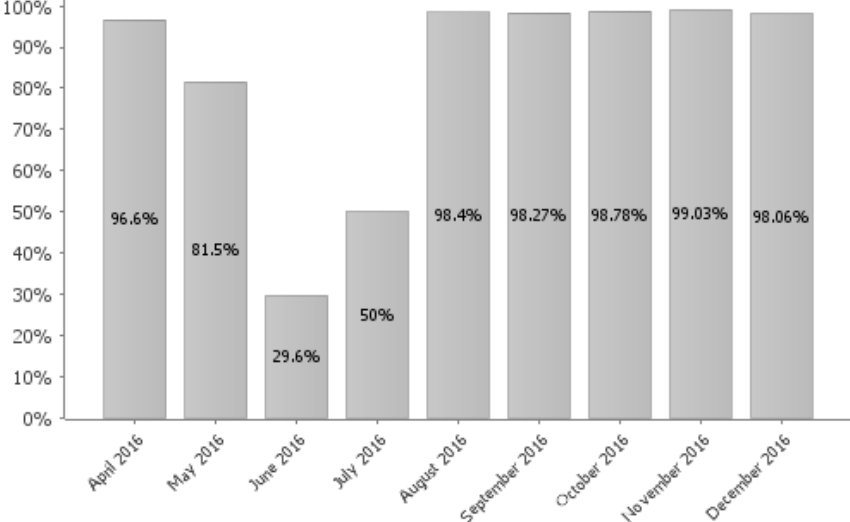
Performance Indicator	Performance	Notes																				
Environmental Health (Pollution Control) - Compliant part A & part B environmental permits	 <p>A bar chart showing the number of compliant businesses for part A and part B environmental permits from April 2016 to December 2016. The y-axis ranges from 0 to 25 in increments of 2.5. The x-axis lists the months from April to December 2016. All bars are at a value of 27.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>27</td></tr> <tr><td>May 2016</td><td>27</td></tr> <tr><td>June 2016</td><td>27</td></tr> <tr><td>July 2016</td><td>27</td></tr> <tr><td>August 2016</td><td>27</td></tr> <tr><td>September 2016</td><td>27</td></tr> <tr><td>October 2016</td><td>27</td></tr> <tr><td>November 2016</td><td>27</td></tr> <tr><td>December 2016</td><td>27</td></tr> </tbody> </table>	Month	Count	April 2016	27	May 2016	27	June 2016	27	July 2016	27	August 2016	27	September 2016	27	October 2016	27	November 2016	27	December 2016	27	There are 27 businesses that are regulated in the Shepway area for pollution.
Month	Count																					
April 2016	27																					
May 2016	27																					
June 2016	27																					
July 2016	27																					
August 2016	27																					
September 2016	27																					
October 2016	27																					
November 2016	27																					
December 2016	27																					
Environmental Health (Pollution Control) - Compliant air quality monitoring sites	 <p>A bar chart showing the number of compliant air quality monitoring sites from April 2016 to December 2016. The y-axis ranges from 0 to 14 in increments of 1. The x-axis lists the months from April to December 2016. The counts are 12 for April through August, and 13 for September through December.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>12</td></tr> <tr><td>May 2016</td><td>12</td></tr> <tr><td>June 2016</td><td>12</td></tr> <tr><td>July 2016</td><td>12</td></tr> <tr><td>August 2016</td><td>12</td></tr> <tr><td>September 2016</td><td>13</td></tr> <tr><td>October 2016</td><td>13</td></tr> <tr><td>November 2016</td><td>13</td></tr> <tr><td>December 2016</td><td>13</td></tr> </tbody> </table>	Month	Count	April 2016	12	May 2016	12	June 2016	12	July 2016	12	August 2016	12	September 2016	13	October 2016	13	November 2016	13	December 2016	13	There are 13 sites in the district.
Month	Count																					
April 2016	12																					
May 2016	12																					
June 2016	12																					
July 2016	12																					
August 2016	12																					
September 2016	13																					
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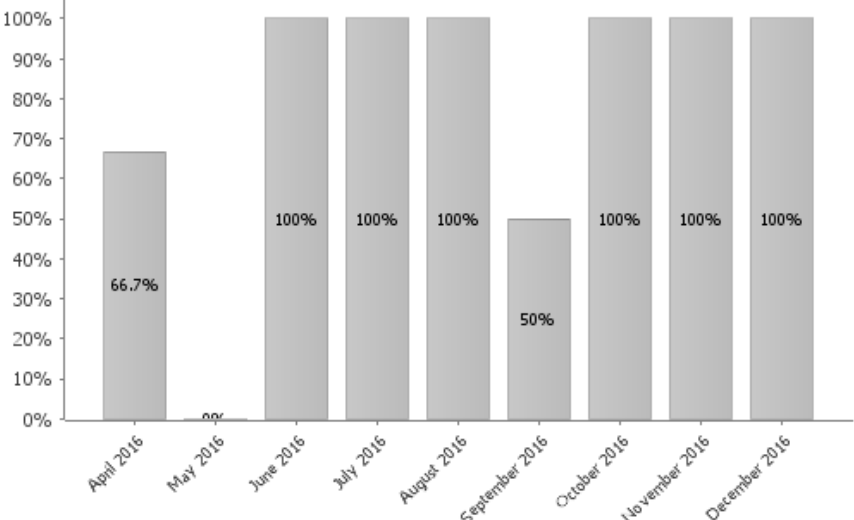
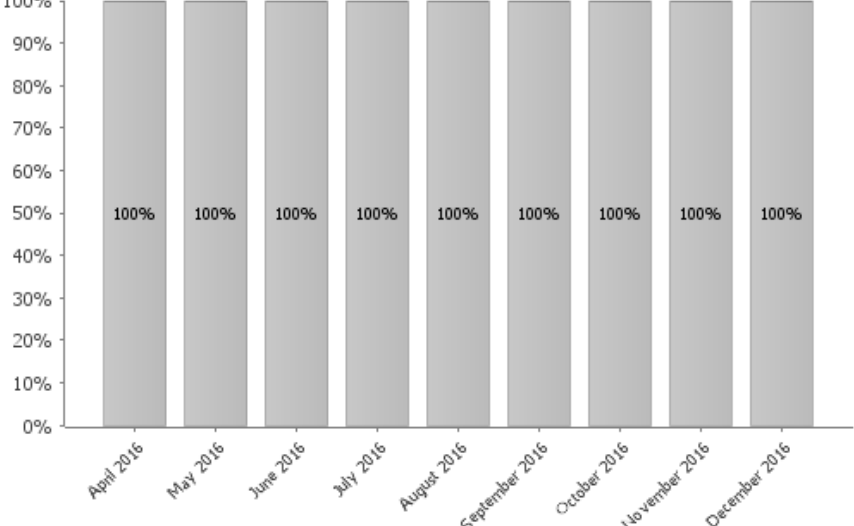
Performance Indicator	Performance	Notes																				
Environmental Health (Pollution Control) - Number of contaminated land enquiries successfully dealt with	 <table border="1" data-bbox="510 245 1361 790"> <thead> <tr> <th>Month</th> <th>Number of enquiries</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>2</td> </tr> <tr> <td>May 2016</td> <td>9</td> </tr> <tr> <td>June 2016</td> <td>4</td> </tr> <tr> <td>July 2016</td> <td>3</td> </tr> <tr> <td>August 2016</td> <td>1</td> </tr> <tr> <td>September 2016</td> <td>6</td> </tr> <tr> <td>October 2016</td> <td>7</td> </tr> <tr> <td>November 2016</td> <td>3</td> </tr> <tr> <td>December 2016</td> <td>1</td> </tr> </tbody> </table>	Month	Number of enquiries	April 2016	2	May 2016	9	June 2016	4	July 2016	3	August 2016	1	September 2016	6	October 2016	7	November 2016	3	December 2016	1	
Month	Number of enquiries																					
April 2016	2																					
May 2016	9																					
June 2016	4																					
July 2016	3																					
August 2016	1																					
September 2016	6																					
October 2016	7																					
November 2016	3																					
December 2016	1																					
Environmental Health (Pollution Control) - Stray dogs found	 <table border="1" data-bbox="510 799 1361 1342"> <thead> <tr> <th>Month</th> <th>Number of stray dogs found</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>14</td> </tr> <tr> <td>May 2016</td> <td>19</td> </tr> <tr> <td>June 2016</td> <td>13</td> </tr> <tr> <td>July 2016</td> <td>17</td> </tr> <tr> <td>August 2016</td> <td>13</td> </tr> <tr> <td>September 2016</td> <td>35</td> </tr> <tr> <td>October 2016</td> <td>14</td> </tr> <tr> <td>November 2016</td> <td>14</td> </tr> <tr> <td>December 2016</td> <td>12</td> </tr> </tbody> </table>	Month	Number of stray dogs found	April 2016	14	May 2016	19	June 2016	13	July 2016	17	August 2016	13	September 2016	35	October 2016	14	November 2016	14	December 2016	12	From Q1 2017/18, this information will be collated to demonstrate stray dogs found and successfully returned under one chart to allow comparison.
Month	Number of stray dogs found																					
April 2016	14																					
May 2016	19																					
June 2016	13																					
July 2016	17																					
August 2016	13																					
September 2016	35																					
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December 2016	12																					

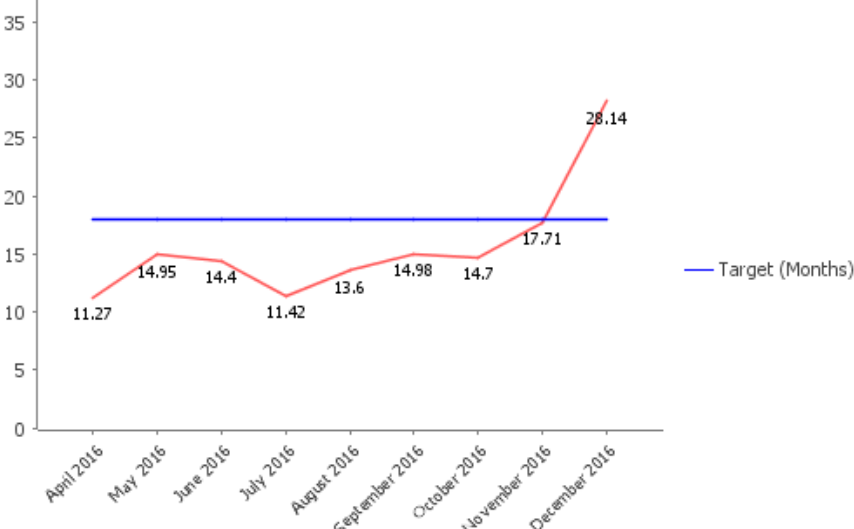
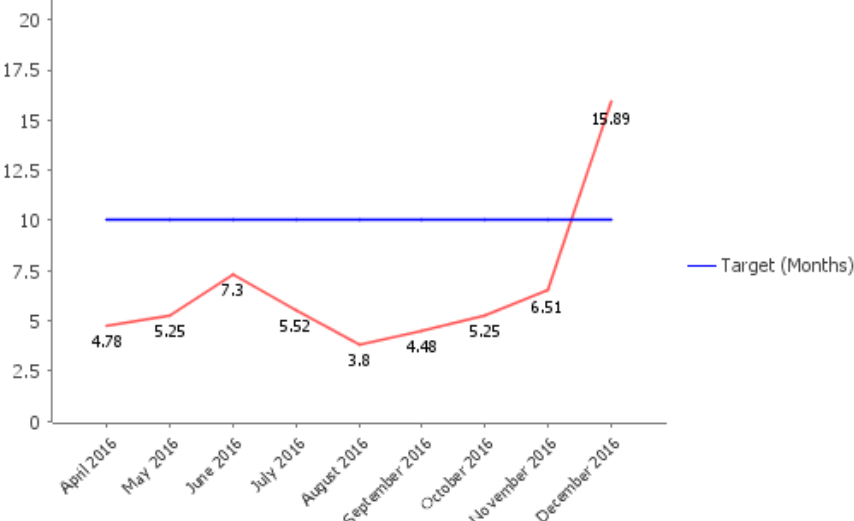
Performance Indicator	Performance	Notes																				
Environmental Health (Pollution Control) - Stray dogs successfully returned to owner	 <table border="1" data-bbox="510 256 1361 762"> <thead> <tr> <th>Month</th> <th>Number of Stray Dogs Returned</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>5</td></tr> <tr><td>May 2016</td><td>4</td></tr> <tr><td>June 2016</td><td>7</td></tr> <tr><td>July 2016</td><td>4</td></tr> <tr><td>August 2016</td><td>15</td></tr> <tr><td>September 2016</td><td>7</td></tr> <tr><td>October 2016</td><td>6</td></tr> <tr><td>November 2016</td><td>7</td></tr> <tr><td>December 2016</td><td>4</td></tr> </tbody> </table>	Month	Number of Stray Dogs Returned	April 2016	5	May 2016	4	June 2016	7	July 2016	4	August 2016	15	September 2016	7	October 2016	6	November 2016	7	December 2016	4	<p>Following the approval of the Stray Dog Policy, all stray dogs returned to their owners will now be micro-chipped before being released, to ensure more stray dogs can be identified and returned to their owners.</p>
Month	Number of Stray Dogs Returned																					
April 2016	5																					
May 2016	4																					
June 2016	7																					
July 2016	4																					
August 2016	15																					
September 2016	7																					
October 2016	6																					
November 2016	7																					
December 2016	4																					
Environmental Health (Enforcement) - successful prosecutions	 <table border="1" data-bbox="510 794 1361 1308"> <thead> <tr> <th>Month</th> <th>Number of Successful Prosecutions</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1</td></tr> <tr><td>May 2016</td><td>3</td></tr> <tr><td>June 2016</td><td>1</td></tr> <tr><td>July 2016</td><td>0</td></tr> <tr><td>August 2016</td><td>0</td></tr> <tr><td>September 2016</td><td>0</td></tr> <tr><td>October 2016</td><td>0</td></tr> <tr><td>November 2016</td><td>3</td></tr> <tr><td>December 2016</td><td>0</td></tr> </tbody> </table>	Month	Number of Successful Prosecutions	April 2016	1	May 2016	3	June 2016	1	July 2016	0	August 2016	0	September 2016	0	October 2016	0	November 2016	3	December 2016	0	<p>The team's target is 5 successful prosecutions per annum.</p> <p>Following work in Quarter 2, working alongside our Legal team to prepare potential prosecution cases, Quarter 3 delivered three successful prosecutions, two were for fly-tipping and one was where an offender failed to comply with a CPN.</p>
Month	Number of Successful Prosecutions																					
April 2016	1																					
May 2016	3																					
June 2016	1																					
July 2016	0																					
August 2016	0																					
September 2016	0																					
October 2016	0																					
November 2016	3																					
December 2016	0																					

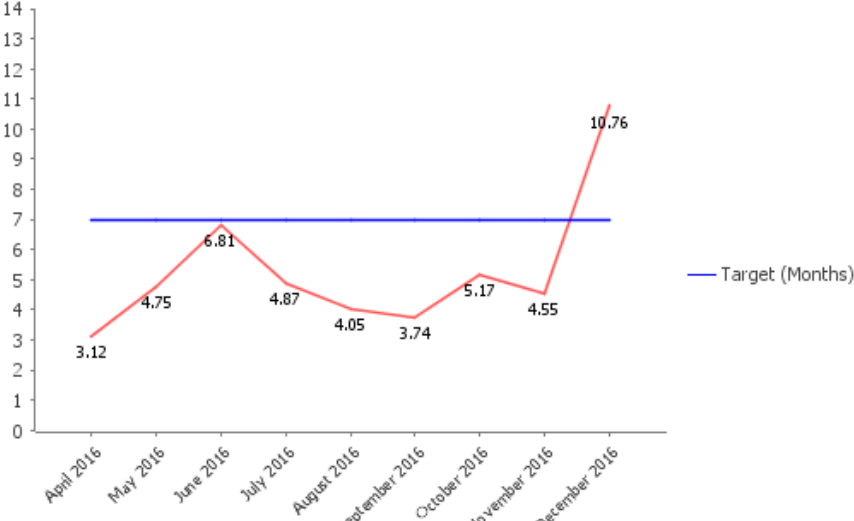


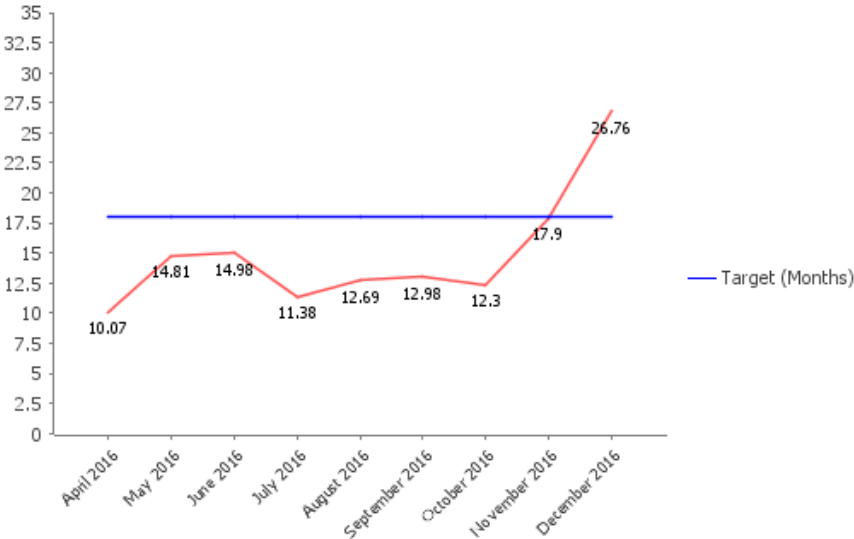
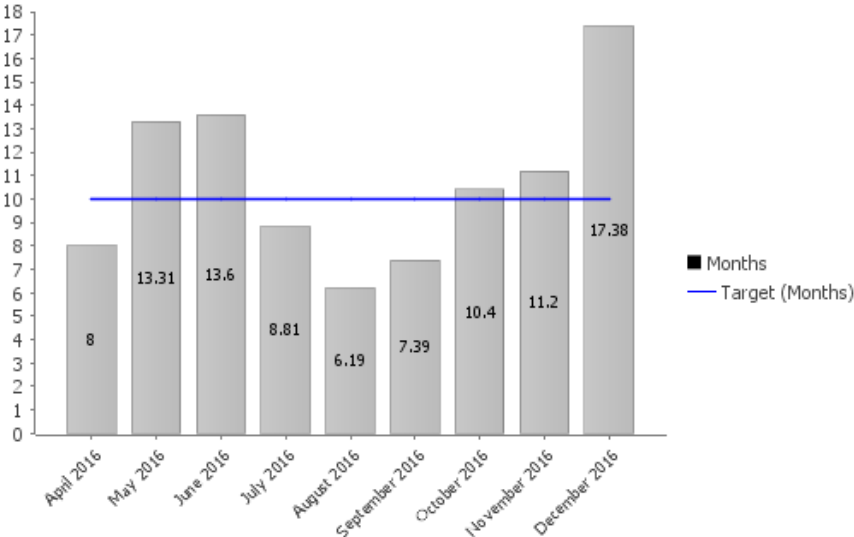
Performance Indicator	Performance	Notes																				
Environmental Health (Enforcement) - formal cautions issued	 <table border="1" data-bbox="510 248 1359 786"> <caption>Formal Cautions Issued by Month</caption> <thead> <tr> <th>Month</th> <th>Number of Cautions</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>0</td></tr> <tr><td>May 2016</td><td>1</td></tr> <tr><td>June 2016</td><td>2</td></tr> <tr><td>July 2016</td><td>0</td></tr> <tr><td>August 2016</td><td>0</td></tr> <tr><td>September 2016</td><td>2</td></tr> <tr><td>October 2016</td><td>0</td></tr> <tr><td>November 2016</td><td>0</td></tr> <tr><td>December 2016</td><td>0</td></tr> </tbody> </table>	Month	Number of Cautions	April 2016	0	May 2016	1	June 2016	2	July 2016	0	August 2016	0	September 2016	2	October 2016	0	November 2016	0	December 2016	0	<p>None were issued this quarter.</p> <p>Cautions are generally low as the team generally move towards prosecution and not formal warnings.</p>
Month	Number of Cautions																					
April 2016	0																					
May 2016	1																					
June 2016	2																					
July 2016	0																					
August 2016	0																					
September 2016	2																					
October 2016	0																					
November 2016	0																					
December 2016	0																					
Environmental Health (Enforcement) – fixed penalty notices issued	 <table border="1" data-bbox="510 802 1359 1340"> <caption>Fixed Penalty Notices Issued by Month</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>7</td></tr> <tr><td>May 2016</td><td>3</td></tr> <tr><td>June 2016</td><td>12</td></tr> <tr><td>July 2016</td><td>9</td></tr> <tr><td>August 2016</td><td>7</td></tr> <tr><td>September 2016</td><td>5</td></tr> <tr><td>October 2016</td><td>3</td></tr> <tr><td>November 2016</td><td>6</td></tr> <tr><td>December 2016</td><td>2</td></tr> </tbody> </table>	Month	Number of Notices	April 2016	7	May 2016	3	June 2016	12	July 2016	9	August 2016	7	September 2016	5	October 2016	3	November 2016	6	December 2016	2	<p>11 fixed penalty notices were issued in quarter 3, 7 for litter and 4 were for dogs being off leads in designated areas.</p> <p>Concentrating our patrols on hot spots areas where customer reporting is at its highest has resulted in 66 FPNs being issued to date this year, compared to 29 issued in 2015/16. This is a real success story for the team.</p>
Month	Number of Notices																					
April 2016	7																					
May 2016	3																					
June 2016	12																					
July 2016	9																					
August 2016	7																					
September 2016	5																					
October 2016	3																					
November 2016	6																					
December 2016	2																					

Performance Indicator	Performance	Notes																				
Environmental Health (Enforcement) - number of hours spent on environmental crime patrol	 <table border="1" data-bbox="510 256 1357 783"> <thead> <tr> <th>Month</th> <th>Hours</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>255</td></tr> <tr><td>May 2016</td><td>239</td></tr> <tr><td>June 2016</td><td>354</td></tr> <tr><td>July 2016</td><td>296</td></tr> <tr><td>August 2016</td><td>137</td></tr> <tr><td>September 2016</td><td>34.5</td></tr> <tr><td>October 2016</td><td>102</td></tr> <tr><td>November 2016</td><td>108</td></tr> <tr><td>December 2016</td><td>118</td></tr> </tbody> </table>	Month	Hours	April 2016	255	May 2016	239	June 2016	354	July 2016	296	August 2016	137	September 2016	34.5	October 2016	102	November 2016	108	December 2016	118	<p>Despite patrol hours dipping due to resource issues, the team has managed to retain its focus on a proactive approach towards enforcement. Patrol hours for Q2 and Q3 have concentrated on hot spot areas reported by customers, resulting in a record 42 Enforcement Notices being issued as part of a targeted exercise of commercial properties in Hythe following an increase in the unauthorised depositing of controlled waste. Subsequent FPNs have been issued to those businesses failing to comply, which will bring increased enforcement figures in Q4.</p> <p>The team continues to work smarter and more effectively to ensure patrol hours are proactively targeting key areas of the district, to ensure opportunities for Enforcement Notices and FPNs being issued is maximised.</p>
Month	Hours																					
April 2016	255																					
May 2016	239																					
June 2016	354																					
July 2016	296																					
August 2016	137																					
September 2016	34.5																					
October 2016	102																					
November 2016	108																					
December 2016	118																					
Complaints & FOI - Standard FOI requests will be satisfactorily replied to within statutory timeframe of 20 working days	 <table border="1" data-bbox="510 847 1357 1370"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>96.6%</td></tr> <tr><td>May 2016</td><td>81.5%</td></tr> <tr><td>June 2016</td><td>29.6%</td></tr> <tr><td>July 2016</td><td>50%</td></tr> <tr><td>August 2016</td><td>98.4%</td></tr> <tr><td>September 2016</td><td>98.27%</td></tr> <tr><td>October 2016</td><td>98.78%</td></tr> <tr><td>November 2016</td><td>99.03%</td></tr> <tr><td>December 2016</td><td>98.06%</td></tr> </tbody> </table>	Month	Percentage	April 2016	96.6%	May 2016	81.5%	June 2016	29.6%	July 2016	50%	August 2016	98.4%	September 2016	98.27%	October 2016	98.78%	November 2016	99.03%	December 2016	98.06%	<p><b>Quarter 1</b>            April – 58 received            May - 65 received            June – 54 received</p> <p><b>Quarter 2</b>            July – 64 received            August – 63 received            September – 58 received</p> <p><b>Quarter 3</b>            October – 82 received            November – 103 received            December – 103 received</p>
Month	Percentage																					
April 2016	96.6%																					
May 2016	81.5%																					
June 2016	29.6%																					
July 2016	50%																					
August 2016	98.4%																					
September 2016	98.27%																					
October 2016	98.78%																					
November 2016	99.03%																					
December 2016	98.06%																					

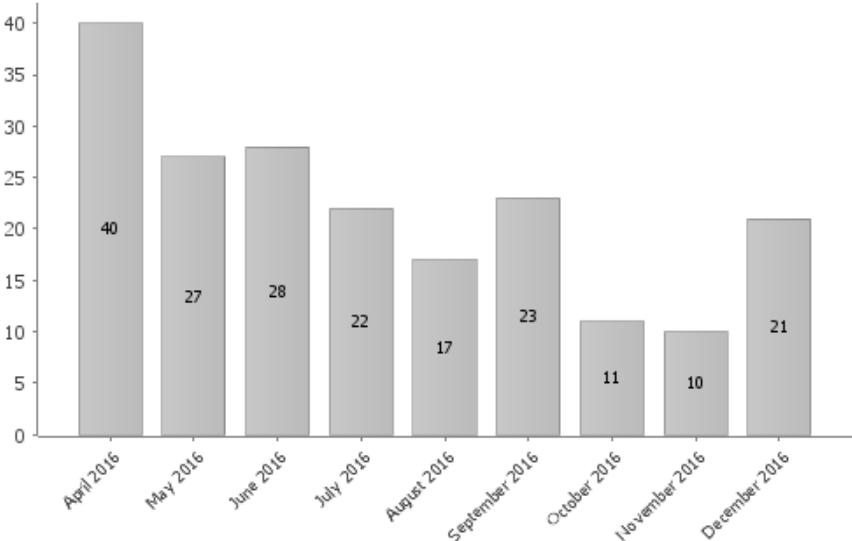
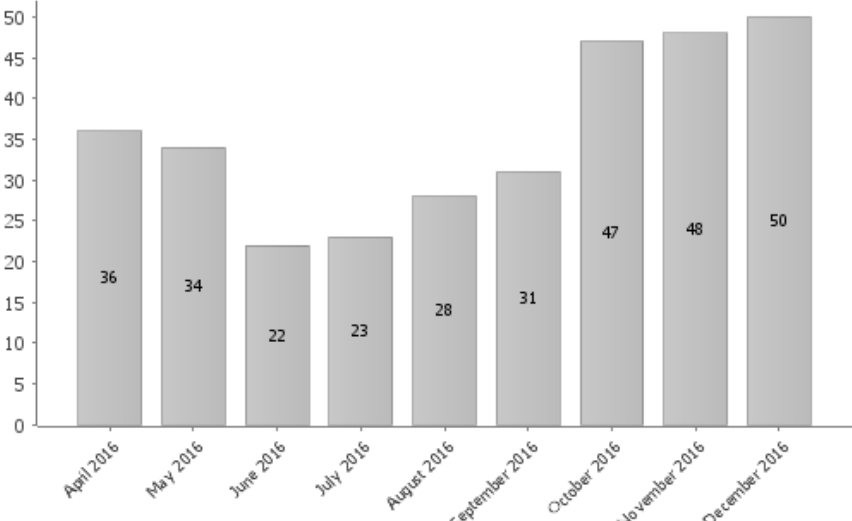
Performance Indicator	Performance	Notes																				
<p>Complaints &amp; FOI - All subject access requests will be satisfactorily replied to within the statutory timeframe of 40 days</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>66.7%</td></tr> <tr><td>May 2016</td><td>0%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>50%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	66.7%	May 2016	0%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	50%	October 2016	100%	November 2016	100%	December 2016	100%	<p>October – 2 requests were received</p> <p>November – 2 requests were received</p> <p>December - 2 requests were received</p>
Month	Performance (%)																					
April 2016	66.7%																					
May 2016	0%																					
June 2016	100%																					
July 2016	100%																					
August 2016	100%																					
September 2016	50%																					
October 2016	100%																					
November 2016	100%																					
December 2016	100%																					
<p>Complaints &amp; FOI - All complaints will be acknowledged within 5 days</p>	 <table border="1"> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	100%	October 2016	100%	November 2016	100%	December 2016	100%	
Month	Performance (%)																					
April 2016	100%																					
May 2016	100%																					
June 2016	100%																					
July 2016	100%																					
August 2016	100%																					
September 2016	100%																					
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November 2016	100%																					
December 2016	100%																					

Performance Indicator	Performance	Notes																														
Benefits - Average number of days taken to process new claims for Housing Benefit	 <table border="1" data-bbox="510 252 1361 783"> <thead> <tr> <th>Month</th> <th>Actual (Days)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.27</td><td>18</td></tr> <tr><td>May 2016</td><td>14.95</td><td>18</td></tr> <tr><td>June 2016</td><td>14.4</td><td>18</td></tr> <tr><td>July 2016</td><td>11.42</td><td>18</td></tr> <tr><td>August 2016</td><td>13.6</td><td>18</td></tr> <tr><td>September 2016</td><td>14.98</td><td>18</td></tr> <tr><td>October 2016</td><td>14.7</td><td>18</td></tr> <tr><td>November 2016</td><td>17.71</td><td>18</td></tr> <tr><td>December 2016</td><td>28.14</td><td>18</td></tr> </tbody> </table>	Month	Actual (Days)	Target (Months)	April 2016	11.27	18	May 2016	14.95	18	June 2016	14.4	18	July 2016	11.42	18	August 2016	13.6	18	September 2016	14.98	18	October 2016	14.7	18	November 2016	17.71	18	December 2016	28.14	18	<p>Monthly target is to process within 18 days.</p> <p>Over recent months the benefits service has implemented a number of significant transformation initiatives. This has resulted in more effective use of technology and staff resources as well as the introduction of more flexible customer service functionality. Inevitably there have been some short-term impacts on day to day operational processing performance while these major changes have been implemented.</p>
Month	Actual (Days)	Target (Months)																														
April 2016	11.27	18																														
May 2016	14.95	18																														
June 2016	14.4	18																														
July 2016	11.42	18																														
August 2016	13.6	18																														
September 2016	14.98	18																														
October 2016	14.7	18																														
November 2016	17.71	18																														
December 2016	28.14	18																														
Benefits - Average number of days to process new claims for Housing Benefit from the date the complete evidence is received.	 <table border="1" data-bbox="510 805 1361 1327"> <thead> <tr> <th>Month</th> <th>Actual (Days)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>4.78</td><td>10</td></tr> <tr><td>May 2016</td><td>5.25</td><td>10</td></tr> <tr><td>June 2016</td><td>7.3</td><td>10</td></tr> <tr><td>July 2016</td><td>5.52</td><td>10</td></tr> <tr><td>August 2016</td><td>3.8</td><td>10</td></tr> <tr><td>September 2016</td><td>4.48</td><td>10</td></tr> <tr><td>October 2016</td><td>5.25</td><td>10</td></tr> <tr><td>November 2016</td><td>6.51</td><td>10</td></tr> <tr><td>December 2016</td><td>15.89</td><td>10</td></tr> </tbody> </table>	Month	Actual (Days)	Target (Months)	April 2016	4.78	10	May 2016	5.25	10	June 2016	7.3	10	July 2016	5.52	10	August 2016	3.8	10	September 2016	4.48	10	October 2016	5.25	10	November 2016	6.51	10	December 2016	15.89	10	<p>Monthly target is to process within 10 days.</p>
Month	Actual (Days)	Target (Months)																														
April 2016	4.78	10																														
May 2016	5.25	10																														
June 2016	7.3	10																														
July 2016	5.52	10																														
August 2016	3.8	10																														
September 2016	4.48	10																														
October 2016	5.25	10																														
November 2016	6.51	10																														
December 2016	15.89	10																														

Performance Indicator	Performance	Notes																														
Benefits - Average number of days taken to process change of circumstances for Housing Benefit	 <table border="1"> <caption>Performance Data for Housing Benefit (Days)</caption> <thead> <tr> <th>Month</th> <th>Actual (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3.8</td><td>10</td></tr> <tr><td>May 2016</td><td>5.76</td><td>10</td></tr> <tr><td>June 2016</td><td>7.65</td><td>10</td></tr> <tr><td>July 2016</td><td>5.38</td><td>10</td></tr> <tr><td>August 2016</td><td>5.12</td><td>10</td></tr> <tr><td>September 2016</td><td>4.19</td><td>10</td></tr> <tr><td>October 2016</td><td>6.2</td><td>10</td></tr> <tr><td>November 2016</td><td>6.58</td><td>10</td></tr> <tr><td>December 2016</td><td>12.58</td><td>10</td></tr> </tbody> </table>	Month	Actual (Days)	Target (Days)	April 2016	3.8	10	May 2016	5.76	10	June 2016	7.65	10	July 2016	5.38	10	August 2016	5.12	10	September 2016	4.19	10	October 2016	6.2	10	November 2016	6.58	10	December 2016	12.58	10	Monthly target is to process within 10 days.
Month	Actual (Days)	Target (Days)																														
April 2016	3.8	10																														
May 2016	5.76	10																														
June 2016	7.65	10																														
July 2016	5.38	10																														
August 2016	5.12	10																														
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December 2016	12.58	10																														
Benefits - Average number of days to process change of circumstances for Housing Benefit from the date complete evidence is received.	 <table border="1"> <caption>Performance Data for Housing Benefit (Days)</caption> <thead> <tr> <th>Month</th> <th>Actual (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3.12</td><td>7</td></tr> <tr><td>May 2016</td><td>4.75</td><td>7</td></tr> <tr><td>June 2016</td><td>6.81</td><td>7</td></tr> <tr><td>July 2016</td><td>4.87</td><td>7</td></tr> <tr><td>August 2016</td><td>4.05</td><td>7</td></tr> <tr><td>September 2016</td><td>3.74</td><td>7</td></tr> <tr><td>October 2016</td><td>5.17</td><td>7</td></tr> <tr><td>November 2016</td><td>4.55</td><td>7</td></tr> <tr><td>December 2016</td><td>10.76</td><td>7</td></tr> </tbody> </table>	Month	Actual (Days)	Target (Days)	April 2016	3.12	7	May 2016	4.75	7	June 2016	6.81	7	July 2016	4.87	7	August 2016	4.05	7	September 2016	3.74	7	October 2016	5.17	7	November 2016	4.55	7	December 2016	10.76	7	Monthly target is to process within 7 days.
Month	Actual (Days)	Target (Days)																														
April 2016	3.12	7																														
May 2016	4.75	7																														
June 2016	6.81	7																														
July 2016	4.87	7																														
August 2016	4.05	7																														
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December 2016	10.76	7																														

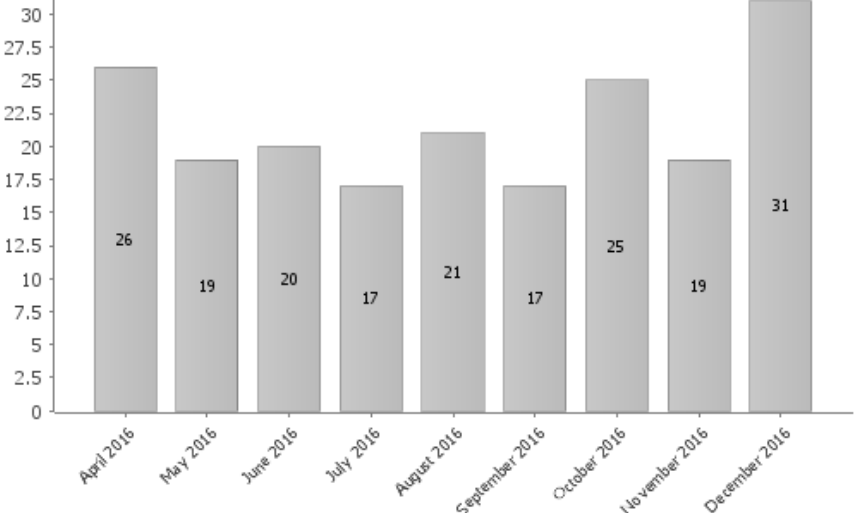
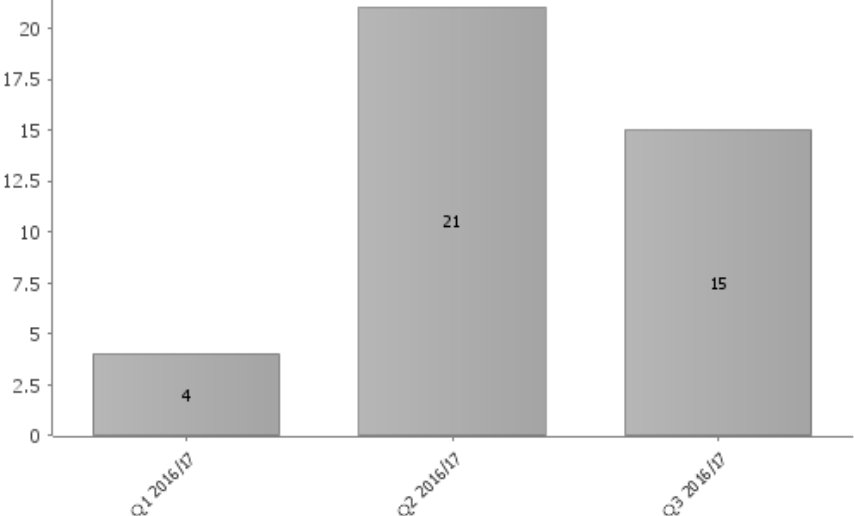
Performance Indicator	Performance	Notes																				
Benefits - Average number of days taken to process new claims for Council Tax Reduction	 <table border="1"> <caption>Performance Data for New Claims</caption> <thead> <tr> <th>Month</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>10.07</td></tr> <tr><td>May 2016</td><td>14.81</td></tr> <tr><td>June 2016</td><td>14.98</td></tr> <tr><td>July 2016</td><td>11.38</td></tr> <tr><td>August 2016</td><td>12.69</td></tr> <tr><td>September 2016</td><td>12.98</td></tr> <tr><td>October 2016</td><td>12.3</td></tr> <tr><td>November 2016</td><td>17.9</td></tr> <tr><td>December 2016</td><td>26.76</td></tr> </tbody> </table>	Month	Average Number of Days	April 2016	10.07	May 2016	14.81	June 2016	14.98	July 2016	11.38	August 2016	12.69	September 2016	12.98	October 2016	12.3	November 2016	17.9	December 2016	26.76	Monthly target is to process within 18 days.
Month	Average Number of Days																					
April 2016	10.07																					
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Benefits - Average number of days taken to process change of circumstances for Council Tax Reduction	 <table border="1"> <caption>Performance Data for Change of Circumstances</caption> <thead> <tr> <th>Month</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8</td></tr> <tr><td>May 2016</td><td>13.31</td></tr> <tr><td>June 2016</td><td>13.6</td></tr> <tr><td>July 2016</td><td>8.81</td></tr> <tr><td>August 2016</td><td>6.19</td></tr> <tr><td>September 2016</td><td>7.39</td></tr> <tr><td>October 2016</td><td>10.4</td></tr> <tr><td>November 2016</td><td>11.2</td></tr> <tr><td>December 2016</td><td>17.38</td></tr> </tbody> </table>	Month	Average Number of Days	April 2016	8	May 2016	13.31	June 2016	13.6	July 2016	8.81	August 2016	6.19	September 2016	7.39	October 2016	10.4	November 2016	11.2	December 2016	17.38	Monthly target is to process within 10 days.
Month	Average Number of Days																					
April 2016	8																					
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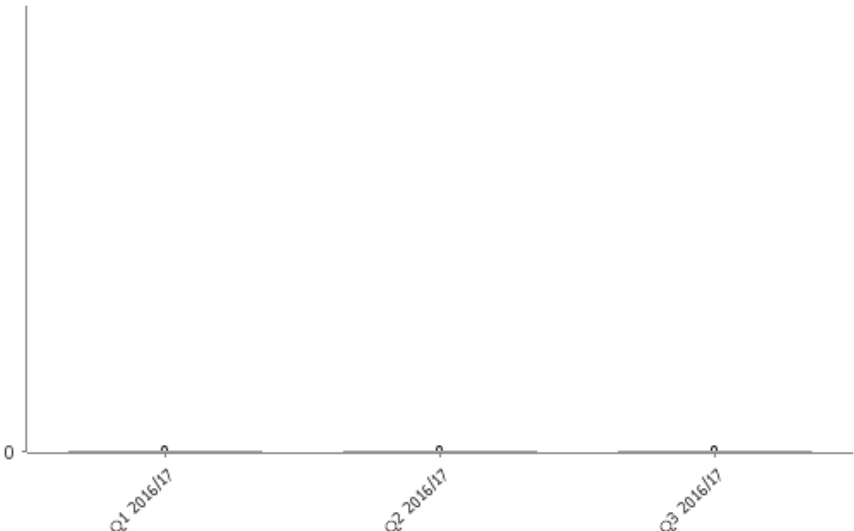
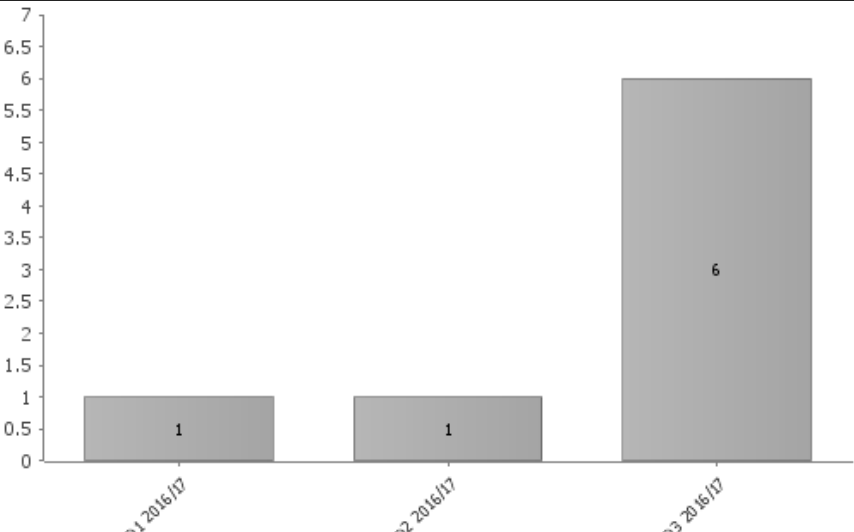
Performance Indicator	Performance	Notes																				
Benefits - HB Processing accuracy	<table border="1"> <caption>HB Processing Accuracy Data</caption> <thead> <tr> <th>Month</th> <th>Accuracy (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>92.67%</td></tr> <tr><td>May 2016</td><td>95.27%</td></tr> <tr><td>June 2016</td><td>92.5%</td></tr> <tr><td>July 2016</td><td>94.54%</td></tr> <tr><td>August 2016</td><td>99.11%</td></tr> <tr><td>September 2016</td><td>97.42%</td></tr> <tr><td>October 2016</td><td>92.86%</td></tr> <tr><td>November 2016</td><td>92.75%</td></tr> <tr><td>December 2016</td><td>92.81%</td></tr> </tbody> </table>	Month	Accuracy (%)	April 2016	92.67%	May 2016	95.27%	June 2016	92.5%	July 2016	94.54%	August 2016	99.11%	September 2016	97.42%	October 2016	92.86%	November 2016	92.75%	December 2016	92.81%	
Month	Accuracy (%)																					
April 2016	92.67%																					
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August 2016	99.11%																					
September 2016	97.42%																					
October 2016	92.86%																					
November 2016	92.75%																					
December 2016	92.81%																					
Benefits - To process applications for Discretionary Housing Payment within an average of 2 working days	<table border="1"> <caption>Discretionary Housing Payment Processing Data</caption> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>96%</td></tr> <tr><td>September 2016</td><td>100%</td></tr> <tr><td>October 2016</td><td>97.56%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> </tbody> </table>	Month	Percentage (%)	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	96%	September 2016	100%	October 2016	97.56%	November 2016	100%	December 2016	100%	
Month	Percentage (%)																					
April 2016	100%																					
May 2016	100%																					
June 2016	100%																					
July 2016	100%																					
August 2016	96%																					
September 2016	100%																					
October 2016	97.56%																					
November 2016	100%																					
December 2016	100%																					

Performance Indicator	Performance	Notes																				
Housing Options - Number of homeless decisions made	 <table border="1" data-bbox="510 248 1359 791"> <thead> <tr> <th>Month</th> <th>Number of Decisions</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>40</td></tr> <tr><td>May 2016</td><td>27</td></tr> <tr><td>June 2016</td><td>28</td></tr> <tr><td>July 2016</td><td>22</td></tr> <tr><td>August 2016</td><td>17</td></tr> <tr><td>September 2016</td><td>23</td></tr> <tr><td>October 2016</td><td>11</td></tr> <tr><td>November 2016</td><td>10</td></tr> <tr><td>December 2016</td><td>21</td></tr> </tbody> </table>	Month	Number of Decisions	April 2016	40	May 2016	27	June 2016	28	July 2016	22	August 2016	17	September 2016	23	October 2016	11	November 2016	10	December 2016	21	<p>In Quarter 3, the Housing Options Team received a total of 169 homeless approaches. From this 42 homeless decisions were made.</p> <p>Although there was a dip in performance in October and November due to losing a full-time experienced officer. Decisions started to increase from December once this resource implication had been rectified.</p>
Month	Number of Decisions																					
April 2016	40																					
May 2016	27																					
June 2016	28																					
July 2016	22																					
August 2016	17																					
September 2016	23																					
October 2016	11																					
November 2016	10																					
December 2016	21																					
Housing Options - Average number of people in temporary accommodation	 <table border="1" data-bbox="510 807 1359 1329"> <thead> <tr> <th>Month</th> <th>Average Number of People</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>36</td></tr> <tr><td>May 2016</td><td>34</td></tr> <tr><td>June 2016</td><td>22</td></tr> <tr><td>July 2016</td><td>23</td></tr> <tr><td>August 2016</td><td>28</td></tr> <tr><td>September 2016</td><td>31</td></tr> <tr><td>October 2016</td><td>47</td></tr> <tr><td>November 2016</td><td>48</td></tr> <tr><td>December 2016</td><td>50</td></tr> </tbody> </table>	Month	Average Number of People	April 2016	36	May 2016	34	June 2016	22	July 2016	23	August 2016	28	September 2016	31	October 2016	47	November 2016	48	December 2016	50	<p>In Quarter 3, the team was understaffed by 2 full-time equivalents due to long-term staff sickness. As officers were covering for a variety of Housing Options roles, the team lacked resilience, resulting in increased placements into temporary accommodation.</p>
Month	Average Number of People																					
April 2016	36																					
May 2016	34																					
June 2016	22																					
July 2016	23																					
August 2016	28																					
September 2016	31																					
October 2016	47																					
November 2016	48																					
December 2016	50																					

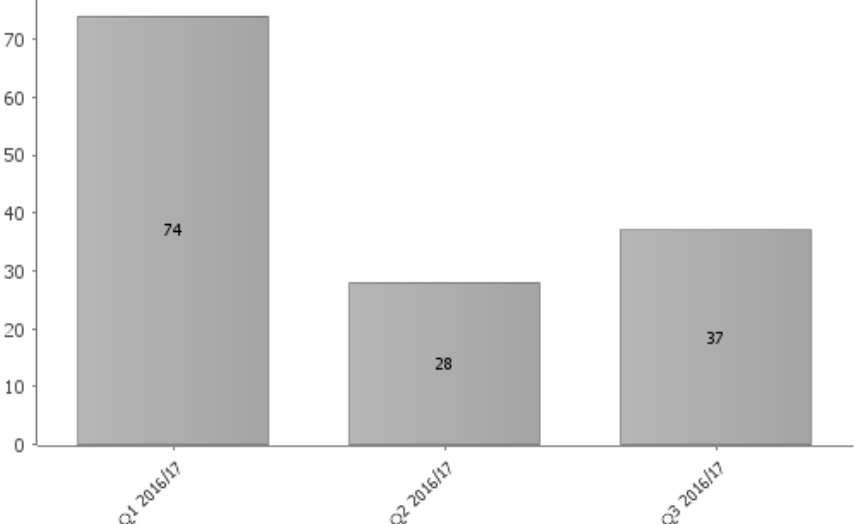
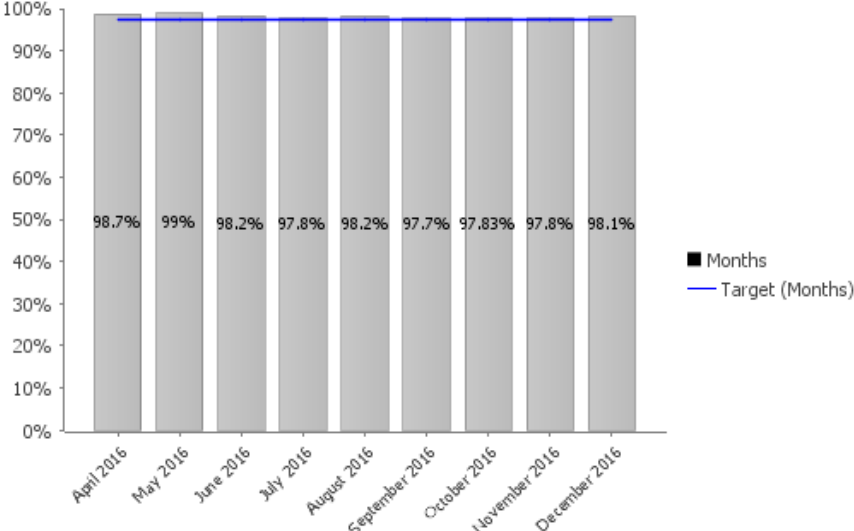


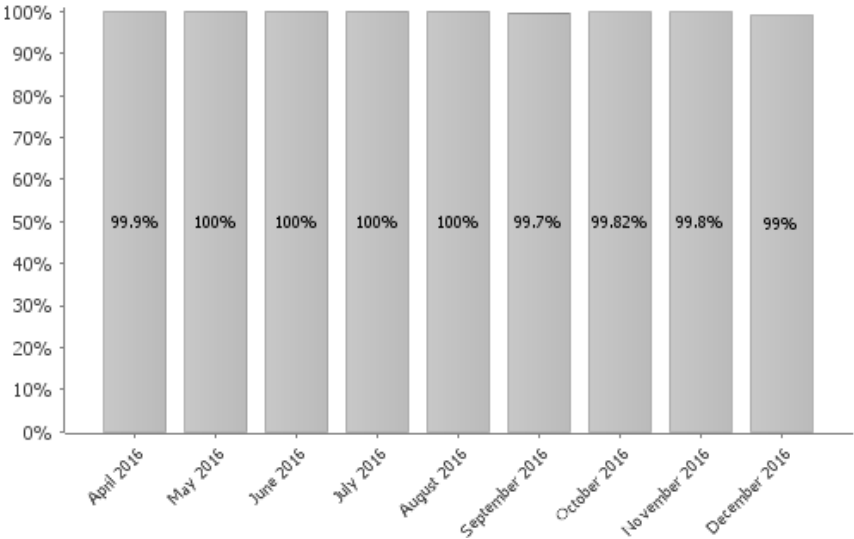
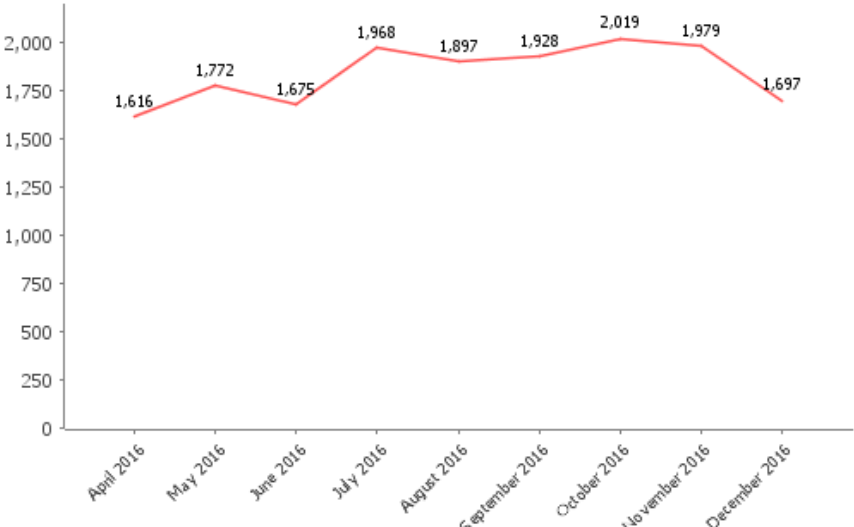
Performance Indicator	Performance	Notes																				
Housing Options - Percentage of homeless cases prevented	<table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>50%</td></tr> <tr><td>May 2016</td><td>45%</td></tr> <tr><td>June 2016</td><td>50%</td></tr> <tr><td>July 2016</td><td>40%</td></tr> <tr><td>August 2016</td><td>49%</td></tr> <tr><td>September 2016</td><td>40%</td></tr> <tr><td>October 2016</td><td>46%</td></tr> <tr><td>November 2016</td><td>41%</td></tr> <tr><td>December 2016</td><td>31%</td></tr> </tbody> </table>	Month	Percentage	April 2016	50%	May 2016	45%	June 2016	50%	July 2016	40%	August 2016	49%	September 2016	40%	October 2016	46%	November 2016	41%	December 2016	31%	<p>The Preventions Officers have had to cover the Housing Duty role due to the long-term sickness of the Housing Options Officer and Housing Accommodation Officer. This increased demand has significantly impacted the prevention work and their case management.</p> <p>An ongoing concern is the lack of available and suitable private rented accommodation in order to prevent households from becoming homeless. This is being addressed through our Social Lettings Agency, for which a new Property Manager has been appointed who has experience with lettings agencies and landlord liaison.</p>
Month	Percentage																					
April 2016	50%																					
May 2016	45%																					
June 2016	50%																					
July 2016	40%																					
August 2016	49%																					
September 2016	40%																					
October 2016	46%																					
November 2016	41%																					
December 2016	31%																					
Housing Options - Number of applications on the housing list	<table border="1"> <thead> <tr> <th>Month</th> <th>Number of Applications</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1,342</td></tr> <tr><td>May 2016</td><td>1,419</td></tr> <tr><td>June 2016</td><td>1,520</td></tr> <tr><td>July 2016</td><td>1,517</td></tr> <tr><td>August 2016</td><td>1,496</td></tr> <tr><td>September 2016</td><td>1,605</td></tr> <tr><td>October 2016</td><td>1,498</td></tr> <tr><td>November 2016</td><td>1,470</td></tr> <tr><td>December 2016</td><td>1,487</td></tr> </tbody> </table>	Month	Number of Applications	April 2016	1,342	May 2016	1,419	June 2016	1,520	July 2016	1,517	August 2016	1,496	September 2016	1,605	October 2016	1,498	November 2016	1,470	December 2016	1,487	
Month	Number of Applications																					
April 2016	1,342																					
May 2016	1,419																					
June 2016	1,520																					
July 2016	1,517																					
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December 2016	1,487																					

Performance Indicator	Performance	Notes																				
Housing Options - Average processing time for applicants on the housing list (days)	 <table border="1" data-bbox="510 263 1361 778"> <thead> <tr> <th>Month</th> <th>Average Processing Time (days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>26</td></tr> <tr><td>May 2016</td><td>19</td></tr> <tr><td>June 2016</td><td>20</td></tr> <tr><td>July 2016</td><td>17</td></tr> <tr><td>August 2016</td><td>21</td></tr> <tr><td>September 2016</td><td>17</td></tr> <tr><td>October 2016</td><td>25</td></tr> <tr><td>November 2016</td><td>19</td></tr> <tr><td>December 2016</td><td>31</td></tr> </tbody> </table>	Month	Average Processing Time (days)	April 2016	26	May 2016	19	June 2016	20	July 2016	17	August 2016	21	September 2016	17	October 2016	25	November 2016	19	December 2016	31	<p>These figures are calculated from when the application is initially received until it goes live on the system.</p> <p>The figures below detail the average time from when all of the documents have been received to the application being live on the system:</p> <p>October – 2 days            November – 5 days            December – 1 day</p>
Month	Average Processing Time (days)																					
April 2016	26																					
May 2016	19																					
June 2016	20																					
July 2016	17																					
August 2016	21																					
September 2016	17																					
October 2016	25																					
November 2016	19																					
December 2016	31																					
Housing Strategy - Long term empty homes brought back into use	 <table border="1" data-bbox="510 809 1361 1326"> <thead> <tr> <th>Quarter</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>4</td></tr> <tr><td>Q2 2016/17</td><td>21</td></tr> <tr><td>Q3 2016/17</td><td>15</td></tr> </tbody> </table>	Quarter	Number of Homes	Q1 2016/17	4	Q2 2016/17	21	Q3 2016/17	15	<p>The annual target is 70 properties.</p> <p>55 properties are currently on site in the district. 39 of these are due to be complete by 31st March 2017.</p>												
Quarter	Number of Homes																					
Q1 2016/17	4																					
Q2 2016/17	21																					
Q3 2016/17	15																					

Performance Indicator	Performance	Notes
Housing Strategy - Council new builds to start on site	 <p>A line chart with a vertical axis labeled '0' at the bottom and a horizontal axis with three points labeled 'Q1 2016/17', 'Q2 2016/17', and 'Q3 2016/17'. A single horizontal line is drawn at the '0' level, with small circular markers at each of the three quarterly points, indicating zero new builds.</p>	<p>The annual target is 35 properties.</p> <p>Military Road (35 properties) commenced on site in January 2017 and Roman Way (6 properties) is due to commence by 31 March 2017.</p>
Housing Strategy - HRA property acquisitions completed	 <p>A bar chart with a vertical axis ranging from 0 to 7 in increments of 0.5. The horizontal axis has three points labeled 'Q1 2016/17', 'Q2 2016/17', and 'Q3 2016/17'. The first two bars (Q1 and Q2) have a height of 1. The third bar (Q3) has a height of 6. The number '6' is printed inside the Q3 bar.</p>	<p>The annual target is 10 properties.</p> <p>A further 6 HRA property acquisitions are in the pipeline and due to complete by 31 March 2017</p>

Performance Indicator	Performance	Notes								
<p>Housing Strategy - Additional affordable homes delivered in the district by the council and its partner agencies</p>	<table border="1"> <caption>Additional affordable homes delivered</caption> <thead> <tr> <th>Quarter</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>16</td> </tr> <tr> <td>Q3 2016/17</td> <td>6</td> </tr> </tbody> </table>	Quarter	Number of Homes	Q1 2016/17	3	Q2 2016/17	16	Q3 2016/17	6	<p>The annual target is 80 properties.</p> <p>A further 81 affordable units are currently on site in the district. 40 of these units were due to complete by 31/3/17. Our Housing Association Partners have advised that the properties are now due to complete in early 2017/18. A further scheme due to complete which would have delivered 16 affordable rented homes has also been put on hold until 2017/18. We are also awaiting details of home buy activity in the district. This will be reported at the end of quarter 4.</p>
Quarter	Number of Homes									
Q1 2016/17	3									
Q2 2016/17	16									
Q3 2016/17	6									
<p>Housing Strategy - Homes provided in the district for low cost home ownership</p>	<table border="1"> <caption>Homes provided for low cost home ownership</caption> <thead> <tr> <th>Quarter</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>2</td> </tr> <tr> <td>Q2 2016/17</td> <td>4</td> </tr> <tr> <td>Q3 2016/17</td> <td>2</td> </tr> </tbody> </table>	Quarter	Number of Homes	Q1 2016/17	2	Q2 2016/17	4	Q3 2016/17	2	<p>The annual target is 32 properties.</p> <p>Approximately 30% of the affordable homes currently on site will be delivered for low cost home ownership.</p>
Quarter	Number of Homes									
Q1 2016/17	2									
Q2 2016/17	4									
Q3 2016/17	2									

Performance Indicator	Performance	Notes																				
<p>Housing Strategy - Private sector homes improved as a result of intervention by the council and its partner agencies</p>	 <table border="1"> <caption>Number of private sector homes improved</caption> <thead> <tr> <th>Quarter</th> <th>Number of Homes Improved</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>74</td> </tr> <tr> <td>Q2 2016/17</td> <td>28</td> </tr> <tr> <td>Q3 2016/17</td> <td>37</td> </tr> </tbody> </table>	Quarter	Number of Homes Improved	Q1 2016/17	74	Q2 2016/17	28	Q3 2016/17	37	<p>The annual target is 120 properties, year to date 139 properties have been improved.</p> <p>These works include measures to improve the energy efficiency within private sector homes, improvements carried out by landlords to remove hazards within a property, following intervention by the council as well as adaptations to make properties more suitable for people with a long-term disability.</p>												
Quarter	Number of Homes Improved																					
Q1 2016/17	74																					
Q2 2016/17	28																					
Q3 2016/17	37																					
<p>Lifeline - Number of calls answered within 60 seconds</p>	 <table border="1"> <caption>Percentage of calls answered within 60 seconds</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>98.7%</td> </tr> <tr> <td>May 2016</td> <td>99%</td> </tr> <tr> <td>June 2016</td> <td>98.2%</td> </tr> <tr> <td>July 2016</td> <td>97.8%</td> </tr> <tr> <td>August 2016</td> <td>98.2%</td> </tr> <tr> <td>September 2016</td> <td>97.7%</td> </tr> <tr> <td>October 2016</td> <td>97.83%</td> </tr> <tr> <td>November 2016</td> <td>97.8%</td> </tr> <tr> <td>December 2016</td> <td>98.1%</td> </tr> </tbody> </table>	Month	Percentage	April 2016	98.7%	May 2016	99%	June 2016	98.2%	July 2016	97.8%	August 2016	98.2%	September 2016	97.7%	October 2016	97.83%	November 2016	97.8%	December 2016	98.1%	<p>Number of calls:-</p> <p>April – 5,427  May – 5,749  June – 6,014  July – 5,939  August – 5,814  September – 6,006  October – 5,884  November – 5,792  December – 5,557</p>
Month	Percentage																					
April 2016	98.7%																					
May 2016	99%																					
June 2016	98.2%																					
July 2016	97.8%																					
August 2016	98.2%																					
September 2016	97.7%																					
October 2016	97.83%																					
November 2016	97.8%																					
December 2016	98.1%																					

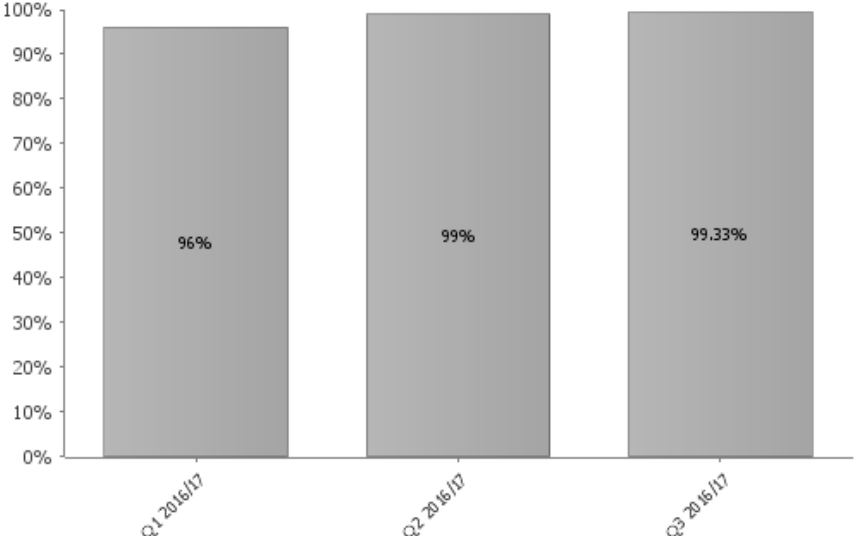
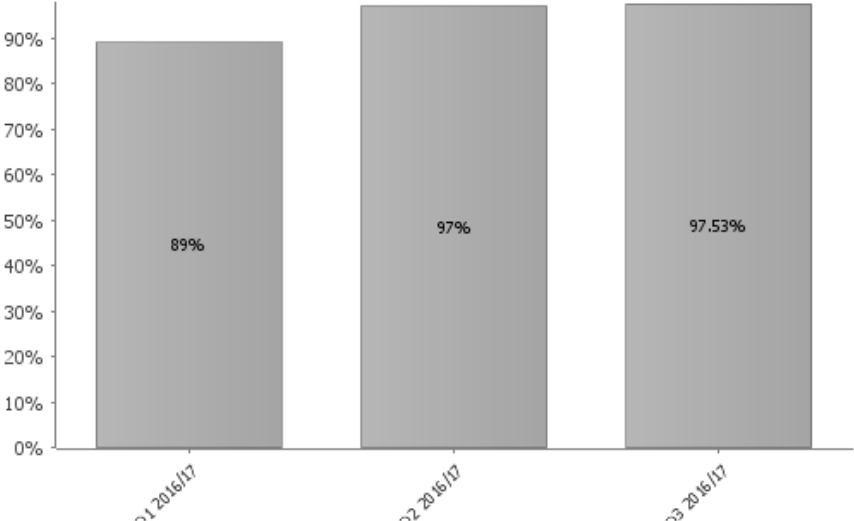
Performance Indicator	Performance	Notes																				
Lifeline - Number of calls answered within 180 seconds	 <table border="1"> <caption>Performance Data for Lifeline</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>99.9%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>99.7%</td></tr> <tr><td>October 2016</td><td>99.82%</td></tr> <tr><td>November 2016</td><td>99.8%</td></tr> <tr><td>December 2016</td><td>99%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	99.9%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	99.7%	October 2016	99.82%	November 2016	99.8%	December 2016	99%	Number of calls: April – 5,506 May – 5,814 June – 6,105 July – 6,063 August – 5,932 September – 6,155 October – 6,014 November – 5,931 December - 5,668
Month	Performance (%)																					
April 2016	99.9%																					
May 2016	100%																					
June 2016	100%																					
July 2016	100%																					
August 2016	100%																					
September 2016	99.7%																					
October 2016	99.82%																					
November 2016	99.8%																					
December 2016	99%																					
Parking - Number of Penalty Charge Notice's issued	 <table border="1"> <caption>Performance Data for Parking</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1,616</td></tr> <tr><td>May 2016</td><td>1,772</td></tr> <tr><td>June 2016</td><td>1,675</td></tr> <tr><td>July 2016</td><td>1,968</td></tr> <tr><td>August 2016</td><td>1,897</td></tr> <tr><td>September 2016</td><td>1,928</td></tr> <tr><td>October 2016</td><td>2,019</td></tr> <tr><td>November 2016</td><td>1,979</td></tr> <tr><td>December 2016</td><td>1,697</td></tr> </tbody> </table>	Month	Number of Notices	April 2016	1,616	May 2016	1,772	June 2016	1,675	July 2016	1,968	August 2016	1,897	September 2016	1,928	October 2016	2,019	November 2016	1,979	December 2016	1,697	The number of notices issued is monitored by the Transportation Manager.
Month	Number of Notices																					
April 2016	1,616																					
May 2016	1,772																					
June 2016	1,675																					
July 2016	1,968																					
August 2016	1,897																					
September 2016	1,928																					
October 2016	2,019																					
November 2016	1,979																					
December 2016	1,697																					

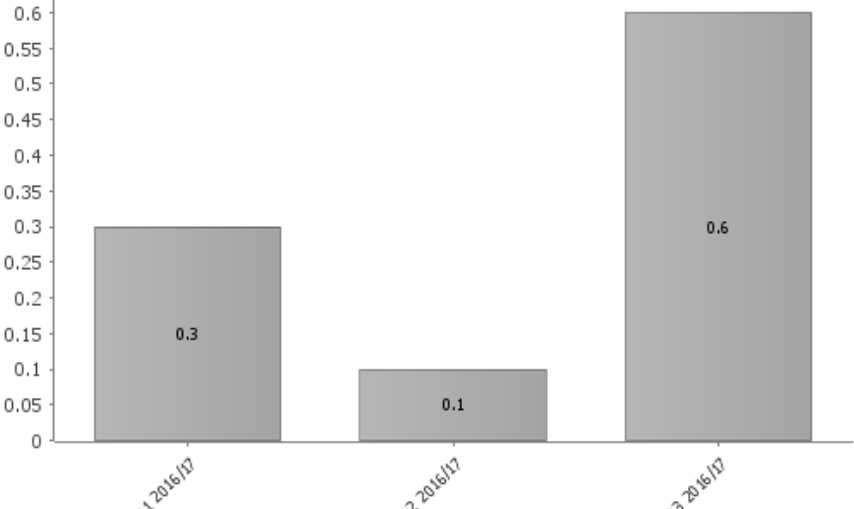
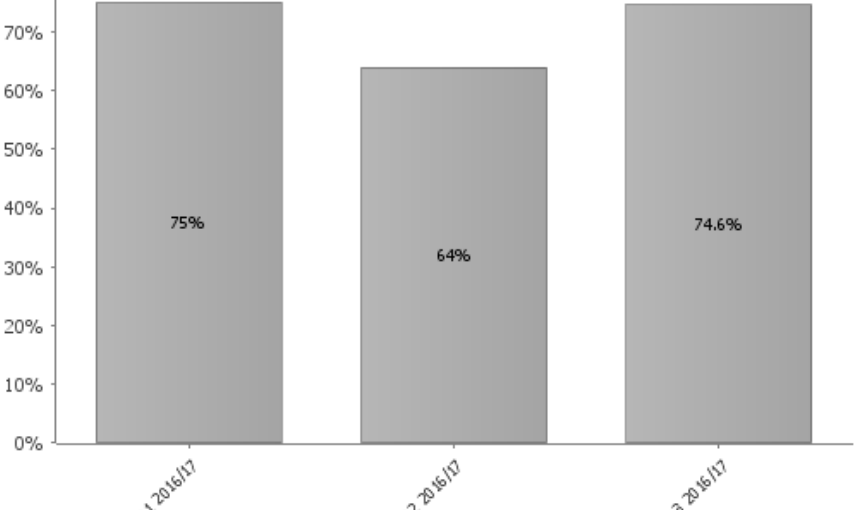
Performance Indicator	Performance	Notes								
Parking - British vehicle PCN recovery rate	<table border="1"> <caption>British vehicle PCN recovery rate</caption> <thead> <tr> <th>Quarter</th> <th>Recovery Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>52.85%</td> </tr> <tr> <td>Q2 2016/17</td> <td>65.4%</td> </tr> <tr> <td>Q3 2016/17</td> <td>64%</td> </tr> </tbody> </table>	Quarter	Recovery Rate	Q1 2016/17	52.85%	Q2 2016/17	65.4%	Q3 2016/17	64%	<p>Annual target is 70%</p> <p>A backlog of challenges/appeals due to staffing issues has impacted the recovery rate. When an appeal/challenge is received the fine is automatically put on hold, until a decision is made the fine is not payable. This ultimately affects the collection rate for penalty charge notices.</p>
Quarter	Recovery Rate									
Q1 2016/17	52.85%									
Q2 2016/17	65.4%									
Q3 2016/17	64%									
Parking - Foreign vehicle PCN recovery rate	<table border="1"> <caption>Foreign vehicle PCN recovery rate</caption> <thead> <tr> <th>Quarter</th> <th>Recovery Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0%</td> </tr> <tr> <td>Q2 2016/17</td> <td>39.2%</td> </tr> <tr> <td>Q3 2016/17</td> <td>38.4%</td> </tr> </tbody> </table>	Quarter	Recovery Rate	Q1 2016/17	0%	Q2 2016/17	39.2%	Q3 2016/17	38.4%	<p>Recovery procedures are in place; however it is difficult to recover monies from foreign drivers.</p>
Quarter	Recovery Rate									
Q1 2016/17	0%									
Q2 2016/17	39.2%									
Q3 2016/17	38.4%									

Performance Indicator	Performance	Notes								
Planning - % of major planning applications to be determined within statutory period	<table border="1"> <caption>Performance Data for Major Planning Applications</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>69.23%</td> </tr> <tr> <td>Q2 2016/17</td> <td>90.91%</td> </tr> <tr> <td>Q3 2016/17</td> <td>71.43%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	69.23%	Q2 2016/17	90.91%	Q3 2016/17	71.43%	Target is 50%  October – 100% November – 100% December – 0%  December performance's was low due to a number of old applications being dealt with and some planning extension agreements had not been obtained. The Head of Planning has undertaken a restructure of the team to ensure that the management arrangements are more resilient and to ensure this does not occur again.
Quarter	Performance (%)									
Q1 2016/17	69.23%									
Q2 2016/17	90.91%									
Q3 2016/17	71.43%									
Planning - % of non major planning applications to be determined within statutory period	<table border="1"> <caption>Performance Data for Non Major Planning Applications</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>86.27%</td> </tr> <tr> <td>Q2 2016/17</td> <td>61.4%</td> </tr> <tr> <td>Q3 2016/17</td> <td>66.67%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	86.27%	Q2 2016/17	61.4%	Q3 2016/17	66.67%	Target is 70%  October – 91.67% November – 76.92% December – 35.71%  December performance's was low due to a number of old applications being dealt with and some planning extension agreements had not been obtained. The Head of Planning has undertaken a restructure of the team to ensure that the management arrangements are more resilient and to ensure this does not occur again.
Quarter	Performance (%)									
Q1 2016/17	86.27%									
Q2 2016/17	61.4%									
Q3 2016/17	66.67%									



Performance Indicator	Performance	Notes								
Waste Contract - Percentage of household waste recycled	<table border="1"> <caption>Percentage of household waste recycled</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>43.81%</td> </tr> <tr> <td>Q2 2016/17</td> <td>43%</td> </tr> <tr> <td>Q3 2016/17</td> <td>42.44%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	43.81%	Q2 2016/17	43%	Q3 2016/17	42.44%	Target is 47%  October – 41.10% November – 42.15% December – 44.07%
Quarter	Percentage									
Q1 2016/17	43.81%									
Q2 2016/17	43%									
Q3 2016/17	42.44%									
Waste Contract - Number of missed collections per 100,000	<table border="1"> <caption>Number of missed collections per 100,000</caption> <thead> <tr> <th>Quarter</th> <th>Number of missed collections</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5.24</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.95</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.94</td> </tr> </tbody> </table>	Quarter	Number of missed collections	Q1 2016/17	5.24	Q2 2016/17	6.95	Q3 2016/17	3.94	Target is less than 50
Quarter	Number of missed collections									
Q1 2016/17	5.24									
Q2 2016/17	6.95									
Q3 2016/17	3.94									

Performance Indicator	Performance	Notes								
Waste Contract - Percentage of streets surveyed clear of litter within the district	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has three categories: Q1 2016/17, Q2 2016/17, and Q3 2016/17. The bars are grey and labeled with their respective values: 96%, 99%, and 99.33%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>96%</td> </tr> <tr> <td>Q2 2016/17</td> <td>99%</td> </tr> <tr> <td>Q3 2016/17</td> <td>99.33%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	96%	Q2 2016/17	99%	Q3 2016/17	99.33%	Target is 95%
Quarter	Performance (%)									
Q1 2016/17	96%									
Q2 2016/17	99%									
Q3 2016/17	99.33%									
Waste Contract - Percentage of streets surveyed clear of detritus within the district	 <p>A bar chart with a vertical axis from 0% to 90% in 10% increments. The horizontal axis has three categories: Q1 2016/17, Q2 2016/17, and Q3 2016/17. The bars are grey and labeled with their respective values: 89%, 97%, and 97.53%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>89%</td> </tr> <tr> <td>Q2 2016/17</td> <td>97%</td> </tr> <tr> <td>Q3 2016/17</td> <td>97.53%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	89%	Q2 2016/17	97%	Q3 2016/17	97.53%	Target is 90%
Quarter	Performance (%)									
Q1 2016/17	89%									
Q2 2016/17	97%									
Q3 2016/17	97.53%									

Performance Indicator	Performance	Notes								
Waste Contract - No of days to remove fly tipped waste on public land once reported	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0.3</td> </tr> <tr> <td>Q2 2016/17</td> <td>0.1</td> </tr> <tr> <td>Q3 2016/17</td> <td>0.6</td> </tr> </tbody> </table>	Quarter	Performance	Q1 2016/17	0.3	Q2 2016/17	0.1	Q3 2016/17	0.6	Target is 3 days  There were 218 instances of fly tipped waste during quarter 3.
Quarter	Performance									
Q1 2016/17	0.3									
Q2 2016/17	0.1									
Q3 2016/17	0.6									
Waste Contract - Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>75%</td> </tr> <tr> <td>Q2 2016/17</td> <td>64%</td> </tr> <tr> <td>Q3 2016/17</td> <td>74.6%</td> </tr> </tbody> </table>	Quarter	Performance	Q1 2016/17	75%	Q2 2016/17	64%	Q3 2016/17	74.6%	Target is 100%  Veolia have verified that this figure is correct.
Quarter	Performance									
Q1 2016/17	75%									
Q2 2016/17	64%									
Q3 2016/17	74.6%									

Performance Indicator	Performance	Notes								
Waste Contract - Average number of days to respond to requests for unwanted bulky waste collections	<table border="1"> <caption>Performance Data: Average number of days to respond to requests for unwanted bulky waste collections</caption> <thead> <tr> <th>Quarter</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>4.703</td> </tr> <tr> <td>Q2 2016/17</td> <td>5.6</td> </tr> <tr> <td>Q3 2016/17</td> <td>6.41</td> </tr> </tbody> </table>	Quarter	Average Number of Days	Q1 2016/17	4.703	Q2 2016/17	5.6	Q3 2016/17	6.41	<p>Target is 5 days</p> <p>There were 450 bulky collections in Quarter 3.</p> <p>Bulky waste collection dates are selected by the resident when payment is made and not due to the contractor not collecting the item in time.</p>
Quarter	Average Number of Days									
Q1 2016/17	4.703									
Q2 2016/17	5.6									
Q3 2016/17	6.41									
Waste Contract - Average number of hours to remove offensive graffiti in public places	<table border="1"> <caption>Performance Data: Average number of hours to remove offensive graffiti in public places</caption> <thead> <tr> <th>Quarter</th> <th>Average Number of Hours</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5.327</td> </tr> <tr> <td>Q2 2016/17</td> <td>1.5</td> </tr> <tr> <td>Q3 2016/17</td> <td>?</td> </tr> </tbody> </table>	Quarter	Average Number of Hours	Q1 2016/17	5.327	Q2 2016/17	1.5	Q3 2016/17	?	<p>Target is 4 hours</p> <p>There were no instances reported this quarter.</p>
Quarter	Average Number of Hours									
Q1 2016/17	5.327									
Q2 2016/17	1.5									
Q3 2016/17	?									