

Quarter 3 Key performance indicator report: 2016/17

Appendix 1

Each year, we identify a number of performance indicators that measure our key priorities or where we need to improve our performance.

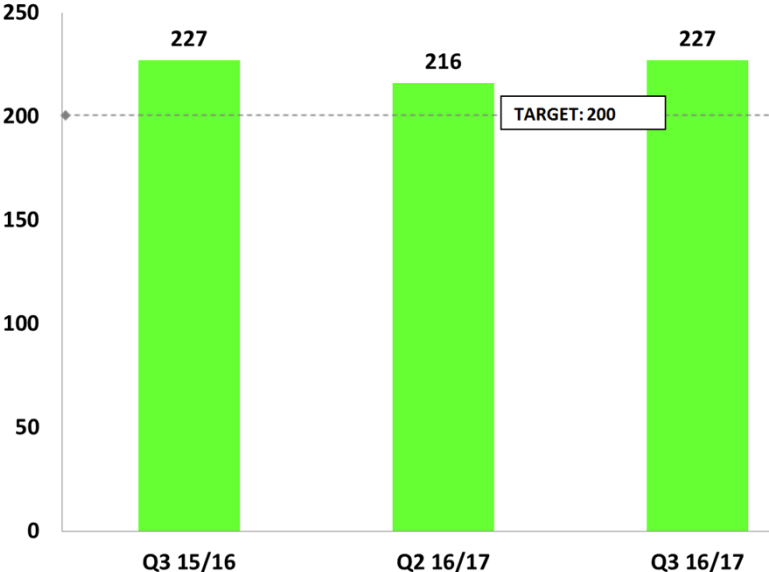
These measures should support the council deliver high quality outcomes and, through regular monitoring, provide an early indication if performance levels are not being achieved.

	Indicator	Service area	Target for year	Target for period (Q3)	Results and trends	Target Met/ Not Met [% variance]												
RD1	<p>Processing of planning applications: 'major' applications - % determined within 13 weeks</p> <p>A high result is good for this indicator</p>	<p>R&D</p> <p>Adrien Waite</p>	90.0%	90.0%	<p>RESULT: 100.0%</p> <p>RD1: Process of planning applications: major applications</p> <p>The chart displays three blue bars representing performance percentages for three quarters: Q3 15/16, Q2 16/17, and Q3 16/17. All three bars reach the 100.00% mark. A horizontal dashed line indicates the target at 90.00%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 15/16</td> <td>100.00%</td> <td>90.00%</td> </tr> <tr> <td>Q2 16/17</td> <td>100.00%</td> <td>90.00%</td> </tr> <tr> <td>Q3 16/17</td> <td>100.00%</td> <td>90.00%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q3 15/16	100.00%	90.00%	Q2 16/17	100.00%	90.00%	Q3 16/17	100.00%	90.00%	<p>On target: </p> <p></p> <p>[0%]</p> <p>This is based on 8 major applications in the quarter. There were 7 in Q2 and 4 in Q1.</p>
Quarter	Performance (%)	Target (%)																
Q3 15/16	100.00%	90.00%																
Q2 16/17	100.00%	90.00%																
Q3 16/17	100.00%	90.00%																

	Indicator	Service area	Target for year	Target for period (Q3)	Results and trends	Target Met/ Not Met [% variance]										
RD2	<p>Process of planning applications: 'minor' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	<p>R&D</p> <p>Adrien Waite</p>	90.0%	90.0%	<p>RESULT: 94.0%</p> <p>RD2: Process of planning applications: minor applications within 8 weeks</p> <table border="1"> <caption>RD2: Process of planning applications: minor applications within 8 weeks</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 15/16</td> <td>95.00%</td> </tr> <tr> <td>Q2 16/17</td> <td>97.00%</td> </tr> <tr> <td>Q3 16/17</td> <td>94.00%</td> </tr> <tr> <td>Target</td> <td>90.00%</td> </tr> </tbody> </table>	Period	Percentage	Q3 15/16	95.00%	Q2 16/17	97.00%	Q3 16/17	94.00%	Target	90.00%	<p>Above target: ↑</p> <p>😊</p> <p>[4.4%]</p> <p>This is based on 163 minor applications in the quarter. There were 112 in Q2 and 56 in Q1. 6 were not in time.</p>
Period	Percentage															
Q3 15/16	95.00%															
Q2 16/17	97.00%															
Q3 16/17	94.00%															
Target	90.00%															

	Indicator	Service area	Target for year	Target for period (Q3)	Results and trends	Target Met/ Not Met [% variance]										
RD3	<p>Process of planning applications: 'other' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	<p>R&D</p> <p>Adrien Waite</p>	90.0%	90.0%	<p>RESULT: 93.0%</p> <p>RD3: Process of planning applications: other applications within 8 weeks</p> <table border="1"> <caption>RD3: Process of planning applications: other applications within 8 weeks</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 15/16</td> <td>97.00%</td> </tr> <tr> <td>Q2 16/17</td> <td>97.00%</td> </tr> <tr> <td>Q3 16/17</td> <td>93.00%</td> </tr> <tr> <td>Target</td> <td>90.00%</td> </tr> </tbody> </table>	Period	Percentage	Q3 15/16	97.00%	Q2 16/17	97.00%	Q3 16/17	93.00%	Target	90.00%	<p>Above target: ↑</p> <p>😊</p> <p>[3.3%]</p> <p>This is based on 376 minor applications in the quarter. There were 264 in Q2 and 133 in Q1.</p> <p>16 were not in time.</p>
Period	Percentage															
Q3 15/16	97.00%															
Q2 16/17	97.00%															
Q3 16/17	93.00%															
Target	90.00%															

	Indicator	Service area	Target for year	Target for period (Q3)	Results and trends	Target Met/ Not Met [% variance]																												
HS1	<p>Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accommodation)</i></p> <p>A high result is good for this indicator</p>	<p>R&D</p> <p>Ayaz Maqsood</p>	90	-	<p>HS1: Affordable homes delivered 6 completions in Q3.</p> <table border="1"> <thead> <tr> <th>Landlord</th> <th>Address</th> <th>Bedrooms</th> <th>Property type</th> </tr> </thead> <tbody> <tr> <td>WCHT</td> <td>50A, Robin Place, Boundary Way</td> <td>1</td> <td>Flat</td> </tr> <tr> <td>WCHT</td> <td>50B, Robin Place, Boundary Way</td> <td>1</td> <td>Flat</td> </tr> <tr> <td>WCHT</td> <td>47D, Robin Place, Boundary Way</td> <td>1</td> <td>Flat</td> </tr> <tr> <td>WCHT</td> <td>50D, Robin Place, Boundary Way</td> <td>1</td> <td>Flat</td> </tr> <tr> <td>WCHT</td> <td>32A, Thorpe Crescent</td> <td>2</td> <td>Maisonette</td> </tr> <tr> <td>WCHT</td> <td>32B, Thorpe Crescent</td> <td>2</td> <td>Maisonette</td> </tr> </tbody> </table>	Landlord	Address	Bedrooms	Property type	WCHT	50A, Robin Place, Boundary Way	1	Flat	WCHT	50B, Robin Place, Boundary Way	1	Flat	WCHT	47D, Robin Place, Boundary Way	1	Flat	WCHT	50D, Robin Place, Boundary Way	1	Flat	WCHT	32A, Thorpe Crescent	2	Maisonette	WCHT	32B, Thorpe Crescent	2	Maisonette	
Landlord	Address	Bedrooms	Property type																															
WCHT	50A, Robin Place, Boundary Way	1	Flat																															
WCHT	50B, Robin Place, Boundary Way	1	Flat																															
WCHT	47D, Robin Place, Boundary Way	1	Flat																															
WCHT	50D, Robin Place, Boundary Way	1	Flat																															
WCHT	32A, Thorpe Crescent	2	Maisonette																															
WCHT	32B, Thorpe Crescent	2	Maisonette																															
HS2	<p>Reasons for homelessness</p> <p>Narrative indicator</p>	<p>R&D</p> <p>Ayaz Maqsood</p>	N/A	N/A	<p>HS2 – Reasons for homelessness</p> <table border="1"> <thead> <tr> <th>Homeless acceptances - top main reasons for loss of last settled home</th> <th>2016/17 : Apr-Dec 2016</th> </tr> </thead> <tbody> <tr> <td>Loss of private sector tenancy</td> <td>64</td> </tr> <tr> <td>Parental eviction</td> <td>11</td> </tr> <tr> <td>Family or friend eviction</td> <td>34</td> </tr> <tr> <td>Relationship breakdown - violent</td> <td>9</td> </tr> </tbody> </table>	Homeless acceptances - top main reasons for loss of last settled home	2016/17 : Apr-Dec 2016	Loss of private sector tenancy	64	Parental eviction	11	Family or friend eviction	34	Relationship breakdown - violent	9																			
Homeless acceptances - top main reasons for loss of last settled home	2016/17 : Apr-Dec 2016																																	
Loss of private sector tenancy	64																																	
Parental eviction	11																																	
Family or friend eviction	34																																	
Relationship breakdown - violent	9																																	

	Indicator	Service area	Target for year	Target for period (Q3)	Results and trends	Target Met/ Not Met [% variance]										
HS3	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i> A low result is good for this indicator	R&D Ayaz Maqsood	200	200	<p>RESULT: 227</p> <p>HS3: Number of households living in temporary accommodation</p>  <table border="1"> <caption>Data for HS3: Number of households living in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q3 15/16</td> <td>227</td> </tr> <tr> <td>Q2 16/17</td> <td>216</td> </tr> <tr> <td>Q3 16/17</td> <td>227</td> </tr> <tr> <td>Target</td> <td>200</td> </tr> </tbody> </table>	Quarter	Number of Households	Q3 15/16	227	Q2 16/17	216	Q3 16/17	227	Target	200	<p>Below target: ↓</p> <p>!</p> <p>[13.5%]</p>
Quarter	Number of Households															
Q3 15/16	227															
Q2 16/17	216															
Q3 16/17	227															
Target	200															

	Indicator	Service area	Target for year	Target for period (Q3)	Results and trends	Target Met/ Not Met [% variance]								
HS4	Rough sleepers within the authority area <i>Snap shot taken on one night in November</i> A low result is good for this indicator	R&D Ayaz Maqsood	12	12	<p>RESULT: 13</p> <p>HS4: Number of households living in temporary accommodation</p> <table border="1"> <caption>HS4: Number of households living in temporary accommodation</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 15/16</td> <td>12</td> </tr> <tr> <td>Q3 16/17</td> <td>13</td> </tr> <tr> <td>Target</td> <td>12</td> </tr> </tbody> </table>	Period	Value	Q3 15/16	12	Q3 16/17	13	Target	12	<p>Below target: ↓</p> <p>☹️</p> <p>[8.3%]</p>
Period	Value													
Q3 15/16	12													
Q3 16/17	13													
Target	12													