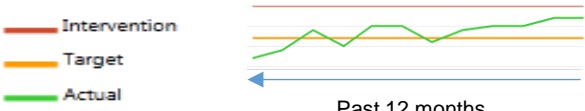
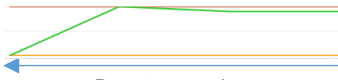

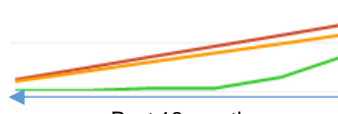




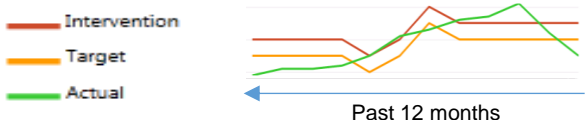
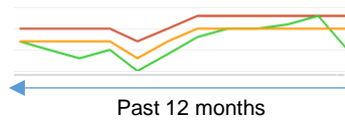
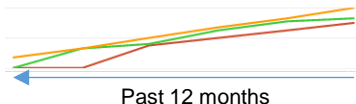



PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
Housing Management					
AH211 Average days to re-let all housing stock					
Anita Goddard					
		Jul	20	17	25
		Aug	22	17	25
		Sep	22	17	25
Although below target, performance remains at a reasonable level, comparing with a Q1 Housemark median of 26. Analysis of void reasons has taken place; however no pattern has emerged that can be identified as having contributed towards the increase in re-let days.					
Some properties have been returned in poor condition, requiring greater work prior to re-let.					
Plans are in place to adopt a more assertive approach to planned improvement works going forward, guarding against the return of properties in poor condition.					
Housing Advice					AH203, AH208, AH212 Associated Risk - STR10 Increase in cost of managing homelessness
AH203 Number of households in temporary accommodation					
Susan Carter/Heather Wood					
		Jun	59	50	60
		Sep	59	50	60
Figure remain consistent with previous two quarters (Q1 - 59, Q4 - 60) and compares with 62 in Q2 of 2016/17. This is higher than target largely due to difficult private rented sector and high levels of homelessness over the past year.					
AH208 Number of households helped to prevent homelessness					
Susan Carter/Heather Wood					
		Jun	57	30	27
		Sep	48	30	27
AH212 £s spent on Bed and Breakfast accommodation (cumulative)					
Susan Carter/Heather Wood					
		Jul	240	3900	4600
		Aug	1400	4874	5750
		Sep	3660	5848	6900
The increase seen in September was largely due to enforcement action on a traveller site, as well as a number of households from an extended Traveller family who needed rehousing on safety grounds.					
Landlord Services					
AH204 % tenants satisfied with responsive repairs					
Anita Goddard					
		Jun	97.4	97	92
		Sep	97.5	97	92
Q2 results are provisional, based on responses received at the point of data submission. As such, there may be up to +/-2% variance once all responses in relation to jobs undertaken in Q1 and Q2 are received and accounted for. Any change from this result will be reported in the next quarterly position report.					
The final result from Q1 has increased from the 96.2% originally reported during the Q1 position report. Results over the past 12 months have been consistently above 95%. This compares with a median figure of 95.15% amongst the 26 organisations that submitted data to the Housemark benchmarking club for Q4 of 2016/17.					

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
Contact Centre					
CC307 Average call answer time (seconds)		CC303, CC307, CC305 - Associated Risk - STR11 Business Improvement and Efficiency, Development Control Improvement, Working Smarter and Commercialisation Programmes			
Dawn Graham					
	Jul	122	120	180	
	Aug	83	120	180	
	Sep	126	120	180	
CC303 % of calls to the Contact Centre that are handled (answered)					
Dawn Graham					
	Jul	88.2	85	80	
	Aug	90.9	85	80	
	Sep	87.7	85	80	
Corporate Services					
CC305 % of formal complaint responses sent within timescale (all SCDC)					
Rachael Fox-Jackson					
	Jun	71.4	80	70	EMT have commissioned a project that will look at complaints as part of an investigation into the customer experience in its broader sense. During Q2, 6 of 9 (67%) Affordable Homes, 0 of 1 (0%) HES and 4 of 8 (50%) Planning and New Communities complaints were responded to within timescale. No Corporate Services complaint responses were sent during the quarter.
	Sep	61.9	80	70	

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments	
Benefits						
FS112 Average number of days to process new HB/CTS claims		FS112, FS113, SF740 Associated Risk - STR5 Welfare Reform				
Dawn Graham		Jul	31	20	25	Processing times for both new claims and change of circumstances have improved as a result of a number of factors, including: commencement of an offsite, on-demand staffing arrangement; a change in working practices for Revenues and Benefit staff, providing an agile and responsive approach to workload demands in different areas; and one-to-one support from system supplier to staff to ensure that the business benefits from the new Workflow system are maximised.
		Aug	22	20	25	
		Sep	15	20	25	
FS113 Average number of days to process HB/CTS change events						
Dawn Graham		Jul	16	15	18	Initial indications are that the improvement in processing times will continue into October.
		Aug	18	15	18	
		Sep	10	15	18	
SF740 % Discretionary housing grant paid (cumulative)						
Dawn Graham		Jul	25	27	20	Although below target, spend is at a reasonable level. Targets are based on previous years' spend rates; however it's difficult to account for peaks of demand that may have skewed rate of spend in previous years. Equally forecasting of future peaks can only be done speculatively. As such, whilst the target provides a useful benchmark against previous years, at this stage it is not anticipated that this result will cause difficulty in spending the grant by year end.
		Aug	31	33	25	
		Sep	33	40	30	
Finance						
FS109 % invoices paid in 30 days		FS109 Associated Risk - STR4 Medium Term Financial Strategy				
Caroline Ryba		Jul	95.2	98.5	96.5	At its last meeting, CMT requested the service areas with the highest number of late invoices report action taken to improve performance. For further details of the actions taken, please see the main body of the Q2 performance report. In September, 30 invoices were identified as having been paid late, 10 of which related to SSWS, 5 Environmental Services and 4 Benefits. Following further investigation, 8 of the late SSWS invoices were found not to have been date stamped upon receipt. In the absence of a date stamp the date two days after the invoice date is used. Had these been date stamped, they would not have been categorised as having taken longer than 30 days to process, and September's overall result would have stood at 97.5%. Managers have been asked to remind their teams of the importance of following this procedure.
		Aug	96.7	98.5	96.5	
		Sep	96.6	98.5	96.5	
HR						
FS116 Staff sickness days per FTE (non-cumulative)		FS116, FS117 Associated Risk - STR13 Recruitment and Retention				
Susan Gardner Craig		Jun	2.57	1.75	2.5	Analysis is taking place to obtain Q2 staff sickness figures. These will be reported once available.
		Sep		1.75	2.5	

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
FS117 Staff turnover (non-cumulative)					
Susan Gardner Craig					
	Jun	2.93	3.25	4	Analysis is taking place to obtain Q2 staff turnover figures. These will be reported once available.
	Sep		3.25	4	
Revenues					
FS102 % Housing Rent collected					
Katie Brown					
Line chart not included - scale of chart means actual is largely indistinguishable from target and intervention.	Jul	96.6	95.4	85.8	
	Aug	96.9	96.0	86.4	
	Sep	97.3	97.1	87.3	
FS104 % NNDR collected (cumulative)					
Katie Brown					
Line chart not included - scale of chart means actual is largely indistinguishable from target and intervention.	Jul	41.2	41.0	36.9	
	Aug	52.1	50.2	45.2	
	Sep	61.7	59.8	53.8	
FS105 % Council Tax collected (cumulative)					
Katie Brown					
Line chart not included - scale of chart means actual is largely indistinguishable from target and intervention.	Jul	43.5	40.5	36.5	
	Aug	52.5	50.0	45.0	
	Sep	61.7	59.8	53.8	

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
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Shared Waste Service

ES418 % of household waste sent for reuse, recycling and composting (cumulative)

Trevor Nicoll

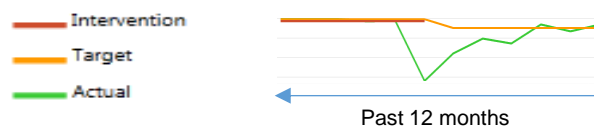
Line chart will be included later in the year once additional results are available.

Jun	52.2	50
Sep	53.1	50

The Q2 result is provisional only. There is a time-lag on confirmation as we rely on external provision.

ES408 % of bins collected on schedule (SSWS)

Trevor Nicoll



Jul	99.7	99.5
Aug	99.3	99.5
Sep	99.7	99.5

The service has collected over 2,000,000 bins this quarter and achieved an overall quarterly collection rate of 99.55%. The service was challenged in August due to a combination of sick, leave and vehicle pressures which have been resolved. The overall improvement of the missed collection has been achieved via route balancing, improved knowledge of routes, better monitoring and hard work from collection staff.

Environ. Health & Licensing

ES406 % major non-compliances resolved (in rolling year)

Myles Bebbington



Jun	80	90
Sep	91	90

10 of the 11 instances of major non-compliance that have occurred over the past 12 months had been resolved by the end of Q2. The one instance that remains outstanding is in relation to a food hygiene notice that was served towards the end of Q2, allowing insufficient time to resolve before the end of the quarter.

ES401 % business satisfaction with regulation service

Myles Bebbington



Jun	82.9	90
Sep	94.4	90

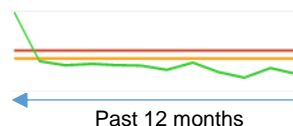
17 of 18 results indicated satisfaction during Q2.

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
Dev. Management					
PN510 % of major applications determined within 13 weeks or agreed timeline (designation period cumulative)					
Jane Green		Jul	72.7	65	60
		Aug	73.7	65	60
		Sep	73.6	65	60
PN511 % of non-major applications determined within 8 weeks or agreed timeline (desig. period cumulative)					
Jane Green		Jul	79.9	75	70
		Aug	80.4	75	70
		Sep	80.5	75	70
PN512 % of appeals against major planning permissions refusal allowed (designation period cumulative)					
Jane Green		Jun	7.7	5	10
		Sep	9.6	5	10
PN513 % of appeals against non-major planning permission refusal allowed (designation period cumulative)					
Jane Green		Jun	1.3	5	10
		Sep	1.3	5	10
PN505 % customers satisfied with Planning and New Communities					
Jane Green		Jul	66	70	60
		Aug	62	70	60
		Sep	61	70	60
The Planning Department investigates the nature of complaints and negative feedback to identify common themes and take action to address issues as necessary. In recent months the number of responses to the satisfaction survey have been low (19 in May, 20 in June and 15 in July), resulting in relatively high levels of variation. As such, arrangements for measuring and reporting customer satisfaction with Planning and New Communities will be reviewed in time for 2018/19 to ensure that this provides a greater level of insight.					

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
Land Charges				

SX025 Average Land Charges search response days

Jane Green



Jul	3.2	8	10
Aug	5.6	8	10
Sep	4.2	8	10

Planning Policy**PN518 % of new homes permitted that are affordable homes (on developments requiring affordable housing provision)**

Jane Green

PN518 Associated Risk - STR3 Failure to meet housing need

Jun				
Sep	39.8	40	35	<p>Work has been undertaken to develop a method of obtaining data for this new KPI for Q2 and going forward.</p> <p>In addition to onsite provision detailed within this KPI, planning permission was granted in respect of 2 developments where a commuted sum in lieu of onsite provision was secured:</p> <p>8 dwellings at Station Yard, Meldreth (commuted sum of £137,682 in lieu of 3 affordable dwellings). 10 dwellings at 26 South End, Bassingbourn (commuted sum of £515,684 in lieu of 4 dwellings).</p> <p>Target has been set in line with the council's commitment to seek 40% or more affordable housing on all sites of two or more dwellings. Intervention has been provisionally set at 35% on the basis that 40% will not always be viable.</p>