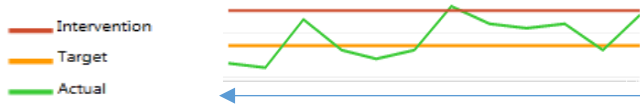
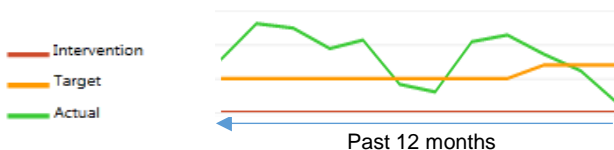

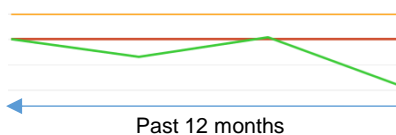





PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
Housing Management					
AH211 Average days to re-let all housing stock					
Anita Goddard					
	Jul	22	17	25	Work is taking place to analyse the voids that were let during September to ascertain the causes of the increase that has occurred following August's improvement.
	Aug	16	17	25	
	Sep	24	17	25	
	Housing Advice				
AH203 Number of households in temporary accommodation					
Susan Carter/Heather Wood					
	Jun	60	70	Figures are not currently available for AH203 and AH208 due to a new reporting process which sees raw data submitted to government and the result returned to us at a later date. For Q1, this return from government is not expected before December. We have not yet been notified when we will receive Q2 figures.	
	Sep	60	70		
AH208 Number of households helped to prevent homelessness					
Susan Carter/Heather Wood					
	Jun	56	51	Interim recording measures are being considered. However, performance is generally expected to be on target as the performance indicator monitoring Bed and Breakfast spend is a related measure and remains comfortably within target (a decrease in successful homeless preventions an/or increase in temporary accommodation numbers would be reflected in a higher than anticipated use of B&Bs.	
	Sep	56	51		

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Appendix A - Key Performance Information

Corporate Services

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments	
Contact Centre						
CC303 % of calls to the Contact Centre that are handled (answered)						
Dawn Graham					August and September CC303 and CC307 results have been affected by staffing vacancies. These have occurred largely as a result of staff moving within the organisation to take secondments, which are being used to fill vacancies in service areas. The Contact Centre provides those who want a career in Local Government an initial role, and as advisors develop their knowledge the natural progression is to look for a role within back office teams. The service has developed highly skilled staff who are successful in progressing their careers at SCDC. Vacancies are currently being covered by temporary staff who are completing their training and the service is actively recruiting to fill these roles.	
	Jul	88.6	87	80		
	Aug	86.2	87	80		
	Sep	81.5	87	80		
CC307 Average call answer time (seconds)						
Dawn Graham						
	Jul	108	110	180		
	Aug	146	110	180		
	Sep	197	110	180		
Corporate Services						
CC305 % of formal complaint responses sent within timescale (all SCDC)						
EMT					A piece of work is being undertaken to align complaints processes, ensure consistency of data and gain learning from complaints. A detailed report has been prepared and presented to the Executive Management Team, and this will continue to identify trends and actions that need to be taken as a result of learning on quarterly basis. The Council is also delivering a series of customer care and complaints handling workshops for staff to improve confidence levels.	
	Jun	71	80	70		
	Sep	52	80	70		
Finance						
FS109 % invoices paid in 30 days						
Caroline Ryba						The Purchase to Pay (P2P) process measured by FS109 will be changing with the implementation of the new FMS, 'T1'. The October KPI will be adversely affected by the go-live period, when no payments were made.
	Jul	95.94	98.5	96.5		
	Aug	97.53	98.5	96.5		
	Sep	96.93	98.5	96.5		
HR						
FS116 Staff sickness days per FTE (non-cumulative)						
Susan Gardner Craiq					Performance improved in quarter 2 due to the resolution of a number of long term sickness cases. Work continues with service managers to ensure absence is managed appropriately. The recent staff wellbeing survey will inform initiatives to be rolled out.	
	Jun	2.44	1.75	2.5		
	Sep	2.26	1.75	2.5		

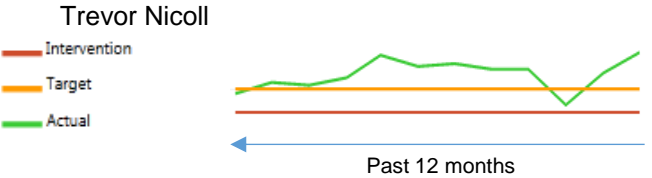
PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
FS117 Staff turnover (non-cumulative)					
Susan Gardner Craig					
		Past 12 months			
	Jun	2.67	3.25	4	The quarter 2 result of 3.9% was the first exceeding the 3.25% target since this was introduced at the beginning of the 2017/18 financial year, however remains lower than the 4% intervention level. This increase is currently under investigation and the quarterly turnover and retention report, which provides more detail around reasons for leaving, will be considered by the Corporate Management Team on 28th November. There is a programme of actions that we are working on to address issues caused by a difficult job market.
	Sep	3.90	3.25	4	

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

ES408 % of bins collected on schedule (SSWS)

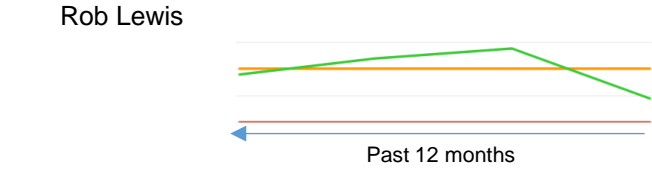


Jul	99.33	99.5	99.25
Aug	99.67	99.5	99.25
Sep	99.89	99.5	99.25

This KPI result has been identified as an exception to highlight excellent performance. During July collections were effected by a period of extended high temperatures, making it difficult for staff to operate at their normal rate, thus resulting in some collection rounds not being completed on their scheduled collection days.

Environ. Health & Licensing

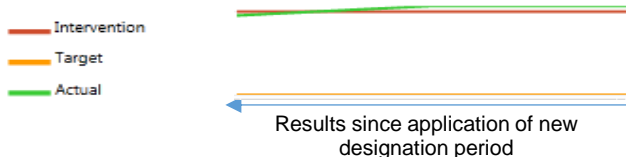

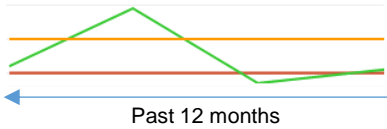
ES401 % business satisfaction with regulation service



Jun	93.75	90	80
Sep	84.38	90	80

No comment has been received to date. For information, 27 of 32 respondents to the business satisfaction survey indicated that they were either very satisfied or satisfied.

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PI and PI owner and Month organised by Service Area			Actual	Target	Int.	Comments
Dev. Management						
PN512 % of appeals against major planning permissions refusal allowed (designation period cumulative)						
	Jun	10.34	5	10	Although Red, this is due to a high number of appeals allowed during the early part of the current designation period (Mar 2016 - Dec 2018). During the past 6 months, there has been only one major appeal allowed. Going forward we are expecting fewer appeals due to the adoption of the South Cambridgeshire District Plan 2018 which included an identified 5 year housing land supply.	
	Sep	10.34	5	10		
Results since application of new designation period						
Planning and New Communities (directorate-wide)						
PN505 % customers satisfied with Planning and New Communities						
	Jul	55	70	60	The information reported under PN505 is not fully representative as the PI data is gathered through customer satisfaction surveys, of which only a very low percentage (<10%) are being returned post planning application decision. A re-design of the survey has been implemented (mid-October) with a view to achieve better representative response rates. We are also identifying trends around responsiveness and will be running some sessions with teams to promote professional behaviours.	
	Aug	55	70	60		
	Sep	57	70	60		
Past 12 months						
Planning Policy						
PN518 % of new homes permitted that are affordable homes (on developments requiring affordable housing provision)						
	Jun	27	40	30	During Q1 planning permission was granted for 82 dwellings where 35 onsite affordable houses was secured (43%). In addition 47 dwellings were peritted across 2 sites where the affordable housing requirement was satisfied via a commuted sum payment and which, due to viability consideration, was less than policy requirement. In factoring these developments the total figure drops to 27% onsite provisipn with an offsite payment of £141,750.	
	Sep	31	40	30		
Past 12 months						
During Q2 planning permission was granted for 265 dwellings where 82 onsite affordable houses was secured (31%). One site did not secure any affordable housing on the basis of development viability (due to contamination and clear up costs on site).						