

## 2018/19 Council Plan and core delivery indicators – Quarter 2

Indicator	2017/18 outturn	2018/19 target	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 outturn
% local labour clauses in eligible major developments	100%	100%	100%	100%		
% jobs secured by local people on developments with local labour clauses.	New for 2018/19	40%	42%	72%		
% young people not in education, employment or training	370	Reduction from baseline 475 (2015)	410	400		
Number of businesses in the Borough	3340	Increase	Data available for 2018/19 outturn			
% Town centre shops occupied	93%	Above 90%	92%	91%		
Market – average stall occupancy	37%	Maintain	44%	44%		
Net new dwellings completed	110	175 estimated	Data available for 2018/19 outturn			
Net new affordable homes completed	19	8	Data available for 2018/19 outturn			
% of major planning applications determined within 13 weeks	90%	Above 80%	100%	83%		
% of minor planning applications determined within 8 weeks	91%	Above 85%	92%	71%		

% of other planning applications determined within 8 weeks	92%	Above 85%	91%	92%		
Number of homeless preventions per annum	901	Over 500 per annum (125 per quarter)	148	78		
Number of homeless acceptances	23	Reduction	7	1		
Net promoter score – Winding Wheel	65%	Increase	Annual survey – data available for 2018/19 by Q3			
Net promoter score – Pomegranate Theatre	80%	Maintain	Annual survey – data available for 2018/19 by Q3			
Satisfaction levels for users of the Museum	New approach for 2018/19	N/A	Annual survey – data available for 2018/19 by Q2			
Satisfaction levels for users of the Visitor Information Centre	New approach for 2018/19	N/A	Annual survey – data available for 2018/19 by Q2			
Number of green flag awards for parks and open spaces	5	5	5	5		5
Number of complaints - green spaces	76	Reduction	23	14		
Number of complaints - streetscene	203	Reduction	90	54		
Participation in parks and open spaces events and activities (Number of people engaged in events and activities at CBC parks and open spaces)	69500	Increase	23950	35925		

Satisfaction with pest control service	100%	90%	91%	100%		
Satisfaction with noise control service	75%	75%	Annual survey – data available for 2018/19 outturn			
Average time to answer revenues, benefits and rents calls - seconds	56	Under 1 minute	50	59		
Average time to answer environmental services calls - seconds	41	Under 1 minute	29	44		
Average time to answer switchboard services calls - seconds	40	Under 1 minute	30	47		
Average time to answer housing repairs hotline calls - seconds	59	Under 1 minute	46	55		
Percentage of Corporate complaints dealt with within Corporate target	100%	100%	97%	95%		
Number of visitors to the Council's website	469340	535000 by end of 2018/19	Data available for the 2018/19 outturn			
Achieve at least SOCITM 3* rating for the website	3	3	3	3		
Increase number of followers on corporate Twitter account	7303	8000 by end of 2018/19 (approx. 174 per quarter)	7395	7501		
Increase number of followers on corporate Facebook account	7167	4500 by end of	7305	7704		

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