

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 31 March 2011	1 Apr 2011 - 31 March 2012	Direction of Travel (where applicable)	2009/10	2010/11	
Number of households living in temporary accommodation (Snapshot)	31	26	☺	NA	31	The number of households in temporary accommodation has remained consistent over the last two quarters and shows a 16% decrease in quarter 4 (Jan-Mar) when compared to the same quarter in 2010/11.
Processing of major planning applications determined within 13 weeks	68.57%	61.90%	☹	TBC	68.57%	3 applications went over time subject to committee decisions. Performance is down slightly when compared with the same quarter of previous year (57.14% in 2011/12 and 62.50% in 2010/11). The reduction in performance is as a result of a combination of factors including staff involved in transformation and a more relaxed approach to targets with a view to improving customer service in the round. The role of targets in the planning system will be considered as part of the transformation process.
Processing of minor planning applications determined within 8 weeks	89.69%	79.63%	☹	TBC	89.69%	There has been a significant downturn in performance when compared to the same period last year, however there has been an increase in applications of 11% over the same period of the previous year. The reduction in outturn is due to a combination of factors including staff illness, staff involved in transformation and a more relaxed approach to targets with a view to improving customer service in the round. The role of targets in the planning system will be considered as part of the transformation process.
Processing of other planning applications determined within 8 weeks	93.61%	82.10%	☹	TBC	93.61%	There has been a significant downturn in performance when compared to the same period last year, however there has been an increase in applications of 25% over same period of the previous year. The reduction in outturn is due to a combination of factors including staff illness, staff involved in transformation and a more relaxed approach to targets with a view to improving customer service in the round. The role of targets in the planning system will be considered as part of the transformation process.