

	applications determined within 10 weeks			numerator	1	2	0	0								
				denominator	1	2	0	0								
NI157	The percentage of minor planning applications determined within 8 weeks	M	C	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	
				Actual	92.00	85.70	70.00	94.00								
				numerator	12	12	7	15								
				denominator	13	14	10	16								
NI157	The percentage of other planning applications determined within 8 weeks	M	C	Target	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	
				Actual	89.00	98.00	85.00	89.00								
				numerator	41	54	41	50								
				denominator	46	55	48	56								

E-gov & customer services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	8,599	6,714	7,870	8,277							
CSC	Monthly Call Volume Council Switchboard	M	S	Target	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	4,631	4,203	4,580	4,452							
CSC LPI 3.1	Resolution at First Point of Contact all services (percentage)	M	S	Target	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
				Actual	99.00	99.00	99.00	93.50							
CSC LPI 3.2	% of Calls Answered	M	S	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00
				Actual	89.00	92.00	92.00	86.60							
CSC LPI 3.3	Average Speed of Answer (seconds)	M	S	Target	20	20	20	20	20	20	20	20	20	20	20
				Actual	21.00	16.00	16.00	29.00							

Chief Executive's

LPI CCPP01 (SS)	Number of complaints received (Council wide) Monthly. Source new complaints system.	M	C	Target	n/a	n/a			n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	25	22	20	12							
LPI CCPP03 (SS)	Number of compliments received (Council wide)	M	C	Target	n/a	n/a			n/a	n/a	n/a	n/a	n/a	n/a	n/a
				Actual	4	2	4	5							
LPI CCPP05 (DM)	Community transport income (£)	M	C	Target			n/a	n/a							
				Actual	n/a	n/a	n/a	n/a							

Financial Services

NI 181	Time taken to process HB/CT benefit new claims or change events	M	C	Target	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	
				Actual	11.17	10.29	14.58	9.28								
				numerator	12,836	13,475	18,746	10,690								
				denominator	1,149	1,309	1,286	1,152								
	Percentage of invoices paid within 10 days of receipt	M	C	Target	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	
				Actual	80.88	83.71	84.77	85.80								
FP001	Percentage of invoices paid within 30 days of receipt	M	C	Target	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	
				Actual	99.34	98.39	97.97	98.42								

