

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)	3	14	☹	7	3	The use of temporary accommodation continues to increase due to private rented sector becoming more difficult to obtain and subsequently sustain due to affordability.
Average time taken to re-let local authority housing (days)	19.55	21.33	☹	22.92	19.55	Quarter 4 (Jan-Mar) showed the length of time taken to re-let local authority housing was 23.44 days which was considerably higher than quarter 3 (Oct-Dec) which was 20.75 days. This increase in re-let time was as a result of high maintenance in January due to a particularly heavy workload and staff shortages. Although the annual figure of 21.33 days shows re-let times have increased, they are still within the in-service target of 25 days.
Rent arrears as a percentage of rent roll	2.65%	2.37%	☺	3.57%	2.65%	There has been a reduction in the amount of arrears owing at the year end due to the emphasis changing to prevention rather than enforcement. Due to this shift in emphasis, there has been a reduction in the number of cases being referred to court which has in turn allowed staff the time to concentrate on prevention.
Processing of major planning applications determined within 13 weeks	76.92%	77.78%	☺	100%	76.92%	There was only 1 major application in quarter 4 (Jan-Mar) and this was determined within the designated time frame. In 2011/12 a total of 9 major applications were received of which 7 were determined within time resulting in a slight improvement in performance when compared with the same period last year. Staff in planning are currently involved in transformation and there is 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	100%	95.76%	☹	95.24%	100%	Of the 22 applications received in quarter 4 (Jan-Mar), 2 were determined out of time, which is lower than the same period last year. The number of actual applications received and determined has increased over the past 12 months, however the number of applications determined within the designated time frame has fallen slightly. The slightly lower outturn 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.

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Processing of other planning applications determined within 8 weeks	95.40%	96.55%	☺	98.16%	95.40%	Of the 174 applications received in 2011/12 a total of 168 were determined in time, equating to 96.55%, a slight increase when compared to 2010/11. In quarter 4 specifically, a total of 2 applications were determined out of time (the same as Q4, 2010/11). Staff in planning are currently involved in transformation and there is 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.