



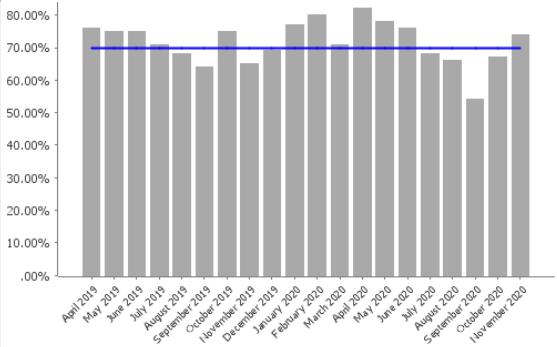


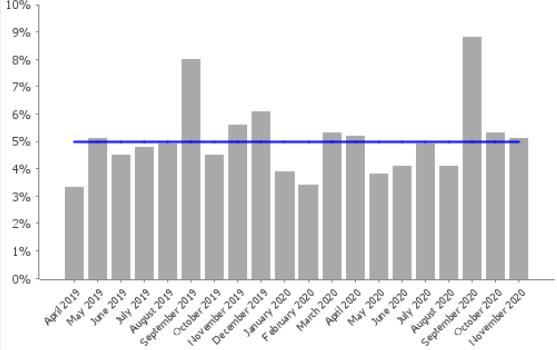


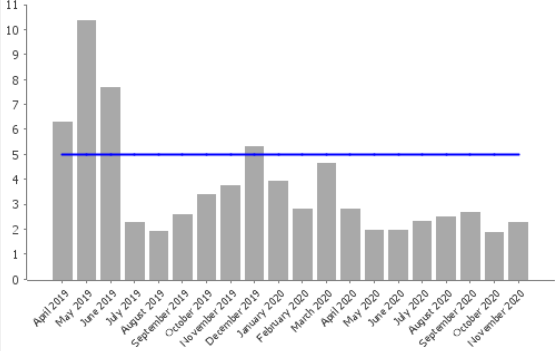



Scrutiny Committee – Improvement & Innovation Portfolio performance report

Key:

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	74%	70%			70.6%	70%		Commentary is only provided for red indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	5.1%	5%			5.2%	5%		Commentary is only provided for red indicators
LPI_CS V01	Average number of days taken to validate a planning application	2.3	5			2.3	5		Commentary is only provided for red indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CS V 02	Percentage of planning applications submitted and received electronically	93%	80%	✔		91.3%	80%	✔	Commentary is only provided for red indicators
LPI_BC LC 001	Average number of days to process a land charge search	5.9	10	✔		3.7	10	✔	Commentary is only provided for red indicators