



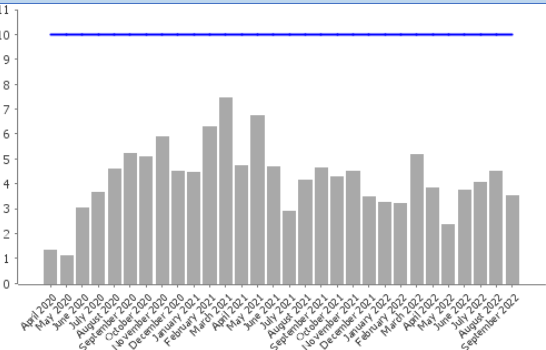




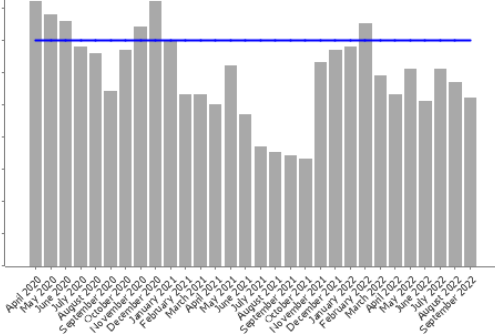


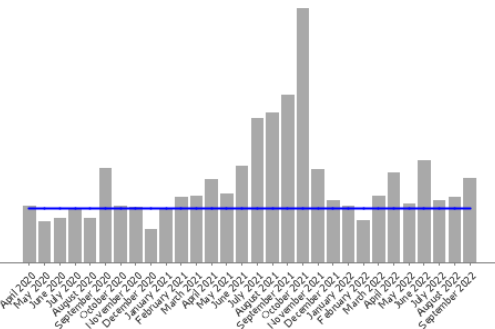
Performance Report – Improvement & Innovation Portfolio

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	Year to date Value	Year to date Target	Year to date Status
LPI_BC LC 001	Average number of days to process a land charge search	3.53	10			4.31	10	

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date Value	Year to date Target	Year to date Status
LPI_CSV 02	Percentage of planning applications submitted and received electronically	96%	80%	✔		95.1%	80%	✔
LPI_HR 001	The average number of working days lost to sickness absence per FTE	3.61	4.50	✔		7.55	9	✔
LPI_HR 002	Number of weeks to recruit from advert to point of offer/acceptance	4	12	✔		4	12	✔

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date Value	Year to date Target	Year to date Status
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	52%	70%			52.5%	70%	
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	7.9%	5%			10.1%	5%	