## Draft Key Performance Indicators 2020-24

	Corporate References		KPI De	etails		Context / Narrative			Lead Officer	Approvals		
KPI ref	PDG or Cabinet Member		Description of Indicator Measurement		Proposed	Current / Historical	Benchmarking	Any other Comments	Responsible Officer			d Approved by
	Corporate		·		Target	Performance		,	,	by LT	by PDG	Cabinet
		Name of relevant member	Written description	How it is	insert	Give last year's data, or	Why have we proposed the target at this	Any other relevant comments from	Name of relevant	Needs to	Needs to	Goes green
		1	·	measured?		previous trend, or explain	level? Comparison with Devon districts PLUS	the service	Manager	go green	go green	once new
				(RAG, %,		new indicator?	LG benchmarking family (not just Devon!)			before	before	performance
				weight,			3,7 ,7,,			PDG/Cab	Cab	framework is
				number,						/ Doy cub	Cub	adopted
				deadline?)								daoptea
01	ENV	Colin Slade	Residual Waste per Household	Weight	362 kg	365 (365) kg	Devon average 351.5KG we are third highest	Improvement unlikely without round	Darren Beer			
0.2	1	Comi sidde	nesidadi Waste per indaseriola	Treigne	302 116	565 (565) NB	Seven average socione we are time ingress	changes: Work on education and	Dan en beer			
02	ENV	Colin Slade	% Waste Reused, Recycled &	%	54.50%	53 (54) %	Devon average 51% we are third lowest. DCC	enforcement	Darren Beer			
_	1		Composted	-		(0.7)	Stretch target 70% by 2025					
03	ENV	Colin Slade	Number of FPNS Issued	Number	None	18	Responsive	Target not appropriate	Darren Beer			
04	ENV	Colin Slade	Missed collections waste	%	0.03%	0.02 (0.03) %	L-T target	1st exceeded 19/20	Darren Beer			
05	ENV	Colin Slade	Missed collections recycle	%	0.03%	0.02 (0.03) %	L-T target	1st exceeded 18/19	Darren Beer			
06	ENV	Colin Slade	Garden Waste Customers	Number	11100	10007 (10000)	Internal 2016/20 CP target	5% new customers 19/20	Darren Beer			
07	Climate	Elizabeth Wainwright	Council Carbon Footprint	Number	19000 CO2t	20402 baseline	Initiatives identified for 20/21 from the action	Refer to Adopted Climate Change	Andrew Busby			
,	Cilinate	Z.i.zubetii WuiiiWiigiit	Courtem cur son i costprint	- Tunner	13000 0020	20 TOE BUSCHITC	Plan	Action Plan	, maren basby			
08	Climate	Elizabeth Wainwright	New Solar Initiatives	Number	250	211	Sign-ups to Solar Together	2500 Devon wide so far	Andrew Busby			
09	Climate	Elizabeth Wainwright	Corporate Renewable Energy	Number	1	New	Carlu close 20/21	2500 Bevon wide 50 fai	Andrew Busby			
03	Cilinate	Z.i.zubetii WuiiiWiigiit	Projects	- Tunner	1		Cana 0.050 25/21		, march bassy			
10	Climate	Elizabeth Wainwright	Electric Car Charger usage	Number	2000	2000	Number of uses per year		Andrew Busby			
11	Climate	Elizabeth Wainwright	Electric Car Charger units	Number	8	New	2 per main town and 2 more		Andrew Busby			
12	Climate	Elizabeth Wainwright	Eco Flex sign ups	Number	600	New	Each LA sets its own grant criteria (Statement	May cease after 21/22 target 300	Simon Newcombe			
12	Cilillate	Liizabetii waiiiwiigiit	LCO Flex Sigil ups	Number	000	INCW	of Intent) based on their local circumstances	next year	Simon Newcombe			
							of intenty based on their local circumstances	liext year				
13	Climate	Elizabeth Wainwright	Home Improvement Loans	Number	5	New	Will be 10 in future. MDDC currently third	Subject to ongoing capital injections	Simon Newcombe			
	Cilillate	Liizabetii waiiiwiigiit	Lendology CIC scheme	Number	ا	INCW	highest in number of loans approved.	via surplus BCF funding	Simon Newcombe			
			Lendology ele seneme				Ingress in number of loans approved.	Via surpius ber runumg				
14	Climate	Elizabeth Wainwright	Housing Assistance Policy	Number	5	New	Major schemes ECO Flex top-ups. See ECO Flex	Vulnerable persons only	Simon Newcombe			
17	Cilillate	Liizabetii waiiiwiigiit	Trousing Assistance Folicy	Number	ا	INCW	for benchmarking challenges	vullerable persons only	Simon Newcombe			
15	Climate	Elizabeth Wainwright	Corporate Tree Planting Scheme	RAG	Yes/No	New	Develop scheme/Secure funding	Numbers to be reported in future	Andrew Busby			
13	Cilillate	Enzabeth Wantwright	corporate free flanting scheme	IVAG	103/140	III.	bevelop scheme, secure funding	target 500-1000	Andrew Busby			
16	Climate	Elizabeth Wainwright	Community Climate &	RAG	Yes/No	New	Agreeing funding is the first stage	Numbers to be reported in future	Andrew Busby			
10	Cilillate	Enzabeth Wantwright	Biodiversity Grants	IVAG	103/140	III.	Agreeing running is the hist stage	Transcrs to be reported in rutare	Andrew Busby			
17	Climate	Elizabeth Wainwright	Community Schemes	Number	4	New	Work with TCs to improve public assets	Climate conversations	Andrew Busby			
	Cililiate	Z.i.zubetii Wuiiiwiigiit	Seriemes	- Tunner	1.		Work than les to improve public assets	Cimilate conversations	, marew basby			
18	ECON	Richard Chesterton	Tiverton Town Centre	RAG	Yes/No	New	Suite of town centre health check indicators to	Review of TC vision, reassess	Jenny Clifford			
10	LCON	Inchara Chesterton	Masterplan	1170	1 63/110	THE W	be developed which will aid understanding of	geographic areas for intervention,	Jenny Chiloru			
			Masterpian					1= = :				
							health in relation to others and impact of	prioritiation and id of quick win				
							recovery/ regeneration efforts	projects, adopton of SPD and				
								delivery plan				
10	ECON	Bish and Chastenten	College Taylor Control	DAG	V/N-	N	College of Assessment and Assessment	Adams the meastern falls:	Lauren Cliffand			
19	ECON	Richard Chesterton	Cullompton Town Centre	RAG	Yes/No	New	Suite of town centre health check indicators to	Adopt the masterplan following	Jenny Clifford			
			Masterplan				be developed which will aid understanding of	stage 2 consultation				
							health in relation to others and impact of					
							recovery/ regeneration efforts					
		L		<u> </u>	1							
20	ECON	Richard Chesterton	Incubator/Start-up Space	Number	see note	New	Sites already in operation in Cullompton and	Target not yet set as initial work	Jenny Clifford			
			planning applications				Tiverton	required with the business				
								community to better understand the				
								extent of need over and above sites				
								already in operation				

ECON	Bob Evans	Sites for Commercial Development	Number	2 acres	New	Acreage acquired		Andrew Busby			
ECON	Richard Chesterton	Business Rates Accounts	Number	3250	3241 (3150)	Proxy for business births and deaths	To monitor change	Dean Emery			
ECON	Richard Chesterton	Rateable Value NNDR	£	None	New	Financial measure	To monitor change	Dean Emery			
FCON	Richard Chesterton	Empty Properties (EPR)	Number	None	New	Instead of Empty shops	To monitor change	Dean Emery			
	Richard Chesterton	Pannier Market Regular traders	%	None	New	Varies between markets on different days. 75%		Adrian Welsh			
		-				trader occupation Tues, 80% trader occuation	-				
ECON	Richard Chesterton	Community Land Trusts assisted	Number	1	New	There are few CLTs operating in the District currently	Monitor CLT activity	Jenny Clifford			
ECON	Bob Evans	Corporate Retail Units Occupancy rates	Number	None	New	3 separate PIs for MDDC units	To monitor change	Andrew Busby			
HOMES	Bob Evans/Richard chesterton	Net Additional Homes	Number	393	New	National benchmaking via Housing Delivery Test and Local Plan Review annual delivery rate. HDT target exceeded last 2 years	Link to Housing Delivery Test and monitoring of Local Plan delivery	Jenny Clifford			
HOMES	Bob Evans	Affordable Homes	Number	94	94 (100)	Local Plan and Housing Strategy	Target derived from Local Plan	Jenny Clifford/ Simon Newcombe			
HOMES	Bob Evans	Build Council Houses	Number	None	26 (26)	Secure Planning permission	Numbers to be reported from 21/22	Andrew Busby/Simon Newcombe			
HOMES	Richard Chesterton	Self build plots	Number	5	New	Number of plots delivered	Local Plan	Jenny Clifford			
		-		2		-		· ·			
		<del>  '' '</del>		72		-		<u> </u>			
		use				of 0.85% of all registered properties	,				
HOMES	Bob Evans	HMOs investigations	Number	None	New	All potential HMOs reported investigated	Average period to date	Simon Newcombe			
HOMES	Bob Evans	Landlord Engagement	Number	9	New	Events/webinars		Simon Newcombe			
HOMES	Bob Evans	Homeless Approaches	Number	None	721	Benchmarking is done on prevention duty accomodation secured for 6+ months we are 74% v South West 61%	Monitor due to increased risk	Simon Newcombe			
HOMES	Bob Evans	Tenant Census Response Rate	%	34%	New	Census is based on a selection of agreed national Os.	Carry out and analyse results	Simon Newcombe			
HOMES	Bob Evans	% Properties With a Valid Gas Safety Certificate	%	100%	99.9 (100)%	Statutory Target		Simon Newcombe			
HOMES	Bob Evans	Complaints responded to on	%	100%	100 (100)%	Housing Ombudsman Service Complaints Handling Code		Simon Newcombe			
HOMES	Bob Evans	Emergency Repairs	%	95%	100 (100)%	Other Councils >95%		Simon Newcombe			
HOMES	Bob Evans	Urgent Repairs	%	95%	100 (100)%	Other Councils >95%		Simon Newcombe			
HOMES	Bob Evans		%	95%	99.3 (100)%	Other Councils >95%		Simon Newcombe			
HOMES	Bob Evans	Repairs appointments kept	%	95%	98.9 (100)%	Other Councils >95%		Simon Newcombe			
СОММ	Dennis Knowles	Community Safety Partnership Action Plan	Number	None	New	Actions identified in plan		Simon Newcombe			
СОММ	Dennis Knowles	Safeguarding Standards for Drivers (Licensing)	%	100%	New	DBS checks/Safeguarding Training		Simon Newcombe			
СОММ	Dennis Knowles	<del> </del>	Number	5	New	Estimate 15 (up from 10)		Matthew Page			
СОММ	Dennis Knowles	National and Regional Promotions	Number	5	New	Monitor success in engagement with promotions through SM contacts and web hits	Re Health & Wellbeing	Simon Newcombe			
СОММ	Dennis Knowles/Richard Chesterton	Digital Connectivity Super fast Coverage	%	>24 Mbps	New	Superfast broadband definition by Govnt >24 Mbps, CDS >30 Mbps	Superfast broadband coverage	Adrian Welsh			
		6		15	New	Suspended because of Covid	All Schemes: Cancer	Lee Chester			
СОММ	Nikki Woollatt	Health Referral Initiatives Starters	Number	15	New	Suspended seconds of covid	Rehab Escape Pain (not				
	ECON ECON ECON ECON HOMES HOME	ECON Richard Chesterton  ECON Bob Evans  HOMES Bob Evans  HOMES Bob Evans  HOMES Richard Chesterton  HOMES Richard Chesterton  HOMES Richard Chesterton  HOMES Richard Chesterton  HOMES Bob Evans  COMM Dennis Knowles  COMM Dennis Knowles  COMM Dennis Knowles	ECON Richard Chesterton Business Rates Accounts  ECON Richard Chesterton Empty Properties (EPR)  ECON Richard Chesterton Empty Properties (EPR)  ECON Richard Chesterton Pannier Market Regular traders  ECON Richard Chesterton Community Land Trusts assisted  ECON Bob Evans Corporate Retail Units Occupancy rates  HOMES Bob Evans/Richard Chesterton Net Additional Homes  HOMES Bob Evans Affordable Homes  HOMES Bob Evans Build Council Houses  HOMES Richard Chesterton Self build plots  HOMES Richard Chesterton Gypsy & traveller pitches  HOMES Bob Evans Empty Homes brought back into use  HOMES Bob Evans HMOs investigations  HOMES Bob Evans Landlord Engagement  HOMES Bob Evans Homeless Approaches  HOMES Bob Evans Tenant Census Response Rate  HOMES Bob Evans Complaints responded to on time  HOMES Bob Evans Urgent Repairs  HOMES Bob Evans Repairs Repairs  HOMES Bob Evans Repairs Appointments kept  COMM Dennis Knowles Safeguarding Standards for Drivers (Licensing)  COMM Dennis Knowles Netton Digital Connectivity Super fast	ECON Richard Chesterton Business Rates Accounts Number ECON Richard Chesterton Rateable Value NNDR £ ECON Richard Chesterton Empty Properties (EPR) Number ECON Richard Chesterton Pannier Market Regular traders % ECON Richard Chesterton Community Land Trusts assisted Number ECON Bob Evans Corporate Retail Units Occupancy rates HOMES Bob Evans/Richard Chesterton Number ECON Bob Evans Affordable Homes Number HOMES Bob Evans Build Council Houses Number HOMES Richard Chesterton Self build plots Number HOMES Richard Chesterton Gypsy & traveller pitches Number HOMES Bob Evans HMOs investigations Number HOMES Bob Evans Landlord Engagement Number HOMES Bob Evans Homeless Approaches Number HOMES Bob Evans Landlord Engagement Number HOMES Bob Evans Homeless Approaches Number HOMES Bob Evans Tenant Census Response Rate % HOMES Bob Evans Tenant Census Response Rate % HOMES Bob Evans Complaints responded to on time HOMES Bob Evans Longlaints Response Rate % HOMES Bob Evans Complaints responded to on time HOMES Bob Evans Repairs % HOMES Bob Evans Repairs % HOMES Bob Evans Longlaints Response Rate % HOMES Bob Evans Longlaints Response Rate % HOMES Bob Evans Complaints responded to on time HOMES Bob Evans Longlaints Response Rate % HOMES Bob Evans Longlaints Response Rate Repairs Appointments Rept % HOMES Rober Evans Repairs Appointments Rept % HOMES Rober Experies Repairs Appointments Rept % HOMES Rober Evans Repairs Appointments Rept % HOMES Rober Eva	ECON Richard Chesterton Business Rates Accounts Number 3250  ECON Richard Chesterton Rateable Value NNDR £ None  ECON Richard Chesterton Empty Properties (EPR) Number None  ECON Richard Chesterton Pannier Market Regular traders  ECON Richard Chesterton Community Land Trusts assisted Number 1  ECON Bob Evans Corporate Retail Units Occupancy rates  Bob Evans Net Additional Homes Number None  HOMES Bob Evans Affordable Homes Number None  HOMES Bob Evans Build Council Houses Number 94  HOMES Richard Chesterton Self build plots Number 94  HOMES Richard Chesterton Self build plots Number 2  HOMES Richard Chesterton Gypsy & traveller pitches Number 2  HOMES Bob Evans HMOs investigations Number 72  HOMES Bob Evans HMOs investigations Number None  HOMES Bob Evans Homeless Approaches Number None  HOMES Bob Evans Landlord Engagement Number None  HOMES Bob Evans Tenant Census Response Rate % 34%  HOMES Bob Evans Tenant Census Response Rate % 34%  HOMES Bob Evans Complaints responded to on time 100%  HOMES Bob Evans Routine responded to on time 100%  HOMES Bob Evans Routine responded to on 100%  HOMES Bob Evans Routine responded to on 100%  HOMES Bob Evans Routine repairs % 95%  HOMES Routine Ro	Development   Business Rates Accounts   Number   3250   3241 (3150)	Development   Business Rates Accounts   Number   3250   324 (3150)   Proxy for business births and deaths	Development   Schard Chesterton   Development   Schard Chesterton   Schard Chesterton   Rateable Value NNDR   6   None   New   Financial measure   To monitor change	Development   Development	Development   Development	ECON Richard Chesterton Russes Ester Accounts Number 250 424 (\$130) Propy for business births and deaths 15 monitor change Open Enercy Control Russes Ester Accounts Number 250 424 (\$130) Propy for business births and deaths 15 monitor change Open Enercy Control Russes Control

COMM Nikk Woollatt Complaints received Number None 313 A spike may indicate service delivery issues being reviewed may be more useful to complaints the control time fistage 11 and the contro	51	СОММ	Nikki Woollatt	Health Referral Initiatives Conversions	Number	5	New	Suspended because of Covid		Lee Chester		
Sea CORP Andrew Moore South West Mutual Bank RAG None New Monther Progress — Andrew Moore South West Mutual Bank RAG None New 2 separate Ps MDDC units To monitor change Andrew sustby — South West Mutual Bank RAG None New 2 separate Ps MDDC units To monitor change Andrew Busbby — South West Mutual Bank RAG None New 2 separate Ps MDDC units To monitor change Andrew Busbby — South West Mutual Bank RAG None New 2 separate Ps MDDC units To monitor change Andrew Busbby — South West Mutual Bank RAG None Rew 2 separate Ps MDDC units To monitor change Andrew Busbby — South West Mutual Bank RAG None Rew 2 separate Ps MDDC units To monitor change Andrew Busbby — South RAG	52	СОММ	Nikki Woollatt	Complaints received	Number	None	313	A spike may indicate service delivery issues		Lisa Lewis		
Copporte Commercial Units Number	53	СОММ	Nikki Woollatt	·	%	90%	94 (90)%	I	'	Lisa Lewis		
Corporate Commercial Units Occupany rates Sumber Councils Commercial Units Occupany rates Sumber Sumber Councils Commercial Units Occupany rates Sumber Sumber Sumber Sumber Councils Commercial Units Occupany rates Sumber Sumber Sumber Sumber Sumber Sumber S	54	CORP	Andrew Moore	South West Mutual Bank	RAG	None	New	Monitor Progress		Andrew Jarrett		
Sol CORP Nikit Woollatt Sickness Absence % 2.78% 2.78(3.27)% SW Councils Solf Recention strategy Matthew Page 9 9 1	55	CORP	Bob Evans	_   '	Number	None	New	2 separate PIs MDDC units	To monitor change	Andrew Busby		
S8 CORP Nikki Woollatt Staff Turnover % 14% 18% SW Councils Staff Retention strategy Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September annually Collection starting Matthew Page % 100.00 New By 30 September Page New Page N	56	CORP	Nikki Woollatt	Working days Sick	Number	7 days	8 (7)	National Average public sector		Matthew Page		
S9 CORP Niki Woollatt Appraisals completed \$ 100.00% New 8y 30 September annually Collection starting Matthew Page Dena Emery S9 CORP Andrew Moore Council Tax Collection rate \$ 98.50% 98.50% 98.50% 98.50% 99.20% Broadly the same across Devon/Somerset Dena Emery Dena Emery S9 CORP Andrew Moore NNDR Collection rate \$ 99.20% 99.20% Broadly the same across Devon/Somerset Dena Emery S9 Control Tax Collection rate S9.50% 99.20% 99.20% Broadly the same across Devon/Somerset Dena Emery S9 Control Tax Collection rate S9.50% 99.20% 99.20% Broadly the same across Devon/Somerset Dena Emery S9.20% Dena Emery S9.20% S9.20% 99.20% Broadly the same across Devon/Somerset Dena Emery S9.20% Dena Emery S9.20% Statutory target Underspring Statuto	57	CORP	Nikki Woollatt	Sickness Absence	%	2.78%	2.78 (3.27)%	SW Councils		Matthew Page		
CORP Andrew Moore Council Tax Collection rate % 98.50% 98.5 (98.5)% Broadly the same across Devon/Somerset Dean Emery Dea	58	CORP	Nikki Woollatt	Staff Turnover	%	14%	18%	SW Councils	Staff Retention strategy	Matthew Page		
63 CORP Andrew Moore NNDR Collection rate % 99.20% 99.2 [99.2]% Broadly the same across Devon/Somerset Dean Emery Catherine Yandle Catherine Yandle Dean Emery Catherine Y	59	CORP	Nikki Woollatt	Appraisals completed	%	100.00%	New	By 30 September annually	Collection starting	Matthew Page		
CORP Openis Knowles FOI on time % 100% 100 (100)% Statutory target	60	CORP	Andrew Moore	Council Tax Collection rate	%	98.50%	98.5 (98.5)%	Broadly the same across Devon/Somerset		Dean Emery		
CORP Richard Chesterton Major applications overturned at Appeal % 10% 2 (10)% National Target allowing benchmarking Measured on a 2 year rolling basis Elleen Patterson    Major Appeals % None 10% 5 (40)% Sof appeals. Can be tracked, but as this is not a national indicator we are not able to benchmark against others  CORP Richard Chesterton Minor applications overturned at Appeal    Minor Appeals % None 13%    None 13%    None 13%    None 13%    Measured on a 2 year rolling basis    Measured on a 2 year rolling basis    Elleen Patterson    Elleen Patterson    Elleen Patterson    Measured on a 2 year rolling basis    Measured on a 2 y	61	CORP	Andrew Moore	NNDR Collection rate	%	99.20%	99.2 (99.2)%	Broadly the same across Devon/Somerset		Dean Emery		
CORP Richard Chesterton Major applications overturned at Appeal % 2 (10)% National Target allowing benchmarking Measured on a 2 year rolling basis Elleen Patterson &	62	CORP	Dennis Knowles	FOI on time	%	100%	100 (100)%	Statutory target		Catherine Yandle		
CORP Richard Chesterton Major Appeals % None 10% % of appeals. Can be tracked, but as this is not a national indicator we are not able to benchmark against others  CORP Richard Chesterton Minor applications overturned at Appeal Addressed through Seeking General Councils. Data not readily available color of time across Councils to meet planning guarantee  Eileen Patterson Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Measured on a 2 year rolling basis  Eileen Patterson Cost of Appeals Eileen Patterson Inspector decisions over appeal cost claims  Cost to MDDC arising from Planning Inspector decisions over appeal cost claims  Cannot be benchmarked against other Councils. Data not readily available  Cost to MDDC arising from Planning Inspector decisions over appeal cost claims  Claims Eileen Patterson Councils Data not readily available  Cost to MDDC arising from Planning Inspector decisions over appeal cost claims  Claims Eileen Patterson Councils Data not readily available  Cost to MDDC arising from Planning Inspector decisions over appeal cost claims  Claims Eileen Patterson Councils Data not readily available  Cost to MDDC arising from Planning Inspector decisions over appeal cost claims  Claims Eileen Patterson Councils Data not readily available and determine within target timescale of extensions of time to reduce risk of planning fee return. Need to reduce relative and determine within target timescale of extensions of time to reduce risk of planning fee return. Need to reduce relative and determine within target timescale of extensions of time to reduce risk of planni	63	CORP	Richard Chesterton	Major applications overturned		<10%	2 (10)%			Eileen Patterson		
a national indicator we are not able to benchmark against others  CORP Richard Chesterton Minor applications overturned at Appeal \$\) \( \text{ 10}\% \) \(  10				at Appeal	%			National Target allowing benchmarking	Measured on a 2 year rolling basis			
benchmark against others  CORP Richard Chesterton Minor applications overturned at Appeal  GORP Richard Chesterton Minor Appeals  Measured on a 2 year rolling basis  Elleen Patterson  Locally requested  Locally requested  Locally requested  Locally requested  Cost to MDOC arising from Planning Inspector decisions over appeal cost claims  Cost to MDOC arising from Planning Inspector decisions over appeal cost claims  Addressed through seeking extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of	64	CORP	Richard Chesterton	Major Appeals	%	None	10%	1 11		Eileen Patterson		
CORP Richard Chesterton Minor applications overturned at Appeal (10% of 10%) National Target allowing benchmarking Measured on a 2 year rolling basis Eileen Patterson Minor Appeals (10% of appeals. Can be tracked, but as this is not a national indicator we are not able to benchmark against others (20mcils. Data not readily available claims)  CORP Richard Chesterton Cost of Appeals £ None New Cannot be benchmarked against other (20mcils. Data not readily available claims)  CORP Richard Chesterton Performance Planning Guarantee (100%) Performance Planning Guar									Locally requested			
66 CORP Richard Chesterton Minor Appeals % None 13% % of appeals. Can be tracked, but as this is not a national indicator we are not able to benchmark against others  67 CORP Richard Chesterton Cost of Appeals £ None New Cannot be benchmarked against other Councils. Data not readily available claims  68 CORP Richard Chesterton Performance Planning Guarantee % 100% 99 (100)% Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee within target timescale of extensions of time and determine within target timescale of	65	CORP	Richard Chesterton		%	<10%	0 (10)%			Eileen Patterson		
## CORP Richard Chesterton Cost of Appeals								National Target allowing benchmarking	Measured on a 2 year rolling basis			
a national indicator we are not able to benchmark against others  CORP Richard Chesterton Cost of Appeals £ None New Cannot be benchmarked against other Councils. Data not readily available claims  CORP Richard Chesterton Performance Planning Guarantee % 100% 99 (100)% Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee Planning fee return. Need to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of	66	CORP	Richard Chesterton	Minor Appeals	%	None	13%			Eileen Patterson		
benchmark against others  Locally requested  Cost to MDDC arising from Planning Inspector decisions over appeal cost claims  Councils. Data not readily available  Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee  Performance Planning Guarantee  Performance Planning Guarantee  100%  99 (100)%  Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee  Addressed through seeking extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of												
CORP Richard Chesterton Cost of Appeals £ None New Cannot be benchmarked against other Councils. Data not readily available Inspector decisions over appeal cost claims  CORP Richard Chesterton Performance Planning Guarantee % 100% 99 (100)% Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee watersions of time to reduce reliance upon extensions of time and determine within target timescale of												
Cannot be benchmarked against other Councils. Data not readily available  68 CORP Richard Chesterton Performance Planning Guarantee    8 100% 99 (100)% Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee    8 Addressed through seeking extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of								benchmark against others	<del>  ' '</del>			
COUNCILS. Data not readily available claims  CORP Richard Chesterton Performance Planning Guarantee 8 100% 99 (100)% Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee 8 extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of	67	CORP	Richard Chesterton	Cost of Appeals	£	None	New		"			
CORP Richard Chesterton Performance Planning Guarantee								j	1 '			
of time across Councils to meet planning guarantee  guarantee  Addressed through seeking extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of								-				
guarantee extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of	68	CORP	Richard Chesterton	Performance Planning Guarantee	%	100%	99 (100)%			Eileen Patterson		
planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of												
reliance upon extensions of time and determine within target timescale of								guarantee				
determine within target timescale of									1			
									application			