












## Appendix 1

# Lewes District Council Portfolio Progress and Performance Report Quarter 1 2019-2020









Key	
 Performance that is at or above target Project is on track	 Performance that is below target Projects that are not expected to be completed in time or within requirements
 Project has been completed, been discontinued or is on hold	 Performance that is slightly below target but is within an acceptable tolerance Projects : where there are issues causing significant delay, changes to planned activities, scale, cost pressures or risks
 Direction of travel on performance indicator : improving performance	 Direction of travel on performance indicator : declining performance
 Direction of travel on performance indicator : no change	 Data with no performance target
N*	Based on national indicator







# CPR LDC 1 Environment

## 1.1 Environment Projects and Programmes

Project / Initiative	Description	Target completion	Status	Update
Clear Futures: Joint Venture for Energy and Sustainability	A joint venture between Eastbourne and Lewes Council and a private sector organisation to deliver local energy and sustainability ambitions for the next 20-30 years. The Joint Venture will follow a programme of work.	Q1 2037/38		<p>The Joint Venture (JV) is a procurement and delivery framework that is used to develop long term solutions to sustainability challenges. It will bring innovation and help deliver projects with Energy &amp; Sustainability themes, faster, better, cheaper and with more certainty, by integrating the public and private sector. The framework also brings excellent opportunities for local communities and businesses.</p> <p>The JV between LDC, EBC, Robertson and AECOM was established in September 2017 and is a partnership for up to 30 years. Bolton Metropolitan Borough Council and the East Sussex College Group have recently become new participants.</p> <p>Meetings of the JV Operations Group and the Steering Board took place on 18 and 21 June</p>
Upper Ouse Flood Protection and Water	3 year programme of flood protection work across the District	Q3 2019/20		<p>Meetings have been held with the Environment Agency regarding potential projects in the Wivelsfield area and upper Adur catchment.</p> <p>Further engagement with community groups is due to commence in Wivelsfield around key locations where new flood management would be beneficial. In Ringmer there is a need to explore a critical issue of a route for an engineered flow path for water through private gardens.</p>
Newhaven Flood Alleviation Scheme (Environment Agency)	Enabling the delivery of key infrastructure projects in Newhaven.	Q4 2020/21		<p>Areas 2,3,4 and 5 are complete. Area 1 is the only area where works remain outstanding.</p> <ul style="list-style-type: none"> <li>The majority of consents have now been obtained from Highways England for the works to install demountable flood barriers on the A26. This work will take place after bird nesting season and is expected between September and November 2019.</li> <li>Work on the flood rail gate is progressing, with surveys in late July (delays due to need for possession of entire line from Network Rail). Target completion for this aspect is now March 2021.</li> </ul>

## 1.2 Environment : Key Performance Indicators






KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
Number of times nitrogen dioxide levels exceed national air quality objectives (200 µg/m3 hourly mean ave.)  (reported to central government)	18	Not reported	0	No more than 5				It should be noted the data is currently provisional and may change in the future because it has not been fully ratified and must be considered with care.
Sites exceeding recommended national air quality nitrogen dioxide levels (40 µg/m3 quarterly mean) (Nov 2018 Council motion requested PI)  (reported to central government)	Data only	Not reported	TBC	Data only				This will be reported annually once raw data has been verified by DEFRA.
Number of times particulate matter levels exceed national air quality objectives (50 µg/m3 24 hour ave) (Nov 2018 Council motion requested PI)  (reported to central government)	35		1	No more than 8				There has been only 1 occasion (Needlemakers car-park) when the number of times 24-hour mean 50 µg/m3 exceeded. The target is less than 35 times a year.
Percentage of household waste sent for reuse, recycling and composting (N*- old national indicator)	37.00%	36.26%	41.84%	At least 37.00%			32.00%	Performance in Q1 increased from 36.26% in Q4 and also shows an increase from the same period last year. In Q2, there will be an intensive project to look at making the administration of our waste service more efficient and effective. This will primarily look at the back office processes with an objective of improving customers' experience of Lewes waste services.


KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
Number of EV charging points within planning applications (Nov 2018 Council motion requested PI)		New	160	Data only			New for 19/20	This figure represents the number of EV charging points that have been proposed through the application process (27 applications).
Number of planning permissions given where some form of renewable energy is included and conditions discharged		New	0	Data only			New for 19/20	<p>A number of applications that we have determined have planning conditions attached requiring further details of the Renewable energy facilities.</p> <p>However in Q1 there were 0 applications where these conditions had already been discharged (cleared). We expect there to be a time-lag between determining applications which have conditions attached and then being able to report that these conditions have been discharged (i.e. the further information that is required by the conditions has been submitted and the planning authority has then confirmed that the conditions have been met).</p>
Total number of reported fly-tipping incidents	Max 200	70	50	No more than 50			Not reported as new PI- previously PI was number of days to clear	<p>The total number of fly-tipping incidents for Q1 is 50. Our analysis shows that most of the fly tips were in Lewes town and the rural part of Lewes district. In May, there was also particular hot spot in the Ditchling Beacon area. Most of the fly tips were of small van load size.</p>

## CPR LDC 2 Regeneration and Growth:

## 2.1 Regeneration and Growth Projects and Programmes

### 2.1 Regeneration and Business Projects and Programmes

Project / Initiative	Description	Target completion	Status	Update
Newhaven Enterprise Zone	NEZ covers 8 key sites of strategic importance with the aim of driving economic growth through the creation of up to 55,000m <sup>2</sup> of new employment floorspace, refurbishing 15,000m <sup>2</sup> of existing employment floorspace and creating / sustaining up to 2,000 FTE jobs over a 25-year period.	Q4 2041/42		<p>Transitional arrangements for the EZ have been agreed between Coast to Capital and South East LEP.</p> <p>Work is continuing. The new work plan was discussed at the EZ Board on 30 July and it was agreed a workshop would be held in September to prioritise the actions.</p> <p>The Board has now been expanded to include a number of key business and social enterprise representatives.</p>
Newhaven Town Centre	Delivery of mixed use regeneration scheme within NEZ.	Q4 2020/21		Plans are evolving. We were successful in the first round of the Future High Streets Fund and are now working with central government on the next stage.
North Street Quarter	Regeneration of the North Street Quarter area in Lewes to provide over 400 homes; health hub; car park and new commercial space.	Q1 2021/22		<p>North Street Quarter Ltd (NSQL) commenced marketing the scheme for a developer (for all three phases) on 22 June 2019. NSQL aims to appoint a developer by the end of this year, with the developer appointing a build contractor in the Spring of 2020.</p> <p>The land collaboration (legal) agreement between NSQL and LDC will require that the prospective developer provides a range of information to satisfy the landowners that it has the financial capacity and experience to deliver the scheme. As soon as a developer has been identified, a more detailed development programme / timelines will be available. Both landowners will remain actively involved in the scheme following appointment of a developer.</p> <p>LDC continues to work to secure the remaining third party freehold land interests at the site.</p>
Seaford Health Hub formerly Downs Leisure Centre	Project to renovate the Downs Leisure Centre to better serve the community's health needs.	Q3 2020/21		Progress on this project is subject to further consideration. A Scrutiny panel is working to consider options. A further Cabinet report on this can be found elsewhere on the agenda.
Railway Quay Newhaven	Delivery of mixed use regeneration scheme within NEZ.			We are currently reviewing the development options for Railway Quay to ensure that it complements the future operations of the UTC building and the overall development of the town centre – linking with the Future High Streets Fund bid. We are expecting to have


				further clarity this autumn.
Springman House- Blue light services hub	Relocation of key emergency services to create a blue light services hub that supports delivery of the North Street Quarter.	Q3 2019/20		The Council issued draft Heads of Terms for a shared Blue Light Hub to the emergency services (fire, police and ambulance) on the 5 April 2019, based on the shared scheme that had been agreed. ESFRS subsequently expressed a preference for a stand-alone fire station on the site. ESFRS has identified a final preferred design which we will now review in terms of affordability, planning and highways matters, and phasing in the context of the wider scheme.

## CPR LDC 3 Finance and Corporate

### 3.1 Finance and Corporate Projects and Programmes

### 3.2 Finance and Corporate Key Performance Indicators

### 3.1 Finance and Corporate Projects and Programmes



Project / Initiative	Description	Target completion	Status	Update
Devolution of Open Spaces	Work with new grounds maintenance contractor, Town and Parish Councils and local volunteers to maintain high quality public parks and community spaces.	Q3 2019/20		<p><b>Devolution sites to Newhaven Town Council:</b></p> <p><i>Valley Road Recreation Ground:</i> Successfully completed in March 2019.</p> <p><i>East Side Recreation Ground:</i> LDC now holds full set of signed documentation. An updated open space disposal advertisement (a statutory requirement when a local authority is disposing of open space) has been carried out and LDC is finalising authorisations and this transfer should complete very shortly.</p> <p><i>Lewes Road Recreation Ground:</i> NTC to approve amended boundary (plan sent to NT's solicitor) to reflect the previous landfill site as it has been agreed that NTC will not have responsibility for the landfill.</p> <p><i>Riverside County Park:</i> ESCC has obtained Lead Member approval to transfer this (amongst other) countryside sites. LDC Cabinet had already confirmed approval in March 2019 to enter into a lease/management arrangement with NTC (to be reported back to Cabinet before completion). ESCC will prepare heads of terms so that the LDC arrangements mirror those terms. We await receipt of the draft heads of terms from ESCC to continue to progress matters.</p> <p><i>Drove Park Recreation Ground and Avis Road Recreation Ground:</i> Awaiting regularisation of issues that involve third parties before proceeding further. LDC has asked NTC's solicitor</p>







Project / Initiative	Description	Target completion	Status	Update
				<p>if NTC would consider progressing devolution of the sites now and to regularise those issues after devolution.</p> <p><i>Castle Hill Nature reserve and Meeching Down:</i> LDC has suggested to NTC that we begin to progress the devolution of these sites.</p> <p><b>Devolution sites to Lewes Town Council :</b></p> <p><i>Land at Mounfield Road</i> (land not held in Trust), <i>Land at Mounfield Road</i> (land held in Trust), <i>Stanley Turner Recreation Ground</i> (land held in Trust).</p> <p>LDC awaits confirmation from LTC that they wish to proceed with these sites before approaching the Charity Commission. LDC understands that LTC is setting up a devolution committee.</p> <p><b>Devolution sites to Rural Areas :</b></p> <p><i>East Chiltington, Hollycroft Field including play space:</i> Recommended for devolution by Cabinet on the 27 March. Report on Title and draft transfer documentation has been sent by LDC to the Parish Council</p>

## CPR LDC 4 Finance and Corporate





### 4.1 Finance and Corporate Key Performance Indicators

#### 4.1 Finance and Corporate Key Performance Indicators

KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
Percentage of Council Tax collected during the year – (Income reported to central government)	98.00%	97.70%	29.47%	29.78%			30.04%	Collection is 0.31% below target due to circumstances beyond the council's control. The main court for the current year arrears is early July this year whereas in 2018 it was in June. This is due to the Court Service changing the Court timetable this financial year. This has impacted on the collection rate for June as there will have been a

KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
								delay in receiving income from this court until July.
Percentage of Business Rates collected during the year – Lewes  (Income reported to central government)	<b>98.50%</b>	98.13%	<b>29.48%</b>	<b>28.59%</b>			29.18%	Collection is 0.89% ahead of the profiled target but slightly down from last quarter.
Increase the percentage of calls to the contact centre answered within 60 seconds - Lewes	<b>80%</b>	56.17%	<b>48.98%</b>	<b>At least 80%</b>			38.33%	<p><b>Latest position (July 2019): 84.4%</b></p> <p><b>Apr to Jun commentary for Q1: Performance has shown considerable improvement with 91.37% calls answered in June within target and 84.4% in July.</b></p> <p>The Customer Advisors have been working hard on improving the performance month on month with June's percentage of calls answered within 60seconds increasing when compared to May. The percentage of calls answered for the quarter has unfortunately gone down from 56.17% for Q4 18/19' to 48.98% for Q1 19/20'. The main reason for this is due to the increased call volumes we received in April following Annual Billing and the 250K pieces of correspondence sent out in March where calls overflowed into the new financial year. This was also on top of the 2 bank holidays and 2 Elections dates we had in May. <b>Although we reached 91.37% of calls answered within 60seconds for June</b>, unfortunately April and May's low percentage has pulled us down lower than anticipated for the first quarter.</p> <p><b>Performance Improvement Plan:</b> With all Temporary Agency staff now gone from Customer Contact and a change in the IVR phone system being implemented, Customer Contact will focus on ensuring robust training is cascaded to all of the team, both existing members and new starts. With March, April and the majority of Bank Holidays now behind us, we will be looking to get back to business as usual and continue improvement in SLAs across the board.</p> <p>There is further work to look at how call handling is measured. This will focus on the quality of service customers receive including the number of first time resolutions of contact and the correct information being supplied to residents.</p>
Average days lost per FTE employee due to sickness (J)	<b>8.0 days</b>	2.47 days	<b>2.2 days</b>	<b>No more than 2.0 days</b>			1.62 days	<p>2.20 days for Q1 represents a decrease from Q4 which was 2.47 days and HR Business Partners continue to support managers in robustly managing attendance issues.</p> <p>In total there were 138 short-term absences and 28 long-term</p>













KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
								<p>absences (eg more than 4 weeks).</p> <p>The non-manual workforce sickness level is 2.08 days. The sickness level within the manual workforce is 2.96 days.</p> <p>The average national public sector sickness absence for 2017/18 was 8.5 days (these are currently the most up to date figures published) and absence rates nationally remain considerably higher in the public sector than in the private sector (5.6 days), manufacturing and production (6.2) or non-profit (7.3).</p> <p>A detailed analysis around staff sickness is taking place.</p>
Number of new sign-ups to the Councils' social media channels	At least 600	221	251	At least 150			150	Signups continue to increase.
Social media responsiveness rate	80%	NEW PI	88.67%	80%			NEW PI	<p>'Response rate' is the percentage of new messages received via our Facebook page that we respond to on the day the message is received.</p> <p>LDC Q1 twitter analytics  Profile visits: 10,847  Tweets issued: 2434  Impressions (tweets appeared in other users feeds): 264,500  Mentions in other tweets: 746</p>

# CPR LDC 5 Housing

## 5.1 Housing Key Performance Indicators

### 5.1 Housing Key Performance Indicators

KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
DFGs - Time taken from council receiving a fully complete application to the council approving the grant	28 days	10 days	14 days	No more than 28 days			7 days	The handling of DFG applications continues to be processed well within our maximum handling times (28 days).
Number of Licensed HMO's Inspected per Quarter	8	2	2	At least 2			2	The inspection target for this quarter was met. There are more than 16 HMOS in Lewes in total but only 16 require a licence. Legislation changed in October 2018 when the number of storeys for licensing was removed (pre Oct 18 the property needed to be 2 or more storeys). As long as there are 5 or more people sharing some facilities then a licence is required. The licence lasts for 5 years and only has to be inspected once.
Rent arrears of current tenants (expressed as a percentage of rent debit) (L)	3%	4.64%	5.2%	No more than 3%			2%	We have given the team a stretching target in Q1 of no more than 3% (previously 4%) as in Q1 18/19 they achieved 2% rent arrears. In Q1 customers have been impacted by the introduction of universal credit, with delays on payments and we have been implementing a new technological solution that will improve the targeting of rent arrears, through text messages and emails as well as the usual phone calls. In Q2 we have built a new team built around rent collection, with additional staff, including two visiting caseworkers. We are profiling rent collection to improve through Q2 to Q4.
Average void relet time key to key (month & YTD) (L)	20.0	40.6	22.4	No more than 23.0			24.0	The re-let time for the first quarter started off just above target in April. However in May and June figures improved, resulting in the overall figure for the whole quarter being within target. This is a marked improvement in comparison to last year. Neighbourhood Housing, Property Services and Housing Needs continue to attend weekly meetings to manage void and re-let times and this will continue in order to closely manage performance going forward.
Taking everything into account, percentage of tenants satisfied or	Data only	85%	79%	Data only			75%	During Q1, we achieved overall tenant satisfaction of 79%. We have implemented changes in Homes First work-streams to address current challenges in service delivery and anticipate these changes to impact


KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
dissatisfied with overall Homes First service								positively on levels of satisfaction during Q2.
Number of households living in emergency (nightly paid) accommodation (L) (N*)	Data only	48.33	61	Data only			13	<p>The pressures on Housing Needs and Standards remained high throughout Q1.</p> <p>In June a significant review of the Housing Needs and Standards work streams was carried out and a re-alignment went live in July. Amongst other things, the re-alignment introduced six new work streams, including: Housing solutions Hub, Prevention, Assessment, Move On, Private Sector Housing and Temporary Accommodation and Commercial Property.</p> <p>From initial data the re-alignment of work streams has brought about a number of benefits for the service, most significantly making savings through the introduction of the Housing solutions Hub. The Hub aims to prevent and relieve homelessness on the day, providing a better service for customers.</p> <p>In the first month we had 115 household present to the Housing solutions Hub. 71 of these households were in Priority Need, requiring a placement into Temporary Accommodation however due to the preventative and relief work of the Hub, 31 placements were made. The remaining 40 (54%) households were either supported into a property in the private rented sector, able to remain in their property, stay with friends or family or referred directly into supported accommodation. Additionally, households that have been seen by the Hub are having shorter stays in EA as they are provided better information on how to find accommodation in the private rented sector in the first instances.</p> <p>On 5 August our Temporary Accommodation (TA) and Commercial Property work stream went live in full. This work stream will provide intensive focus on the management of households in this type of accommodation, helping them to move more quickly out of it. A new structured team will be working to move those in emergency accommodation more quickly into settled accommodation. Additionally, discussion with EA providers is now underway to explore opportunities for them to provide a combination of nightly paid and other temporary accommodation.</p>


## CPR LDC 6 Planning

### 6.1 Planning Projects and Programmes





### 6.2 Planning Key Performance Indicators





### 6.1 Planning Projects and Programmes

Project / Initiative	Description	Target completion	Status	Update
Neighbourhood Planning	Work with local communities on neighbourhood Plans, to guide future land use and identify where housing can be built.	Q4 2019/20		<p><i>Seaford NP:</i> The Regulation 16 Consultation has concluded. A high proportion of the representations have queried the absence of <i>Policy SEA10 -Health Facilities</i> in the document at the second Regulation 14 consultation in 2018. The consequential lack of public consultation means that this policy does not meet the basic conditions required to 'make' a Neighbourhood Plan. The steering group have decided to omit the policy before it proceeds to examination. The NPO is in the process of appointing an Examiner; the examination will take place in August.</p> <p><i>Newhaven:</i> The Examination has concluded. The Examiner, has issued the final report listing recommended modifications to the Plan so that it meets the basic conditions. The NPO will issue a decision statement shortly to state whether LDC accepts the proposed modifications and if the Plan will proceed to referendum. The Referendum date has been provisionally set for 10 October.</p> <p><i>Peacehaven and Telscombe:</i> Peacehaven Town Council has applied for technical support from Locality in order to progress with the Sustainability Appraisal and Strategic Environmental Assessment. The appointed consultant, Aecom, are proceeding with the site assessments.</p> <p><i>Ringmer:</i> No changes were made to the Ringmer NP prior to the May elections. Ringmer PC can initiate a Review of the neighbourhood plan at any time to address minor or more moderate changes as required and the Neighbourhood Planning Officer will respond with support as necessary once advised by the Parish Council that a review will take place.</p> <p><i>Chailey :</i> The Regulation 14 Consultation concluded on 28 June. The NPO is due to discuss the consultation responses with the Parish Council.</p> <p><i>Newick :</i> The Parish Council are considering making modifications to the NP.</p> <p><i>Lewes Town (SDNPA-led and will form part of the SDNPA development plan, not LDC's) :</i> The Lewes Neighbourhood Plan was made on 11 March. The Plan is now part of the SDNP Development Plan.</p>

Project / Initiative	Description	Target completion	Status	Update
				<p><i>Barcombe</i> – The Chair of the Barcombe NP confirmed the group do not feel that the time and effort required to produce an NP will be met by the community and have disbanded the NP.</p> <p><i>General Neighbourhood Plan</i> : The Town/Parish Councils and Steering Groups will be advised of the updated five year housing land supply position..</p>
The Local Plan (Part 2)	Local Plan Part 2 will allocate land for different types of development (including new housing and Gypsy and Traveller pitches) as well as land to be protected.	Q3 2019/20		The main modifications recommended by the Inspector were out for consultation in August.

## 6.2 Planning Key Performance Indicators

KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
Percentage of major applications determined within 13 weeks (LDC only) (N*)	65%	66.67%	60%	65%			TBC	<p>Q1 performance of 60% was slightly lower than the target of 65% with 3 out of 5 major applications determined within 13 weeks. In Q2 we have added the following additional resource into the team that will improve the performance across all applications.</p> <ul style="list-style-type: none"> <li>· Senior (Special Projects)</li> <li>· Specialist advisor (Planning)</li> <li>· Case worker (Planning)</li> <li>· Caseworker (Enforcement)</li> <li>· Authorised overtime payments for a three month period</li> </ul>
Percentage of minor planning applications determined within 8 weeks (LDC/SDNP combined) (N*)	75.00%	54.93%	58.75%	75.00%			69.64.%	<p>Q1 performance of 58.75% was below the target of 75% with 47 out of 80 minor planning applications determined within 8 weeks. Additional resource has now been put in to look at minor planning applications.</p> <p>In addition, an action plan to address performance issues has been implemented and this has already resulted in improvements (latest figures showing 71%).</p>


KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
Processing of other planning applications within 8 weeks (LDC/SDNP combined) (N*)	75.00%	56.12%	70.95%	75.00%			82.44%	Q1 performance of 70.95% was slightly under the target of 75% with 149 applications out of 210 processed within 8 weeks.
Percentage of all planning appeals allowed (officer/committee decisions)	10.0%	33.3%	11.1%	10.0%			10.0%	A total of 9 appeal decisions were received : 8 were dismissed (all delegated decisions) and 1 allowed (committee decision)  The allowed appeal: The inspector considered that the proposal complied with policy when considered as a whole – access is acceptable, no adverse impact on the European site (Ashdown Forest), no harm in developing the garden, no harm from developing a larger dwelling, size and scale reflects those in the area – not contrary to Newick Neighbourhood plan.

## CPR LDC 7 Community and Partners






### 7.1 Community and Partners Projects and Programmes

### 7.2 Community and Partners Key Performance Indicators

#### 7.1 Community and Partners Projects and Programmes

Project / Initiative	Description	Target completion	Status	Update
Lewes District Lottery	A lottery for good causes for Lewes District	Q4 2018/19		We are aiming for a launch date of mid October. We will advertise the launch this through the local press, website and at meetings, for example the Joint Action Group, attended by those organisations likely to be interested.  Work on the design for the Logo is in progress. A communications plan is being drawn up and work is continuing on identifying those local organisations that may wish to be part of the lottery. Once we have identified the organisations we will contact them to give them details of how they may benefit from being a part of the lottery.

## 7.2 Community and Partners Key Performance Indicators

KPI Description	Annual Target 2019/20	Q4 2018/19	Q1 2019/20				Q1 2018/19	Latest Note
		Value	Value	Target	Status	Performance Trend	Value	
Average number of days to process new claims for housing/council tax benefit (reported to Central Government)	22.0	25.1	22.9	No more than 22.0			20.0	While performance for Qtr 1 is slightly above target at 22.9 days compared to 22.00 the outturn shows an improvement on the last two quarters of 2018/19 which were 36.9 and 25.1 days.
Average days to process change of circs. (Housing/Council Tax Benefit) (reported to Central Government)	8.0	3.1	7.2	No more than 8.0			8.0	Performance for the 1st quarter of 19/20 is ahead of target.
Improve our ranking compared to similar authorities in relation to all crime	5	1	2	Within top 5			5	<p>Our aim is to be within the top 5 (eg have the lowest number of crimes per 1,000 population) compared to those in our most similar group. The top 5 (from lowest number of crimes to highest) for Q1 was as follows:</p> <ol style="list-style-type: none"> <li>1. South Nottinghamshire</li> <li>2. Lewes District</li> <li>3. Hinckley &amp; Bosworth (Leicestershire)</li> <li>4. NW Leicestershire</li> <li>5. Arun, West Sussex</li> </ol> <p>Whilst LDC's rank has fallen one place, the difference between the top two authorities is marginal, with LDC reporting 56.2 crimes per 1000 residents and the top ranking authority, South Nottinghamshire DC, 55.4 crimes per 1000 residents.</p>