

OUTSTANDING PERFORMANCE TARGETS FOR 2018/19

NPI	Description	Target 2017/18	Outturn - Quarter 3	Outturn - Quarter 4	Proposed Target 2018/19
EKS 02d1	% of ICT incidents resolved within 1 working day	50%	76%	76%	60%
HOU 010a	No of households living in temporary accommodation incl. B&B	50%	97%	89%	90%
HOU 010b	No of households in B&B accommodation	25%	29%	24%	20%
PLA 001	% of major planning applications determined in 13 weeks	65%	91.89%	81.8%	65%
PLA 002	% of non-major planning applications determined in 8 weeks	75%	89.54%	82.7%	75%
PLA 003	% of decisions for major applications overturned at appeal	10%	2.7%	4.8%	10%
PLA 004	% of decisions for non-major applications overturned at appeal	10%	3.15%	3.7%	10%