

Mid Ulster District Council

Statutory & Corporate Performance

Improvement Indicators

Q1 to Q2 - Sixth Month Progress Report

2020 – 2021

Performance Measures 2020 to 2021 - Statutory & Corporate Performance Indicators

Statutory Indicators – Set for Us

Under the Local Government (Performance Indicators and Standards Order (Northern Ireland) 2015), statutory performance indicators and standards have been set as part of the performance improvement arrangements for district councils (i.e. set for us). Performance measures have been specified for the functions of: Economic development, Planning and Waste management.

The aim of the performance measures is to promote the improvement of service delivery. The information is currently collated by the Department for the Economy, Department for Infrastructure and DAERA (Department for Agriculture, Environment and Rural Affairs) respectively and published on their websites. Once released to Council, this information is published for citizens and other stakeholders to assess Council's performance in these areas. Until validated by the Departments aforementioned, data will remain as management information.

Corporate Performance Indicators – Set by Us

During 2016/17, Council, in the absence of an agreed region wide performance management framework, decided to concentrate on ensuring the data quality of three of its proposed "set by us" or "self-imposed" performance indicators, standards/targets, with the aim of improving service delivery, across the three indicators; namely:

1. **Prompt Payments** - (Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME's),
2. **Freedom of Information Requests (FOI) Responded to within 20 days**, (Council meets its statutory obligations, customer requests are met within specified timeframes and citizens can get information in a timely manner through a transparent process), and
3. **Percentage lost time rate of sickness absence** – (shows the percentage of total time available that has been lost due to any type of absence during a certain time period. The indicator is based on full time equivalent (FTE) employees - useful as a general measure of the significance of sickness absence levels for an organisation).

Benchmarking With Other Councils

Currently Prompt Payments and the Average Days Lost per Annum due to sickness absence, in days are utilised by the Department for Communities, on an annual basis (from 2017/18 onwards), in order to benchmark with other Councils. The two measures have been introduced, while awaiting the development of an overarching regional benchmark framework. Benchmark data appears where the information is available in this report and is contained in Council's Annual Performance Assessment Report. Where other local Council's benchmark data are available (annual), the data is included in the report.

Data quality is a central part of the Council's operational business and performance management. Performance measures including Absence information, Freedom of Information Requests, and Prompt Payments information is used every day across the Council to help inform management decisions, plan services, benchmark performance and cost, and inform target setting.

Rag Status, Target Direction and Performance Trend – Colours, Symbols and Descriptors.

Table One – RAG Status and Descriptors

Status – Evaluated As	Explanation
GREEN	Met or exceeded target
AMBER	Missed target narrowly
RED	Missed Target Significantly
PURPLE	Information not available

Table Two – Target Direction

Target Direction	Descriptor
More Is Better	A bigger value for this measure is best
Less Is Better	A smaller value for this measure is best

Table Three - Performance Trend

Direction of Travel		
The direction of travel shows if performance has improved, declined, or been maintained relative to previous quarter.		
Performance Improve	Performance Remained Same	Performance Declined
↑	↔	↓

STATUTORY INDICATOR & STANDARD Ref. No. : ED1 - MORE IS BETTER

ED1: The number of jobs promoted through business start-up activity from 1 st April 2016 to 30 th September 2020.					July-Sept 2020 Actual (Quarter Two)		Standard to be Met	Trend on Previous Quarter	Status																																														
<div><h3>ED1- The No. of Jobs Promoted Through Business Start Up 2016 - 2020</h3><table><caption>ED1- The No. of Jobs Promoted Through Business Start Up 2016 - 2020</caption><thead><tr><th>Period</th><th>Jobs Promoted</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>69</td></tr><tr><td>Q2 16.17</td><td>71</td></tr><tr><td>Q3 16.17</td><td>70</td></tr><tr><td>Q4 16.17</td><td>46</td></tr><tr><td>Yr End 16.17</td><td>256</td></tr><tr><td>Q1 17.18</td><td>68</td></tr><tr><td>Q2 17.18</td><td>62</td></tr><tr><td>Q3 17.18</td><td>44</td></tr><tr><td>Q4 17.18</td><td>49</td></tr><tr><td>Yr End 17.18</td><td>223</td></tr><tr><td>Q1 18.19</td><td>38</td></tr><tr><td>Q2 18.19</td><td>41</td></tr><tr><td>Q3 18.19</td><td>56</td></tr><tr><td>Q4 18.19</td><td>68</td></tr><tr><td>Yr End 18.19</td><td>204</td></tr><tr><td>Q1 19.20</td><td>52</td></tr><tr><td>Q2 19.20</td><td>45</td></tr><tr><td>Q3 19.20</td><td>41</td></tr><tr><td>Q4 19.20</td><td>47</td></tr><tr><td>Yr End 19.20</td><td>185</td></tr><tr><td>Q1 20.21</td><td>21</td></tr><tr><td>Q2 20.21</td><td>30</td></tr></tbody></table><p>Standard 210 jobs p.a.</p></div>					Period	Jobs Promoted	Q1 16.17	69	Q2 16.17	71	Q3 16.17	70	Q4 16.17	46	Yr End 16.17	256	Q1 17.18	68	Q2 17.18	62	Q3 17.18	44	Q4 17.18	49	Yr End 17.18	223	Q1 18.19	38	Q2 18.19	41	Q3 18.19	56	Q4 18.19	68	Yr End 18.19	204	Q1 19.20	52	Q2 19.20	45	Q3 19.20	41	Q4 19.20	47	Yr End 19.20	185	Q1 20.21	21	Q2 20.21	30	30		210 jobs p.a.	↑	RED
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					Analysis: MORE IS BETTER. <p>Q2 Business Plans delivered figure is much lower than for the same period in 2019/20 (74 vs 48) resulting in significantly lower jobs (45 vs 30). DfE / Invest NI require Councils to use the lower conversion rate (Plans - Jobs) of 0.6147 (not RSI rate 0.75762). Due to the ongoing impact of Covid, this performance level is significantly lower than Q2 in 2019/20 and it is highly unlikely the Statutory Target will not be achieved for 2020/2021. The Contract Management Team (L&CCC) have been liaising regularly with ENI(contractor) since April; following approval from funders, ENI have moved to 'virtual' delivery and all furloughed Mid Ulster LEA staff returned to work in July 2020.</p> <p>On 15 Sept, L&CCC & MUDC staff met with DfE Due to the exceptional circumstances this year DfE believe it is highly unlikely the new revised targets (153 jobs to be promoted for Mid Ulster) will make it on to the Order by April 2021. While the Order cannot be changed without the formal process, DfE advised there is some scope in the Order to add an addendum to modify. Following our request they have agreed to issue a 'letter of comfort' to Councils to explain the situation ie that while DfC and DfE have accepted the change to the Statutory Targets these are unlikely to go through Statute until 2021, however, Councils will only be required to report on the new targets. Performance significantly lower from Q1 in 2019/20.</p>																																																		
<table><tr><td>Comparator (annual)</td><td>2016/17</td><td>2017/18</td><td>2018/19</td><td>2019/20</td></tr><tr><td>NI Council Average</td><td>208</td><td>159</td><td>164</td><td>157</td></tr></table>					Comparator (annual)	2016/17	2017/18	2018/19	2019/20	NI Council Average	208	159	164	157	Action Plan: <p>At least 342 Plans are needed to be delivered by Mid Ulster agencies to ensure Statutory 'Jobs promoted' target is achieved by March 2020. Q1 figures account for only 10% of this and it is highly unlikely the Statutory Target will not be achieved for 2020/2021.</p>																																								
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NI Council Average	208	159	164	157																																																			
Lead Officer: Adrian Mc Creesh - Director Business & Communities. Purpose of Performance Indicator (PI): The number of jobs promoted through business start-up activity (Business start-up means the delivery of completed client led business plans under the Department of the Economy Regional Start Initiative or its																																																							

STATUTORY INDICATOR & STANDARD Ref. No. : P1 - LESS IS BETTER

P1: Major applications processed from date valid to decision or withdrawn within an average of 30 weeks - from 1 st April 2016 to 30 th September 2020					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																																									
<div><p>P1 Average Processing Time of Major Planning Applications from Date Valid to Decision or Withdrawal within an Average of 30 Weeks 2016 - 2020</p><table><caption>P1 Average Processing Time Data (Weeks)</caption><thead><tr><th>Time</th><th>Actual</th><th>Standard</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>66.6</td><td>30</td></tr><tr><td>Q2 16.17</td><td>65.6</td><td>30</td></tr><tr><td>Q3 16.17</td><td>71.4</td><td>30</td></tr><tr><td>Q4 16.17</td><td>88</td><td>30</td></tr><tr><td>Q1 17.18</td><td>77.5</td><td>30</td></tr><tr><td>Q2 17.18</td><td>39.4</td><td>30</td></tr><tr><td>Q3 17.18</td><td>44.4</td><td>30</td></tr><tr><td>Q4 17.18</td><td>0</td><td>30</td></tr><tr><td>Q1 18.19</td><td>135.6</td><td>30</td></tr><tr><td>Q2 18.19</td><td>58</td><td>30</td></tr><tr><td>Q3 18.19</td><td>60.2</td><td>30</td></tr><tr><td>Q4 18.19</td><td>61</td><td>30</td></tr><tr><td>Q1 19.20</td><td>62.1</td><td>30</td></tr><tr><td>Q2 19.20</td><td>64.4</td><td>30</td></tr><tr><td>Q3 19.20</td><td>66.8</td><td>30</td></tr><tr><td>Q4 19.20</td><td>73.1</td><td>30</td></tr><tr><td>Q1 20.21</td><td>137</td><td>30</td></tr><tr><td>Q2 20.21</td><td>86.4</td><td>30</td></tr></tbody></table></div>					Time	Actual	Standard	Q1 16.17	66.6	30	Q2 16.17	65.6	30	Q3 16.17	71.4	30	Q4 16.17	88	30	Q1 17.18	77.5	30	Q2 17.18	39.4	30	Q3 17.18	44.4	30	Q4 17.18	0	30	Q1 18.19	135.6	30	Q2 18.19	58	30	Q3 18.19	60.2	30	Q4 18.19	61	30	Q1 19.20	62.1	30	Q2 19.20	64.4	30	Q3 19.20	66.8	30	Q4 19.20	73.1	30	Q1 20.21	137	30	Q2 20.21	86.4	30	86.4 weeks	30 weeks	↑	RED
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Analysis: LESS IS BETTER An improvement on Majors when compared to Quarter One. What does this mean - whilst performance remains below target, some major applications have been determined this quarter. Comparison with last year same reporting period: 86 weeks this year compared to 58 weeks last year.																																																																	
Action Plan:																																																																	
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																																													
NI Council Average	68.6 weeks	50.2 weeks	59 weeks	52.8 weeks																																																													
Lead Officer: Dr. Chris Boomer – Planning. Purpose of PI: Planning Department deals with MAJOR Planning applications faster - [An application in the category of major development within the meaning of Planning (Development Management Regulations (NI) 2015(a)).																																																																	

STATUTORY INDICATOR & STANDARD Ref. No. : P2 - LESS IS BETTER

P2: Average processing time of Local Planning Applications from date valid to decision or withdrawn within an average of 15 weeks from 01/04/16 - 30/09/20					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																																									
<div><p>P2 Average Processing Time of Local Planning Applications from Date Valid to Decision or Withdrawal within an Average of 15 Weeks 2016 - 2020</p><table><tr><th>Time</th><th>Actual</th><th>Standard</th></tr><tr><td>Q1 16.17</td><td>14.7</td><td>15</td></tr><tr><td>Q2 16.17</td><td>14.6</td><td>15</td></tr><tr><td>Q3 16.17</td><td>14.8</td><td>15</td></tr><tr><td>Q4 16.17</td><td>13.8</td><td>15</td></tr><tr><td>Q1 17.18</td><td>13.2</td><td>15</td></tr><tr><td>Q2 17.18</td><td>14.2</td><td>15</td></tr><tr><td>Q3 17.18</td><td>13.8</td><td>15</td></tr><tr><td>Q4 17.18</td><td>18.2</td><td>15</td></tr><tr><td>Q1 18.19</td><td>18.1</td><td>15</td></tr><tr><td>Q2 18.19</td><td>16.8</td><td>15</td></tr><tr><td>Q3 18.19</td><td>18.2</td><td>15</td></tr><tr><td>Q4 18.19</td><td>14</td><td>15</td></tr><tr><td>Q1 19.20</td><td>12.6</td><td>15</td></tr><tr><td>Q2 19.20</td><td>12.8</td><td>15</td></tr><tr><td>Q3 19.20</td><td>12.6</td><td>15</td></tr><tr><td>Q4 19.20</td><td>12.6</td><td>15</td></tr><tr><td>Q1 20.21</td><td>12.6</td><td>15</td></tr><tr><td>Q2 20.21</td><td>15.6</td><td>15</td></tr></table></div>					Time	Actual	Standard	Q1 16.17	14.7	15	Q2 16.17	14.6	15	Q3 16.17	14.8	15	Q4 16.17	13.8	15	Q1 17.18	13.2	15	Q2 17.18	14.2	15	Q3 17.18	13.8	15	Q4 17.18	18.2	15	Q1 18.19	18.1	15	Q2 18.19	16.8	15	Q3 18.19	18.2	15	Q4 18.19	14	15	Q1 19.20	12.6	15	Q2 19.20	12.8	15	Q3 19.20	12.6	15	Q4 19.20	12.6	15	Q1 20.21	12.6	15	Q2 20.21	15.6	15	15.6 weeks	15 weeks	↓	AMBER
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<p>Analysis: LESS IS BETTER</p> <p>Unvalidated Q2 performance shows performance on local applications has slipped outside 15-week target.</p> <p>What does this mean: that COVID 19 working restrictions are starting to lead to delays in local decisions processing times.</p> <p>Comparison with last year same reporting period: 12.8 weeks last year – approximately three weeks slower processing time for this quarter in comparison.</p> <p>Action Plan:</p> <p>To aim to issue more applications are received for October 2020.</p>																																																																	
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																																													
NI Council Average	16.2 weeks	15.2 weeks	14.8 weeks	14 weeks																																																													
<p>Lead Officer: Dr. Chris Boomer – Planning. Purpose of PI. Planning Department deal with LOCAL Planning applications faster - Local applications means an application in the category of local development within the meaning of the (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under the Act).</p>																																																																	

STATUTORY INDICATOR & STANDARD Ref. No. : P3 - MORE IS BETTER

P3: The percentage of planning enforcement cases processed within 39 weeks from 1st April 2016 to 30th September 2020.					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status
<div><div><div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><di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STATUTORY INDICATOR & STANDARD Ref. No.: W1 - MORE IS BETTER

W1: The Percentage of household waste collected by District Councils that is sent for recycling (including waste prepared for reuse) from 1 st April 2016 to 30 th September 2020.					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																						
<div><h3>W1 - The Percentage of Household Waste Collected by District Council That is Sent for Recycling 2016/17 to 2020/21</h3><table><caption>W1 - The Percentage of Household Waste Collected by District Council That is Sent for Recycling 2016/17 to 2020/21</caption><thead><tr><th>Time</th><th>% Recycling Rate</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>55.34%</td></tr><tr><td>Q2 16.17</td><td>54.14%</td></tr><tr><td>Q3 16.17</td><td>50.01%</td></tr><tr><td>Q4 16.17</td><td>45.19%</td></tr><tr><td>Q1 17.18</td><td>58.32%</td></tr><tr><td>Q2 17.18</td><td>56.70%</td></tr><tr><td>Q3 17.18</td><td>54.58%</td></tr><tr><td>Q4 17.18</td><td>47.15%</td></tr><tr><td>Q1 18.19</td><td>59.73%</td></tr><tr><td>Q2 18.19</td><td>56.38%</td></tr><tr><td>Q3 18.19</td><td>56.26%</td></tr><tr><td>Q4 18.19</td><td>50.82%</td></tr><tr><td>Q1 19.20</td><td>63.25%</td></tr><tr><td>Q2 19.20</td><td>62.47%</td></tr><tr><td>Q3 19.20</td><td>58.52%</td></tr><tr><td>Q4 19.20</td><td>50.79%</td></tr><tr><td>Q1 20.21</td><td>60.68%</td></tr><tr><td>Q2 20.21</td><td>60.68%</td></tr></tbody></table></div>					Time	% Recycling Rate	Q1 16.17	55.34%	Q2 16.17	54.14%	Q3 16.17	50.01%	Q4 16.17	45.19%	Q1 17.18	58.32%	Q2 17.18	56.70%	Q3 17.18	54.58%	Q4 17.18	47.15%	Q1 18.19	59.73%	Q2 18.19	56.38%	Q3 18.19	56.26%	Q4 18.19	50.82%	Q1 19.20	63.25%	Q2 19.20	62.47%	Q3 19.20	58.52%	Q4 19.20	50.79%	Q1 20.21	60.68%	Q2 20.21	60.68%	Awaiting data	NILAS Scheme to Dec 2020	NA	PURPLE
					Time	% Recycling Rate																																								
					Q1 16.17	55.34%																																								
					Q2 16.17	54.14%																																								
					Q3 16.17	50.01%																																								
Q4 16.17	45.19%																																													
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Q4 19.20	50.79%																																													
Q1 20.21	60.68%																																													
Q2 20.21	60.68%																																													
					Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																						
					60.68% (11,000 tonnes recycled)	NILAS Scheme to Dec 2020	↑	GREEN																																						
					Analysis: MORE IS BETTER Recycling rate decreased due to impact of Covid19 The Recycling Centres closed for part of the quarter due to Covid19 Comparison with last year: Same reporting period the rate decreased by 2.57% percentage points and 803 tonnes compared to same quarter in 2019/20																																									
					Action Plan: Maintain management																																									
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																										
NI Council Average	44.4%	48.1%	50%	*Not yet available																																										
Lead Officer: Andrew Cassells Director - Environment & Property. Purpose of PI. : Meet Statutory Targets – Households Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b) - Household Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b) -																																														

*Awaiting Annual Report from Department of Agriculture, Environment and Rural Affairs.

STATUTORY INDICATOR & STANDARD Ref. No. : W2 - LESS IS BETTER

W2: The amount (tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled from 1 st April 2016 to 30 th September 2020					July-Sept 2020 Actual (Quarter Two)	Allowance 2020/21	Trend on Previous Quarter	Status																																												
<div><p>W2 - The Amount (Tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled</p><p>2016/17 21,330 tonnes allowance</p><p>2017/18 19,131 tonnes allowance</p><p>2018/19 18,032 tonnes allowance</p><p>2019/20 16,923 tonnes allowance</p><p>Tonnage of Biodegradable Local Authority Collected Municipal Waste that is Landfilled</p><p>Time</p><table><tr><td>Q1 16.17</td><td>3,266</td></tr><tr><td>Q2 16.17</td><td>3,283</td></tr><tr><td>Q3 16.17</td><td>3,799</td></tr><tr><td>Q4 16.17</td><td>4,498</td></tr><tr><td>Yr. Total</td><td>14,846</td></tr><tr><td>Q1 17.18</td><td>2,501</td></tr><tr><td>Q2 17.18</td><td>2,339</td></tr><tr><td>Q3 17.18</td><td>2,248</td></tr><tr><td>Q4 17.18</td><td>2,989</td></tr><tr><td>Yr. Total</td><td>10,077</td></tr><tr><td>Q1 18.19</td><td>1,865</td></tr><tr><td>Q2 18.19</td><td>2,026</td></tr><tr><td>Q3 18.19</td><td>1,288</td></tr><tr><td>Q4 18.19</td><td>508</td></tr><tr><td>Yr. Total</td><td>5,687</td></tr><tr><td>Q1 19.20</td><td>331</td></tr><tr><td>Q2 19.20</td><td>134</td></tr><tr><td>Q3 19.20</td><td>136</td></tr><tr><td>Q4 19.20</td><td>465</td></tr><tr><td>Yr. Total</td><td>1,506</td></tr><tr><td>Q1 20.21</td><td>296</td></tr><tr><td>Q2 20.21</td><td>296</td></tr></table></div>					Q1 16.17	3,266	Q2 16.17	3,283	Q3 16.17	3,799	Q4 16.17	4,498	Yr. Total	14,846	Q1 17.18	2,501	Q2 17.18	2,339	Q3 17.18	2,248	Q4 17.18	2,989	Yr. Total	10,077	Q1 18.19	1,865	Q2 18.19	2,026	Q3 18.19	1,288	Q4 18.19	508	Yr. Total	5,687	Q1 19.20	331	Q2 19.20	134	Q3 19.20	136	Q4 19.20	465	Yr. Total	1,506	Q1 20.21	296	Q2 20.21	296	Awaiting Data	No set target 2020/21	NA	PURPLE
					Q1 16.17	3,266																																														
					Q2 16.17	3,283																																														
Q3 16.17	3,799																																																			
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Q1 20.21	296																																																			
Q2 20.21	296																																																			
Apr – June 2020 Actual (Quarter One)	Allowance 2020/21	Trend on Previous Quarter	Status																																																	
296 tonnes	No set target 2020/21	↑	GREEN																																																	
					Analysis: LESS IS BETTER No NILAS scheme/target in 2020/21. Lowest ever quarterly tonnage of LACBMW landfilled Comparison with last year, same reporting period: Amount landfilled has decreased by 35 tonnes																																															
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: Maintain Management																																															
NI Council Average	18,580 tonnes	15,572 tonnes	13,938 tonnes	*Not yet Available																																																
Lead Officer: Andrew Cassells - Director Environment & Property. Purpose of PI: Meet Statutory Targets -Local Authority collected Municipal Waste as defined in section 21 of the Waste Emissions Trading Act 2003 (c)																																																				

*Awaiting Annual Report from Department of Agriculture, Environment and Rural Affairs.

STATUTORY INDICATOR & STANDARD Ref. No.: W3 - LESS IS BETTER

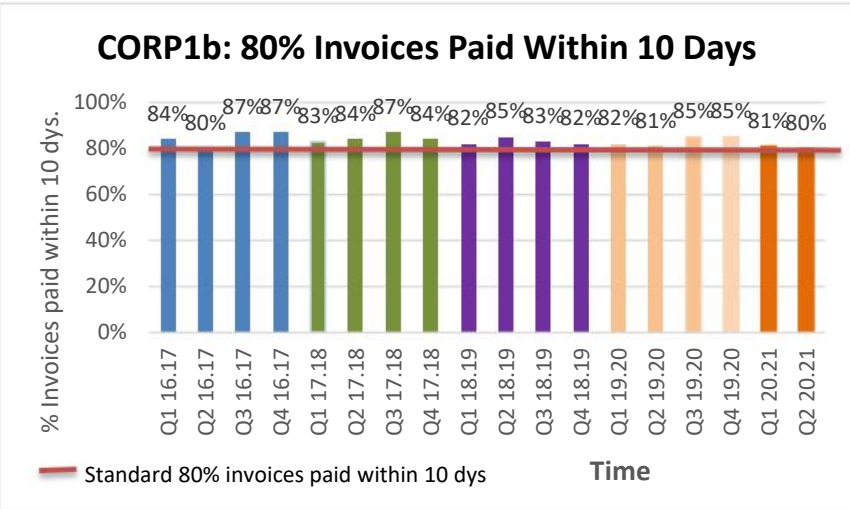
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings from 1 st April 2016 to 30 th September 2020.					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																				
<div><h3>W3 - The amount (tonnage) of Local Authority Collected Municipal Waste Arisings</h3><table border="1"><thead><tr><th>Time</th><th>Tonnage</th></tr></thead><tbody><tr><td>Q1 16/17</td><td>21,749</td></tr><tr><td>Q2 16/17</td><td>22,555</td></tr><tr><td>Q3 16/17</td><td>19,002</td></tr><tr><td>Q4 16/17</td><td>19,527</td></tr><tr><td>Q1 17/18</td><td>21,370</td></tr><tr><td>Q2 17/18</td><td>22,179</td></tr><tr><td>Q3 17/18</td><td>18,678</td></tr><tr><td>Q4 17/18</td><td>17,765</td></tr><tr><td>Q1 18/19</td><td>21,781</td></tr><tr><td>Q2 18/19</td><td>20,876</td></tr><tr><td>Q3 18/19</td><td>17,982</td></tr><tr><td>Q4 18/19</td><td>18,019</td></tr><tr><td>Q1 19/20</td><td>21,024</td></tr><tr><td>Q2 19/20</td><td>22,023</td></tr><tr><td>Q3 19/20</td><td>18,488</td></tr><tr><td>Q4 19/20</td><td>18,109</td></tr><tr><td>Q1 20/21</td><td>19,724</td></tr></tbody></table></div>					Time	Tonnage	Q1 16/17	21,749	Q2 16/17	22,555	Q3 16/17	19,002	Q4 16/17	19,527	Q1 17/18	21,370	Q2 17/18	22,179	Q3 17/18	18,678	Q4 17/18	17,765	Q1 18/19	21,781	Q2 18/19	20,876	Q3 18/19	17,982	Q4 18/19	18,019	Q1 19/20	21,024	Q2 19/20	22,023	Q3 19/20	18,488	Q4 19/20	18,109	Q1 20/21	19,724	Awaiting data	NA	NA	PURPLE
					Time	Tonnage																																						
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					Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																				
					19,724 tonnes	NA	↓	GREEN																																				
					Analysis: LESS IS BETTER Less waste collected overall due to Covid19 - Recycling Centres closed for part of the quarter due to Covid19 Comparison with last year, same reporting period: 2299 tonnes less municipal waste collected compared to same quarter in 2019/20																																							
					Action Plan: Maintain Management																																							

**Awaiting Annual Report from Department of Agriculture, Environment and Rural Affairs.*

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 1a - MORE IS BETTER

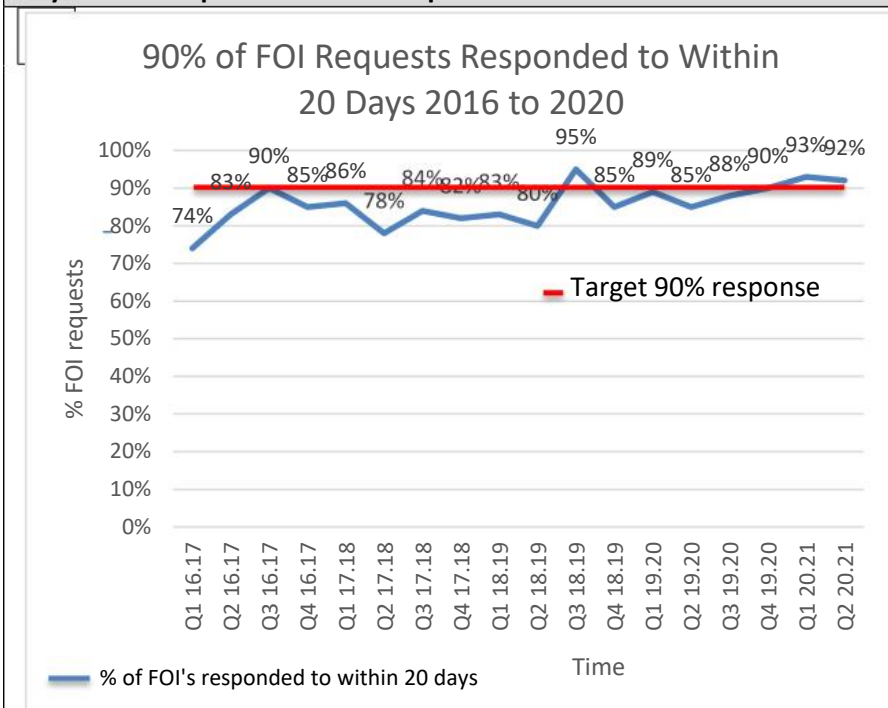
CORP1 (a): Prompt Payment- 90% of invoices paid within 30 day target from 1 st April 2016 to 30 th September 2020.					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																						
<div><p>CORP1a: - 90% of Invoices Paid Within 30 days</p><table><caption>% Invoices paid within 30 days</caption><tr><th>Time</th><th>% Invoices paid within 30 days</th></tr><tr><td>Q1 16.17</td><td>99%</td></tr><tr><td>Q2 16.17</td><td>99%</td></tr><tr><td>Q3 16.17</td><td>98%</td></tr><tr><td>Q4 16.17</td><td>99%</td></tr><tr><td>Q1 17.18</td><td>98%</td></tr><tr><td>Q2 17.18</td><td>97%</td></tr><tr><td>Q3 17.18</td><td>98%</td></tr><tr><td>Q4 17.18</td><td>97%</td></tr><tr><td>Q1 18.19</td><td>94%</td></tr><tr><td>Q2 18.19</td><td>93%</td></tr><tr><td>Q3 18.19</td><td>94%</td></tr><tr><td>Q4 18.19</td><td>94%</td></tr><tr><td>Q1 19.20</td><td>93%</td></tr><tr><td>Q2 19.20</td><td>93%</td></tr><tr><td>Q3 19.20</td><td>95%</td></tr><tr><td>Q4 19.20</td><td>96%</td></tr><tr><td>Q1 20.21</td><td>94%</td></tr><tr><td>Q2 20.21</td><td>95%</td></tr></table><p>Standard 90% invoices paid within 30 days</p></div>					Time	% Invoices paid within 30 days	Q1 16.17	99%	Q2 16.17	99%	Q3 16.17	98%	Q4 16.17	99%	Q1 17.18	98%	Q2 17.18	97%	Q3 17.18	98%	Q4 17.18	97%	Q1 18.19	94%	Q2 18.19	93%	Q3 18.19	94%	Q4 18.19	94%	Q1 19.20	93%	Q2 19.20	93%	Q3 19.20	95%	Q4 19.20	96%	Q1 20.21	94%	Q2 20.21	95%	95%	90%	↑	GREEN
					Time	% Invoices paid within 30 days																																								
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Apr-June 2020 Actual (Quarter One)					Standard to be Met	Trend on Previous Quarter	Status																																							
					94%	90%	↓	GREEN																																						
<p>Analysis: MORE IS BETTER</p> <p>An outturn of 95% has been achieved in Quarter Two and this is in excess of target.</p> <p>Comparison with last year same reporting period: This quarter is 2 % points up on the same quarter last year.</p>																																														
<table><tr><th>Comparator (annual)</th><th>2016/17</th><th>2017/18</th><th>2018/19</th><th>2019/20</th></tr><tr><td>NI Council Average</td><td>84%</td><td>82%</td><td>86%</td><td>86%</td></tr></table>					Comparator (annual)	2016/17	2017/18	2018/19	2019/20	NI Council Average	84%	82%	86%	86%	<p>Action Plan:</p> <p>Maintain Management</p>																															
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																										
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<p>Lead Officer: JJ Tohill Director of Finance. Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME’s. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a “signal” that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments</p>																																														

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 1b - MORE IS BETTER

CORP1 (b): Prompt Payment - 80% of invoices paid within 10 day target from 1st April 2016 to 30th September 2020					July-Sept 2020 Actual (Quarter Two)		Standard to be Met		Trend on Previous Quarter		Status	
					80%		80%		↑		GREEN	
					Apr-June 2020 Actual (Quarter One)		Standard to be Met		Trend on Previous Quarter		Status	
					81%		80%		↓		GREEN	
Analysis: MORE IS BETTER												
An outturn of 80% has been achieved which as met the target												
Comparison with last year same reporting period: This quarter is down by 1% point in comparison with the same quarter last year												
Action Plan:												
Maintain management												
Comparator (annual)		2016/17		2017/18		2018/19		2019/20				
NI Council Average		46%		47%		52%		58%				
Lead Officer: JJ Tohill Director of Finance												
Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME’s. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a “signal” that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments												

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 2 - MORE IS BETTER

CORP2: 90% Freedom Of Information requests responded to within 20 days from 1st April 2016 to 30th September 2020.



July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status
92 %	90%	↓	GREEN
Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status
93 %	90%	↑	GREEN

Analysis: MORE IS BETTER.

By end Q2 Council received and processed/in the stages of processing 169 requests. For Q2 this represents 99 requests received, with the remainder received in Q1. Of the 169 requests, 13 were not responded to within 20 days whilst 156 have been. This represents 92 % of all requests responded to within 20 days in line with the standard set. Similarly, to Q1 council has attained the 90% target in Q2, with 92% of all requests having been responded to within 20 days. Whilst there has been a marginal % decrease of attainment by 1%, the Council is still on track to meet this standard by year-end based on the Q2 attainment. There has been a rise in the number of requests being received in Q2, 29 more compared to Q1. The rise during this period is not typical in comparison to other years but perhaps attributable to loosening of COVID restrictions and organisations returning to offices.

The no. of requests received with the Council is significantly down on the same period last year but the % responded to within 20 day set standard is up 7%.. Although council is now working in context of COVID with staff working through a combination of remote/offsite/office the standard is being met

Comparator (annual)	2016/17	2017/18	2018/19	2019/20
NI Council Average	*Not available	Not available	Not available	Not available

Action Plan:
Maintain management.

Lead Officer : Philip Moffett Head of Democratic Services

Purpose of PI: The measure is needed to ensure that Council meets its statutory obligations and that customer requests are met within a specified timeframes. Citizens can get information in a timely manner through a transparent process.

**FOI statistics in N Ireland Councils- data is not currently available – awaiting regional framework*

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 3 - LESS IS BETTER

CORP3a: Lost time Rate Absence of 5% or less from 01/04/16-30/09/20					July-Sept 2020 Actual (Quarter Two)		Standard to be Met		Trend on Previous Quarter		Status																																																										
<div><p>% Lost Time Rate Sickness Absence => 5% p.a.</p><table><caption>% Lost Time Rate Sickness Absence Data</caption><thead><tr><th>Time</th><th>Actual (%)</th><th>Standard (%)</th></tr></thead><tbody><tr><td>Q1 16/17</td><td>4.98%</td><td>5.00%</td></tr><tr><td>Q2 16/17</td><td>5.74%</td><td>5.00%</td></tr><tr><td>Q3 16/17</td><td>7.90%</td><td>5.00%</td></tr><tr><td>Q4 16/17</td><td>5.64%</td><td>5.00%</td></tr><tr><td>Q1 17/18</td><td>3.83%</td><td>5.00%</td></tr><tr><td>Q2 17/18</td><td>3.75%</td><td>5.00%</td></tr><tr><td>Q3 17/18</td><td>5.09%</td><td>5.00%</td></tr><tr><td>Q4 17/18</td><td>6.18%</td><td>5.00%</td></tr><tr><td>Q1 18/19</td><td>4.96%</td><td>5.00%</td></tr><tr><td>Q2 18/19</td><td>4.84%</td><td>5.00%</td></tr><tr><td>Q3 18/19</td><td>5.19%</td><td>5.00%</td></tr><tr><td>Q4 18/19</td><td>4.05%</td><td>5.00%</td></tr><tr><td>Q1 19/20</td><td>4.0...</td><td>5.00%</td></tr><tr><td>Q2 19/20</td><td>3.92%</td><td>5.00%</td></tr><tr><td>Q3 19/20</td><td>4.72%</td><td>5.00%</td></tr><tr><td>Q4 19/20</td><td>4.60%</td><td>5.00%</td></tr><tr><td>Q1 20/21</td><td>2.75%</td><td>5.00%</td></tr><tr><td>Q2 20/21</td><td>3.64%</td><td>5.00%</td></tr></tbody></table><p>Legend: — Standard =>5%</p></div>					Time	Actual (%)	Standard (%)	Q1 16/17	4.98%	5.00%	Q2 16/17	5.74%	5.00%	Q3 16/17	7.90%	5.00%	Q4 16/17	5.64%	5.00%	Q1 17/18	3.83%	5.00%	Q2 17/18	3.75%	5.00%	Q3 17/18	5.09%	5.00%	Q4 17/18	6.18%	5.00%	Q1 18/19	4.96%	5.00%	Q2 18/19	4.84%	5.00%	Q3 18/19	5.19%	5.00%	Q4 18/19	4.05%	5.00%	Q1 19/20	4.0...	5.00%	Q2 19/20	3.92%	5.00%	Q3 19/20	4.72%	5.00%	Q4 19/20	4.60%	5.00%	Q1 20/21	2.75%	5.00%	Q2 20/21	3.64%	5.00%	3.64 %		= >5% p.a.		↓		GREEN	
					Time	Actual (%)	Standard (%)																																																														
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Apr-June 2020 Actual (Quarter One)		Standard to be Met		Trend on Previous Quarter		Status																																																															
2.75 %		= >5% p.a.		↑		GREEN																																																															
<p>Analysis: LESS IS BETTER.</p> <p>The current cumulative percent loss rate for Q2 is 3.64% and is 0.28% less than 19/20. In Q1 “Infection” related absence has reduced significantly due to Covid -19 and is currently only accounting for 3.58% compared to 9.78% for the same period 19/20. In preparation for Q3 and the “Flu season”, we have organised over 100 vaccines for early October, which is double the amount in 2019.</p> <p>Another notable change is the increase in Stress & Mental health related absences, this has increased significantly and is accounting for 32.55%. Similar related absence is normally comparable to 25%. Whilst this increase cannot be directly attributed due to the pandemic, it is highly likely that it has been a factor. We continue to provide employees with access to mental health first aiders, confidential counselling, coaching and other training sessions.</p>																																																																					
<p>Action Plan:</p> <p>Stress & Mental health related absences and their increase will need to be monitored as we move into Q3 and the appropriate interventions considered in addition to those we already provide. Eligible staff are able to avail of 5 days paid carers leave to help deal with pressure associated with the pandemic allowing them time to put appropriate measures in place, this additional support helped to reduce the potential stress related absences caused by the pandemic.</p>																																																																					
Comparator (annual)		2016/17		2017/18		2018/19		2019/20																																																													
NI Council Average		% data not available regionally		% data not available regionally		% data not available regionally		% data not available regionally																																																													
<p>Lead Officer: M Canavan Director Org. Development - Purpose of PI: Lost Time Rate (LTR) shows the % of total time available that has been lost due to sickness absence during a certain time period. The indicator is based on full time equivalent (FTE) employees, useful as a general measure of the significance of sickness absence levels for an organisation.</p>																																																																					

*% LTR Sickness Absence in N Ireland Councils data is not currently available – awaiting regional framework

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 3 - LESS IS BETTER

CORP3b: Average Number of Working Days Lost per employee (Sickness Absence – Annual) 01/04/15- 31/03/20					July-Sept 2020 Actual (Quarter Two)		Standard to be Met		Trend on Previous Year		Status																													
<div><p>Average Annual Days Lost (Sickness Absence) p.a. 2017/18 to 2020/21</p><table><caption>Average Annual Days Lost (Sickness Absence) p.a. 2017/18 to 2020/21</caption><thead><tr><th>Period</th><th>Days Lost</th></tr></thead><tbody><tr><td>2017/18</td><td>12.5</td></tr><tr><td>Q1 18.19</td><td>3.2</td></tr><tr><td>Q2 18.19</td><td>3.2</td></tr><tr><td>Q3 18.19</td><td>3.5</td></tr><tr><td>Q4 18.19</td><td>2.8</td></tr><tr><td>2018.19</td><td>13.0</td></tr><tr><td>Q1 19.20</td><td>2.8</td></tr><tr><td>Q2 19.20</td><td>2.5</td></tr><tr><td>Q3 19.20</td><td>3.5</td></tr><tr><td>2019.2</td><td>3.0</td></tr><tr><td>Q4 19.20</td><td>11.5</td></tr><tr><td>Q1 20.21</td><td>1.8</td></tr><tr><td>Q2 20.21</td><td>2.5</td></tr></tbody></table><p>— Average 13 days per annum</p></div>					Period	Days Lost	2017/18	12.5	Q1 18.19	3.2	Q2 18.19	3.2	Q3 18.19	3.5	Q4 18.19	2.8	2018.19	13.0	Q1 19.20	2.8	Q2 19.20	2.5	Q3 19.20	3.5	2019.2	3.0	Q4 19.20	11.5	Q1 20.21	1.8	Q2 20.21	2.5	2.51		=> 13 days p.a		↓		GREEN	
					Period	Days Lost																																		
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Apr-June 2020 Actual (Quarter One)		Standard to be Met		Trend on Previous Year		Status																																		
1.82		=> 13 days p.a		↑		GREEN																																		
<p>Analysis: LESS IS BETTER.</p> <p>The Covid-19 Global Pandemic has had significant impact on sickness absence across Council, it reduced from 1.28% from Q1 last year. There are a number of factors, which may have impacted on this reduction, firstly we furloughed a number of staff due to facility closures or those considered “at risk/shielding” and the lower number of staff available for work may have contributed to the lower percent loss rate.</p> <p>In line with government advice those staff that displayed similar “symptoms” to Covid-19 were advised to stay at home and self-isolate for up to 14days. This absence was not recorded as sickness absence but previously would have been considered as an “infection” related short-term absence; however, we are unable to distinguish the difference between absence reasons due to the limited testing available at that time. A total of 3,271.50 days have been lost to date due to sickness absence. Q2 Sickness absence is generally lower than other times of the year; however, the current global pandemic continues to have an impact.</p>					<p>Action Plan:</p> <p>As above</p>																																			
Comparator (annual)		2016/17		2017/18		2018/19		2019/20																																
NI Council Average		14.9		14.9		*Not Yet available		*Not Yet available																																
<p>Lead Officer: M Canavan Director Organisational Development - Purpose of PI: Lost Time Rate (LTR) shows the average number of days lost per employee due to sickness absence p.a. The indicator is based on full time equivalent (FTE) employees, useful as a general measure of the significance of sickness absence levels for an organisation and as a benchmark measure to contrast with other organisations.</p>																																								

*Supplied by Northern Ireland Audit Office

APPENDIX TWO

Mid Ulster District Council: Corporate Health Indicators				QUARTER TWO 2020/21						
Measures	Target/Standard 2020-2021	Annual Outturn 2018-19	Annual Outturn 2019-20*	Reporting (Calculating) Officer	Responsible Lead Service	QUARTER ONE 2020/21 (Total Q1)	QUARTER TWO 2020/21 (Cumulative total Q1 and Q2)	QUARTER THREE 2020/21 (Cumulative total Q1 + Q2 & Q3)	QUARTER FOUR 2020/21 (Cumulative Q1+ Q2+ Q3 & Q4)	Commentary (Explain why there is a non provision for Q2 How are you going to bring any remedial actions back on track to include information now required? Use SMART framework for
1.0 Economy										
1.1	No. of jobs promoted	*210	204	185	Director, Business & Communities	Economic Development	21	51		
1.2	Average processing time for local planning applications (weeks)	15 weeks	16.9 weeks	12.5 weeks	Planning Manager	Planning: Development Management	14	15.6		Figures are, as yet, unvalidated
1.3	Average processing time for major planning applications (weeks)	30 weeks	64.7 weeks	73.2 weeks	Planning Manager	Planning: Development Management	137	86.4		Figures are, as yet, unvalidated
1.4	% building regulations applications determined to target	90%	90%	91%	Director, Public Health & Infrastructure	Building Control	96%	95%		
2.0 Waste Management										
2.1	% of household waste going to landfill		16.31%		Director, Environment & Property	Environmental Services	3.20%	Not available		
2.2	% of household waste recycled		55.98%		Director, Environment & Property	Environmental Services	62.59%	Not Available		
3.0 Council Facilities										
3.1	Visitors to arts/cultural venues		120,247	135,939	Director, Business & Communities	Arts & Culture	0	6,231		
3.2	Users of leisure and recreation facilities	2,230,312	2,230,312	2,071,748	Director, Leisure & Outdoor Recreation	Leisure	163,948	420,631		
3.3	Visitors to council offices		Not Available	40,294	Director, Organisational Development	Human Resources	0	3,325		
3.4	No. of RIDDOR incidents		11	14	Director, Public Health & Infrastructure	Health & Safety	2	2		
4.0 Better Responses										
4.1	FoI requests responded to within target	90%	86%	88%	Head, Democratic Services	Democratic Services	93%	92%		
4.2	Complaints dealt with within target	90%	Not Available	89.47%	Head, Democratic Services	Chief Executive's Office	83.33%	91.66%		
4.3	Correspondence responded to within target	90%	Not Available	85.75%	Head, Democratic Services	Chief Executive's Office	82.35%	82.05%		
4.4	No. of online transactions	<17,022	16,655	17,022	Director, Finance	ICT	893	11,795		
5.0 Resident Satisfaction										
5.1	% of residents content with our services	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available		
5.2	% of residents agree that council keeps them informed	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available		
5.3	% of residents agree that council listens and acts on concerns	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available		
5.4	No. of organisations receiving Grant Aid		800	860	Director, Business & Communities	Community Development	368	374		
6.0 Staffing										
6.1	Number of Staff (FTEs) on payroll		713.3	706.82	Director, Organisational Development	Human Resources	734.97	732.39		
6.2	Number of Casual Staff employed in past 12 months		70	31	Director, Organisational Development	Human Resources	0	0		
6.3	% Attendance	95%	95%	95.69%	Director, Organisational Development	Human Resources	97.25%	96.68%		
6.4	% Overtime	2.5%	1.66.%	1.32%	Director, Finance	Finance	0.74%	0.76%		
7.0 Engaged Workforce:										
7.1	% of workforce satisfied with current job	80%	60.95.%	65.34%	Head, Marketing & Communications	Marketing & Communications	***65.34%	***65.34%		
7.2	% of workforce who take pride in working for Mid Ulster District Council	80%	79.48.%	84.07%	Head, Marketing & Communications	Marketing & Communications	***84.07%	***84.07%		
7.3	% of workforce who understand council's priorities and how they contribute to them	80%	69.91.%	78.13%	Head, Marketing & Communications	Marketing & Communications	***78.13%	***78.13%		
8.0 Finances										
8.1	Loans Outstanding		6,746,933	6,114,748	Director, Finance	Finance	6,114,748	5,790,201		
8.2	Cash Reserves	£10m	13,029,169	11,791,888	Director, Finance	Finance	15,475,674	16,223,512		
8.3	Invoices paid within 30 Days	90%	94%	94%	Director, Finance	Finance	94%	95%		
*some data awaiting validation reports from Executive Departments					***Figures relate to 2019/20 survey					
** Currently under review by Department - subject to change in statute arising from Capaxo recommendations										



Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

Corporate Health Indicators

Statistics available ending September 2020

Mid Ulster District Council

Economy



51

No of jobs promoted



15.6

Weeks

Average processing time local planning applications



86.4

Weeks

Average processing time major planning applications



95%

% building regulations applications determined to target

Waste Management



3.2%

Reduction of waste going to landfill



62.59%

of waste recycled

Council Facilities



Visitors to Arts & Cultural Venues

6,231



Users of leisure & recreational facilities

420,631



2

No. of RIDDOR incidents



3,325

Visitors to Council Offices

Better Responses



92%

FOI requests responded to within target



91.66%

Complaints dealt with within target



No of online transactions

11,795



Correspondence responded to within target

82.05%

Staffing



732.39

Number of staff (FTEs) on payroll



0

Number of casual staff employed in past 12 months



96.68%

Attendance



0.76%

Overtime

Engaged Workforce



65.34%

of workforce satisfied with current job



84.07%

of workforce who take pride in working for the Council



78.13%

of workforce who understand council's priorities and how they contribute to them

Finances



£5,790,201

Loans outstanding



£16,223,512

Cash reserves



95%

Invoices paid within 30 days



374

Number of organisations receiving grant aid