

Priority	KPI Measure and Direction of Travel				Comments provided by KPI Owners																																																									
I				% OF MINOR PLANNING APPLICATIONS DETERMINED WITHIN 8 WEEKS OR AGREED TIME — % of minor planning applications determined within 8 weeks or agreed time — National Target 70% <table border="1"><thead><tr><th>Quarter</th><th>% of minor planning applications determined within 8 weeks or agreed time</th><th>National Target</th></tr></thead><tbody><tr><td>Q1 21-22</td><td>80.00</td><td>70.00</td></tr><tr><td>Q2 21-22</td><td>68.00</td><td>70.00</td></tr><tr><td>Q3 21-22</td><td>78.00</td><td>70.00</td></tr><tr><td>Q4 21-22</td><td>83.00</td><td>70.00</td></tr><tr><td>Q1 22-23</td><td>86.00</td><td>70.00</td></tr><tr><td>Q2 22-23</td><td>87.00</td><td>70.00</td></tr><tr><td>Q3 22-23</td><td>89.00</td><td>70.00</td></tr><tr><td>Q4 22-23</td><td>92.00</td><td>70.00</td></tr><tr><td>Q1 23-24</td><td>88.00</td><td>70.00</td></tr><tr><td>Q2 23-24</td><td>87.00</td><td>70.00</td></tr><tr><td>Q3 23-24</td><td>90.00</td><td>70.00</td></tr><tr><td>Q4 23-24</td><td>82.00</td><td>70.00</td></tr><tr><td>Q1 24-25</td><td>94.00</td><td>70.00</td></tr><tr><td>Q2 24-25</td><td>92.00</td><td>70.00</td></tr><tr><td>Q3 24-25</td><td>93.00</td><td>70.00</td></tr><tr><td>Q4 24-25</td><td>78.00</td><td>70.00</td></tr><tr><td>Q1 25-26</td><td>86.00</td><td>70.00</td></tr><tr><td>Q2 25-26</td><td>96.08</td><td>70.00</td></tr></tbody></table>	Quarter	% of minor planning applications determined within 8 weeks or agreed time	National Target	Q1 21-22	80.00	70.00	Q2 21-22	68.00	70.00	Q3 21-22	78.00	70.00	Q4 21-22	83.00	70.00	Q1 22-23	86.00	70.00	Q2 22-23	87.00	70.00	Q3 22-23	89.00	70.00	Q4 22-23	92.00	70.00	Q1 23-24	88.00	70.00	Q2 23-24	87.00	70.00	Q3 23-24	90.00	70.00	Q4 23-24	82.00	70.00	Q1 24-25	94.00	70.00	Q2 24-25	92.00	70.00	Q3 24-25	93.00	70.00	Q4 24-25	78.00	70.00	Q1 25-26	86.00	70.00	Q2 25-26	96.08	70.00	There has been a marked improvement by the team since Quarter 4 in 2024/2025 when the figure at that point was 78%. For the team to increase this by this margin is exceptional and should be highly commended. Not least because during this majority of this time no Planning Applications Manager was in post, and the team had lost two of its Principal Planning Officers. The number of applications determined as well is broadly consistent with the previous quarter a fabulous achievement. High is good
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A Sustainable District (Environmental)

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S		% OF HOUSEHOLD WASTE RECYCLED (QUARTER BEHIND) <table><tr><th>Quarter</th><th>% of household waste recycled (quarter behind)</th><th>Lancashire Districts Recycling Rate (Average)</th><th>National Recycling Rate (Average)</th></tr><tr><td>Q1 22-23</td><td>35.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q2 22-23</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q3 22-23</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q4 22-23</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q1 23-24</td><td>35.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q2 23-24</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q3 23-24</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q4 23-24</td><td>35.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q1 24-25</td><td>33.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q2 24-25</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q3 24-25</td><td>33.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q4 24-25</td><td>33.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q1 25-26</td><td>38.1</td><td>37.50</td><td>42.30</td></tr></table>	Quarter	% of household waste recycled (quarter behind)	Lancashire Districts Recycling Rate (Average)	National Recycling Rate (Average)	Q1 22-23	35.0	37.50	42.30	Q2 22-23	38.0	37.50	42.30	Q3 22-23	38.0	37.50	42.30	Q4 22-23	38.0	37.50	42.30	Q1 23-24	35.0	37.50	42.30	Q2 23-24	38.0	37.50	42.30	Q3 23-24	38.0	37.50	42.30	Q4 23-24	35.0	37.50	42.30	Q1 24-25	33.0	37.50	42.30	Q2 24-25	38.0	37.50	42.30	Q3 24-25	33.0	37.50	42.30	Q4 24-25	33.0	37.50	42.30	Q1 25-26	38.1	37.50	42.30	No comment available. The benchmarking data includes the National and Lancashire average of Local Authority recycling data provided to APSE. The data is provided annually. High is good
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S		COST/M2 ENERGY ACROSS CORPORATE BUILDINGS (QUARTER BEHIND) <table><tr><th>Quarter</th><th>Cost/M2 Energy</th></tr><tr><td>Q2 22-23</td><td>£6.50</td></tr><tr><td>Q3 22-23</td><td>£12.50</td></tr><tr><td>Q4 22-23</td><td>£12.80</td></tr><tr><td>Q1 23-24</td><td>£9.00</td></tr><tr><td>Q2 23-24</td><td>£9.50</td></tr><tr><td>Q3 23-24</td><td>£0.00</td></tr><tr><td>Q4 23-24</td><td>£16.50</td></tr><tr><td>Q1 24-25</td><td>£6.32</td></tr><tr><td>Q2 24-25</td><td>£6.30</td></tr><tr><td>Q3 24-25</td><td>£10.20</td></tr><tr><td>Q4 24-25</td><td>£10.80</td></tr><tr><td>Q1 25-26</td><td>£5.83</td></tr></table>	Quarter	Cost/M2 Energy	Q2 22-23	£6.50	Q3 22-23	£12.50	Q4 22-23	£12.80	Q1 23-24	£9.00	Q2 23-24	£9.50	Q3 23-24	£0.00	Q4 23-24	£16.50	Q1 24-25	£6.32	Q2 24-25	£6.30	Q3 24-25	£10.20	Q4 24-25	£10.80	Q1 25-26	£5.83	Energy consumption has slightly reduced from the 2024/25 figures. Further analysis would be required to check for reasons for consumption increase Low is good																														
Quarter	Cost/M2 Energy																																																										
Q2 22-23	£6.50																																																										
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Q1 25-26	£5.83																																																										

GAS AND ELECTRICITY KWH USAGE IN COUNCIL BUILDINGS (QUARTER BEHIND)

■ Gas KWH usage in council buildings (quarter behind)
■ Electricity KWH usage in council buildings (quarter behind)

Quarter	Gas KWH usage (quarter behind)	Electricity KWH usage (quarter behind)
Q2 22-23	~100,000	~600,000
Q3 22-23	~800,000	~1,000,000
Q4 22-23	~850,000	~1,200,000
Q1 23-24	~200,000	~600,000
Q2 23-24	~100,000	~650,000
Q3 23-24	~650,000	0
Q4 23-24	~850,000	1,000,000
Q1 24-25	263,537	648,510
Q2 24-25	~150,000	~650,000
Q3 24-25	~650,000	1,050,000
Q4 24-25	1,100,000	900,000
Q1 25-26	192,744	599,000

Comparison with same period from previous year shows consumption has reduced. Further analysis would be required to determine the cause for this change

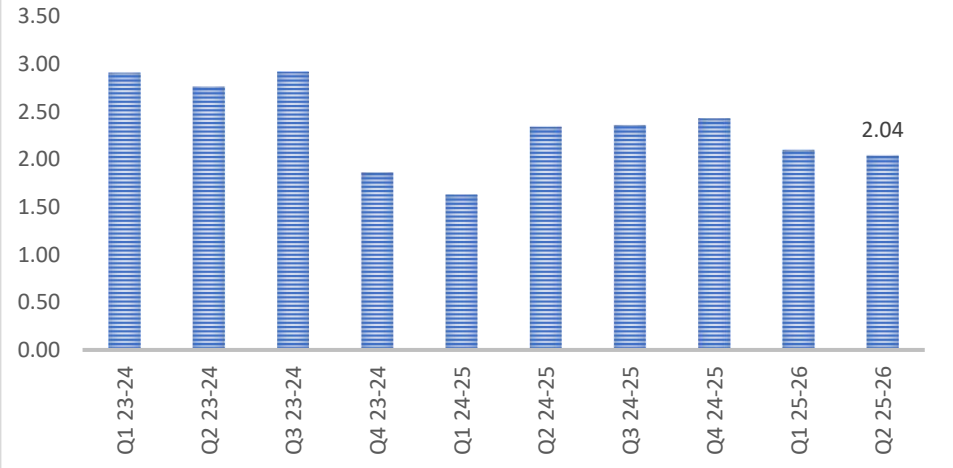
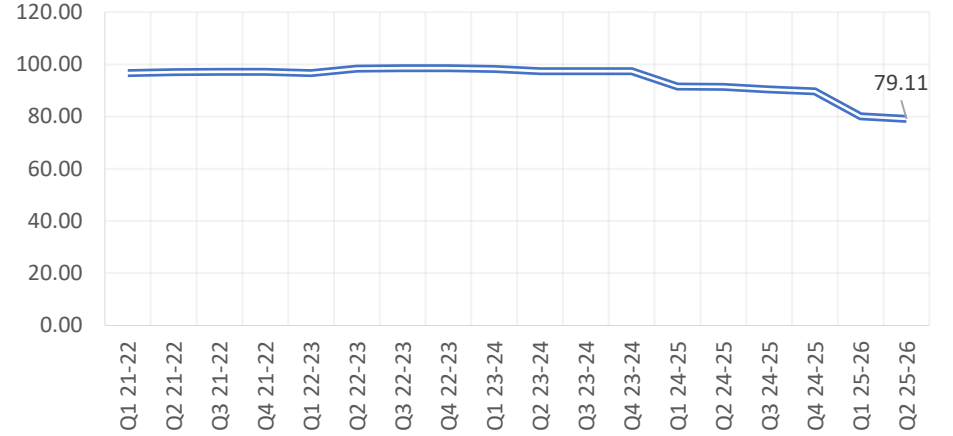
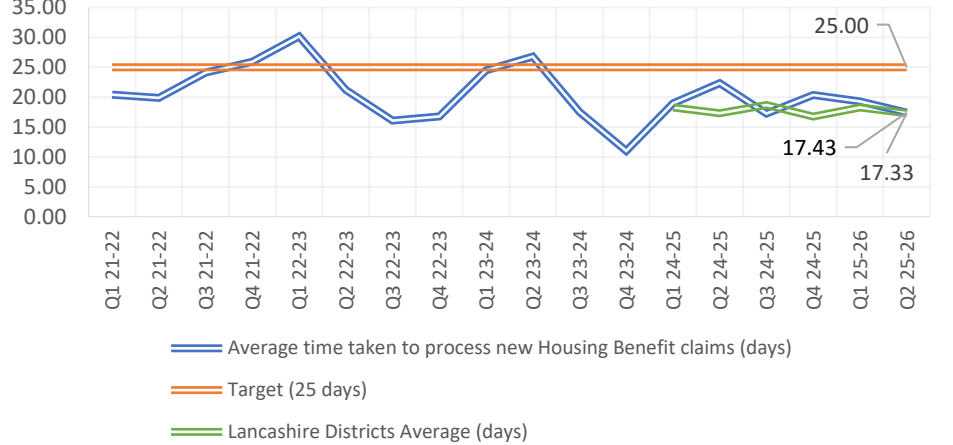
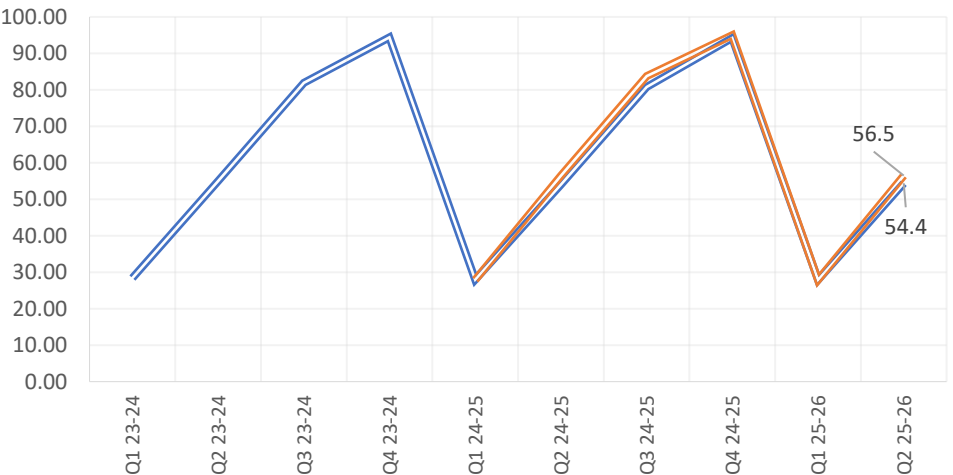
Low is good

Healthy & Happy Communities (Social)

Priority		Measure and Direction of Travel		Comments																																						
	H		NUMBER OF PEOPLE STATUTORILY HOMELESS <table><tr><th>Quarter</th><th>Number of People Statutorily Homeless</th></tr><tr><td>Q1 21-22</td><td>12</td></tr><tr><td>Q2 21-22</td><td>7</td></tr><tr><td>Q3 21-22</td><td>10</td></tr><tr><td>Q4 21-22</td><td>13</td></tr><tr><td>Q1 22-23</td><td>10</td></tr><tr><td>Q2 22-23</td><td>7</td></tr><tr><td>Q3 22-23</td><td>15</td></tr><tr><td>Q4 22-23</td><td>24</td></tr><tr><td>Q1 23-24</td><td>2</td></tr><tr><td>Q2 23-24</td><td>7</td></tr><tr><td>Q3 23-24</td><td>17</td></tr><tr><td>Q4 23-24</td><td>18</td></tr><tr><td>Q1 24-25</td><td>32</td></tr><tr><td>Q2 24-25</td><td>8</td></tr><tr><td>Q3 24-25</td><td>10</td></tr><tr><td>Q4 24-25</td><td>8</td></tr><tr><td>Q1 25-26</td><td>8</td></tr><tr><td>Q2 25-26</td><td>4</td></tr></table>	Quarter	Number of People Statutorily Homeless	Q1 21-22	12	Q2 21-22	7	Q3 21-22	10	Q4 21-22	13	Q1 22-23	10	Q2 22-23	7	Q3 22-23	15	Q4 22-23	24	Q1 23-24	2	Q2 23-24	7	Q3 23-24	17	Q4 23-24	18	Q1 24-25	32	Q2 24-25	8	Q3 24-25	10	Q4 24-25	8	Q1 25-26	8	Q2 25-26	4	No comment available. Low is good
Quarter	Number of People Statutorily Homeless																																									
Q1 21-22	12																																									
Q2 21-22	7																																									
Q3 21-22	10																																									
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Q3 24-25	10																																									
Q4 24-25	8																																									
Q1 25-26	8																																									
Q2 25-26	4																																									
			NUMBER OF FAMILIES IN HOTEL ACCOMMODATION OVER 6 WEEKS <table><tr><th>Quarter</th><th>Number of Families in Hotel Accommodation</th></tr><tr><td>Q1 25-26</td><td>3</td></tr><tr><td>Q2 25-26</td><td>1</td></tr><tr><td>Q3 25-26</td><td>0</td></tr><tr><td>Q4 25-26</td><td>0</td></tr></table>	Quarter	Number of Families in Hotel Accommodation	Q1 25-26	3	Q2 25-26	1	Q3 25-26	0	Q4 25-26	0	1 family in BnB over 6 weeks during this quarter, but no families currently scheduled for BnB over the next period. Low is good																												
Quarter	Number of Families in Hotel Accommodation																																									
Q1 25-26	3																																									
Q2 25-26	1																																									
Q3 25-26	0																																									
Q4 25-26	0																																									
			** NEW ** NUMBER OF ROUGH SLEEPER'S SNAPSHOT FIGURE ON AVERAGE OVER THE QUARTER <table><tr><th>Quarter</th><th>Number of Rough Sleeper's Snapshot Figure</th></tr><tr><td>Q1 25-26</td><td>4</td></tr><tr><td>Q2 25-26</td><td>8</td></tr><tr><td>Q3 25-26</td><td>0</td></tr><tr><td>Q4 25-26</td><td>0</td></tr></table>	Quarter	Number of Rough Sleeper's Snapshot Figure	Q1 25-26	4	Q2 25-26	8	Q3 25-26	0	Q4 25-26	0	No comment available. Low is good																												
Quarter	Number of Rough Sleeper's Snapshot Figure																																									
Q1 25-26	4																																									
Q2 25-26	8																																									
Q3 25-26	0																																									
Q4 25-26	0																																									

		H		NUMBER OF DISABLED FACILITIES GRANTS COMPLETED <table><thead><tr><th>Quarter</th><th>Count</th></tr></thead><tbody><tr><td>Q1 21-22</td><td>75</td></tr><tr><td>Q2 21-22</td><td>75</td></tr><tr><td>Q3 21-22</td><td>100</td></tr><tr><td>Q4 21-22</td><td>85</td></tr><tr><td>Q1 22-23</td><td>115</td></tr><tr><td>Q2 22-23</td><td>88</td></tr><tr><td>Q3 22-23</td><td>82</td></tr><tr><td>Q4 22-23</td><td>75</td></tr><tr><td>Q1 23-24</td><td>62</td></tr><tr><td>Q2 23-24</td><td>90</td></tr><tr><td>Q3 23-24</td><td>92</td></tr><tr><td>Q4 23-24</td><td>80</td></tr><tr><td>Q1 24-25</td><td>115</td></tr><tr><td>Q2 24-25</td><td>100</td></tr><tr><td>Q3 24-25</td><td>82</td></tr><tr><td>Q4 24-25</td><td>65</td></tr><tr><td>Q1 25-26</td><td>82</td></tr><tr><td>Q2 25-26</td><td>81</td></tr></tbody></table>	Quarter	Count	Q1 21-22	75	Q2 21-22	75	Q3 21-22	100	Q4 21-22	85	Q1 22-23	115	Q2 22-23	88	Q3 22-23	82	Q4 22-23	75	Q1 23-24	62	Q2 23-24	90	Q3 23-24	92	Q4 23-24	80	Q1 24-25	115	Q2 24-25	100	Q3 24-25	82	Q4 24-25	65	Q1 25-26	82	Q2 25-26	81	81 statutory disabled grants were completed in Q2 with a total spend of £1,325,979. The ringfenced DFG government allocation for Lancaster in 2025/26 is £2,660,701. Any unspent allocation is carried forward and added to the following years allocation enabling the council to operate a rolling programme without the need for waiting lists. High is good
Quarter	Count																																										
Q1 21-22	75																																										
Q2 21-22	75																																										
Q3 21-22	100																																										
Q4 21-22	85																																										
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Q1 25-26	82																																										
Q2 25-26	81																																										
		H		NUMBER OF PROPERTIES IMPROVED <table><thead><tr><th>Quarter</th><th>Count</th></tr></thead><tbody><tr><td>Q1 21-22</td><td>60</td></tr><tr><td>Q2 21-22</td><td>60</td></tr><tr><td>Q3 21-22</td><td>62</td></tr><tr><td>Q4 21-22</td><td>45</td></tr><tr><td>Q1 22-23</td><td>92</td></tr><tr><td>Q2 22-23</td><td>125</td></tr><tr><td>Q3 22-23</td><td>88</td></tr><tr><td>Q4 22-23</td><td>62</td></tr><tr><td>Q1 23-24</td><td>135</td></tr><tr><td>Q2 23-24</td><td>70</td></tr><tr><td>Q3 23-24</td><td>65</td></tr><tr><td>Q4 23-24</td><td>82</td></tr><tr><td>Q1 24-25</td><td>78</td></tr><tr><td>Q2 24-25</td><td>58</td></tr><tr><td>Q3 24-25</td><td>88</td></tr><tr><td>Q4 24-25</td><td>72</td></tr><tr><td>Q1 25-26</td><td>62</td></tr><tr><td>Q2 25-26</td><td>62</td></tr></tbody></table>	Quarter	Count	Q1 21-22	60	Q2 21-22	60	Q3 21-22	62	Q4 21-22	45	Q1 22-23	92	Q2 22-23	125	Q3 22-23	88	Q4 22-23	62	Q1 23-24	135	Q2 23-24	70	Q3 23-24	65	Q4 23-24	82	Q1 24-25	78	Q2 24-25	58	Q3 24-25	88	Q4 24-25	72	Q1 25-26	62	Q2 25-26	62	No Q2 figure provided. High is good
Quarter	Count																																										
Q1 21-22	60																																										
Q2 21-22	60																																										
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Q4 24-25	72																																										
Q1 25-26	62																																										
Q2 25-26	62																																										
I		H		% OF PREMISES SCORING 4 OR HIGHER ON THE FOOD HYGIENE RATING SCHEME <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q1 21-22</td><td>90.5</td></tr><tr><td>Q2 21-22</td><td>97.0</td></tr><tr><td>Q3 21-22</td><td>90.5</td></tr><tr><td>Q4 21-22</td><td>90.0</td></tr><tr><td>Q1 22-23</td><td>90.0</td></tr><tr><td>Q2 22-23</td><td>89.8</td></tr><tr><td>Q3 22-23</td><td>90.5</td></tr><tr><td>Q4 22-23</td><td>91.2</td></tr><tr><td>Q1 23-24</td><td>93.0</td></tr><tr><td>Q2 23-24</td><td>92.5</td></tr><tr><td>Q3 23-24</td><td>92.8</td></tr><tr><td>Q4 23-24</td><td>93.0</td></tr><tr><td>Q1 24-25</td><td>94.0</td></tr><tr><td>Q2 24-25</td><td>93.2</td></tr><tr><td>Q3 24-25</td><td>93.0</td></tr><tr><td>Q4 24-25</td><td>93.1</td></tr><tr><td>Q1 25-26</td><td>92.8</td></tr><tr><td>Q2 25-26</td><td>92.3</td></tr></tbody></table>	Quarter	Percentage	Q1 21-22	90.5	Q2 21-22	97.0	Q3 21-22	90.5	Q4 21-22	90.0	Q1 22-23	90.0	Q2 22-23	89.8	Q3 22-23	90.5	Q4 22-23	91.2	Q1 23-24	93.0	Q2 23-24	92.5	Q3 23-24	92.8	Q4 23-24	93.0	Q1 24-25	94.0	Q2 24-25	93.2	Q3 24-25	93.0	Q4 24-25	93.1	Q1 25-26	92.8	Q2 25-26	92.3	97.2% scored 3 (generally satisfactory) or higher Note - 3* = satisfactory, 4* = good High is good
Quarter	Percentage																																										
Q1 21-22	90.5																																										
Q2 21-22	97.0																																										
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Q4 24-25	93.1																																										
Q1 25-26	92.8																																										
Q2 25-26	92.3																																										
		H		NUMBER OF ADMISSIONS TO SALT AYRE LEISURE CENTRE <table><thead><tr><th>Quarter</th><th>Admissions</th></tr></thead><tbody><tr><td>Q1 21-22</td><td>120,000</td></tr><tr><td>Q2 21-22</td><td>165,000</td></tr><tr><td>Q3 21-22</td><td>175,000</td></tr><tr><td>Q4 21-22</td><td>230,000</td></tr><tr><td>Q1 22-23</td><td>225,000</td></tr><tr><td>Q2 22-23</td><td>225,000</td></tr><tr><td>Q3 22-23</td><td>215,000</td></tr><tr><td>Q4 22-23</td><td>265,000</td></tr><tr><td>Q1 23-24</td><td>225,000</td></tr><tr><td>Q2 23-24</td><td>250,000</td></tr><tr><td>Q3 23-24</td><td>215,000</td></tr><tr><td>Q4 23-24</td><td>250,000</td></tr><tr><td>Q1 24-25</td><td>235,000</td></tr><tr><td>Q2 24-25</td><td>230,000</td></tr><tr><td>Q3 24-25</td><td>215,000</td></tr><tr><td>Q4 24-25</td><td>250,000</td></tr><tr><td>Q1 25-26</td><td>235,000</td></tr><tr><td>Q2 25-26</td><td>237,040</td></tr></tbody></table>	Quarter	Admissions	Q1 21-22	120,000	Q2 21-22	165,000	Q3 21-22	175,000	Q4 21-22	230,000	Q1 22-23	225,000	Q2 22-23	225,000	Q3 22-23	215,000	Q4 22-23	265,000	Q1 23-24	225,000	Q2 23-24	250,000	Q3 23-24	215,000	Q4 23-24	250,000	Q1 24-25	235,000	Q2 24-25	230,000	Q3 24-25	215,000	Q4 24-25	250,000	Q1 25-26	235,000	Q2 25-26	237,040	Increases in footfall, memberships and improvements in retention of leisure members has led to Salt Ayre increasing its usage across quarter two this year. With more larger events, interaction with members and improved service and standards we should hopefully see further increases into and throughout quarter 3. High is good
Quarter	Admissions																																										
Q1 21-22	120,000																																										
Q2 21-22	165,000																																										
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Q1 25-26	235,000																																										
Q2 25-26	237,040																																										
		H		AVERAGE TIME TAKEN TO RE-LET COUNCIL HOUSES (DAYS) <table><thead><tr><th>Quarter</th><th>Average Time (Days)</th></tr></thead><tbody><tr><td>Q1 21-22</td><td>52.0</td></tr><tr><td>Q2 21-22</td><td>53.0</td></tr><tr><td>Q3 21-22</td><td>58.0</td></tr><tr><td>Q4 21-22</td><td>62.0</td></tr><tr><td>Q1 22-23</td><td>25.0</td></tr><tr><td>Q2 22-23</td><td>27.0</td></tr><tr><td>Q3 22-23</td><td>26.0</td></tr><tr><td>Q4 22-23</td><td>28.0</td></tr><tr><td>Q1 23-24</td><td>20.0</td></tr><tr><td>Q2 23-24</td><td>18.0</td></tr><tr><td>Q3 23-24</td><td>19.0</td></tr><tr><td>Q4 23-24</td><td>20.0</td></tr><tr><td>Q1 24-25</td><td>24.0</td></tr><tr><td>Q2 24-25</td><td>25.0</td></tr><tr><td>Q3 24-25</td><td>26.0</td></tr><tr><td>Q4 24-25</td><td>24.0</td></tr><tr><td>Q1 25-26</td><td>24.0</td></tr><tr><td>Q2 25-26</td><td>33.35</td></tr></tbody></table>	Quarter	Average Time (Days)	Q1 21-22	52.0	Q2 21-22	53.0	Q3 21-22	58.0	Q4 21-22	62.0	Q1 22-23	25.0	Q2 22-23	27.0	Q3 22-23	26.0	Q4 22-23	28.0	Q1 23-24	20.0	Q2 23-24	18.0	Q3 23-24	19.0	Q4 23-24	20.0	Q1 24-25	24.0	Q2 24-25	25.0	Q3 24-25	26.0	Q4 24-25	24.0	Q1 25-26	24.0	Q2 25-26	33.35	The observed increase in the relet time KPI is directly attributable to operational decisions supporting the Mainway Regeneration Project. Specifically, certain void properties are being strategically reserved to serve as temporary, supported accommodation for tenants relocating from Bridge House. This operational necessity, while extending the relet duration, is critical for project execution and resident support Low is good
Quarter	Average Time (Days)																																										
Q1 21-22	52.0																																										
Q2 21-22	53.0																																										
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Q2 24-25	25.0																																										
Q3 24-25	26.0																																										
Q4 24-25	24.0																																										
Q1 25-26	24.0																																										
Q2 25-26	33.35																																										

A Co-operative, Kind and Responsible Council (Governance)

Priority				Measure and Direction of Travel	Comments
			R	AVERAGE NUMBER OF DAYS' SICKNESS PER FULL-TIME EQUIVALENT 	The average sickness figure has decreased slightly compared to the previous quarter. This is attributed to a significant decrease in sickness days lost due to coughs/colds/viruses, in addition to a decrease in sickness related to personal stress/mental health issues. There has however been a small increase in Musculo-skeletal sickness days lost, and an increase in sickness due to work-related stress. Note - the majority of sickness due to work-related stress relates to disciplinary investigation processes for the employees concerned at that time and HR continue to proactively manage absence as per our processes and procedures. Low is good
			R	OCCUPANCY RATES FOR COMMERCIAL PROPERTIES (%) 	Whilst still high the commercial occupancy figure has remained broadly static realising a modest downward adjustment of 1.01 % over the quarter. During the period highlights included the letting of the Beach Café in August and new lettings within City Lab. Elsewhere the Estates team are reporting strong interest for Moor Lane Mills, progressing interest on Unit 2A Gateway and finalising deals on Penny Street and Hillmore way. As such, despite the increasingly challenging economic backdrop the Estates team are cautiously optimistic in forecasting that the occupancy rate across the commercial property portfolio will start to increase throughout the third and fourth Quarters of 2025-2026. High is good
		H	R	AVERAGE TIME TAKEN TO PROCESS NEW HOUSING BENEFIT CLAIMS (DAYS) 	No comment available. The benchmarking data is an annual figure provided by the Shared Service which is a comparison against the other Lancashire Authorities. The figure is provided based on the previous year's figures and is the average of each Quarter. This is deemed as best practice but doesn't take into consideration the makeup of the Local Authorities caseload or processing system used. Low is good
		H	R	COUNCIL TAX COLLECTION RATES (CUMULATIVE % MONTH ON MONTH) 	Annual target for collection rate is 95% High is good

