

**Corporate Strategic (Level 1) Indicators
Quarter 4 (April 2014 -March 2015)**

Indicator	QUARTER 4 /Year End Performance		
	Target	Result	Status/DoT <i>(annual comparison)</i>
Aim 1: Addressing local housing need			
Number of empty properties brought back into use	25 (per annum)	4 quarter 4 result / 32 year end result 2013/14: 33 (Achieved)	Achieved ↓
Net average cost of bringing empty homes back into use	n/a – target not appropriate: information only	£13.80 quarter 4 result / £416.22 year end result 2013/14: £423.02 (n/a)	n/a
Income generated by new homes bonus as a result of empty properties being brought back into use	n/a – target not appropriate: information only	£337,896 quarter 4 result / £4,461,960 year end result 2013/14: £2,304,624.00 (n/a)	n/a
Number of affordable housing completions	150 (per annum)	215 affordable housing completions have been delivered during 2014/15 This is, incidentally, the highest ever annual figure for affordable housing supply for our District since stock transfer in 1996 2013/14: 122 (Achieved)	Achieved ↑
Aim 2: A District where business and enterprise can flourish			
Planning Policy Core Strategy delivered to timetable	100%	Not Achieved. The published timetable presumes that the examination of the plan will be completed in time for us to receive the Inspector's Report in April. In the event we have only his Interim Conclusions, and they lead us to a position where the final report is unlikely to be produced until around December 2015 2013/14: 100% (Achieved)	Not Achieved ↓
Achievement of Year 2 actions from	100%	Actions under the responsibility of SDC have been	Achieved

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Business & Enterprise Delivery Plan		delivered, the Strategy comes to an end in 2015 and will be superseded by a Business & Enterprise statement in line with the emerging Corporate Strategy 2013/14: 100% (Achieved)	-
Achievement of Year 2 actions from Tourism Strategy Delivery Plan	100%	The Destination Management Plan (DMP) has been finalised and is in the process of being formalised, sub groups have been established to address the 7 priority areas identified in the DMP 2013/14: 100% (Achieved)	Achieved -
Percentage of 'major' planning applications determined within 13 weeks	60% (national target)	76% quarter 4 result / 82.7% year end result 2013/14: 76.7% (Achieved)	Achieved ↑
Percentage of 'minor' planning applications determined within 8 weeks	65% (national target)	68.1% quarter 4 result / 72.7% year end result 2013/14: 72.3% (Achieved)	Achieved ↑
Percentage of 'other' planning applications determined within 8 weeks	80% (national target)	89.2% quarter 4 result / 77.3% year end result. Although target for the quarter was achieved, the result for the full year falls 2.7% off target. Below target performance earlier in the year caused by successive staff changes has dragged the final result down. However, result for April 2015: 88% 2013/14: 88.6% (Achieved)	Not Achieved ↓
Aim 3: Improving access to services			
Increase access by installing access	To increase access	The upgrade work to the CATs is almost complete and	Not Achieved

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points across the District	points: Wellesbourne, Kineton + 1 rural	three new sites – Wellesbourne, Kineton and Long Compton will be delivered in 2015/16. This indicator was not achieved due to issues with third party webcam provider. Work has been done to implement a new approach to video which is more stable and has been rolled to existing CATs 2013/14: Not Achieved	-
Customer contact: Switchboard	80% within 15 seconds	83.1% 2013/14: 86.3% (Not Achieved)	Achieved ↓
Customer contact: Customer access points	100% within 45 seconds	100% 2013/14: 100% (Achieved)	Achieved -
Customer contact: Personal visitors	100% within 10 minutes	Result not available. We no longer use the system that recorded and calculated the wait times. A new electronic system is being developed. 2013/14: 100% (Achieved)	n/a
Aim 4: Minimising the impacts of climate change			
Reduction in the Council's carbon footprint	<4,266 tonnes CO2e per annum	Result not yet available. Year end figures are not available at time of reporting, the 2014/15 result will be reported in Q1 2015/16 2013/14: 4,166,683 kgs Co2e (Achieved)	Result not yet available – to be reported at Q1 2015/16
Percentage of household waste sent to reuse, recycling and composting	>61%	50.6% quarter 4 result / 59.7% year end result. Target missed however score has improved from previous year (59.4%). Recycling rate has stagnated across the UK. WCC are investing resource and budget	Not Achieved ↑

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		into diverting food waste from the grey to green bin in 2015/16. SDC will continue to deliver targeted promotions to increase recycling/composting rates. New Springboard system (to be implemented in autumn 2015) will provide more sophisticated analysis on participation / set-out rates 2013/14: 59.4% (Not Achieved)	
Residual household waste per household (kg's)	<385kg (per annum)	101.1kgs quarter 4 result / 398kgs year end result End of year total 398kg. Target missed and reduction in performance from previous year (389kg). This again, is a national trend. See comments above regarding WCC and SDC initiatives to address this 2013/14: 389 kgs (Not Achieved)	Not Achieved ↓