

**Strategic (Level 1) Indicators  
Year End Performance Report 2013/14**

Indicator	Target	Result	Status	Comments
<b>Aim 1: Addressing local housing need</b>				
Number of empty properties brought back into use	25	33	Achieved	
Net average cost of bringing empty homes back into use	Baseline year	£423.02	n/a baseline year	
Income generated by new homes bonus as a result of empty properties being brought back into use	Baseline year / no comparable data	£2,304,624.00	n/a baseline year	
Number of affordable housing completions	100	122	Achieved	122 affordable homes have been delivered against a target of 100. This includes two schemes providing a total of 20 homes that form part of the District Council-funded Rural Housing Programme 2012. Supply has also been boosted from several nil-grant "S.106" sites. Supply from some larger sites has been, or will be, phased over several years
<b>Aim 2: A District where business and enterprise can flourish</b>				
Planning Policy Core Strategy delivered to timetable	100%	100%	Achieved	New timetable adopted. All tasks programmed for 2013/14 are complete
Achievement of Year 2 actions from Business & Enterprise Delivery Plan	100%	100%	Achieved	Report to Enterprise, Planning and Housing Policy Panel in August 2013 identified 2 actions requiring attention: <ul style="list-style-type: none"> <li>• Work with local groups to showcase product through digital media technology;</li> <li>• Work with partners to develop an advocacy approach with the intent of supporting businesses to help secure funding for</li> </ul>

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				<p>development. Progress has been made, in terms of the first point the BOO Games project has produced a toolkit of best practice and this will be available locally towards the end of 2014. A bid has also been made through CWLEP to develop an incubation centre in Stratford which, amongst other things will help support new business start-ups in the digital media field. In relation to the second point the City Deal project has been launched and will provide a range of 'one stop shop' business support which businesses in Stratford District will be able to access.</p>
Achievement of Year 2 actions from Tourism Strategy Delivery Plan	100%	100%	Achieved	The timetable to produce a Destination Management Plan has been agreed, the draft plan is scheduled to be available for consultation by December 2014. Consultants are to be appointed within the coming weeks to facilitate the process. All other actions set out in the strategy have been achieved.
Percentage of 'major' planning applications determined within 13 weeks	60% (national target)	76.7%	Achieved	This result has kept the Council out of the DCLG Poor Performer' category
Percentage of 'minor' planning applications determined within 8 weeks	65% (national target)	72.3%	Achieved	Best ever recorded result for the Council
Percentage of 'other' planning applications determined within 8 weeks	80% (national target)	88.6%	Achieved	Best ever recorded result for the Council

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<b>Aim 3: Improving access to services</b>				
Increase access by installing access points across the District	Wellesbourne, Kineton + 1 rural	Not Achieved	Not Achieved	Unfortunately due to poor broadband connectivity across the District there are limitations to where the points can be installed currently. Technology update/development required due to supplier pulling out of the market before any more sites can be rolled out
Customer contact: Switchboard	90% within 15 seconds	86.30%	Not Achieved	An increase in call volumes meant that target was not met. This is monitored daily and priority given to peak times
Customer contact: Customer access points	100% within 45 seconds	100%	Achieved	
Customer contact: Personal visitors	100% within 10 minutes	100%	Achieved	
<b>Aim 4: Minimising the impacts of climate change</b>				
Reduction in the Council's carbon footprint	5,104,541 kg Co2e (2% per annum reduction as agreed at The Cabinet on 09/09/2013)	4,166,683 kg Co2e This is a reduction of 6.3% compared to 2012/13	Achieved	
Percentage of household waste sent to reuse, recycling and composting	>61%	Provisional result of 59.44% - to be confirmed end of May 2014	TBC	Recycling service provider has been unable to find an outlet for low grade paper to be reprocessed due to market conditions. As a consequence this material is being sent to Energy from Waste and has caused a marked decrease in the proportion of material recycled. This is beyond SDC's control. Had this material been included in our recycling figures for Q4,

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				the 2013/14 target would have been exceeded.
Residual household waste per household (kg's)	<385kgs	388.64 kgs	Not Achieved	Target was narrowly missed. See above comment which has also had a negative impact on this indicator as low grade paper send to Energy from Waste is classified as residual waste not recycling. Had this material been included as recycling, the target would have been exceeded. Officers have questioned the classification as the material is recyclable, the issue being that it is not currently recycled due to market conditions. It is not known when a reprocessing outlet will be re-established although direct communication with service provider to address the issue.