

**Key Performance Indicators
Year-End Performance Report (April 2016 – March 2017)**

| Key Performance Indicator | 2016/17 Performance | | |
|--|-----------------------|------------|---|
| | Target | Result | Comments |
| Key objective 1: A flourishing local economy | | | |
| Percentage of NNDR collected | 97.50% | 98.28% | Target Achieved |
| Percentage of Council Tax collected | 98.50% | 98.69% | Target Achieved |
| <i>How do you rate Stratford on Avon as a place to do business?</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey completed every 2 years, will be undertaken and reported in 2017/18</i> |
| Percentage of 'major' planning applications determined within 13 weeks | 60% (national target) | 100% | Target Achieved National target exceeded |
| Percentage of 'minor' planning applications determined within 8 weeks | 65% (national target) | 96.3% | Target Achieved National target exceeded and continuous improvement in results through quarters. |
| Percentage of 'other' planning applications determined within 8 weeks | 80% (national target) | 89.2% | Target Achieved National target exceeded and continuous improvement in results through quarters. |
| Percentage of Building Control applications checked within 10 working days | 85% | 72% | Target Not Achieved This indicator has shown a significant improvement (10%) over the performance in the previous year. It is one of a number of |

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| | | | measures used to monitor performance in Building Control and, despite this indicator, overall customer satisfaction remains excellent and the trading position remains positive. Resources have been reallocated to further improve performance against this indicator. |
| Percentage of Land Charge searches turned around within 10 working days | n/a | 51.6% | No target was set for this indicator – baseline year. |
| Number of businesses referred to the Growth Hub via the Councils actions | 120 engagements with businesses & 40 business assists | 316 businesses were engaged and 99 businesses were assisted | Target Achieved |
| Key Objective 2: People and their environment | | | |
| Number of empty properties brought back into use | 25 (per annum) | 34 | Target Achieved |
| Success of Anti-Social Behaviour interventions in reducing the percentage of high risk victims to a lower risk | 70% | 89% | Target Achieved |
| Residual household waste per household (kg's) | <385kg per annum | 383.39 | Target Achieved |
| Percentage of household waste sent to reuse, recycling and composting | >61% | 61.1% | Target Achieved |

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| Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year | 1,000,000 visits | 1,069,141 | Target Achieved |
| Percentage of time CCTV room is operational | 97% | 99.9% | Target Achieved |
| <i>Percentage of people satisfied with their area as a place to live</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey has just been completed, results will be reported at Quarter 1 2017/18</i> |
| Key Objective 3: Responsible community leadership | | | |
| Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events | 15 days | 18 days | Target Not Achieved Target was missed due to large volume of correspondence being received and resource issues. To bring this performance back on track, extra resources have been allocated and a review of processes to improve performance are being undertaken. We will continue monitoring resources and performance over the next 12 months |
| Percentage accuracy of which Housing Benefit/Council Tax Reduction Scheme new claims and change events are processed | 90% | 94% | Target Achieved |

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| Percentage of homeless applications decision and notice within 33 days | 82.5% | 67.2% | Target Not Achieved Performance stable following recruitment of replacement of staff. Further work underway to improve performance across the whole of the Housing Advice Team which shows early signs of wider customer experience and performance improvements. |
| Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days | 95% | 25.5% | Target Not Achieved Further mitigations being introduced across the Housing Advice Team which shows early signs of wider customer experience and performance improvements. |
| Percentage of Disabled Facilities Grants (DFG) applications which are processed within the average end to end time (referral to completion) of 244 calendar days | 244 calendar days | 103 days | Target Achieved Performance of shared service pilot (now HEART Countywide Shared Service) excellent and achieving all the benefits attributable to a shared service model. |
| The number and locations of Customer Access Terminals (CAT) installed per annum | Wellesbourne, Kineton and 1 rural | Not Achieved | Target Not Achieved Long Compton and Kineton Terminals have not been installed due to locations not being confirmed. Review of CAT effectiveness to be undertaken before further sites rolled out (scheduled 1st quarter of 2017/18). |

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| <i>Percentage of residents who feel that they can influence decisions in their local area</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey has just been completed, results will be reported at Quarter 1 2017/18</i> |
| <i>Percentage of residents who found it easy to access Council services</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey has just been completed, results will be reported at Quarter 1 2017/18</i> |
| <i>Percentage of residents who say that 'traffic congestion' requires most improvement</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey has just been completed, results will be reported at Quarter 1 2017/18</i> |
| Corporate Health Indicators | | | |
| Number of sick days per FTE (excluding maternity leave and long term sickness) | 5.39 days (7.5 days annual target) | 6.89 days | Target Achieved |
| Number of corporate complaints (only the complaints deemed to be justified after investigation into the complaint) | n/a – reported for information only | 19 complaints in total, 1 complaint deemed 'justified' | No target set – reported for information only 8 complaints were received the Quarter, none of which were deemed justified. For the 2016/17 period, 19 complaints were received in total with 1 being justified. |
| Percentage of invoices paid within 10 days (excluding creditors who have their own bespoke payment terms) | 99% | 89.54% | Target Not Achieved Following a slow start performance has improved throughout the year. Performance for 2017/18 should improve. |
| Return on investments: Exceed London Interbank Bid (LIBID) Rate | 10% higher than the 3 month LIBID rate | 210% | Target Achieved The Council's investment with Aberdeen Asset Management currently exceeds the benchmark by 210%. |

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| <i>Percentage of residents who say that they are satisfied with the way SDC runs things</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey has just been completed, results will be reported at Quarter 1 2017/18</i> |
| <i>Percentage of residents who think SDC provides value for money</i> | <i>n/a</i> | <i>n/a</i> | <i>Citizen's Panel results will be reported at Quarter 4 2017/18</i> |
| Overall CSI – Customer Satisfaction with Council services | n/a | 79.1% | This is the highest ever recorded score since the report in 2002. |
| <i>Overall satisfaction of service received on contact with the Council</i> | <i>n/a</i> | <i>n/a</i> | <i>Survey has just been completed, results will be reported at Quarter 1 2017/18</i> |