

**Key Performance Indicators
Quarter 4 / Year End April 2017 – March 2018**

Key Performance Indicator	Quarter 4 / Year End Performance		
	Target	Result	Comments
Key Objective 1: A flourishing local economy			
Percentage of NNDR collected	98.2%	98.27%	Achieved.
Percentage of Council Tax collected	98.2%	98.7%	Achieved.
<i>How do you rate Stratford-on-Avon District as a place to do business? (SDC Business Survey)</i>	65%	<i>n/a</i>	<i>Reported Year 4 (2018/19). Survey undertaken every two years.</i>
Percentage of 'Major' planning applications determined within 13 weeks	60% (national target)	100%	Achieved. On target. The service continues to achieve 100% in this category. (Quarter 4 result 100%).
Percentage of 'Minor' planning applications determined within 8 weeks	65% (national target)	85.9%	Achieved. On target. This figure exceeds the national target and is also higher than the last quarter. (Quarter 4 result 87%).
Percentage of 'Other' planning applications determined within 8 weeks	80% (national target)	89%	Achieved. This figure exceeds national target. (Quarter 4 result 88%).
Percentage of Building Control applications checked within 10 working days	85%	94%	Achieved. Performance has exceeded target in the final quarter. Provisions are being put in place to ensure that this level of performance is maintained.

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Percentage of Land Charge searches turned around within 10 working days	50%	26.3%	Not Achieved. This is due to the historical challenges facing the service which are well understood; the impact of the vacant post (NB not feasible to fill at this time); a number of large searches during the period; and Bank Holidays/snow days. Happily, the IDOX project will be underway imminently which is intended to provide a longer-term solution for the service. This is estimated to be a 6-month project with subsequent ongoing work for up to 18 months.
Number of businesses referred to the Growth Hub via the Councils actions	120 engagements with businesses and 40 business assists	178 engagements with businesses and 148 business assists	Achieved.
Key Objective 2: People and their environment			
Number of empty properties brought back into use	25 (per annum)	50	Achieved.
Success of Anti-Social Behaviour interventions in reducing the percentage of high risk victims to a lower risk	70%	73.5%	Achieved.
Residual household waste per household (kg's)	<385 kg (per annum)	387.24 kg's	Target status to be confirmed – * Provisional data, subject to change. Quarter 4 – 98.57 kg's. This is a 2.88% increase compared to the same period in 2016/17.

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Percentage of household waste sent to reuse, recycling and composting	>61%	60.5%	Target status to be confirmed – * Provisional data, subject to change. Quarter 4 – 50.1%. This is a 4.4% reduction compared to the same period in 2016/17.
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	1,068,075 visits	Achieved. 0.2% reduction in visits compared to the same period (quarter 4) in 2016/17.
Percentage of time CCTV room is operational	97%	99%	Achieved.
Percentage of people satisfied with their area as a place to live (SDC Residents Survey)	90%	93%	Achieved. A three percentage point increase in satisfaction compared to the 2014 result.
Key Objective 3: Responsible community leadership			
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	18 days	15 days	Achieved.
Percentage accuracy of which Housing Benefit/Council Tax Reduction Scheme new claims and change events are processed	90%	94%	Achieved.
Percentage of homeless applications decision and notice within 33 days	82.5%	64%	Not Achieved. Although target has not been achieved there has been an improvement in the average performance with best performance of year in Quarter 4 achieving 72%.

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Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	90%	39%	Not Achieved. Although target has not been achieved there has been a sustained improvement in performance supported by new structure, staff training and improved processes. Quarter 4 achieved 99.5%.
Percentage of Disabled Facilities Grants (DFG) applications which are processed within the average end to end time (referral to completion) of 244 calendar days	210 calendar days (average)	100%	Achieved. Quarter 4 applications were processed within 153 days.
The number and locations of Customer Access Terminals (CAT) installed per annum	TBC following review	n/a	Not Achieved. The review was undertaken and the recommendation being that the network is retained. However, it was also agreed that an awareness campaign is required to increase usage.
Percentage of residents who feel that they can influence decisions in their local area (SDC Residents Survey)	35%	37%	Achieved. A four percentage point increase in satisfaction compared to the 2014 result.
Corporate Health Indicators			
Number of sick days per FTE	7.5 days	7.5 days	Achieved.
Number of Corporate Complaints (only the complaints deemed to be justified after investigation into the complaint)	No target set – reported for information only	40 complaints received of which 12 were 'Justified'	Reported for information only.

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Percentage of invoices paid within 10 days (excluding creditors who have their own bespoke payment terms)	99%	93.38%	Not Achieved. Performance was down early in 2017/18, in the main relating to significant demand within the Housing Team. Performance has consistently improved during the year.
Return on investments	10% higher than the LIBID rate	20%	Achieved. Benchmark is 0.10% against actual net return of 0.12% which is 20% over target.
Percentage of residents who say that they are satisfied with the way SDC runs things (SDC Residents Survey)	76%	77%	Achieved. A one percentage point increase in satisfaction compared to the 2014 result.
Percentage of residents who think SDC provides value for money (SDC Citizens' Panel)	89%	89%	Achieved.
<i>Overall CSI – Customer Satisfaction with Council services (SDC Customer Satisfaction Index)</i>	<i>75%</i>	<i>n/a</i>	<i>Reported Year 4 (2018/19). Survey undertaken every two years.</i>
Overall satisfaction of service received on contact with the Council (SDC Residents Survey)	72%	76%	Achieved. A five percentage point increase in satisfaction compared to the 2014 result.

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