

Key Performance Indicators
Quarter 4 / Year End (April 2018 – March 2019)

Key Performance Indicator	Year End Performance		
	Target	Result	Comments
Key Objective 1: A flourishing local economy			
Percentage of NNDR collected	97.5%	98.42%	Achieved
Percentage of Council Tax collected	98.5%	98.55%	Achieved
How do you rate Stratford-on-Avon District as a place to do business? (SDC Business Survey)	63%	63%	Achieved
Percentage of 'Major' planning applications determined within 13 weeks	60% (national target)	89.50%	Achieved
Percentage of 'Minor' planning applications determined within 8 weeks	65% (national target)	93.20%	Achieved
Percentage of 'Other' planning applications determined within 8 weeks	80% (national target)	91.70%	Achieved
Percentage of Building Control applications checked within 10 working days	85%	90%	Achieved
Percentage of Land Charge searches turned around within 10 working days	50%	31.02% (quarter 4 result)	Not Achieved Although target has not been achieved. Performance has increased significantly throughout this year.
Number of businesses referred to the Growth Hub via the Councils actions	120 engagements with businesses and 40 business assists	114 engagements with businesses and 84 business assists	Achieved The definition of an 'engagement' is where the Growth Hub have spoken to a business, i.e. and initial conversation. A 'business assist' is a more important indicator as this is where the Growth

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			Hub have gone on to help with more detailed advice.
Key Objective 2: People and their environment			
Number of empty properties brought back into use	25 (per annum)	26	Achieved
Success of anti-social behaviour interventions in reducing the percentage of high risk victims to a lower risk	70%	81%	Achieved
Residual household waste per household (kg's)	<385 kg's (per annum)	378 kg's	Achieved
Percentage of household waste sent to reuse, recycling and composting	>61%	59.5%	Not Achieved
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	1,040,906 visits	Achieved
Percentage of time CCTV room is operational	97%	97.4%	Achieved
Key Objective 3: Responsible community leadership			
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	9 days	Achieved
Percentage accuracy of which Housing Benefit/Council Tax Reduction Scheme new claims and change events are processed	90%	N/A	This indicator is no longer reported.

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Proportion of homeless decisions (%) that were prevented/relieved measured against other outcomes	New indicator – baseline year	76.1%	N/A – new indicator
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	79.89%	Achieved
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)	174 days	Achieved
The number and locations of Customer Access Terminals (CAT) installed per annum	TBC following review	0	Not Achieved Work has been delayed on this initiative whilst the arrangements for the Visitor Information Centre have been finalised.
Corporate Health Indicators			
Number of sick days per Full Time Employee	7.5 days (annual target)	6.73 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	A total of 32 complaints were received during 2018/19. 18 of these complaints were 'justified'.	N/A – this indicator has no target set, reported for information only.
Percentage of invoices paid within 10 days (excluding creditors who have their own bespoke payment terms)	99%	96.3%	Not Achieved The performance for the year has been below target, however, consistent improvements have been made throughout the year which resulted

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			in the performance for the last quarter of 96.33% of invoices paid within 10 days. It is suggested that this target is reviewed for 2019/20.
Return on investments	0.09% higher than the LIBID rate	0.24%	Achieved
Overall CSI – Customer Satisfaction with Council services <i>(SDC Customer Satisfaction Index)</i>	79%	79%	Achieved