

**Key Performance Indicators
Year 5 (April-September 2019)**

Key Performance Indicator	Quarter 2 Performance		
	Target	Result	Comments
Key Objective 1: A flourishing local economy			
Percentage of NNDR collected	55.98% (Q2) 98.2% (annual)	57.15%	On Target
Percentage of Council Tax collected	60.96% (Q2) 98.2% (annual)	60.10%	Off Target Slightly below target but no concerns at present.
Percentage of 'Major' planning applications determined within 13 weeks	60% (national target) Local target 85%	100%	On Target – both local and national targets achieved
Percentage of 'Minor' planning applications determined within 8 weeks	65% (national target) Local target 85%	98.60%	On Target – both local and national targets achieved
Percentage of 'Other' planning applications determined within 8 weeks	80% (national target) Local target 85%	87.80%	On Target – both local and national targets achieved
Percentage of Building Control applications checked within 10 working days	85%	91%	On Target

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Percentage of Land Charge searches turned around within 10 working days	50%	43%	<p>Off target</p> <p>92.74% of the searches have been turned around within 20 Working days. The peak over the summer months has continued into October, which leads us to believe it is possible some new development phases have been released by developers. The impact of the EIR related Personal Searches is not accounted for within this target, which amounts to an extra 202 transactions each month for the same quarter, also turned around within 20 Working days.</p> <p>Local Land Charges Information (LLC1) Search Type Update - The digitisation of the service has progressed with Local Land Charge Cards now all held in a digital format as opposed to paper, in readiness for the HMLR migration of the LLC1 Search Type. Data is being exchanged with HMLR over the next quarter for their review.</p> <p>CON29 & CON290 (Conveyancing) Search Type Update – It is expected that consultancy with the software supplier will reach a conclusion in January ready for us to progress to go-live.</p>

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Number of businesses referred to the Growth Hub via the Councils actions	120 engagements with businesses and 40 business assists	Q2 - 30 engagements and 22 business assists Cumulative - 57 New Engagements 46 Business Assists	On Target
Key Objective 2: People and their environment			
Number of empty properties brought back into use	14 (Q2) 25 (per annum)	18	On Target
Success of Anti-Social Behaviour interventions in reducing the percentage of high risk victims to a lower risk	70%	82%	On Target 14 out of 17 high risk Anti-Social Behaviour cases had their risk reduced within 6 months.
Residual household waste per household (kg's)	<96.2 kg (Q2) <385kg (per annum)	96.6 kg	On Target

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Percentage of household waste sent to reuse, recycling and composting	>61%	63.4%	On Target
Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year	>254,347 (Q2) 1,000,000 visits	256,834	On Target Stratford LC: +2% Southam LC: -2% Shipston LC: +3% Studley LC: -1% Overall: +1%
Percentage of time CCTV room is operational	97%	99%	On Target
Percentage of people satisfied with their local area as a place to live (<i>SDC Residents' Survey</i>)	93%	n/a	Reported at Quarter 4
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	11 days	On Target

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Units of Bed & Breakfast in use as temporary accommodation	Q2 – 150 by March 2020	10	The growth in alternatives has led to a reduction in the number of placements, resulting in improved performance which is now ahead on target.
Percentage of homeless prevented or relieved (HRA3)	50%	71%	On Target
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	99%	On Target
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)	153 days	On Target
The number and locations of Customer Access Terminals (CAT) installed per annum	2 terminals to be installed during 2019/20	On Target	On Target Possible sites are being determined.
Percentage of residents who feel that they can influence decisions in their local area (SDC Residents' Survey)	37%	n/a	Reported at Quarter 4

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Percentage of residents who found it easy to access Council services (SDC Residents' Survey)	79%	n/a	Reported at Quarter 4
Percentage of residents who say that "traffic congestion" requires most improvement (SDC Residents' Survey)	50%	n/a	Reported at Quarter 4
Corporate Health Indicators			
Number of sick days per FTE	Q2 – 3.75 days 7.5 days (annual target)	1.67 days 3.04 days cumulative	On Target
Number of Corporate Complaints (only the complaints deemed to be justified after investigation into the complaint)	No target set – reported for information only	3 complaints were received during Quarter 2 – 0 were 'justified'. Total for year to date – 7 with 1 complaint 'justified'	No target set – 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%	98.64%	Off target Whilst an improvement on 2018/19, the performance is still below target. This in the main relates to one service area. Improvements in processes have been implemented.
Return on investments	10% above benchmark of 3 month LIBID	41% above benchmark	On Target
Percentage of residents who say that they are satisfied with the way SDC runs things <i>(SDC Residents' Survey)</i>	77%	n/a	Reported at Quarter 4
Percentage of residents think that SDC provides value for money <i>(SDC Citizens' Panel)</i>	90%	n/a	Reported at Quarter 4
Overall satisfaction of service received on contact with the Council <i>(SDC Residents' Survey)</i>	76%	n/a	Reported at Quarter 4