

**Key Performance Indicators
Year 5 (April 2019 – March 2020)**

Key Performance Indicator	Year-End Performance		
	Target	Result	Comments
Key Objective 1: A flourishing local economy			
Percentage of NNDR collected	98.2% (annual)	97.16%	Not achieved
Percentage of Council Tax collected	98.2% (annual)	98.50%	Achieved
Percentage of 'Major' planning applications determined within 13 weeks	60% (national target) 85% (local target)	100%	Achieved
Percentage of 'Minor' planning applications determined within 8 weeks	65% (national target) 85% (local target)	90.8%	Achieved
Percentage of 'Other' planning applications determined within 8 weeks	80% (national target) 85% (local target)	84.6%	Achieved
Percentage of Building Control applications checked within 10 working days	85%	90%	Achieved

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Percentage of Land Charge searches turned around within 10 working days	50%		Unable to produce figures for quarter one, due to service closure relating to Covid19
Number of businesses referred to the Growth Hub via the Councils actions	120 engagements with businesses and 40 business assists	218 engagements 134 business assists	Achieved
Key Objective 2: People and their environment			
Number of empty properties brought back into use	25 (per annum)	30	Achieved
Success of Anti-Social Behaviour interventions in reducing the percentage of high risk victims to a lower risk	70%	79%	Achieved
Residual household waste per household (kg's)	<385kg (per annum)	363.4 kg	Achieved
Percentage of household waste sent to reuse, recycling and composting	>61%	61.86%	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	931,986 visits	Not achieved All five leisure centres were closed on 20th March 2020 as a result of the COVID-19 crisis. Everyone Active currently has no attendance data for March, however, this may be available later in the year. The Q4 figure is for January and February only.
Percentage of time CCTV room is operational	97%	99%	Achieved
Percentage of people satisfied with their local area as a place to live (SDC Residents' Survey)	93%	91%	Not achieved The target figure reported was the 2017 result.
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

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Units of Bed & Breakfast in use as temporary accommodation	0 by March 2020	30	Not achieved Increase in those in B&B as result of Covid-19 related placements and MHCLG instruction to house rough sleepers in preparation for Pandemic lockdown.
Percentage of homeless prevented or relieved (HRA3)	50%	70%	Achieved
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	73%	Not 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)	211 days	Not achieved One day above target, using this measure but service volumes below expected performance.
The number and locations of Customer Access Terminals (CAT) installed per annum	2 terminals to be installed during 2019/20		No result reported

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Percentage of residents who feel that they can influence decisions in their local area <i>(SDC Residents' Survey)</i>	37%	34%	Not achieved The 37% target figure was the 2017 result.
Percentage of residents who found it easy to access Council services <i>(SDC Residents' Survey)</i>	79%	77%	Not achieved The 79% target figure was the 2017 result.
Percentage of residents who say that "traffic congestion" requires most improvement <i>(SDC Residents' Survey)</i>	50%	46%	Achieved
Corporate Health Indicators			
Number of sick days per FTE	7.5 days (annual target)	6.70 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	20 complaints were received in 2019/20 2 of those complaints 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%	98.94%	Achieved Although performance was very slightly below target it is within an accepted tolerance.
Return on investments	0.17%	125% under benchmark	Not achieved Loss of £93k in March 2020 due to the impact of the COVID virus on the investment market.
Percentage of residents who say that they are satisfied with the way SDC runs things <i>(SDC Residents' Survey)</i>	77%	71%	Not achieved The 77% target figure was the 2017 result.
Percentage of residents think that SDC provides value for money <i>(SDC Citizens' Panel)</i>	90%	86%	Not achieved
Overall satisfaction of service received on contact with the Council <i>(SDC Residents' Survey)</i>	76%	72%	Not achieved The 76% target figure was the 2017 result.