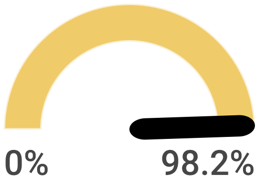
2019-20 Year End Q4 KPI Report

Report created by: Performance, Consultation and Insight Unit April 2020

Q4 Year End April 2019 - March 2020

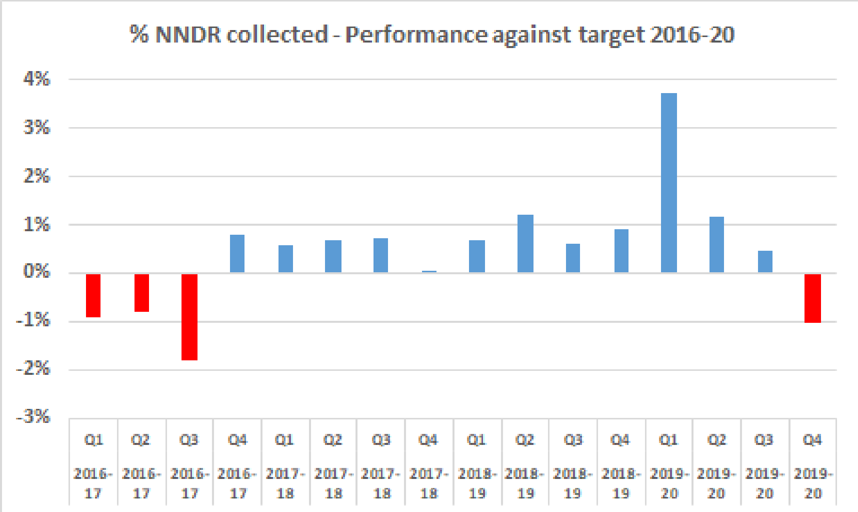
KO1: A Flourishing Local Economy

% of NNDR collected

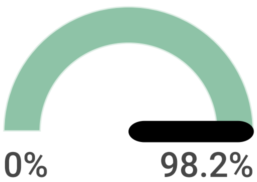


97.16%

Almost achieved

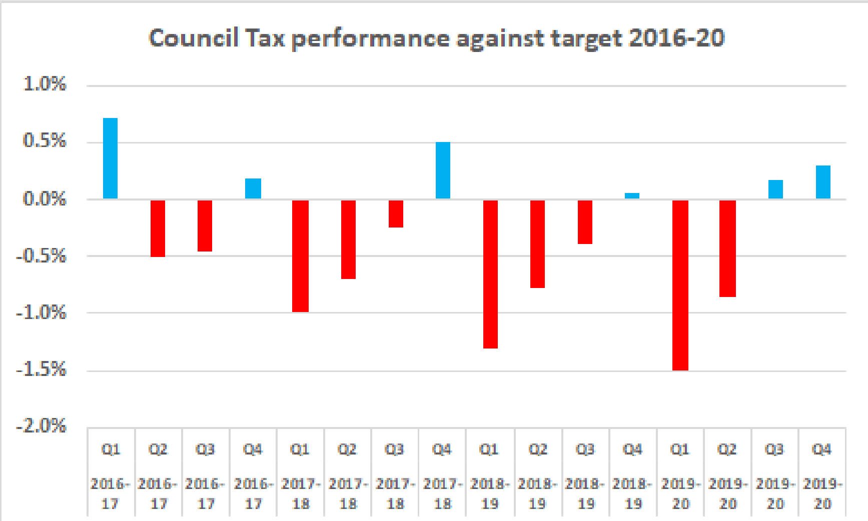


% of Council Tax collected

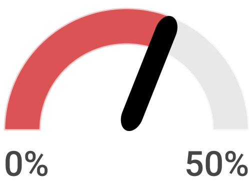


98.5%

Target achieved



% of Land Charge Searches completed within 10 days



31.02%

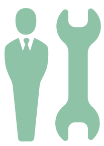
Current status: Off Target

(Q3 figures)

Businesses referred to Growth Hub

218 engagements

Status: Target exceeded



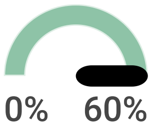
134 assists

Status: Target exceeded

Q4 Year End April 2019 - March 2020

KO1: A Flourishing Local Economy

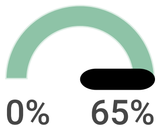
% of Major planning applications determined within 13 weeks



100%

Target achieved

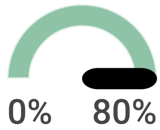
% of Minor planning applications determined within 8 weeks



90.8%

Target achieved

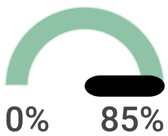
% of Other planning applications determined within 8 weeks



84.6%

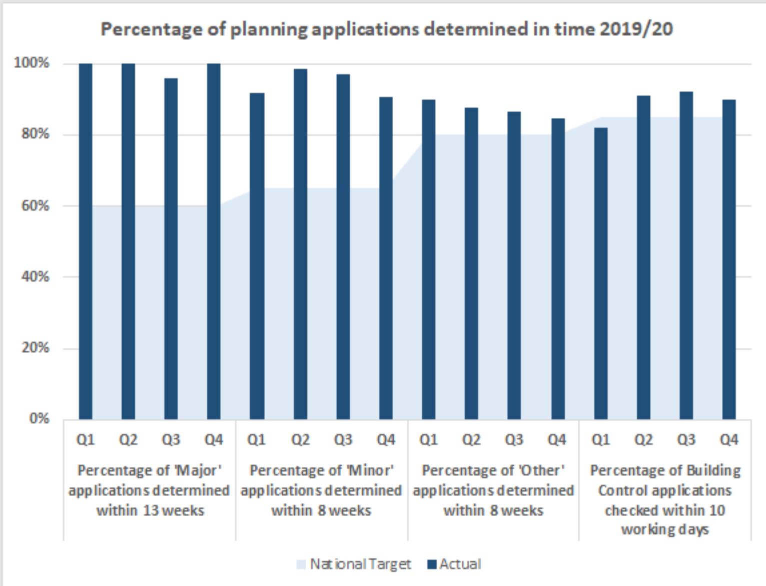
Target achieved

% of Building Control applications checked within 10 days



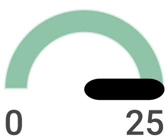
90%

Target achieved



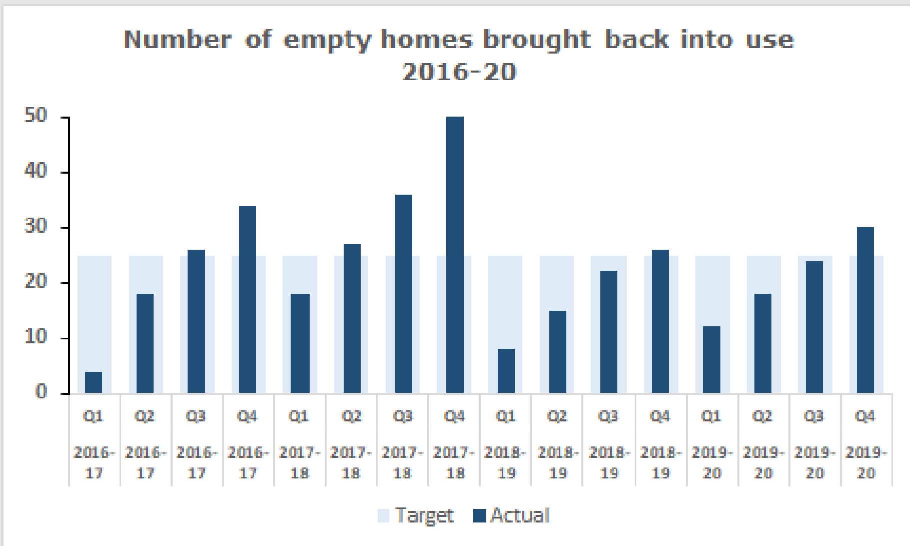
KO2: People and their environment

No of empty properties brought back into use (25 = aim)



30

Target achieved



Q4 Year End April 2019 - March 2020

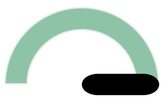
KO2: People and their environment

91%

Satisfaction with local area as a place to live

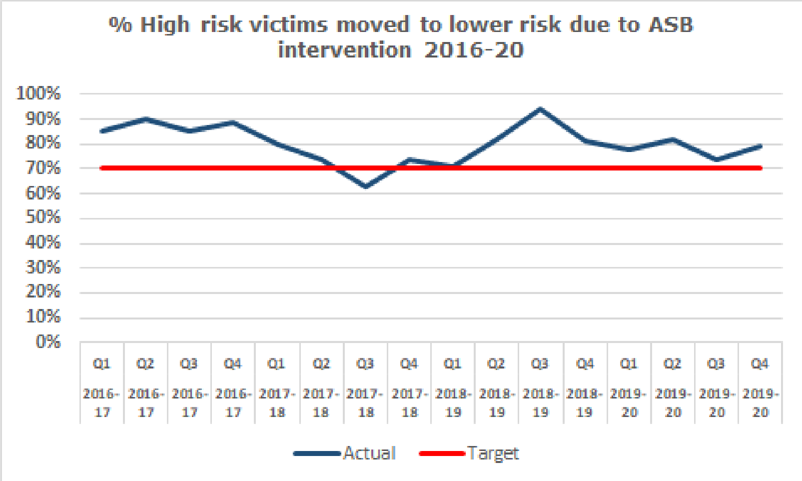
2017 = 93%

% high risk victims moved to lower risk

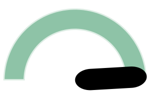


79%

Target achieved

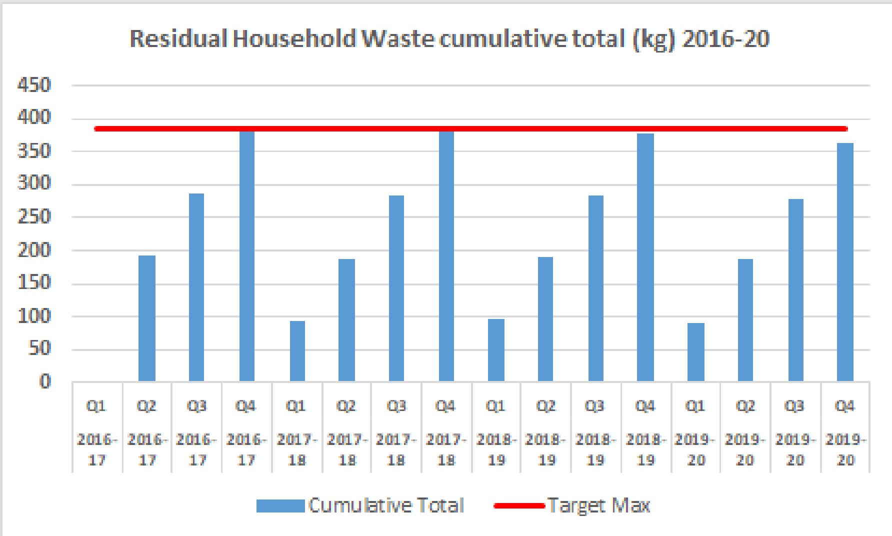


Residual household waste per household (kg's) max = 385kg

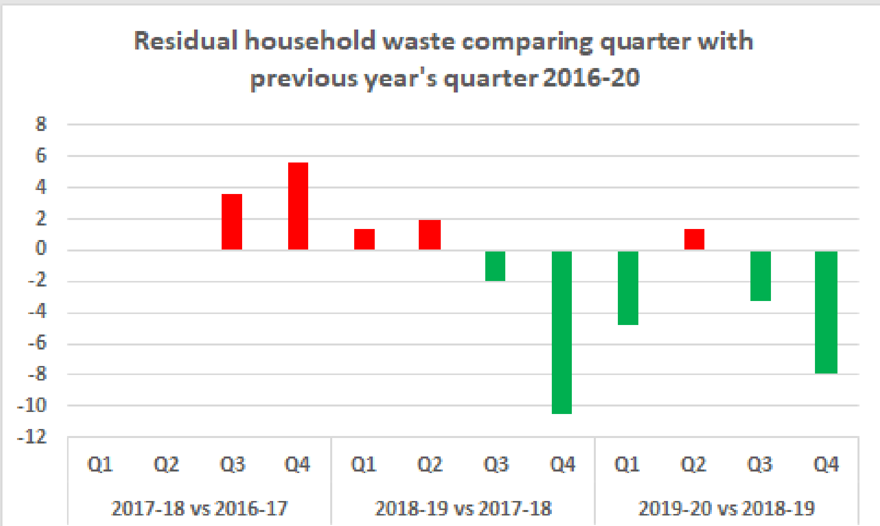


363.4kg

Target achieved



Performance over 2019 -20 has generally been better than the previous year, with only Q2 performance worse than last year.



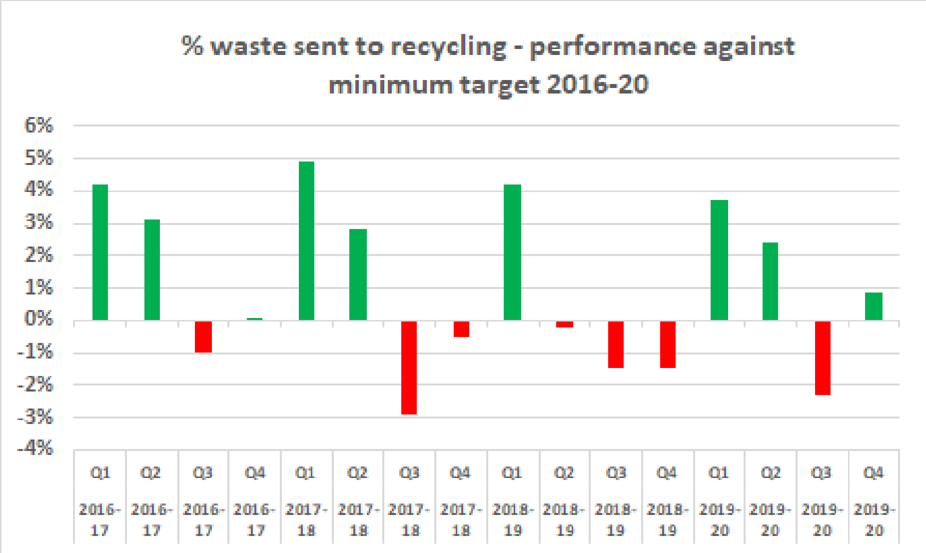
Q4 Year End April 2019 - March 2020

KO2: People and their environment

% Household waste sent to reuse/recycling/compost

61.86%

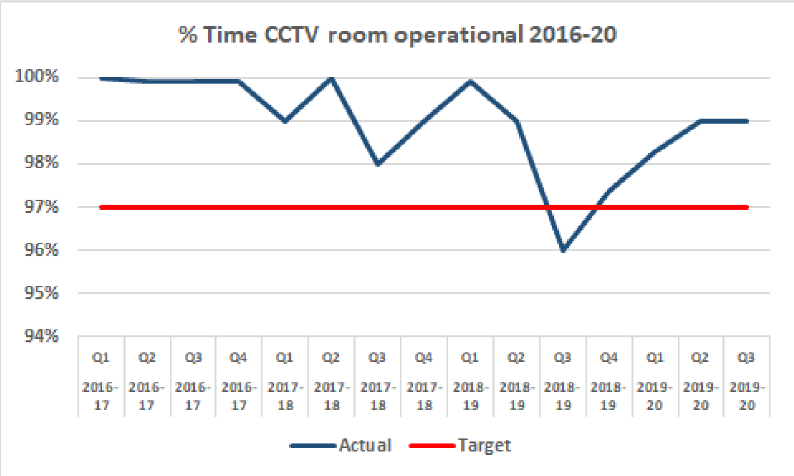
Target achieved



% Time CCTV room operational

99%

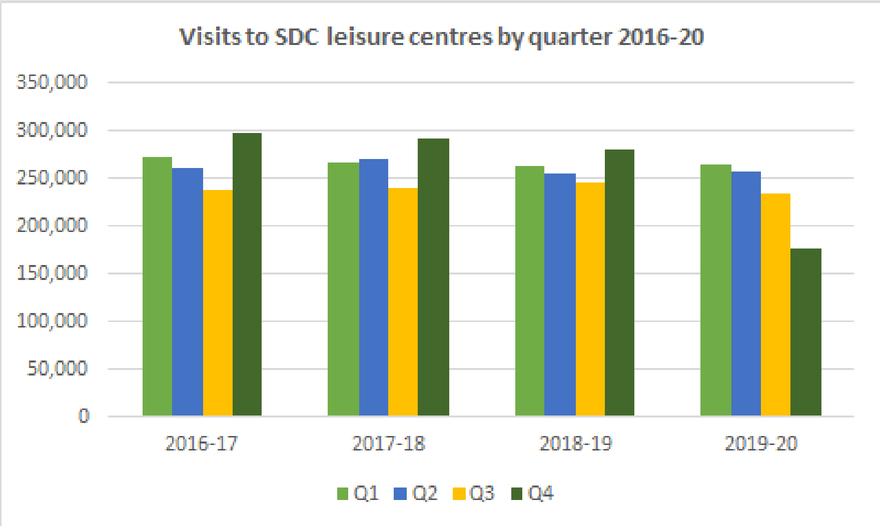
Target achieved



No of visits to SDC leisure centres (cumulative total)

931,986

Almost achieved

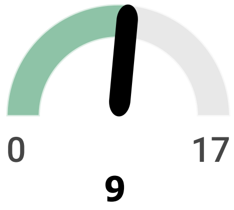


Leisure: Quarters 1-3 showed the usual pattern, each quarter down on the previous quarter. Q4 is down this year due to the closure of all leisure centres following lockdown on 20 March and data only being available for Jan/Feb.

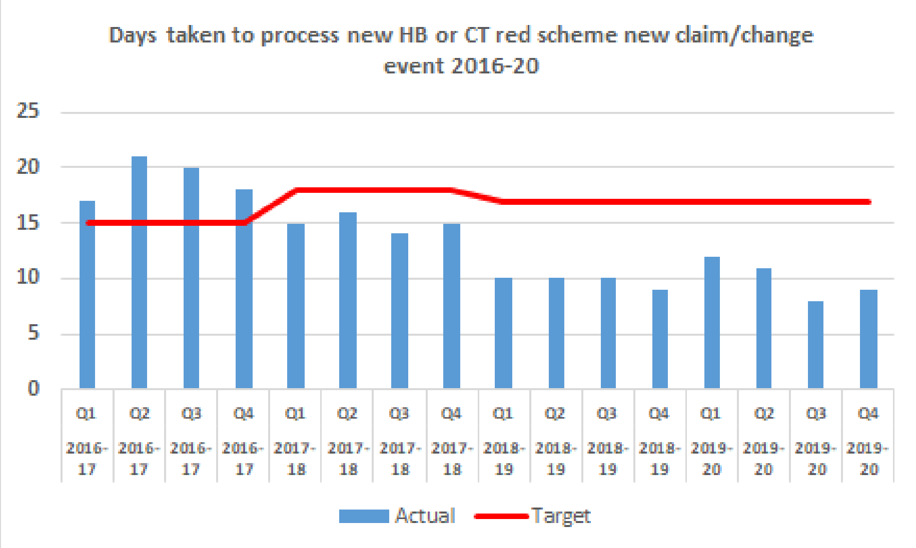
Q4 Year End April 2019 - March 2020

KO3: Responsible community leadership

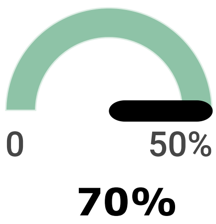
No of days taken to process new Housing Benefit/CT Red scheme (max target = 17 days)



Target achieved

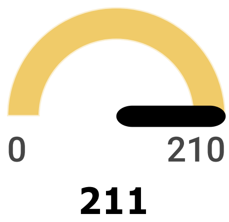


% Homeless decisions prevented/relieved



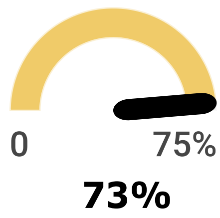
Target achieved

No of days taken to complete DFG applications (max= 210 days)

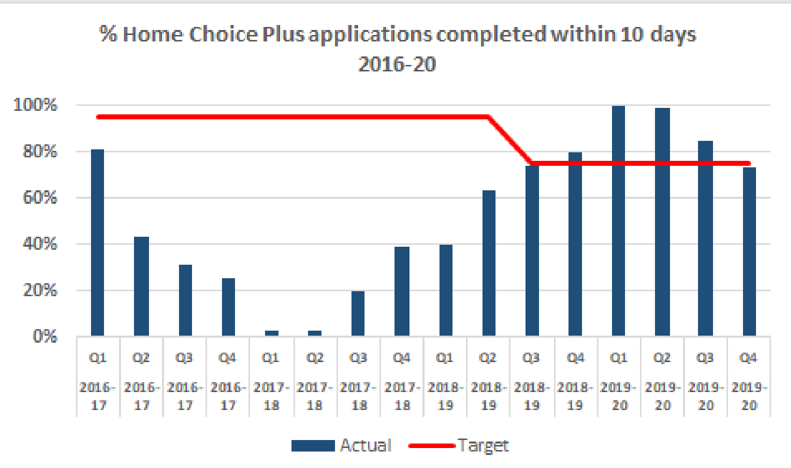


Almost achieved

% Home Choice Plus applications completed within 10 days

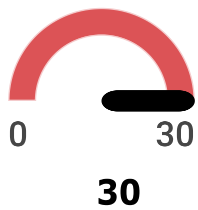


Almost achieved



One day above maximum target. Service volumes below expected performance.

Units of B&B in use as temporary accommodation



Off target

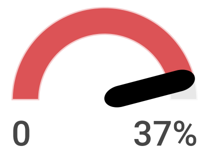
Target of 0 not achieved due to Covid-19 response by MHCLG to house all rough sleepers

Q4 Year End April 2019 - March 2020

KO3: Responsible community leadership

Results from Residents' Survey

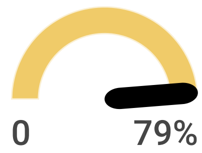
% feel they can influence SDC decisions



34%

Not achieved

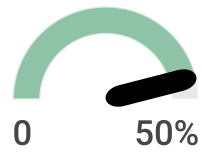
% found it easy to access Council services



77%

Almost achieved

% think traffic congestion needs improvement



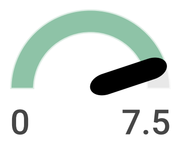
46%

Target achieved

(Targets = 2017 results)

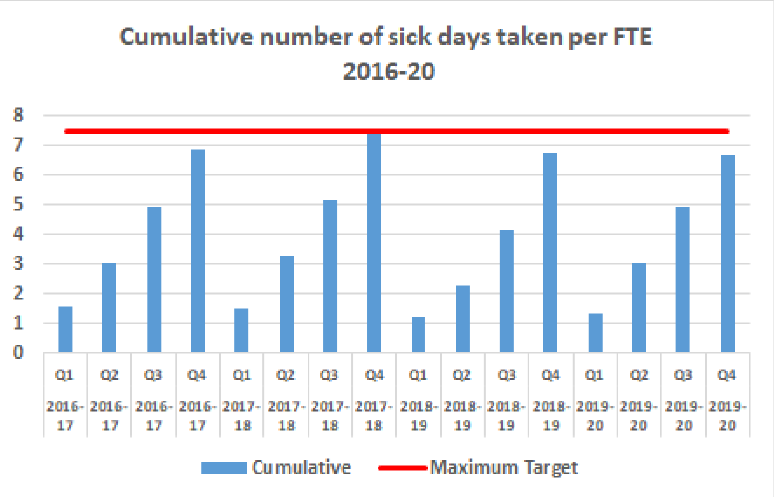
Corporate Health Indicators

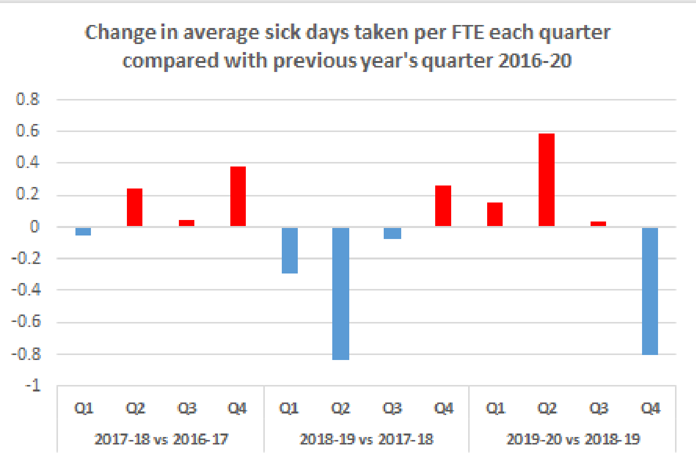
No of sick days per Full Time Employee



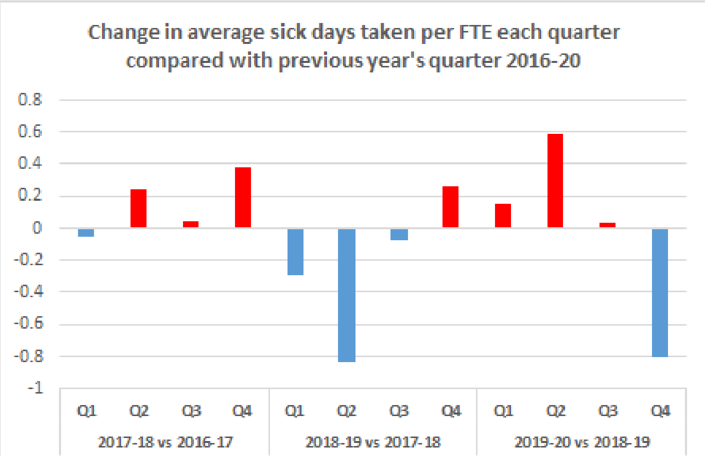
6.7

Target achieved





Change in average number of sick days taken per FTE in e.g. Q1 2019 compared to Q1 2018



Change in average number of sick days taken per FTE from one quarter to the next.

Q4 Year End April 2019 - March 2020

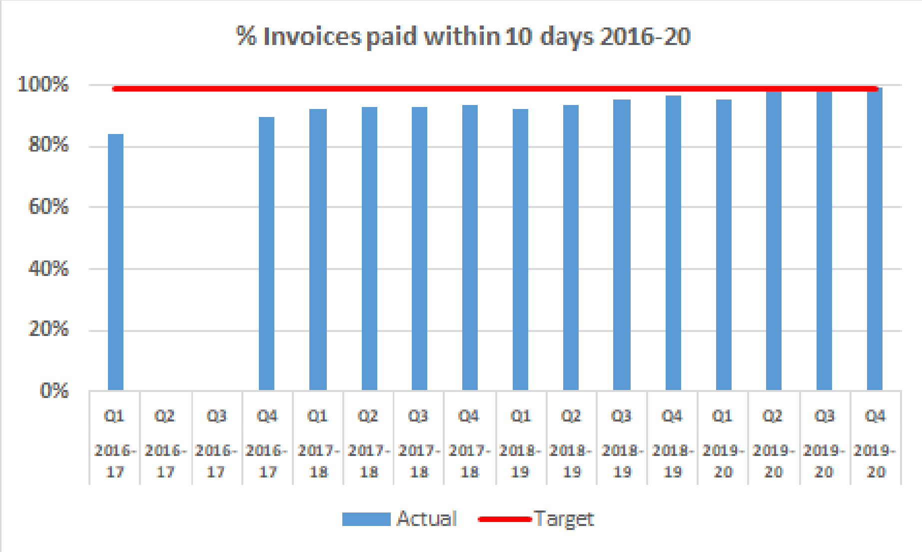
Corporate Health Indicators

No of invoices paid within 10 days

0 99%

98.94%

Target achieved



Corporate Complaints

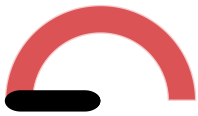
20

complaints received

2

justified

Return on investment (higher than LIBID)



0 0.17%

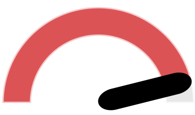
125% under

Not achieved

£93k lost in March 2020 due to Covid 19 impact on investment market.

Results from Residents' Survey

Satisfaction with the way SDC runs things

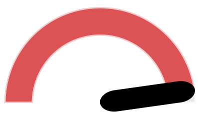


0 77%

71%

Not achieved

Think SDC provides value for money

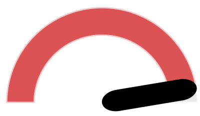


0 90%

86%

Not achieved

Satisfaction with service received from SDC



0 76%

72%

Not achieved