



Annual Report 2014

June 2014



South Bucks
District Council

Contents

- 2 Contact details and Have your say
- 3 Annual Report 2014– Statement from the Leader
- 4 A profile of South Bucks
- 5 Census 2011
- 6 Joint Sustainable Community Strategy Vision
- 8 Our Aims
- 9 Key achievements and priorities
- 13 Financial Summary 2013/14
- 15 What have we delivered in Partnership?
- 16 How have we performed?
- 19 Performance Tables


Contact details and Have your say


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 Monday to Wednesday—9am to 5:30pm
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Have your say

on our website by selecting consultations on the A-Z, email us at haveyoursay@southbucks.gov.uk or write to us at our freepost address:

Have your say, South Bucks District Council Freepost— SL9630,
Capswood, Oxford Road, Denham, Uxbridge, UB9 4LH

We are interested in hearing your views

- ◆ Which services would you like the Council to protect?
- ◆ Do the services we provide continue to meet your needs?

Annual Report 2014

Last year, I wrote about how we are working with Chiltern District Council with a view to reducing our costs and improving service resilience. At the end of 2012 we had implemented a joint management team, saving £200,000 per year. 2012/13 brought the introduction of a joint senior management team generating further savings. By the end of the financial year 2013/14, seven service units had gone through a shared service review under our transformational project plan, with four shared services implemented during March and April 2014 and the other three due to be implemented by August 2014. The remaining eight services are planned for review by winter 2015. So far, we have generated annual savings of £660,000, with further savings of £200,000 to be implemented this year. This is a huge programme to ensure the quality of services offered is maintained or enhanced so we can deliver what is really valued by you whilst keeping costs (and therefore council tax) as low as possible.



As part of this programme, we are looking at how to make efficiencies such as rationalising attendance at meetings and developing shared strategies with Chiltern District Council to reduce workload. During 2013/14, the Chiltern Community Partnership and the South Bucks Partnership merged to generate cost savings and reduce duplication as well as aiming to build a stronger and more influential partnership for both Districts.

We continue to deliver on our Council Aims and Priorities and from February our new waste and recycling service was rolled out, enabling food and garden waste collections across the district as well as expanding household plastics and metal recycling. Garden waste recycling was introduced as an optional extra, so those who chose to can pay an additional fee for the service. This helps keep costs down and enables us to offer this service to those who need it.

Earlier this year, the new clubhouse opened at The South Buckinghamshire golf course. The official launch will be in July, but already customer feedback is positive. It has been built to ensure our precious energy and water resources are used effectively, which will keep running costs down.

For 2014/15, we continued to keep our portion of Council Tax at the 2010 level for the fourth year, as we realise how the current national financial situation impacts on many families and residents. This is despite the level of Government grant also remaining reduced. Additionally, we have contacted and worked with every one of our resident families affected by the Welfare Reform changes to support them through the transition.

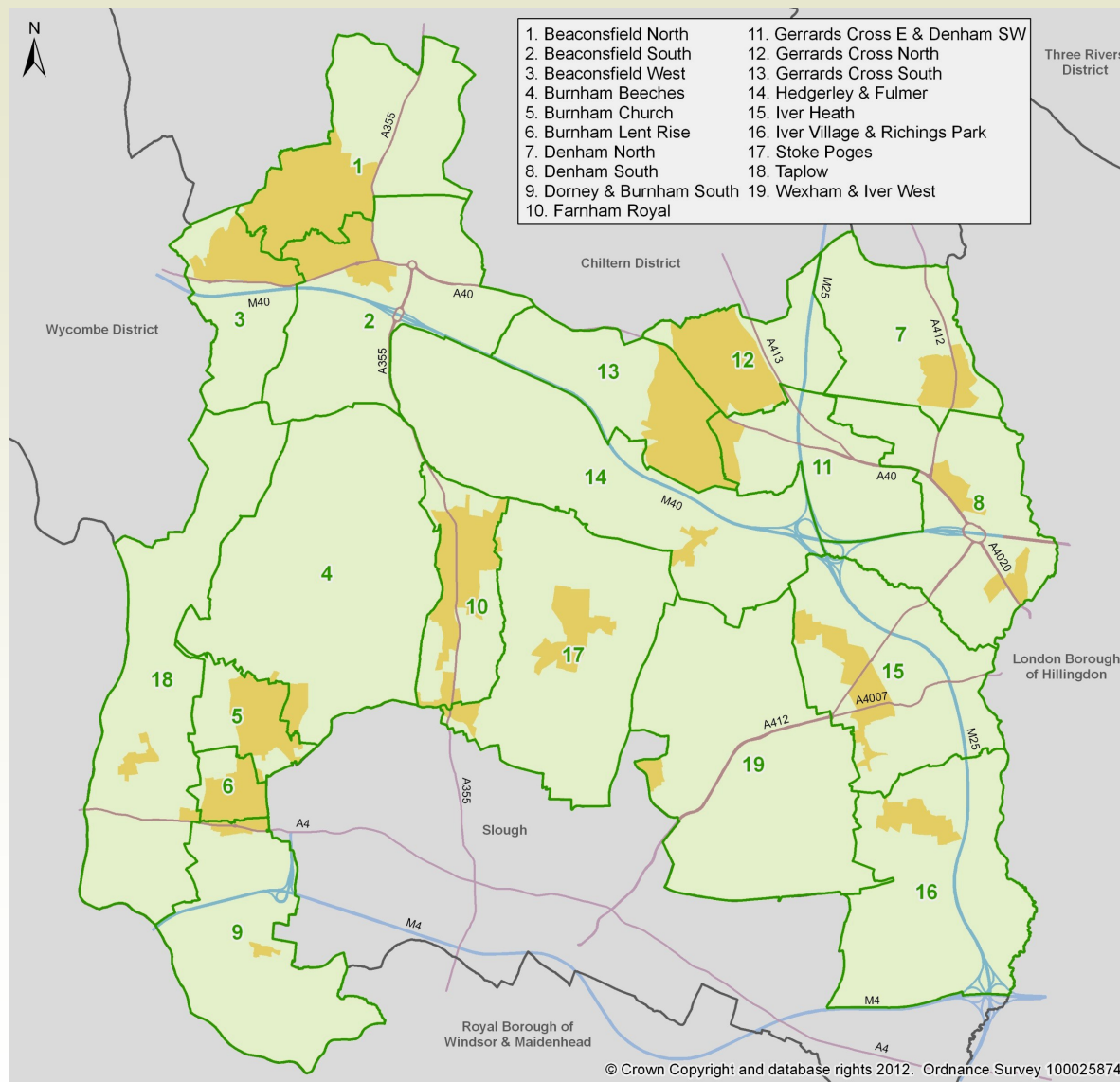
Finally, the Olympics 2012 may be over but have not been forgotten. As part of the legacy, our South Bucks schools won the 2013 Bucks Sports Award for the schools indoor rowing championships. Registrations for the 2014 event is up from 6 to 8 schools.

Please continue to let us know what you think the key issues are for our district and we will do our best to work with you to make a difference.

Adrian Busby

Leader, South Bucks District Council

A profile of South Bucks District



South Bucks is an attractive and popular district in which to live and work. It is relatively small at 141km², and lies within the Metropolitan Green Belt, with 87% of land designated as green belt.

The district contains over 20 small towns and villages, the largest of which are Beaconsfield, Burnham and Gerrards Cross. These towns have the best infrastructure and facilities. Most of the towns and villages have historic roots and these are preserved through the use of conservation areas and listed buildings.

The district is home to areas of outstanding natural beauty, including part of the Chilterns, Cliveden, the River Thames, Colne Valley Park and Burnham Beeches (designated a European Special Area of Conservation).

The larger towns of Maidenhead, Slough, High Wycombe and London (Hillingdon) border the district. These centres provide shopping facilities and services not available in the district, as well as many jobs for residents. In return, South Bucks provides open spaces which help meet the recreational needs of these larger centres.

2011 Census

The 2011 Census in England and Wales was undertaken by the Office for National Statistics. Census statistics help to provide up to date valuable information for public and private organisations to deliver services nationally and in the community. It provides a wide variety of information on housing and population that can be used by local authorities, other public bodies, businesses and voluntary organisations to develop policies and deliver tailored services in the community.

- The population of South Bucks based on the 2011 census results was 66,867, an increase of 7.9% from 2001, when it was 61,945.
- 12,951 people within South Bucks were aged 65 and over. This age group accounts for 19.4% of the population of South Bucks, higher than the England average of 16.4%.
- There were 26,514 households within South Bucks, an increase of 7% from 2001 when there were 24,781 households.
- There were 8,098 households with dependent children which accounted for 30.5% of all households in South Bucks.
- There were 1,195 lone parent households (where the lone parent is aged 16 to 74). This accounts for 4.5% of all households in South Bucks compared to 3.3% in 2001.
- 10,502 people fell within a Black & Minority Ethnic (BME) group in 2011, accounting for 15.7% of the population. This compares to 4,097 people in 2001, accounting for 6.6% of the population.
- There were 41,637 people in South Bucks who stated their religion as Christian accounting for 62.3% of the population. This has decreased from 46,815 people in 2001 (75.6% of the population).
- There were 9,300 people in South Bucks who stated that their day to day activities were limited due to long-term health problems or disability which accounts for 13.9% of the population of South Bucks.
- 6,893 people stated that they provided some form of unpaid care (10.4% of the population); this is slightly higher than the Buckinghamshire average of 9.8% and the England average of 10.3%.
- In South Bucks there is an average of 6.4 rooms per household and 3.2 bedrooms per household. South Bucks is ranked 1 out of 348 meaning it ranks the highest for the number of rooms and bedrooms per household compared to all other authorities in England.
- There were 2,711 households in South Bucks which had no cars or vans, accounting for 10.2% of all households.
- South Bucks has 2,966 households (11.2%) with 3 cars and 1,401 households (5.3%) with 4 cars and ranks highest for the number of households with 3 or 4 cars or vans, in England.
- 45.3% of the populations' method of travelling to work was by driving a car or van. 3,410 people (7.1%) travel to work either by train or via the underground, metro, light rail or tram which is an increase of 61% from 2001 (2,123 people).

More Census information is available on <http://www.ons.gov.uk/ons/guide-method/census/2011/index.html>

Source: Office for National Statistics licensed under the Open Government Licence v.1.0

Joint Sustainable Community Strategy Vision (1)

The 2013-2026 Joint Sustainable Community Strategy was created by the Chiltern and South Bucks Strategic Partnership and sets out the long term aspirations and visions of the community in Chiltern and South Bucks. This strategy was created based on comprehensive consultation with local stakeholders, residents, the community and the voluntary sector. It sets out a vision for developing a sustainable community in Chiltern and South Bucks where people want to live and work now and in the future which is summarised below.

Chiltern and South Bucks will be places with:

- ◆ A prosperous and diverse economy that encourages local employers and small businesses so we can protect the area's economy for the future and achieve a better balance between the jobs available and the people to fill them;
- ◆ High quality education and lifelong learning which improves people's lives, enabling them to make well-informed decisions and play their full part in the community;
- ◆ A wide range of high quality housing, including a good supply of affordable homes to help meet community needs and maintain our services and communities;
- ◆ Beautiful, green countryside, high quality open spaces, attractive, distinctive and vibrant towns and villages, where our heritage is protected and improved;
- ◆ A sustainable environment where people take pride in their community and live low carbon lives;
- ◆ Lower levels of crime and anti-social behaviour, where the police are an active part of the community and people can live safe lives, being knowledgeable about how to prevent crime;



Joint Sustainable Community Strategy Vision (2)

- ◆ Effective and targeted transport solutions, including a well maintained transport infrastructure with improved north-south and east-west links;
- ◆ Lower levels of crime and anti-social behaviour, where the police are an active part of the community and people can live safe lives, being knowledgeable about how to prevent crime;
- ◆ A place with a wide range of accessible leisure opportunities
- ◆ Good health enjoyed by all, including those in deprived groups, where people take responsibility for their own well-being by making healthy lifestyle choices;
- ◆ Active communities involved in shaping decisions locally and who support the elderly and vulnerable to live full and independent lives;
- ◆ High quality services and facilities help people from all sections of the community, particularly the young, elderly and disadvantaged, to live independent and fulfilling lives;
- ◆ Equality of opportunity and fair access to services.



Our Aims

**Delivering cost effective,
customer-
focused services**



The council has three aims which are informed by the vision from the South Bucks Sustainable Community Strategy.

**Working towards safe and
healthier
communities**



**Striving to conserve the
environment and promote
sustainability**



Aim 1: Delivering cost effective, customer-focused services

Some of last year's achievements:

- ◆ The programme of joint working between Chiltern and South Bucks District Councils to improve service resilience and reduce financial costs continued, with annual savings of £0.5m already realised
- ◆ A shared internet platform enabled the rollout of our new web site, making self-service easier for South Bucks people
- ◆ Joint policies and strategies are being developed and implemented to support joint working, including joint service planning and business planning
- ◆ A local Council Tax Discount scheme was successfully introduced to replace the previous national Council Tax Benefit scheme
- ◆ A review of single person and empty property discounts for council tax was carried out, resulting in the reduction of 235 single person discounts that were no longer applicable, saving £94k, and 134 empty properties being reclassified as occupied, generating £32.5k in extra council tax income and additional Government funding of £1m over six years
- ◆ Those affected by welfare reform were contacted and supported through the change

Our priorities:

Provide great value services

- ◆ Optimise the effectiveness of our resources and assets
- ◆ Reduce costs through the shared services programme with Chiltern District Council
- ◆ Find more efficient ways of working, including reduced democratic costs through lower numbers of Members

Listen to our customers

- ◆ Consult with you on key issues and respond to results
- ◆ Develop our new web site, making information easier to find

Provide excellent services

- ◆ Agree a vision for outstanding service delivery
- ◆ Attract, retain and develop dedicated staff



This year we will:

- ◆ Have a robust and sustainable Medium Term Financial Strategy which resources the Councils' Objectives and recognises key financial pressures, risks and constraints
- ◆ Ensure an appropriate balance between achieving a savings programme and service quality and resilience
- ◆ Develop phase 3 shared management arrangements to ensure further efficiency and integration
- ◆ Develop the customer strategy and implement a related work programme
- ◆ Develop new commissioning models of delivering services
- ◆ Develop the web sites to support the transformation of all Council services and improved online services

Aim 2: Working towards safe and healthier communities

Some of last year's achievements:

- ◆ Burglary, violent crime and antisocial behaviour continued to decrease year on year
- ◆ Projects were delivered in partnership with the Berkeley Foundation to support young carers and reduce anti-social behaviour
- ◆ New District Guide published for people moving into the area
- ◆ Two tailored health fairs were delivered in partnership with the access group, including dementia awareness and a tea dance
- ◆ A new clubhouse was built and opened at the South Buckinghamshire Golf club, improving the facilities for residents and generating energy savings
- ◆ The Sports Development Team worked with Baseball/Softball UK to deliver a 6-school (72 pupils) tournament at the Farnham Park Playing Fields, as well as working with Young Carers Bucks to provide a taster day for 40 children aged 6 - 12 years
- ◆ Through the Cohesion Forum, working with the food bank and South Buckinghamshire Community bank, to develop responsive support in South Bucks in response to community needs

Our priorities:

Improve community safety

- ◆ Work with partners to reduce crime, fear of crime and antisocial behaviour
- ◆ Work with young people at risk of becoming involved with crime

Promote healthier communities

- ◆ Address the needs of the vulnerable and elderly
- ◆ Work with communities affected by the closure of services to deliver them in alternative way

Promote local communities

- ◆ Support the voluntary sector and promote volunteering
- ◆ Engage with Parish and Town Councils and local neighbourhoods
- ◆ Work with the local MP, voluntary and community groups through the Cohesion and Inequalities Forum to develop and deliver a local action plan, enhancing community life



This year we will:

- ◆ Work with partners to reduce serious acquisitive crime and violent behaviour in our communities and to reduce anti-social behaviour
- ◆ Reduce the fear of crime through effective communications
- ◆ Get involved in the next phase of the Local Transport Plan to influence outcomes
- ◆ Promote Joint Working through the Healthy Community Partnership and Clinical Commissioning Group to tackle health inequality
- ◆ Reduce waiting lists through a new Bucks Home Choice policy to reduce waiting lists
- ◆ Facilitate an improved framework for neighbourhood engagement and revitalisation

Aim 3: Striving to conserve the environment and promote sustainability

Some of last year's achievements:

- ◆ A new waste and recycling service was rolled out across the district in February 2014, enabling more items to be recycled in response to residents' requests
- ◆ 20 roadshows were held between October 2013 - March 2014 to communicate the waste service changes
- ◆ Several local special planning documents (SPDs) were developed and signed off, including a statement of community involvement, Affordable Housing SPD, Mill Lane planning brief SPD and the Local Development Scheme
- ◆ A watching brief has been kept on aviation and consultations took place on the Gypsy and Traveller plan and Wilton Park planning brief
- ◆ Responded to the HS2 Environmental Impact Statement and to Air Traffic and Airport consultations
- ◆ The number of affordable housing was increased by returning properties to use, allocating commuted sums and supporting onsite development
- ◆ The Council remains one of the highest performing local authorities nationally in dealing with 'minor' and 'other' applications on time

Our priorities:

Conserve the environment

- ◆ Conserve the Green Belt through the planning process
- ◆ Challenge the proposed increased airport capacity for Heathrow
- ◆ Safeguard our heritage for future generations
- ◆ Seek to minimise the impact on environments and communities caused by HS2

Promote sustainability

- ◆ Support South Bucks people to increase recycling and reduce waste through the new waste programme
- ◆ Promote a healthy, sustainable and safe built environment
- ◆ Promote energy efficiency and support South Bucks people to reduce their carbon emissions
- ◆ Support the roll out of broadband



This year we will:

- ◆ Manage Green Belt development pressures via the Local Development Framework - Core Strategy
- ◆ Ensure full opportunity is taken to inform the scale and timing of any requirement for additional aviation capacity whilst minimising impact on both environments and communities
- ◆ Continue to lead on the 51m Alliance's communications campaign (against HS2)
- ◆ Support and encourage opportunities to improve the vitality of towns and villages
- ◆ Support Bucks Business First in the delivery of their Work and Skills Plan for Buckinghamshire
- ◆ Encourage towns and parishes to come forward with proposals for affordable housing and facilitate implementation

Here are some other key achievements...

Work has been done to enable a shared IT platform across Chiltern and South Bucks District Councils. This will reduce costs and improve resilience.

99% of residents responded to the annual census.

New joint Finance procedures were introduced across Chiltern and South Bucks with a new Procurement Strategy and new Contracts Procedure Rules.

Winner of the 2013 Bucks Sports Award (Legacy category) for our schools indoor rowing championships. Schools entering have risen from 6 in 2013 to 8 in 2014.

The Beacon Centre contract has been extended, which will see investment into the facility by the operator of over £90K and annual savings to the Council of circa £40K.

Improved regulatory compliance in Food premises – now 90% in South Bucks District

Evreham Sports Centre was refurbished.

Worked closely with Members, Management and UNISON to develop proposals on Harmonisation of Terms and Conditions of Employment across Chiltern and South Bucks Councils with a new joint Pay Spine.

£400,000 of housing assistance was delivered in the form of loans and grants to those in most need.

Financial Summary 2013/14

Our Finances

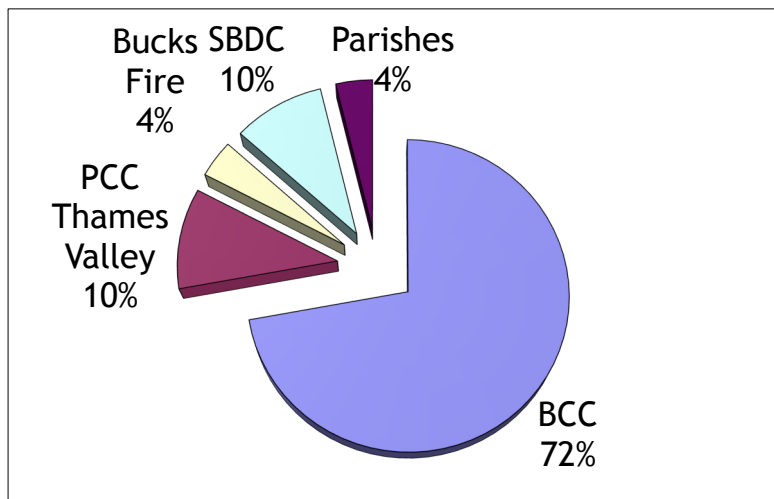
We want the Council's finances to be as clear and open as possible. This section explains how we have spent your money over the last year.

Council Tax and Business Rates

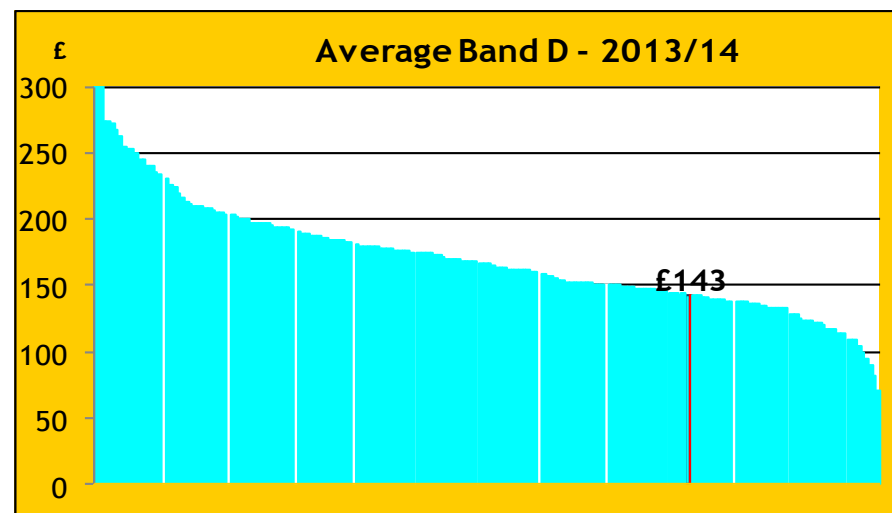
South Bucks District Council (SBDC) collects council tax on behalf of Buckinghamshire County Council (BCC), Police & Crime Commissioner for Thames Valley (PCC Thames Valley), Buckinghamshire and Milton Keynes Fire Authority, and local parish councils.

- ◆ Last year we raised a total of £46.9m in council tax on behalf of the above organisations, and collected 97.9% of the amounts due.
- ◆ We raised £29m in business rates and collected 98.8% of the amounts due. South Bucks share is 40% with Central Government receiving 50%, Bucks CC 9% and Bucks Fire 1%.

Where your Council Tax went to in 2013/14:



South Bucks has consistently set its element of council tax lower than average. In 2013/14 the South Bucks District Council Band D council tax was set at £143.00 for the year. This was amongst the lowest in the country as illustrated by the graph below (South Bucks shown as a red bar).



Last year the net cost of providing all the South Bucks District Council Services was £8.6m. This is net of all income from rents and fees & charges for services provided by the Council.

This was funded as follows:

- ◆ Central Government gave general grants totalling £2.2m,
- ◆ Non Domestic Ratepayers contributed £0.9m
- ◆ We earned £0.6m from interest and investment earnings, and
- ◆ Council taxpayers contributed £4.4m.

How have we spent our money?

The following table shows the cost of running council services between April 2013 and March 2014.

	Planned £'000	Actual £'000
Community Portfolio		
Community safety	192	182
Cultural and youth services	591	610
Community services	245	252
Elections and electoral registration	156	138
Other community services	10	4
	1,194	1,186
Environment Portfolio		
Refuse collection and recycling	1,711	1,674
District cleansing	1,162	1,199
Other environmental services	-341	-348
	2,532	2,525
Health & Housing Portfolio		
Environmental health	451	444
Housing	670	663
Licensing	92	103
Cemeteries	263	248
Other health & housing services	70	68
	1,546	1,526
Resources Portfolio		
Housing benefits and council tax support	359	303
Council tax and business rates collection	414	355
Support costs	850	861
Democratic processes	872	859
	2,495	2,378
Sustainable Development		
Planning & building control	1,768	1,841
	1,768	1,841
Other approved expenditure	310	265
Investment properties	-215	-224
Internal charge adjustments	-857	-881
Total Cost of Services	8,773	8,616

Capital Programme

In addition to income and expenditure for the day-to-day running of services, we have a capital programme for funding large projects. These projects are funded from capital receipts from the sale of surplus assets, Government grants and other contributions.

This was our capital expenditure in 2013/14:

- £ Housing Improvement Grants – £476k
- £ IT equipment and systems – £168k
- £ New waste & recycling service and vehicles – £2,228k
- £ Depot works—£992k
- £ Buildings and ground works – £55k
- £ Environmental Improvements – £16k
- £ Other – £21k

The largest element of the capital programme relates to the introduction of a new waste & recycling service, associated depot works and new vehicles.

Further Details

Further details about the Council's finances can be found in the Council's formal statement of accounts document which can be found on the Council's website at www.southbucks.gov.uk

What have we delivered in Partnership?

During the early part of 2013/14, Partners agreed membership for a new, merged Local Strategic Partnership and Steering Group, to generate cost savings and reduce duplication as well as aiming to build a stronger and more influential partnership for both Districts. The Chiltern and South Bucks Partnership brings together representatives from the community and voluntary sectors with all the public services operating within the District working on a wide variety of projects delivering outcomes across all of the Joint Sustainable Community Strategy priorities. A separate annual report is produced for the Chiltern and South Bucks Strategic Partnership but below is a brief overview of just some of the areas of work that have been undertaken during 2013/14.

Some of the projects undertaken in partnership

- ◆ Developed and refreshed the two separate Sustainable Community Strategies to produce a joint Chiltern and South Bucks Sustainable Community Strategy 2013 - 2026.
- ◆ Worked with the NHS Chiltern Clinical Commissioning Group to raise awareness among town and parish councils about social isolation among the elderly, and the importance of prevention.
- ◆ The Families First project, led by Bucks County Council, continued to identify and work with families with complex needs.

Other actions undertaken by the joint Partnership:

- ⇒ An Economy group was set up which includes representatives from large business corporations, local businesses, the education sector and the voluntary sector. The aim of this group is to advise the Partnership on key economic issues facing the districts and to identify resources and programmes needed to support the two economic communities.
- ⇒ Both districts are continuing to do more to ensure they are more environmentally friendly and trying to reduce the districts' carbon foot prints by wasting less energy, reducing the amount of waste going to landfill and encouraging residents and businesses to recycle more.
- ⇒ Chiltern and South Bucks District Councils are both founding members of the Green Deal Together Community Interest Company within the Thames Valley, providing local, trusted advice, support and implementation of energy efficiencies to both homes and businesses across Chiltern and South Bucks.
- ⇒ Property marking kits are being distributed across both districts in areas which have been identified as vulnerable to burglaries. Three years of data has been used to identify hotspot areas of crime in both districts. This has enabled for a more targeted approach which means resources have been used more efficiently.
- ⇒ The Safe Places scheme is being rolled out across the districts. The scheme helps vulnerable people deal with any incident that takes place about in the community - for example, harassment, bullying or anti-social behaviour. Above all, the scheme aims to help vulnerable people lead independent lives and feel safe.

How have we performed?

Performance has been improved or maintained on 49% of corporate indicators where change can be measured. Where targets are set, 62% of indicators have met or exceeded their target, with 22% of indicators missing their target by more than 10%. Information on Corporate indicators can be found in the performance tables from Page 19.

Performance Management and Data Quality

Within the Council we have a strong Performance Management Framework to drive continuous improvement. Managers take responsibility for performance within their departments and use the Covalent performance management software to monitor performance indicators, improvement actions and risk registers. Regular monthly monitoring reports on priority indicators and quarterly reports are produced for all performance indicators, actions and risks. Targets for all indicators are reviewed annually to ensure they are challenging whilst still achievable.

Data quality is an important area for the council and there is a continued focus on improving and developing the quality of data within the Council. The Council has Data Quality Standards in place which are reviewed every two years. This highlights the importance of maintaining good data quality. All new starters are made aware of the data quality standards, and online information management training is actively undertaken and monitored.



Staffing and Resources:

Continued support to managers and staff with sick absence has led to a reduction in days lost due to short-term sickness and better support for those with health issues. Despite having good attendance management practices in place, working days lost due to sick absence were higher than the previous year, due to long term sick absence due to surgery or acute illnesses. Voluntary leavers have risen from the previous year and are approaching underneath the public sector turnover rate, though this is to be expected during a period of change through the shared services programme with Chiltern District Council. The number of complaints received by departments continues to remain low and within target. The return of canvass forms remain high for the council and the County Council elections in May 2013 ran smoothly.

The percentage of council tax and non-domestic rates collected remained high and the speed of processing new housing benefit and council tax benefit claims improved on the previous year. Freedom of information (FOI) requests continued to increase, reaching a record 608, an increase of 38% on the previous year. Satisfaction with the internal legal client service remains high.

How have we performed?

Environment:

The amount of residual household waste per household is within target. The percentage of reuse, recycling and composting is just off target, but is expected to improve with the new waste and recycling service as it is better than last year, with only two months of the new waste collections included. The household refuse collections missed per month were well within target until February when the new waste service was introduced, resulting in the end of year figure failing to meet the target. This is expected to settle down by the end of quarter one of 2014/15.



The street cleanliness figures have all met their target for the year, however the number of flytipping incidents increased compared to last year and enforcement actions decreased, with 112 enforcement actions against fly tipping undertaken by South Bucks District Council Officers during 2013/14.

1,298 land charges searches were conducted, 99.9% within 5 days of receipt.

Sustainable Development:

Whilst building control applications checked within 10 working days went down to 94.5%, customer satisfaction with the service remains high at more than 95%.



Processing of 'major' and 'minor' applications within the set timescales improved year on year and are now just below target. Processing of 'other' applications to the targeted timescale remains on target but the percentage meeting the timescale has reduced slightly year on year to 96.55%. Planning appeals allowed is just under target at 32.9% and planning applicants satisfied or very satisfied with the service received has increased to over 91%.

The planning admin team continue to maintain high performance in processing and passing planning applications to case officers, taking an average of 3.54 days to do so against a target of 5 days. Regular progress monitoring meetings are in place to monitor enforcement where there is a breach of planning control.



How have we performed?

Community:

The rate of serious acquisitive crime remained steady in the District, after several years of falling, to a rate of 15.7 per 1,000 population. The Community Safety Partnership continue to deliver many projects in the district to raise awareness on crime prevention, for example how to secure your home from burglars campaign, “no doorstep selling” zones, a “don’t leave valuables in your car” campaign in pub car parks and “safe place” schemes. The County’s first Young Neighbourhood Watch scheme was launched in Burnham.



The number of young people taking part in art development programmes and sports development programmes remains high at over 2,500, and satisfaction rates with these events is above target at 92.98% satisfied. Satisfaction ratings with both the Beacon and Evreham Centres have increased, with over 50,000 attendances at the Evreham Centre and almost 78,000 attendances at the Beacon Centre over the last year. Following the opening of the new club house, the satisfaction rating of the South Buckinghamshire Golf Club has started to show an increase.



Health and Housing:

A further 25 affordable homes were delivered this year, including 12 new homes at Harvey House George Green, 7 acquisitions, 5 shared ownership properties and 1 cash incentive move. The number of households living in temporary accommodation at the end of year was above target at 36 households. This is reflected in the average length of stay in bed and breakfast accommodation which at 8.7 weeks is well above the 4 week target. Work is underway to reduce this. Homelessness was prevented for 20 households, with 3 households entering permanent accommodation via the Rent Deposit Scheme, below target. 100% of Disabled Facility Grant applications and Home Renovation Grant applications were processed within 15 working days.

The percentage of routine public requests that receive a response by the Environmental Health team remain high at 99%, with 98% of hackney carriage vehicle licences processed within 7 days together with 89% of drivers licences. Customer satisfaction for the licensing service remains high at 100% satisfied.



Performance Tables 2013/14

Key: Have we improved compared to 2012/13? ↑=Better, ↔=Same, ↓=Worse. / Are we on target? ✓=Exceeded it, ◻=Within 10%, ✗=Missed it

Code	Performance Indicator	2012/13 Value	Annual Target 2012/13	Current Performance				Future Targets			Latest Notes
				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
Leader's Portfolio											
BV12 (C)	Working days lost due to sickness absence	8.69	8.5	12.98	8.5	↓	✗	12	11	10	Sickness figures have increased due to some long term sick due to surgery or acute illnesses.
CE10 (C)	Number of complaints received	50	100	56	80	↓	✓	80	80	80	
ES1a (C)	% of canvass forms returned	99%	96%	99%	96%	↔	✓	90%	90%	90%	
PT1 (C)	Voluntary leavers as a % of workforce	7.67%	6%	11.04%	8%	↓	✗	8.00%	8.00%	8.00%	
Deputy Leader / Sustainable Development Portfolio											
BC1 (C)	Applications checked within 10 working days	98.37%	98%	94.50%	98%	↓	◻	98%	98%	98%	
BC5 (C)	Customer satisfaction with the service	96.12%	94%	95.50%	94%	↓	✓	94%	95%	95%	
BV10 6 (C)	New homes built on previously developed land	78.09%	80.00%	75.69%	80.00%	↓	◻	80.00%	80.00%	80.00%	

Key: Have we improved compared to 2012/13? ↑=Better, ↔=Same, ↓=Worse. / Are we on target? ✓=Exceeded it, ◻=Within 10%, ✗=Missed it

Code	Performance Indicator	2012/13 Value	Annual Target 2012/13	Current Performance				Future Targets			Latest Notes
				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
BV204 (C)	Planning appeals allowed	24.10%	30.00%	32.90%	30.00%	↓	✗	30.00%	30.00%	30.00%	
DM1 (C)	% of planning applicants who are satisfied or very satisfied with the service	88.70%	80%	91.70%	80%	↑	✓	80%	80%	80%	
DM2 (C)	% of new enforcement allegations where an initial site visit is undertaken within the timescales set out in the Enforcement Policy and Procedure	88	92	N/A	90	?	?	50	50	50	Performance information gathering is under review for reinstatement by quarter one of 2014/15
DM10 (C)	Av no days to process and pass planning applications to case officer	3.84	5	3.64	5	↑	✓	5	5	5	
NI 154 (C)	Net additional homes provided	226	74	144	74	↓	✓	63	56	49	
NI 157a (C)	Processing of planning applications: Major applications	68.42%	91.00%	78.95%	80.00%	↑	◻	80.00%	80.00%	80.00%	
NI 157b (C)	Processing of planning applications: Minor applications	87.79%	91.00%	90.49%	92.00%	↑	◻	90.00%	90.00%	90.00%	

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Code	Performance Indicator	2012/13 Value	Annual Target 2012/13	Current Performance				Future Targets			Latest Notes
				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
NI 157c (C)	Processing of planning applications: Other applications	98.11%	95.00%	96.55%	95.00%	↓	✓	95.00%	95.00%	95.00%	
NI 159 (C)	Supply of ready to develop housing sites	190.00%	100.00%	200.00%	100.00%	↑	✓	100%	100%	100%	
Resources Portfolio											
BV9 (C)	Percentage of Council Tax collected	98.30%	98.30%	97.90%	98.00%	↓	✓	98.00%	98.00%	98.00%	
BV10 (C)	Percentage of Non-domestic Rates Collected	99.00%	98.80%	98.80%	98.80%	↓	✓	98.80%	98.80%	98.80%	
BV76 d (C)	Housing Benefits Security number of prosecutions & sanctions	5.86	5	5.27	5	↓	✓	30 points	30 points	30 points	
BV78 a (C)	Speed of processing - new HB/CTB claims	20.1	19	16.9	19	↑	✓	19	19	19	
BV78 b (C)	Speed of processing - changes of circumstances for HB/CTB claims	8.5	8	7.9	8	↑	✓	8	8	8	

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				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
CIM1 (C)	% of responses to FOI requests sent within 20 working days	58%	90%	99%	90%	↑	✓	90%	90%	90%	
CP1b (C)	Website rating (SiteMorse) - PI for monitoring purposes only	104	150	247	125	↓	✗	PI deleted going forward			The new website has improved content, effective 1st April 2014
LG1c (C)	Client satisfaction with the overall service	98.70%	96%	100%	96%	↑	✓	96%	98%	98%	
NI 181 (C)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.1	12.5	9	12.5	↑	✓	12.5	12.5	12.5	
Environment Portfolio											
LC1 (C)	Standard searches carried out within 5 working days	95.30%	96%	99%	96%	↑	✓	97%	97%	97%	
NI 191 (C)	Residual household waste per household	546	575	511	570	↑	✓	565	565	555	

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				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
NI 192 (C)	Percentage of household waste sent for reuse, recycling and composting	32.48%	34.50%	33.39%	35.00%	↑	✗	40.00%	40.00%	50%	New waste service should increase recycling.
NI 193 (C)	Percentage of municipal waste land filled	67.52%	65.50%	66.61%	65.00%	↑	✗	60.00%	60.00%	50%	New waste service should increase recycling.
NI 195a (C)	Street cleanliness indicator (Levels of Litter)	2.00%	3.00%	1.00%	3.00%	↑	✓	3.00%	3.00%	3.00%	
NI 195b (C)	Street cleanliness indicator (Levels of Detritus)	3.00%	5.00%	0.50%	5.00%	↑	✓	5.00%	5.00%	5.00%	
NI 195c (C)	Street cleanliness indicator (Levels of Graffiti)	0.00%	2.00%	0.00%	2.00%	↔	✓	2.00%	2.00%	2.00%	
NI 195d (C)	Street cleanliness indicator (Levels of Fly-posting)	0.00%	1.00%	0.00%	1.00%	↔	✓	1.00%	1.00%	1.00%	
NI 196 (C)	Improved street and environmental cleanliness - fly tipping	2	2	3	2	↓	✗	2	2	2	

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				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
NI 197 (C)	Improved Local Biodiversity - proportion of Local Sites (Local Wildlife or Local Geological Site) where positive conservation management has been or is being implemented	50%	45%	50%	47%	↔	✓	49%	49%	49%	Information not updated during 2013/14. To be reviewed in the future by Bucks County Council.
PC03 (C)	Household refuse collections missed per month	56	75	95	75	↓	✗	75	75	75	Well below target until new waste service in February 2014
Community Portfolio											
C&YS 01a (C)	Number of young people taking part in art development programmes	2,374	1,800	1,804	1,800	↓	✓	PI deleted going forward			
C&YS 01s (C)	Number of young people taking part in sports development programmes	2,847	1,800	783	1,800	↓	✗	1,800	1,835	1,855	
C&YS 02 (C)	Customer satisfaction rating at the Beacon Centre.	78.45%	79%	80.04%	80%	↑	✓	81%	81%	82%	

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C&YS 03 (C)	Customer satisfaction rating at the Evreham Centre.	84.50%	82%	84.69%	82%	↑	✓	82%	78%	75%	
C&YS 04a (C)	Customer Satisfaction rating of arts events	90.85%	86%	92.98%	87%	↑	✓	PI deleted going forward			
C&YS 04s (C)	Customer Satisfaction rating of sports events	89.81%	86%	92.98%	87%	↑	✓	88%	88%	89%	
C&YS 05 (C)	Customer satisfaction rating at the South Buckinghamshire Golf Course	68.13%	75%	70.32%	76%	↑	◻	t.b.a.	t.b.a.	t.b.a.	Indicator moved to the Farnham Park Golf Trust
NI 15 (C)	Serious violent crime rate	2.79	Not set	2.82	2.73	↓	◻	PI deleted going forward			
CS2 (C)	Percentage reduction in violent offences against a person [from 2011/12 baseline 672]	New indicator replacing NI15						Data only			
NI 16 (C)	Serious acquisitive crime rate	15.63	16.12	15.7	15.32	↓	◻	PI deleted going forward			
NI 16a (C)	Domestic burglaries per 1,000 households	11.9	Not set	11.7	11.6	↑	✓	PI deleted going forward			

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CS3 (C)	Percentage reduction in burglaries from dwellings [from 2011/12 baseline of 317]	New indicator replacing NI16a						Data only			
NI 16b (C)	Robberies per 1,000 Population	0.6	Not set	0.4	0.6	↑	✓	PI deleted going forward			
NI 16c (C)	Theft of vehicle incidents per 1000 population	1.5	Not set	1.2	1.5	↑	✓	PI deleted going forward			
NI 16d (C)	Theft from vehicle incidents per 1000 population	8.61	Not set	9.24	8.44	↓	◻	PI deleted going forward			
CS1 (C)	Percentage reduction in theft from motor vehicles	New indicator replacing NI16d						Data only			
Health and Housing Portfolio											
BV213 (C)	Preventing Homelessness - number of households where homelessness prevented	31	20	20	20	↓	✓	20	20	20	Will be renamed JtHS5b (C)
EH3 (C)	Routine public requests that received a response in 4 days.	99.45%	99.50%	99%	99.50%	↓	◻	99.50%	99.50%	99.50%	

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				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
EH6 (C)	% Customer Satisfaction responses rating the service as satisfied or very satisfied	75%	75%	75%	75%	↔	✓	75%	75%	75%	
Jt EH1 (C)	Percentage of food premises inspected when they were due	New indicator for 2014/15						98%	98%	98%	
Jt EH2 (C)	Percentage of food premises (Risk Rating A to C) that are broadly compliant	New indicator for 2014/15						89%	89%	89%	
HS1 (C)	Households receiving heating/insulation improvements (per quarter)	143	9	0	9	↓	✗	50	50	50	None delivered due to roll out of Green Deal. Will be renamed JtHS6b (C)
HS2 (C)	% Grant applications processed within 15 working days	New for 2013/14		100%	98%	New	✓	PI deleted going forward			

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				Actual 2013/14	Target 2013/14	Have we improved ?	Are we on target?	2014/15	2015/16	2016/17	
HS8 (C)	Homeless households entering permanent accommodation via Rent Deposit scheme.	7	12	3	9	↓	✗	9	9	9	Benefit changes led to reluctance of private landlords to let to housing benefit claimants. Will be renamed JtHS7b (C)
HS9 (C)	Average length of stay (weeks) of ALL households in Bed & Breakfast accommodation (monthly rolling figures).	4.2	5	8.7	4	↓	✗	PI deleted going forward			Impacted by increase in homelessness applications during 2013/14.
JtHS1 b (C)	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (Snapshot figure)	New indicator replacing HS9						0	0	0	
JtHS2 b	Number of affordable homes delivered by (i) new build and (ii) vacancies generated by local authority scheme	New indicator replacing NI155						22	22	22	

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JtHS3 b	Average Length of stay in B & B temporary accommodation for (i) all households and (ii) households with/expecting children	New indicator - quarterly						4	4	4	
JtHS4 b	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	New indicator - annual						15	15	15	
LI 08 (C)	% Hackney Carriage/private hire drivers licences received and renewed within 7 days	94%	98%	89%	98%	↓	◻	98%	98%	98%	Will be renamed JtLI1 (C)
LI 09 (C)	% Hackney Carriage/private hire vehicle licences received and renewed within 7 days	100%	98%	98%	98%	↓	✓	98%	98%	98%	Will be renamed JtLI2 (C)
LI 15 (C)	% of customers satisfied with the service received (Licensing)	100%	89%	100%	89%	↔	✓	89%	89%	89%	Will be renamed JtLI3 (C)

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Jt LI4 (C)	Percentage of all licensing applications which are completed online	New Indicator - quarterly						96%	96%	96%	
NI 155 (C)	Number of affordable homes delivered (gross)	36	30	25	24	↓	✓	PI deleted going forward			Replaced by JtHS2b (C)
NI 156 (C)	Number of households living in temporary accommodation	11	15	36	15	↓	✗	30	15	15	Will be renamed JtHS8b (C)

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