

Appendix B - SBDC Quarterly Corporate Performance Indicator Report - (Quarter 2 - 2015-16)

Note: Excludes Priority Performance Indicators - see Appendix A

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PI code	Name	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
Leader's Portfolio																			
SbCP1 (C)	Number of unique visitors to the main website (by period)	207574	data only	21,997	26,378	19,827	20228	19567	20,193							data only	n/a	Rachel Prance	
SbHR2 (C)	Voluntary leavers as a percentage of workforce (extrapolated for year)	13%	8%			17.91%			11.94%							8%	<input checked="" type="checkbox"/>	Judy Benson	Eight leavers during the half year, average headcount 134. Extrapolated for the year this would equate to 16 leavers. 11.94%. Details are under analysis and will be reported to Personnel Committee.
Resources																			
SbBS1 (C)	Availability of ICT systems to staff from 7.30 am to 6.30 pm (by period)	new PI	99.50%			99.90%			99.90%							99.50%	<input checked="" type="checkbox"/>	Sim Dixon	Monthly figures as provided in Steria reports are: July - Network availability 100%, critical application availability 99.86% August - Network availability 100%, critical application availability 99.93% September - Network availability 100% critical application availability 99.96%
SbBS2 (C)	Percentage of calls to Steria resolved within SLA period (by period)	new PI	95%	100.00%	100.00%	100.00%	97.80%	92.70%	95.80%							95%	<input checked="" type="checkbox"/>	Sim Dixon	93 incidents and 75 service requests raised and resolved during September.
SbBS3 (C)	Percentage of responses to FOI requests sent within 20 working days (by month)	88%	90%	95%	93%	100%	100%	61%	98%							90%	<input checked="" type="checkbox"/>	Sim Dixon	Due to deadlines for processing, this will always be reported one month in arrears. There is a system fault in Vuelio, preventing reports running, currently under investigation. Once this is resolved, the information will be extracted.
SbCS1 (C)	Number of complaints received (cumulative)	42	80	4	8	9	12	18	20							80	<input checked="" type="checkbox"/>	Nicola Ellis	
SbLD2 (C)	Percentage of canvass forms returned	98.00%	90%	annual PI										90%	?	Joanna Swift	Reported annually.		
SbLD3 (C)	Standard searches carried out within 5 working days (cumulative)	97.10%	96%	100%	100%	100%	100%	100%	99.80%							97%	<input checked="" type="checkbox"/>	Joanna Swift	
JtLD1 (C)	Client satisfaction with the shared service. Percentage satisfied or very satisfied.	100%	96%	6 monthly					90.00%	6 monthly					94%	<input type="checkbox"/>	Joanna Swift	Work pressures caused delay dealing with a specific case, causing satisfaction to dip.	

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JtPF1 (C)	Percentage of faults fixed within SLA period (for implementation when new joint contract starts towards end of 2016)	new PI	new PI			n/a			n/a							t.b.a.	n/a	Chris Marchant	New PI for when the new plant maintenance contract is implemented.
Healthy communities																			
SbCL1a (C)	Customer satisfaction rating at the Beacon Centre.	92%	81%	annual PI												81%	?	Martin Holt	Reported annually.
SbCL1b (C)	Customer satisfaction rating at the Evreham Centre.	81%	82%	annual PI												78%	?	Martin Holt	Reported annually.
SbCL1c (C)	Satisfaction rating at the Farnham Park Golf Trust	N/A	77%	annual PI												77%	?	Martin Holt	Reported annually.
JtLI3 (C)	Percentage of customers satisfied with the service received (Licensing) - (annual)	67%	89%	annual PI												89%	?	Martin Holt	Reported annually.
JtLI5 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative quarterly)	98.10%	95%			83.20%			97.70%							97%	<input checked="" type="checkbox"/>	Martin Holt	12 out of 517 not dealt with within timescales.
SbCmSf 1 (C)	Percentage reduction in burglaries from dwelling, rolling year on year (quarterly)	36.00%	data only			35.10%			24.40%							data only	n/a	Martin Holt	The number of burglary to dwellings has decreased when compared to previous rolling year - 201 compared to 266 the previous year.
SbCmSf 3 (C)	Percentage reduction in theft from vehicle, rolling year on year (quarterly)	36.00%	data only			27.70%			25.70%							data only	n/a	Martin Holt	This has decreased from 522 offences to 388, year on year to 30th September 2015.
SbEH2 (C)	Percentage of food premises (risk rating A to C) that are broadly compliant (snapshot quarterly)	90%	89%			91%			94%							88%	<input checked="" type="checkbox"/>	Martin Holt	Total food premises 553, broadly compliant is 518. Source: local EH database.
SbEH3 (C)	Percentage customer satisfaction responses rating the service as satisfied or very satisfied (environmental health)	75%	75%			75%			75%							75%	<input checked="" type="checkbox"/>	Martin Holt	Estimated based on previously collected data, due to system problem which is under investigation.

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SbHS2 (C)	Number of affordable homes delivered by (i) new build (ii) vacancies generated by local authority scheme (iii) acquisition of existing properties for social housing (cumulative)	23	22			0			0							22 (5.5)	<input checked="" type="checkbox"/>	Martin Holt	No additional affordable homes/ vacancies delivered this year. Registered providers (including L & Q) are reviewing business plans following Government policy announcements.
SbHS3i (C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of period)	9.90	4			10.80			6.90							4	<input checked="" type="checkbox"/>	Martin Holt	Whilst the situation has improved in September, demand continues to be high, reflecting national trends.
SbHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	0.00	15	annual PI												15	?	Martin Holt	Reported annually.
SbHS9 (C)	Bucks Home Choice - rolling year on year percentage change in number of applicants (quarterly)	new PI	new PI			20.00%			48.00%							t.b.a.	n/a	Martin Holt	The number registered at 30/9/15 was 440 compared to 296 the previous year.
Sustainable development																			
JtBC1 (C)	Applications checked within 10 working days	83.64%	82%	79.00%	86.30%	83.05%	84.20%	88.20%	88.30%							85%	<input checked="" type="checkbox"/>	Peter Beckford	
JtBC4 (C)	Customer satisfaction with the building control service. (cumulative)	95.16%	93%	94.00%	94.44%	91.23%	91.90%	92.00%	92.70%							94%	<input type="checkbox"/>	Peter Beckford	
SbPP1 (C)	Net additional homes provided	139	63	annual PI												199	?	Peter Beckford	Reported annually.
SbSD7 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service	91%	80%	95.60%	92.30%	91.30%	92.70%	93.64%	91.54%							80%	<input checked="" type="checkbox"/>	Peter Beckford	
SbSD8 (C)	Planning appeals allowed.	40.30%	30%	25.00%	14.30%	23.10%	29.20%	29.00%	27.80%							30%	<input checked="" type="checkbox"/>	Peter Beckford	
SbSD10 (C)	Processing of planning applications: minor applications (cumulative)	94.75%	92%	100%	100%	100%	100.00%	98.60%	98.36%							92%	<input checked="" type="checkbox"/>	Peter Beckford	180 out of 183 applications received were processed on time.
SbSD11 (C)	Processing of planning applications: other applications (cumulative)	98.72%	95%	97.80%	98.82%	98.88%	98.68%	98.22%	98.31%							95%	<input checked="" type="checkbox"/>	Peter Beckford	524 out of 533 were processed on time.

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SbSD12 (C)	Percentage of new enforcement allegations where an initial site visit is undertaken within 20 days (the timescales set out in the Enforcement Policy and Procedure) (snapshot)	92.17%	50%			84.31%			87.50%							50%	<input checked="" type="checkbox"/>	Peter Beckford	48 new allegations, 42 within timescale, 6 still have some days to go before time limit expires.
Environment																			
SbWR1 (C)	Household refuse collections, number of containers missed per month (calculated by P&C team on weekly basis)	155	75	72	69	118	130	84	106							125	<input checked="" type="checkbox"/>	Chris Marchant	
SbWR3 (C)	Percentage of household waste sent for reuse, recycling and composting (cumulative)	51.91%	40%	51.58%	54.87%	55.54%	54.12%	55.59%	52.55%							50%	<input checked="" type="checkbox"/>	Chris Marchant	