

Future Town Future Council Programme measures																				
Future Town Future Council Programme	Measure Description	Target Q3 15/16	Actual Q3 15/16	Status Q3 15/16	Target Q4 15/16	Actual Q4 15/16	Status Q4 15/16	Target Q1 16/17	Actual Q1 16/17	Status Q1 16/17	Target Q2 16/17	Actual Q2 16/17	Status Q2 16/17	Target Q3 16/17	Actual Q3 16/17	Status Q3 16/17	Target Next Quarter	Forecast Next Quarter	Status Next Quarter	
Community Neighbourhood Management	CNM2g: Garage Voids as a percentage of stock	12.5%	12.0%	★	12.0%	12.0%	★	12.0%	11.5%	★	12.0%	11.3%	★	12.0%	11.4%	★	12.0%	11.4%	★	
Connected to our Customers	EAA1 Comres - Percentage of stage 1 complaints responded to within 10 working days	95.0%	76.0%	▲	95.0%	75.0%	▲	95.0%	87.6%	★	95.0%	90.3%	●	95.0%	92.0%	★	95.0%	93.0%	★	
Connected to our Customers	EAA1: Customer satisfaction with CSC customer service	88.0%	87.6%	★	88.0%	87.6%	★	88.0%	91.4%	★	88.0%	92.0%	★	88.0%	91.0%	★	88.0%	91.0%	★	
Connected to our Customers	EAA2 (digstrat1) - Percentage Channel shift monitoring - CSC reduction	5.0%	12.0%	☆	15.0%	26.0%	☆	10.0%	20.0%	☆	10.0%	23.0%	☆	10.0%	15.0%	☆	10.0%	15.0%	☆	
Connected to our Customers	EAA2 (digstrat2) - Percentage Channel shift monitoring - online increase	5.0%	18.9%	☆	15.0%	16.9%	☆	15.0%	15.4%	☆	15.0%	23.0%	☆	15.0%	24.0%	☆	15.0%	15.0%	★	
Excellent Council Homes for Life	ECHFL - EW: Percentage of tenants satisfied with external works completed	New measure - no data							75.0%	92.3%	☆	75.0%	91.5%	☆	75.0%	90.7%	☆	75.0%	88.0%	☆
Excellent Council Homes for Life	ECHFL - IW: Percentage of tenants satisfied with internal works completed	New measure - no data							80.0%	100.0%	☆	80.0%	100.0%	☆	80.0%	100.0%	☆	80.0%	90.0%	★

Excellent Council Homes for Life	ECHFL1: Percentage of Homes maintained as decent	91.9%	92.0%	★	83.4%	83.8%	★	84.9%	85.0%	★	86.6%	86.7%	★	88.6%	88.3%	★	76.4%	76.4%	★
Employer of Choice	EoC4a: Percentage of apprentices in post as percentage of workforce.	New measure - no data						1.5%	1.6%	▲	1.5%	1.3%	▲	1.5%	0.3%	▲	1.5%	2.0%	☆
Financial Security	FS1 (LACC1) 2016/17 GF approved savings removed from GF budget	727368	606430	●	727368	592920	●	556040	556040	●	556040	508230	●	556040	488267	●	556040	488267	●
Financial Security	FS2 (LACC2): 2016/17 HRA approved savings removed from HRA	283920	281370	★	283920	218780	▲	158370	158370	★	158370	158370	★	158370	158370	★	158370	158370	★
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Financial Security	FS3 (Futsav1b): Percentage of GF savings identified to meet three year target	New measure - no data						15.0%	38.9%	☆	25.0%	50.7%	☆	40.0%	53.7%	☆	50.0%	53.7%	★
Financial Security	FS4 (Futsav2b): Percentage of HRA savings identified to meet three year target	New measure - no data						15.0%	23.0%	☆	25.0%	47.6%	☆	40.0%	47.6%	☆	50.0%	47.6%	★

Housing Development Delivery	HDD1b (formally NB1) - New Build Spend v Budget	70.0%	32.2%	▲	100.0%	31.7%	▲	75.0%	95.0%	☆	75.0%	75.0%	☆	95.0%	95.0%	☆	95.0%	95.0%	☆
Housing Development Delivery	HDD1c - Number of affordable homes delivered (gross) by the Council	12	15	☆	24	17	▲	0	5	☆	0	15	☆	0	21	☆	28	24	●

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Communities & Neighbourhood	CS8: Anti-social behaviour per 1,000 population	29.19	35.1	▲	29.19	33.8	▲	8.96	10.16	▲	18.11	20.8	▲	24.75	30.04	▲	31.49	40.53	▲
Communities & Neighbourhood	CS9: Criminal damage per 1,000 population	9.57	12.6	▲	9.57	12.8	▲	3.21	3.61	▲	6.13	6.63	●	8.97	7.64	☆	11.97	10.19	☆
Communities & Neighbourhood	LCCS11a: Usages of/visits to culture/leisure facilities managed by Stevenage Leisure Ltd	557493	567655	☆	758222	782094	☆	186598	186598	☆	367917	356907	▲	567655	591024	☆	782094	782094	☆
Communities & Neighbourhood	NI15b: The rate of violence against the person (victim based crime) per 1,000 population	18	25.3	▲	18	24.8	▲	5.87	6.81	▲	12.14	16.3	▲	17.93	25.75	▲	23.07	34.3	▲
Corporate Projects, Customer Services & Technology :	CSC12: Percentage of calls abandoned in the Customer Service Centre	8.8%	12.3%	▲	8.8%	10.1%	●	8.8%	2.4%	☆	8.8%	3.9%	☆	8.8%	3.6%	☆	8.8%	3.9%	☆

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Theme/Service		Target Q3 15/16	Actual Q3 15/16	Status Q3 15/16	Target Q4 15/16	Actual Q4 15/16	Status Q4 15/16	Target Q1 16/17	Actual Q1 16/17	Status Q1 16/17	Target Q2 16/17	Actual Q2 16/17	Status Q2 16/17	Target Q3 16/17	Actual Q3 16/17	Status Q3 16/17	Target Next Quarter	Forecast Next Quarter	Forecast Next Quarter Status
Corporate Projects, Customer Services & Technology :	CSC13: Percentage of calls closed at first point of contact by the Customer Service Centre	62.0%	57.7%	★	62.0%	56.8%	●	60.0%	60.3%	★	60.0%	59.7%	★	61.0%	57.5%	★	62.0%	60.0%	★
Corporate Projects, Customer Services & Technology :	CSC4: Percentage of telephone calls to the Customer Service Centre answered within 20 secs	55.0%	42.1%	▲	55.0%	49.2%	▲	55.0%	77.6%	☆	55.0%	68.0%	☆	55.0%	69.7%	☆	55.0%	68.0%	☆
Corporate Projects, Customer Services & Technology :	CSC5: Percentage of walk-in customers to the Customer Service Centre served within 20mins	83.0%	77.8%	●	85.0%	77.3%	▲	85.0%	87.7%	★	85.0%	84.0%	★	85.0%	85.2%	★	85.0%	85.0%	★
Corporate Projects, Customer Services & Technology :	Cust1: Percentage complaints progressing to stage 2 and 3 that are upheld or partially upheld	40.0%	31.0%	☆	40.0%	35.0%	★	40.0%	33.3%	☆	40.0%	43.4%	●	40.0%	42.6%	●	40.0%	42.5%	●
Corporate Projects, Customer Services & Technology :	ICT1: Percentage availability of core systems during supported hours	99.0%	98.8%	★	99.0%	99.3%	★	99.0%	99.5%	★	99.0%	99.5%	★	99.0%	99.5%	★	99.0%	99.5%	★

Corporate Projects, Customer Services & Technology :	ICT3:Percentage user satisfaction with business benefits delivered by ICT	55.0%	69.0%	☆	60.0%	73.0%	☆	65.0%	66.0%	★	70.0%	78.0%	★	70.0%	79.4%	★	70.0%	80.0%	★
Corporate Transformation & Support	CC2: Percentage of press releases published in the media (current qtr)	87.0%	90.0%	★	87.0%	100.0%	☆	95.0%	100.0%	☆	95.0%	86.0%	●	95.0%	90.0%	●	95.0%	95.0%	★
Corporate Transformation & Support	Pe1: Total Human Capital - measures Workforce Stability	New measure - no data						85.0%	89.0%	★	85.0%	93.0%	☆	85.0%	88.0%	★	85.0%	85.0%	★

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Corporate Transformation & Support	Pe2: Agency Usage as a percentage of total workforce	New measure - no data							10.0%	12.0%		8.0%	10.2%		6.0%	12.0%		12.0%	12.0%	
Corporate Transformation & Support	Pe3: Internal Transfers/Secondments as percentage of total workforce	New measure - no data							5.0%	10.1%	☆	5.0%	6.5%	☆	5.0%	3.1%	▲	5.0%	5.0%	☆
Corporate Transformation & Support	Pe4: Sickness Absence Figures (rolling 12 months)	8.5	8.37	☆	8.5	8.16	☆	8	8.68	●	8	9.08	▲	8	8.74	●	8	9	●	
Corporate Transformation & Support	Pe6: Appraisal completion	70.0%	87.5%	☆	95.0%	95.2%	☆	100.0%	50.2%	▲	100.0%	95.8%	▲	100.0%	99.0%	☆	100.0%	100.0%	☆	
Finance & Estates :	BV10: Percentage of non-domestic rates due for the financial year received by the authority	88.5%	88.1%	☆	96.0%	98.4%	☆	35.0%	35.9%	☆	60.0%	62.1%	☆	88.0%	89.8%	☆	98.4%	98.4%	☆	
Finance & Estates :	BV9: Percentage of Council Tax collected	89.0%	88.6%	☆	96.0%	96.3%	☆	33.0%	33.8%	☆	61.0%	61.3%	☆	88.0%	88.9%	☆	96.4%	96.4%	☆	
Finance & Estates :	NI181: Time taken (days) to process housing benefit new claims and change events	16	12.11	☆	16	8.94	☆	14	10.78	☆	13	10.79	☆	12	10.3	☆	10	10.0	☆	
Housing & Investment :	Assets 5: Percentage of assets known to be health and safety compliant	95.0%	91.0%	▲	95.0%	92.0%	▲	100.0%	93.0%	▲	100.0%	97.0%	▲	100.0%	97.0%	▲	100.0%	98.0%	▲	

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Housing & Investment :	BV213: Homelessness preventions	300	279	▲	360	407	☆	90	88	●	200	186	▲	300	250	▲	360	330	▲	
Housing & Investment :	BV66a: Rent collection rate	97.9%	98.2%	☆	98.8%	98.8%	☆	93.3%	93.9%	☆	96.3%	96.4%	☆	97.8%	98.2%	☆	98.8%	98.8%	☆	
Housing & Investment :	NI156: Number of households in temporary accommodation (at end of	80	86	▲	80	91	▲	100	97	☆	100	94	☆	100	98	☆	100	100	☆	
Housing & Investment :	VGC1: Percentage of dwellings with a valid gas certificate	New measure - no data							100.0%	100.0%	☆	100.0%	100.0%	☆	100.0%	100.0%	☆	100.0%	100.0%	☆
Housing & Investment :	Voids sheltered: The time taken to relet standard sheltered voids	68.89	58.92	▲	68.42	59.76	▲	60	62.67	●	60	68.47	▲	60	76.52	▲	60	78	▲	
Housing & Investment :	VoidsGN: The time taken to relet standard general needs voids	19.33	20.41	☆	18.5	21.92	☆	30.33	24.28	☆	28.67	25.2	☆	27	27.89	☆	25.25	26	☆	
Planning & Regulatory :	ELL1: Percentage of known HMOs that are free from category 1 hazards	98.0%	99.1%	☆	98.0%	100.0%	☆	98.0%	98.5%	☆	98.0%	98.9%	☆	98.0%	97.7%	☆	98.0%	98.0%	☆	
Planning & Regulatory :	NI157a: Percentage of major planning applications determined in 13 weeks	60.0%	100.0%	☆	60.0%	100.0%	☆	60.0%	100.0%	☆	60.0%	100.0%	☆	60.0%	100.0%	☆	60.0%	80.0%	☆	
Planning & Regulatory :	NI157b: Percentage of minor planning applications determined within 8 weeks	65.0%	92.1%	☆	65.0%	93.9%	☆	65.0%	100.0%	☆	65.0%	98.0%	☆	65.0%	98.6%	☆	65.0%	95.0%	☆	

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Planning & Regulatory :	NI157c: Percentage of other planning applications determined within 8 weeks	80.0%	93.3%	★	80.0%	92.9%	★	80.0%	98.1%	☆	80.0%	97.2%	☆	80.0%	97.1%	☆	80.0%	95.0%	★
Planning & Regulatory :	NI184: Food establishments in the area broadly compliant with food hygiene law	95.0%	95.3%	★	95.0%	96.9%	★	95.0%	97.0%	★	95.0%	97.0%	★	95.0%	97.0%	★	95.0%	97.0%	★
Stevenage Direct Services :	NI191: Residual household waste per household (kgs)	392	390	★	500	531	▲	135	134	★	265	256	★	392	390	★	510	510	★
Stevenage Direct Services :	NI192: Percentage of household waste sent for reuse, recycling and composting	45.0%	39.0%	▲	46.0%	39.0%	▲	42.0%	42.0%	★	42.0%	43.6%	★	43.0%	43.0%	★	43.0%	43.0%	★
Stevenage Direct Services :	NI195a: Percentage of inspected areas where levels of litter fall below an acceptable standard	3.0%	0.0%	☆	3.0%	3.0%	★	3.0%	3.0%	★	3.0%	3.0%	★	3.0%	3.0%	★	3.0%	3.0%	★
Stevenage Direct Services :	NI195b: Percentage of inspected areas where levels of detritus fall below an acceptable standard	10.0%	5.4%	☆	10.0%	8.0%	★	10.0%	10.0%	★	10.0%	10.0%	★	10.0%	9.0%	★	10.0%	10.0%	★
Stevenage Direct Services :	NI195c: Percentage of inspected areas where visible graffiti falls below an acceptable standard	1.8%	2.0%	●	1.8%	1.4%	★	1.8%	1.4%	★	1.8%	1.8%	★	1.8%	1.5%	★	1.8%	1.8%	★
Stevenage Direct Services :	NI195d: Percentage of inspected areas where visible fly-posting falls below an acceptable standard	0.0%	0.0%	★	0.0%	0.0%	★	0.0%	0.0%	★	0.0%	0.0%	★	0.0%	0.5%	★	0.0%	0.0%	★