

Lichfield District Council corporate indicators
2019/2020 end of financial year position

Community Outcomes	Success will be measured by	Corporate Indicators	Source	2015/16	2016/17	2017/18	2018/19	2019/20	Overall direction of travel (4 year period)	Staffordshire 2019/2020 average where available	England 2019/20 average where available	Comments
Vibrant and prosperous economy	More local jobs and more people in employment	Number of jobs (total employment)	ONS	48,000	56,000	55,000	Not yet available - see WM comparator	Not yet available - see WM comparator	↑	51,125 (2017/18)	N/A	Latest district level figures are not yet available from the ONS and the West Midlands data has been recorded as a comparator.
		Number of jobs (total employment) West Midlands	ONS	2,850,389	2,914,352	2,957,488	2,960,000	Not yet available	↑	N/A	N/A	
		Percentage increase in occupational sector (major groups 1 - 3)	ONS	11.01%	-10.70%	4%	21.37%	34.50%	↑	N/A	N/A	('Managers, directors and senior officials', 'Professional occupations' and 'Associate profession and technical'). Figure for 2019/20 is as at September 2019.
		% of the working age population (16-64) in employment	ONS	79.10%	76.50%	77.00%	76.40%	76.90%	↓	79.10%	77.00%	As at December 2019
		Number of working age population claimants of Job Seekers Allowance including Universal Credit	ONS	284	275	229	995	1,320	↑	1,447	N/A	Prior to April 2018 this was only the number of JSA claimants. More people are required to seek work under UC than JSA which is why figures have increased dramatically from April 2018.
		The percentage of adults 16-64 with NVQ level 3 or above	ONS	55.10%	55.90%	60.40%	57.70%	62.00%	↑	57.30%	58.50%	
	More new businesses locate in our district	Total value of Rateable Value (RV)	LDC	£82,594,000	£88,145,000	£89,859,000	£90,105,038	£89,881,045	■	£92,100,000	N/A	
		New measure of retail/office floor space	LDC	229 m ²	229 m ²	0 m ²	1645 m ²	6562m ²	↑	N/A	N/A	
		Number of business start-ups	ONS	760	585	540	Not yet available	Not yet available	N/A	N/A	N/A	
	More businesses succeed	Vacancy rates - Lichfield city centre	LDC	9.15%	6.29%	6%	6.21%	4%	↓	N/A	N/A	Figures at January 2020
		Vacancy rates - Burntwood town centre	LDC	4.55%	4.47%	6%	4.50%	2.94	↓	N/A	N/A	Figures at January 2020
	More visitors and greater visitor spend in our district	Number of visitors to the district	LDC	2,500,900	2,551,800	2,601,200	2,675,100	Available Sept/Oct 2020	↑	N/A	N/A	Figures are for calendar years, not financial years
		Visitor spending	LDC	£119,118,000	£121,551,000	£123,332,000	£125,982,000	Available Sept/Oct 2020	↑	N/A	N/A	Figures are for calendar years, not financial years
	New offices, retail and manufacturing space will be built	Number of non domestic premises/ properties	LDC	2,890	3,010	3,011	3,038	3,076	↑	3,306	1,932,620	
	Healthy and safe communities	More people will be active and healthy	Percentage of adults (aged 19+) that meet the Chief Medical Officer's recommendations for physical activity (150+ moderate intensity equivalent minutes per week)	Active Lives Survey	N/A	N/A	58%	57.60%	65.90%	↑	58.70%	63.30%
Percentage of respondents in Lichfield District who feel happy			Feeling the difference survey (Staffs Police)	N/A	N/A	83%	81%	Not Available	↓	73%	N/A	Feeling the difference survey has not been carried out in 2019
More people involved in volunteering & community activity		% or respondents who have given unpaid help to groups, clubs or organisations	Feeling the difference survey (Staffs Police)	N/A	N/A	14%	10%	Not available	↓	12%	N/A	Feeling the difference survey has not been carried out in 2019
Fewer people & families will be homeless		% of the population who find it difficult or very difficult to cope on current income	Experian Data	N/A	23%	23%	7%	7%	↑	N/A	N/A	Latest figure is for percentage of households (3,038 in number), previous figures were for percentage of population, so are not comparable.
		Percentage of households in fuel poverty	Department for Business, Energy & Industrial Statistics	9.5%	9.5%	9.4%	9.1%	https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/0/gid/1000041/pat/6/par/E12000005/ati/101/are/E07000194	↓	10.05% (2018)	10.3% (2018)	Latest available data is for 2018.
		Rough sleeping rate per 10,000 households	LDC	0.7	0.23	0.07	1.2	1.2	↑	N/A	2.0	
		Proportion of households in council tax arrears	LDC	2,895	2,723	2,440	2,493	2,769	↓	N/A	N/A	
More people will feel safer & less worried about crime and anti-social behaviour		% of respondents who feel fairly/very safe in their local area during the day	Feeling the difference survey (Staffs Police)	99%	99%	99%	98%	Not Available	↓	99%	N/A	Feeling the difference survey has not been carried out in 2019
		% of respondents who feel fairly/very safe in their local area after dark	Feeling the difference survey (Staffs Police)	83%	88%	87%	98%	Not Available	↑	87%	N/A	Feeling the difference survey has not been carried out in 2019
		% of residents who feel that there is a fairly/very big problem with ASB in their local area	Feeling the difference survey (Staffs Police)	12%	10%	10%	7%	Not Available	↓	12%	N/A	Feeling the difference survey has not been carried out in 2019
		Overall rate of reported anti-social behaviour	Staffs Police	2,382	2,294	2,179	2,251	2,182	↓	2,552	1,356,319	
		Rate of recorded crime per 1,000 population	Staffs Police	42.56 (4345)	49.18 (5051)	55.89 (5760)	58.05 (6,090)	57.00 (5,928)	↑	58.9 (6,420)	88.9 (5,005,337)	Figure for England is for England & Wales
More people will be living independently at home		Number of SCC supported people living in residential or nursing care	Staffs County Council	305	320	322	314	310	↑	402	N/A	68 were aged 18-64 and 242 were aged 65+.
		Number of SCC supported people newly admitted to residential or nursing care	Staffs County Council	113	123	122	90	124	↑	158	N/A	6 were aged 18-64 and 118 were 65+.

Community Outcomes		Success will be measured by	Corporate Indicators	Source	2015/16	2016/17	2017/18	2018/19	2019/20	Overall direction of travel (4 year period)	Staffordshire 2018/2019 average where available	England 2018/19 average where available	Comments	
			Number of people receiving short term support to maximise independence	Staffs County Council	455	385	321	317	235	↓	168	N/A	79 were aged 18-64 and 156 were aged 65+. There were 266 episodes (89 + 177) of short term support to maximise independence in total as 31 people received the service more than once in the year.	
Clean, green and welcoming places to live	More affordable homes in the district		Housing affordability ratio (house price in relation to average salary)	ONS	7.78	8.46	8.89	8.62	Not yet available	↑	6.45	7.7		
			Number of new affordable houses built	LDC	50	28	135	235	87	↑	118 (2018/19)	57,485 (2018/19)	28 completions expected during Q4, bringing the total to 87.	
			Net change in the number of houses	LDC	200	322	552	740	581	↑	N/A	N/A		
			Median house prices	ONS	£199,975	£220,000	£227,000	£246,000	£252,000	↑	£197,250 (2019/20)	£243,950 (2019/20)	Figures as at December 2019 (released 22 July 20)	
		Our heritage & open spaces will be well maintained or enhanced		% residents who are satisfied with their area as a place to live	Feeling the difference survey (Staffs Police)	89%	94%	93%	94%	Not available	↑	95%	N/A	Feeling the difference survey has not been carried out in 2019
		Our streets will be clean and well maintained		% of respondents who identify clean streets as a factor that most needs improving	Feeling the difference survey (Staffs Police)	N/A	N/A	28%	30%	Not available	↑	25%	N/A	Feeling the difference survey has not been carried out in 2019
			% of respondents who identify well maintained roads and pavements as a factor that most needs improving	Feeling the difference survey (Staffs Police)	N/A	N/A	36%	47%	Not available	↑	44%	N/A	Feeling the difference survey has not been carried out in 2019	
			% waste recycled	LDC	28.20%	27.30%	27.50%	27.80%	30.44%	↑	N/A	N/A		
		More people will use parks and open spaces		% of respondents who identify parks and open spaces as a factor in making somewhere a good place to live	Feeling the difference survey (Staffs Police)	N/A	N/A	N/A	30%	Not available	N/A	29%	N/A	Feeling the difference survey has not been carried out in 2019
			% of respondents who identify parks and open spaces as a factor that most needs improving	Feeling the difference survey (Staffs Police)	N/A	N/A	N/A	10%	Not available	N/A	10%	N/A	Feeling the difference survey has not been carried out in 2019	
A council that is fit for the future/Corporate health Indicators	Our customers will be more satisfied		Number of complaints	LDC	113	449	362	119	77	↓	N/A	N/A	A change in the way complaints regarding the Joint Waste Service are recorded has resulted in a reduction in numbers between 2017/18 & 2018/19.	
			% residents satisfied with overall level of service provided by LDC	Feeling the difference survey (Staffs Police)	63%	63%	65%	68%	Not available	↑	66%	N/A	Feeling the difference survey has not been carried out in 2019	
	We will continue to be financially responsible		% of council tax collected (in year - does not include arrears payments)	LDC	98.76%	97.49%	98.50%	98.72%	98.52%	↓	N/A	N/A		
			% of business rates collected (in year - does not include arrears payments)	LDC	97.31%	97.22%	99.00%	98.81%	98.92%	↑	N/A	N/A		
			Level of General Reserves	LDC	£4.279m	£4.971m	£4.521m	£5.310m	£6.392m	↑	N/A	N/A		
			Efficiency of financial monitoring – quarterly financial monitoring reports to Cabinet and Strategic (Overview and Scrutiny) Committee and three Treasury Management reports annually to Audit and Member Standards Committee.	LDC	Yes	Yes	Yes	Yes	Yes	■	N/A	N/A		
			Revenue outturn - does not vary by more than +/- £250,000 of the approved budget.	LDC	Yes	No	Yes	Yes	Yes	■	N/A	N/A		
			Payments to suppliers – at least 90% of undisputed invoices have been paid within 30 days	LDC	81.45%	82.85%	81.81%	81.78%	86.15%	↑	N/A	N/A		
			Efficiency of financial reporting – Draft Statement of Accounts produced, authorised and published by 31 May.	LDC	Yes	Yes	Yes	Yes	Yes	■	N/A	N/A	2015/16 and 2016/17 by 30 June	
			Efficiency of financial reporting – Audited Statement of Accounts produced and authorised for issue by 31 July with an unqualified External Audit Opinion.	LDC	Yes	Yes	Yes	Yes	Yes	■	N/A	N/A	2015/16 and 2016/17 by 30 September	
		Value for money – the External Auditors' unqualified Value for Money Judgement.	LDC	Yes	Yes	Yes	Yes	Yes	■	N/A	N/A			
		Number of garden waste subscriptions	LDC	N/A	N/A	N/A	40,135	41,654	■	N/A	N/A			
	Our organisation will have clear corporate values and be committed to openness and transparency		% of employees who enjoy their job	LDC	67%	N/A	N/A	82%	N/A	↑	N/A	N/A	Employee survey not carried out in 2019	
			% of employees who feel well informed	LDC	73%	N/A	N/A	78%	N/A	↑	N/A	N/A	Employee survey not carried out in 2019	
			% of employees who feel valued by the organisation	LDC	28%	N/A	N/A	39%	N/A	↑	N/A	N/A	Employee survey not carried out in 2019	
	More people will interact with us through our website and digital channels/we'll be more innovative in how we delivery services		Number of customer accounts (Jadu)	LDC	System not in place	System not in place	System not in place	22,627	4,720	↑	N/A	N/A	The 2019/20 figure is the total that have set up an account to date. The previous figure was for activated citizen users and is not comparable due to changes in data held in the systems.	
			Number of self-serve transactions carried out by customers (Jadu)	LDC	0	0	0	36,560	62,090	↑	N/A	N/A	Across all waste customers, not just LDC.	
			Number of self-serve transactions carried out by customers (revenues & benefits)	LDC	System not in place	System not in place	System not in place	1,319	1,234	N/A	N/A	N/A		
			Number of digital 'self-serve' services offered via the council's website	LDC	Not recorded	Not recorded	9	23	81	↑	N/A	N/A		
			% employees who feel fit for the future is helping to positively shape the council.	LDC	31%	N/A	N/A	38%	N/A	N/A	N/A	N/A		
Our staff workforce will be healthy, efficient and well trained		% employees who know what being a commercial council means	LDC	Not recorded	Not recorded	Not recorded	72%	N/A	N/A	N/A	N/A	Employee survey not carried out in 2019		
		Average number of days lost to sickness	LDC	8.99	3.14	2.84	2.63	10.71	↑	N/A	N/A			
		Number of staff accidents	LDC	27	27	15	11	17	↓	N/A	N/A	Reduction in numbers due to the outsourcing of leisure. Figures vary slightly from source data due to late reporting and corrections.		
		Number of training days	LDC	N/A	639	650	278	357	↓	N/A	N/A	System changes how these are recorded		
		% staff turnover	LDC	12.12%	14.21%	12.95%	13%	10%	↓	N/A	N/A			
		Number of full time equivalent (FTE) staff	LDC	330	326	310	278	264	↓	N/A	N/A			
		Number of staff in 1-3 groups ('Managers, directors and senior officials', 'Professional occupations' and 'Associate profession and technical')	LDC	N/A	N/A	N/A	4%	-	N/A	N/A	N/A			
	Number of council apprentices	LDC	2	2	4	3	3	↑	N/A	N/A				

		% of annual Performance Development Reviews (PDRs) completed.	LDC	64%	52%	88%	88.9%	51.1%	↓	N/A	N/A	System changes how these are recorded
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Please note the lighter grey bars indicate these are Corporate Health Indicators