

Lichfield District Council corporate indicators

2018/2019 end of year position

Community Outcomes	Success will be measured by	Corporate Indicators	Source	2015/16	2016/17	2017/18	2018/19	Short term direction of travel (last two years)	Overall direction of travel (4 year period)	Staffordshire 2018/2019 average where available	England 2018/19 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	Not yet available - see WM comparator	Not yet available - see WM comparator	■	↑	51,125	N/A	Lastest district level figures are not yet avialable form the ONS and the West Midlands data has been reorded as a comparator - see below.
		Number of jobs (total employment) West Midlands	ONS	2,850,389	2,914,352	2,957,488	2,957,166	↓	↑	N/A	N/A	
		Percentage increase in occupational sector (major groups 1 - 3)	ONS	11.01%	-10.70%	4%	21.37%	↑	↓	N/A	N/A	('Managers, directors and senior officials', 'Professional occupations' and 'Associate profession and technical'). Figure for 2018/19 is as at Dec 2018.
		% of the working age population (16-64) in employment	ONS	79.10%	76.50%	77.00%	76.40%	↓	↓	78.60%	75.10%	
		Number of working age population claimants of Job Seekers Allowance including Universal Credit	ONS	284	275	229	995	↑	↑	1,009	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
		The percentage of adults 16-64 with NVQ level 3 or above	ONS	55.10%	55.90%	60.40%	57.70%	↓	↑	56.40%	57.70%	
	More new businesses locate in our district	Total value of RV	LDC	£82,594,000	£88,145,000	£89,859,000	£90,105,038	↑	↑	£90,718,250	N/A	
		New measure of retail/office floorspace	LDC	229 m ²	229 m ²	0 m ²	1645 m ²	↑	↑	N/A	N/A	2018/19 figures have not yet been published.
		Number of business start-ups	ONS	760	585	Not yet available	Not yet available	N/A	N/A	N/A	N/A	
	More businesses succeed	Vacancy rates - Lichfield city centre	LDC	9.15%	6.29%	6%	6.21%	↑	↓	N/A	N/A	
		Vacancy rates - Burntwood town centre	LDC	4.55%	4.47%	6%	4.50%	↓	↓	N/A	N/A	
	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	Not yet available	↑	↑	N/A	N/A	Figures are for calendar years, not financial years
		Visitor spending	LDC	£119,118,000	£121,551,000	£123,332,000	Not yet available	↑	↑	N/A	N/A	Figures are for calendar years, not financial years
	Newoffices, retail and manufacturing space will be built	Number of non domestic premises/ properties	LDC	2,890	3,010	3,011	3,038	↑	↑	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%	↓	N/A	58.70%	62.30%
Percentage of respondents in Lichfield District who feel happy			Feeling the difference survey (Staffs Police)	N/A	N/A	83%	81%	↓	N/A	73%	N/A	
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%	↓	N/A	12%	N/A	
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%	■	■	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%	10.8%	Awaiting data	↑	↑		11.1% (17/18)	
		Rough sleeping rate per 10,000 households	LDC	0.7	0.23	0.07	1.2	↑	↑	N/A	2.0	
		Proportion of households in council tax arrears	LDC	2,895	2,723	2,440	2,493	↑	↓	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%	↓	↓	99%	N/A	
		% of respondents who feel fairly/very safe in their local area after dark	Feeling the difference survey (Staffs Police)	83%	88%	87%	98%	↑	↑	87%	N/A	
		% 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%	↓	↓	12%	N/A	
		Overall rate of reported anti-social behaviour	Staffs Police	2,382	2,294	2,179	Awaiting data	↓	↓	N/A	N/A	
		Rate of recorded crime per 1,000 population	Staffs Police	42.56 (4345)	49.18 (5051)	55.89 (5760)	Awaiting data	↑	↑	N/A	N/A	
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	↓	↑	389	N/A	
		Number of SCC supported people newly admitted to residential or nursing care	Staffs County Council	113	123	122	90	↓	↓	134	N/A	
		Number of people receiving short term support to maximise independence	Staffs County Council	455	385	321	317	↓	↓	256	N/A	

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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	Awaiting data	↑	↑	6.45	7.7	
		Number of new affordable houses built	LDC	50	28	135	235	↑	↑	N/A	43,498 (2017/18)	
		Net change in the number of houses	LDC	200	322	552	Awaiting data	↑	↑	N/A	N/A	
		Median house prices	ONS	£199,975	£220,000	£227,500	£232,250	↑	↑	£185,750	£239,000	
	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%	↑	↑	95%	N/A	
	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%	↑	↑	25%	N/A	
		% 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%	↑	↑	44%	N/A	
		% waste recycled	LDC	28.20%	27.30%	27.50%	27.80%	↑	↑	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%	N/A	N/A	29%	N/A	
		% 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%	N/A	N/A	10%	N/A	
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	↓	↑	N/A	N/A	A change in the way complaints regarding the Joint Waste Service are recorded has resulted in a reduction in
		% residents satisfied with overall level of service provided by LDC	Feeling the difference survey (Staffs Police)	63%	63%	65%	68%	↑	↑	66%	N/A	
	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%	↑	↓	N/A	N/A	
		% of business rates collected (in year - does not include arrears payments)	LDC	97.31%	97.22%	99.00%	98.81%	↓	↑	N/A	N/A	
		Level of General Reserves	LDC	£4.279m	£4.971m	£4.521m	£5.310m	↑	↑	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	■	■	N/A	N/A	
		Revenue outturn - does not vary by more than +/- £250,000 of the approved budget.	LDC	Yes	No	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%	↓	↑	N/A	N/A	
		Efficiency of financial reporting – Draft Statement of Accounts produced, authorised and published by 31 May.	LDC	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	Available 31 July	■	■	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	Available 31 July	■	■	N/A	N/A	
		Number of LDC garden waste subscriptions	LDC	N/A	N/A	N/A	40,135	■	■	N/A	N/A	Garden waste is sold in calendar years. On target to achieve similar figures in 2018/2019
	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	
		% of employees who feel well informed	LDC	73%	N/A	N/A	78%	N/A	↑	N/A	N/A	
		% of employees who feel valued by the organisation	LDC	28%	N/A	N/A	39%	N/A	↑	N/A	N/A	
	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	22627	↑	↑	N/A	N/A	
		Number of self-serve transactions carried out by customers (Jadu)	LDC	0	0	0	36560	↑	↑	N/A	N/A	
		Number of self-serve transactions carried out by customers (revenues & benefits)	LDC	System not in place	System not in place	System not in place	1319	N/A	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	↑	↑	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	
		% 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	
	Our staff workforce will be healthy, efficient and well trained	Average number of days lost to sickness	LDC	8.99	3.14	2.84	2.63	↓	↓	N/A	N/A	
		Number of staff accidents	LDC	27	27	15	11	↓	↓	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	Awaiting data	↑	↑	N/A	N/A	
		% staff turnover	LDC	12.12%	14.21%	12.95%	13%	↑	↑	N/A	N/A	
		Number of full time equivalent (FTE) staff	LDC	330	326	310	278	↓	↓	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	N/A	
Number of council apprentices		LDC	2	2	4	3	↓	↑	N/A	N/A		
% of annual Performance Development Reviews (PDRs) completed.	LDC	64%	52%	88%	88.9%	↑	↑	N/A	N/A			

Please note the lighter grey bars indicate these are Corporate Health Indicators