

# Mid Ulster District Council Statutory & Corporate Performance Improvement Indicators

Q1 to Q3 - Nine Month Progress Report 2020 - 2021

# Performance Measures 2020 to 2021 - Statutory & Corporate Performance Indicators

# Statutory Indicators – Set for Us

Under the Local Government (Performance Indicators and Standards Order (Northern Ireland) 2015), statutory performance indicators and standards have been set as part of the performance improvement arrangements for district councils (i.e. set for us). Performance measures have been specified for the functions of: Economic development, Planning and Waste management.

The aim of the performance measures is to promote the improvement of service delivery. The information is currently collated by the Department for the Economy, Department for Infrastructure and DAERA (Department for Agriculture, Environment and Rural Affairs) respectively and published on their websites. Once released to Council, this information is published for citizens and other stakeholders to assess Council's performance in these areas. Until validated by the Departments aforementioned, data will remain as management information.

# Corporate Performance Indicators – Set by Us

During 2016/17, Council, in the absence of an agreed region wide performance management framework, decided to concentrate on ensuring the data quality of three of its proposed "set by us" or "self-imposed" performance indicators, standards/targets, with the aim of improving service delivery, across the three indicators; namely:

- 1. Prompt Payments (Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME's),
- 2. **Freedom of Information Requests (FOI) Responded to within 20 days,** (Council meets its statutory obligations, customer requests are met within specified timeframes and citizens can get information in a timely manner through a transparent process), and
- 3. **Percentage lost time rate of sickness absence** (shows the percentage of total time available that has been lost due to any type of absence during a certain time period. The indicator is based on full time equivalent (FTE) employees useful as a general measure of the significance of sickness absence levels for an organisation).

# **Benchmarking With Other Councils**

Currently Prompt Payments and the Average Days Lost per Anum due to sickness absence, in days are utislised by the Department for Communities, on an annual basis (from 2017/18 onwards), in order to benchmark with other Councils. The two measures had been introduced, while awaiting the development of an overarching regional benchmark framework. This year, data relating to Average Days Lost p.a. (due to sickness absence), was not supplied by the Department. Benchmark data appears where the information is available in this report and is contained in Council's Annual Performance Assessment Report. Where other local Council's benchmark data are available (annual), the data is included in the report. Data quality is a central part of the Council's operational business and performance management. Performance measures including Absence information, Freedom of Information Requests, and Prompt Payments information is used every day across the Council to help inform management decisions, plan services, benchmark performance and cost, and inform target setting.

# Rag Status, Target Direction and Performance Trend – Colours, Symbols and Descriptors.

# **Table One – RAG Status and Descriptors**

Status – Evaluated As	Explanation
GREEN	Met or exceeded target
AMBER	Missed target narrowly
RED	Missed Target Significantly
PURPLE	Information not available

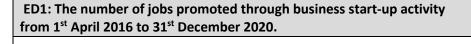
# **Table Two – Target Direction**

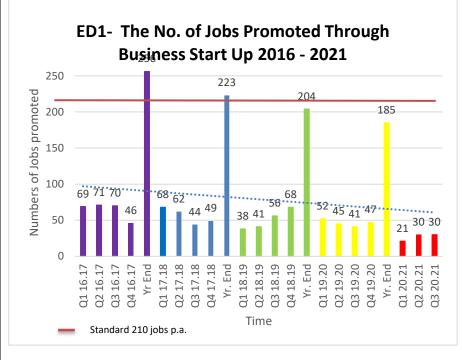
Target Direction	Descriptor
More Is Better	A bigger value for this measure is best
Less Is Better	A smaller value for this measure is best

# **Table Three - Performance Trend**

Direction of Travel						
The direction of travel shows if perfo	The direction of travel shows if performance has improved, declined, or been maintained relative to previous quarter.					
Performance Improved Performance Remained Same Performance Declined						
<b>^</b>	←→	Ψ				

#### STATUTORY INDICATOR & STANDARD Ref. No.: ED1 - MORE IS BETTER





Comparator	2016/17	2017/18	2018/19	2019/20
(annual)				
NI Council	208	159	164	157
Average				

Oct -Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status
30	210 jobs p.a.	<b>←→</b>	RED
July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous  Quarter	Status
30	210 jobs p.a.	<b>^</b>	RED
Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status
21	210 jobs p.a	Ψ	RED

Analysis: MORE IS BETTER. Business Plans delivered figure is much lower than for the same period in 2019/20 (84 vs 49) resulting in significantly lower jobs (52 vs 30). DfE / Invest NI require Councils to use the lower conversion rate (Plans - Jobs) of 0.6147 (not RSI rate 0.75762). This performance level is significantly lower than Q3 in 2019/20 and if present performance levels persist, neither the Statutory Target nor the reduced Stat Target will be achieved for 2020/2021. Comparison with last year, same reporting period: Performance significantly lower from Q1 in 2019/20; on a par with Qs 1 and 2 of this year. At least 342 Plans were needed to be delivered by Mid Ulster agencies to ensure Statutory 'Jobs promoted' target is achieved by March 2021. Qs1-3 figures account for only 82 of the 210 jobs (39%) of this (or 52% of the proposed new target of 153 jobs).

Action Plan: The Covid-19 pandemic lockdown occurred just prior to the start of the financial/statutory yr. & has significantly impacted on client no. & consequently, Plans delivered. The Contract Management Team (L&CCC) have been liaising regularly with the Contractor (ENI) since April; following approval from funders, ENI have moved to 'virtual' delivery until July; number of LEA staff were furloughed from April-June 2020. Regional marketing (led by Derry & Strabane Council) was strong and supported by a number of local council initiatives (promotion of success stories and Mid Ulster Ent Week 2020) to drive inquiries. While Mid Ulster's figures are low, the conversion rate from Initial Meeting to Plans is one of the highest, regionally.

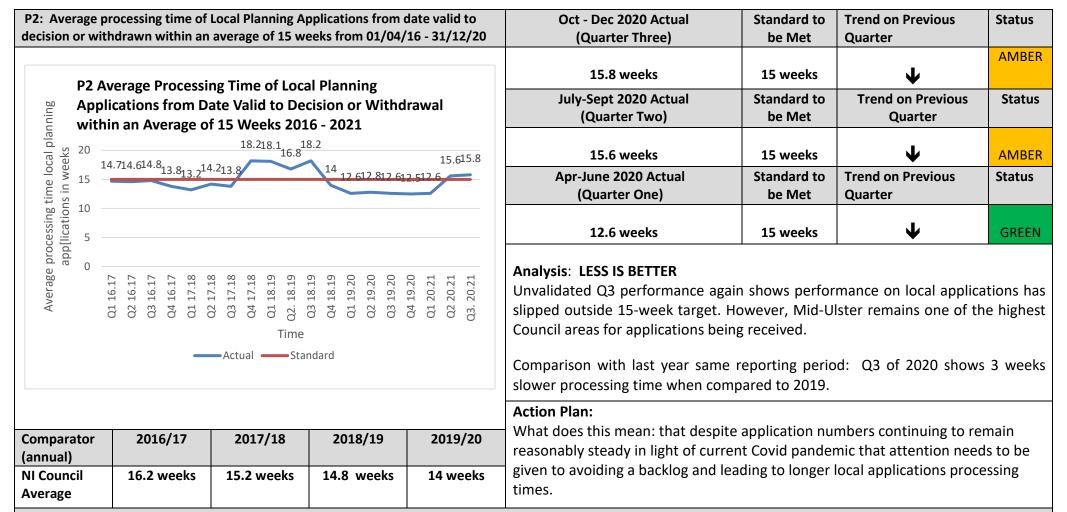
**Lead Officer: Adrian Mc Creesh - Director Business & Communities.** Purpose of Performance Indicator (PI): The number of jobs promoted through business start-up activity (Business start-up means the delivery of completed client led business plans under the Department of the Economy Regional Start Initiative or its successor Programmes).

# STATUTORY INDICATOR & STANDARD Ref. No. : P1 - LESS IS BETTER

NI Council Average	68.6 weeks	50.2 weeks	59 weeks	52.8 weeks			-	
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: That progress continues on the despite Major application team			application
	_	Time  Actual Star			Comparison with last year same this year's Q3	e reporting period	: 6 weeks longer process	ng times f
Average proce app[li	Q116.17 Q216.17 Q316.17 Q416.17 Q117.18	Q2 17.18 Q3 17.18 Q4 17.18 Q1 18.19 Q2 18.19	Q3 18.19 Q4 18.19 Q1 19.20 Q2 19.20 Q3 19.20	Q4 19.20 Q1 20.21 Q2 20.21 Q3 20.21	Analysis: LESS IS BETTER  An unvalidated improvement o	n Major applicatio	ons processing times from	n Q2.
catio	00.003.0	58 G	60.2 61 62. <u>164.4</u> 66.		137 weeks	30 weeks	Ψ	RED
	88 77.5 66.665.6 <sup>71.4</sup>		cCC	86.4 74.1	(Quarter One)	be Met	Quarter	
eeks 140		135.6		137	86.4 weeks Apr-June 2020 Actual	30 weeks Standard to	Trend on Previous	RED Status
	ications from D in an Average o			arawar	(Quarter Two)	be Met	Quarter	
	verage Processi	•	_	duarral	July-Sept 2020 Actual	Standard to	Trend on Previous	Status
					74.1 weeks	30 weeks	<b>↑</b>	RED
• • •	rage of 30 weeks				(Quarter Three)	be Met	Quarter	Status
1: Maior and	olications process	sed from date va	lid to decision o	r withdrawn	Oct - Dec 2020 Actual	Standard to	Trend on Previous	Status

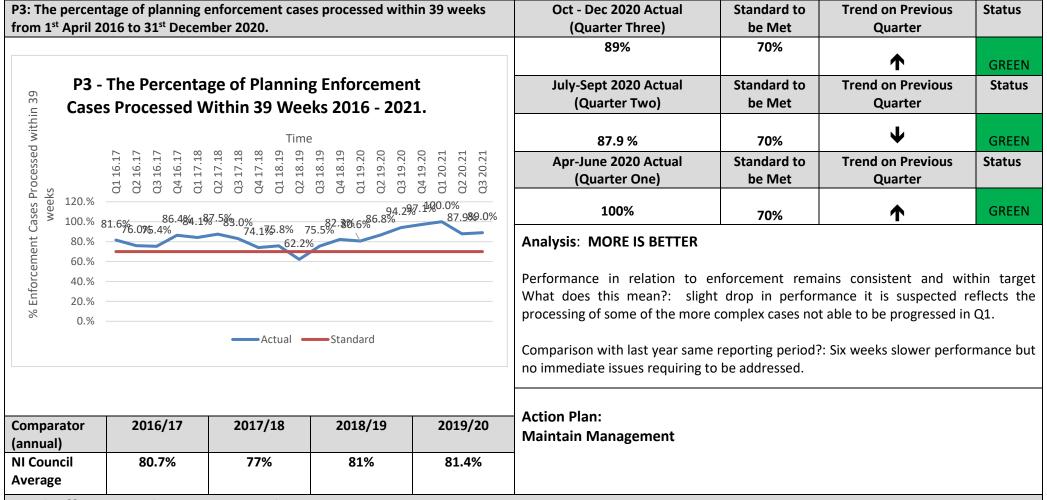
**Lead Officer: Dr. Chris Boomer – Planning.** Purpose of PI: Planning Department deals with MAJOR Planning applications faster - [An application in the category of major development within the meaning of Planning (Development Management Regulations (NI) 2015(a)].

### STATUTORY INDICATOR & STANDARD Ref. No.: P2 - LESS IS BETTER



**Lead Officer: Dr. Chris Boomer – Planning.** Purpose of PI. Planning Department deal with LOCAL Planning applications faster - Local applications means an application in the category of local development within the meaning of the (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under the Act).

## STATUTORY INDICATOR & STANDARD Ref. No.: P3 - MORE IS BETTER



**Lead Officer: Dr. Chris Boomer – Planning.** Purpose of PI: Planning Department bring more enforcement cases to target conclusion within 39 weeks. Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or under any orders or regulations made under the Act.

## STATUTORY INDICATOR & STANDARD Ref. No.: W1 - MORE IS BETTER

W1: The % of household waste collected by District Councils that is sent for recycling

(including wast	te prepared for reus	se) from 1 <sup>st</sup> April 2	2016 to 31st Decem	nber 2020.	(Quarter Three)	Met	Quarter	
					Not Available	NILAS Scheme to Dec 2020	NA	PURPLE
	W1 - The Percenta District Councils T	•		d by	July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous  Quarter	Status
70% ——60% 55.3 <b>4</b>	\$8.32 <sup>6</sup> 56.70	59.73%6.38% 59.73%6.38%	3.25 <sup>62.47</sup> % 58.529	% 60.6 <b>%</b> .27%	62.27% (13,473 tonnes)	NILAS Scheme to Dec 2020	<b>^</b>	GREEN
8 Sate	50.01%	47.15%		0.79%	Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status
Recycling 800		ш	шш		60.68% (11,000 tonnes recycled)	NILAS Scheme to Dec 2020	<b>↑</b>	GREEN
10%	.1 .1 .1 .9 .9	.9999.			Analysis: MORE IS BETTER Recycling rate stabilised de Some Recycling Centres clo			
0,6,7,		Time			Comparison with last year - 0.2% percentage points cor actual amount increased by	npared to same q		-
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: Maintain management			

Oct -Dec 2020 Actual

Standard to be Trend on Previous

**Status** 

**Lead Officer: Andrew Cassells Director - Environment & Property.** Purpose of PI.: Meet Statutory Targets – Households Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b) - Household Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b) -

48.1%

50%

\*44.4%

NI Council

**Average** 

<sup>\*</sup> Annual Report from Department of Agriculture, Environment and Rural Affairs.

# STATUTORY INDICATOR & STANDARD Ref. No.: W2 - LESS IS BETTER

		t (tonnage) of Biod ndfilled from 1 <sup>st</sup> Ap	_		d Municipal	Oct - Dec 2020 Actual (Quarter Three)	Allowance 2020/21	Trend on Previous Quarter	Status
	W2 Th	e Amount (Tonnag	a) of Riodogradaho	Local Authority		Not available	No set target 2020/21	NA	PURLE
ity led	Collecte	ed Municpal Waste 2016/17 21,330 tonnes allo	that is landfilled	Local Authority		July-Sept 2020 Actual (Quarter Two)	Allowance 2020/21	Trend on Previous  Quarter	Status
e Local Authority that is Landfilled	22,000 20,000	2	017/18 19,131 tonnes allo	wance		342 tonnes	No set target 2020/21	¥	GREEN
e Local that is	18,000 16,000	14,846	2018/19 18,032 to	nnes allowance		Apr – June 2020 Actual (Quarter One)	Allowance 2020/21	Trend on Previous Quarter	Status
Biodegradabke unicapl Waste t	14,000 12,000 10,000		10,077	2019/20 16,932 tonnes	allowance	296 tonnes	No set target 2020/21	<b>↑</b>	GREEN
Tonnage of Biodegradabke	8,000 6,000 4,000 2,000 0	3,799 3,266,283 / 2,50		,288 508 331341369 <sup>4</sup>	Q4 19.20 Yr.Total Q1 20.21 Q2 20.21 Q2 20.21	Analysis: LESS IS BETTER No NILAS scheme/target i  Comparison with last year landfilled in same quarter	, same reporting	g period: Same amoun	t as
Compai (annual NI Cour Average	) icil	2016/17 *18,580 tonnes	2017/18 15,572 tonnes	2018/19 13,938 tonnes	2019/20	Action Plan: Maintain Management			

**Lead Officer: Andrew Cassells - Director Environment & Property.** Purpose of PI: Meet Statutory Targets -Local Authority collected Municipal Waste as defined in section 21 of the Waste Emissions Trading Act 2003 (c)

<sup>\*</sup>Annual Report from Department of Agriculture, Environment and Rural Affairs.

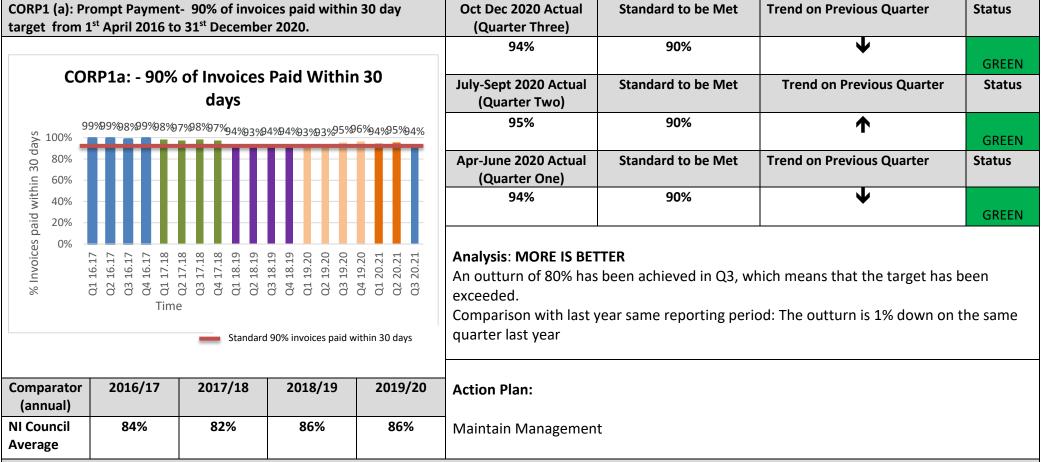
# STATUTORY INDICATOR & STANDARD Ref. No.: W3 - LESS IS BETTER

	nt (tonnage) of Loc 016 to 31 <sup>st</sup> Decemb		cted Municipal Wa	Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous  Quarter	Status	
					Not available	NA	NA	PURPL
W:	3 - The amount Collected M	tonnage) of L Iunicipal Waste	-	'	July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous  Quarter	Status
30,000				24.524	24,621 tonnes	NA	<b>↑</b>	GREEI
25,000 W	22,555 2 21,749 21,3 19,00½9,527	20,070	21,0 <u>34</u> ,023 98218,019	24,621 19,724 3,109	Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status
Collected Munipal Monor 25,000 20,000 20,000 15,000 15,000	13,002	18,678,765	18,46	3,109	19,724 tonnes	NA	Ψ	GREEN
Local Authority Colle Waste Arisings 2 000 00 0 000 00		Ш			Analysis: LESS IS BETTER More waste collected over			. at ban
Fonnage Lo	6.7, 6.7, 6.7, 6.7, 7.7, 8, 7	3 4 0 0 0 0 0	04 02 03 03 04 04 04 04 04 04 04 04 04 04 04 04 04	2022222	More waste collected at message	the kerbside du	e to covid19 e.g. stay	at non
ToT		Time			Comparison with last yea municipal waste collected		= :	
Comparator annual)	2016/17	2017/18	2018/19	2019/20	Action Plan:			
NI Council Average	*89,636 tonnes	88,892 tonnes	90,021 tonnes		Maintain Management			

arisings is the total amount of local authority collected municipal waste which has been collected by a district Council

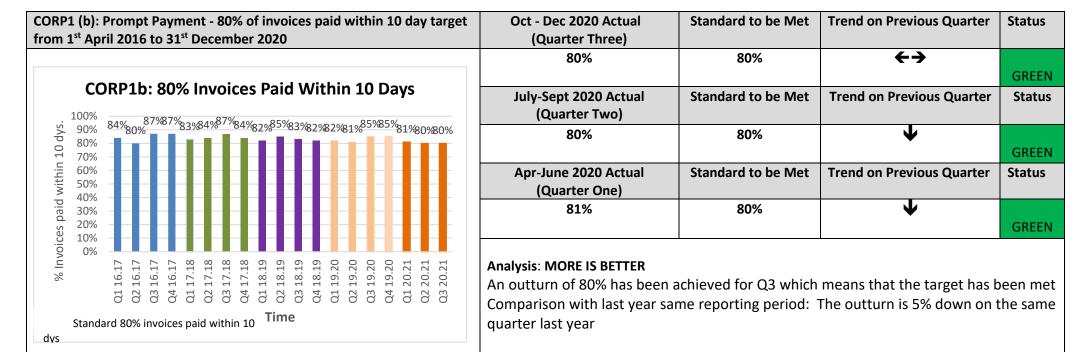
\*Annual Report from Department of Agriculture, Environment and Rural Affairs.

#### CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 1a - MORE IS BETTER



**Lead Officer: JJ Tohill Director of Finance**. Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME's. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a "signal" that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular <a href="https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments">https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments</a>

# CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 1b - MORE IS BETTER



Comparator	2016/17	2017/18	2018/19	2019/20
(annual)				
NI Council	46%	47%	52%	58%
A				

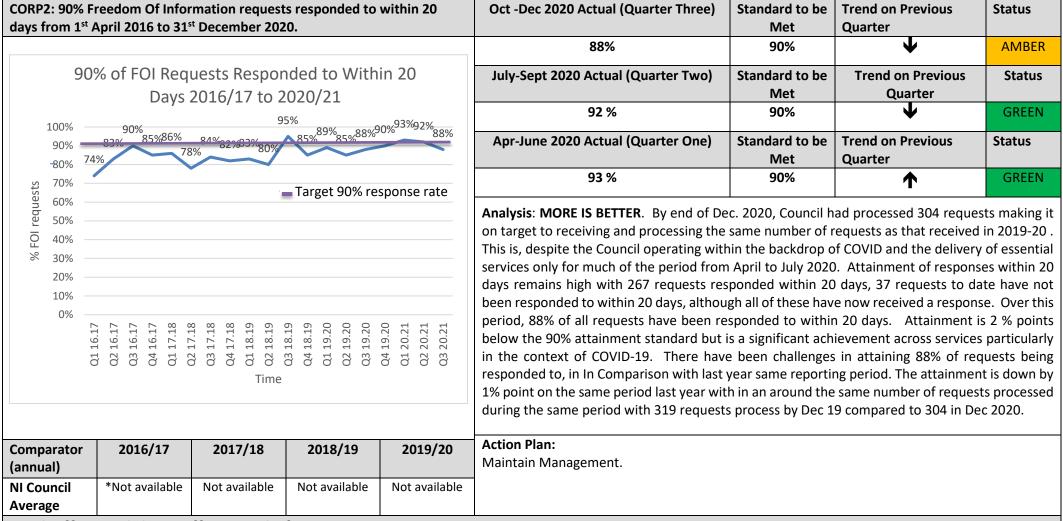
**Action Plan:** 

Maintain management

# Lead Officer: JJ Tohill Director of Finance

Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME's. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a "signal" that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular <a href="https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments">https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments</a>

#### CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 2 - MORE IS BETTER

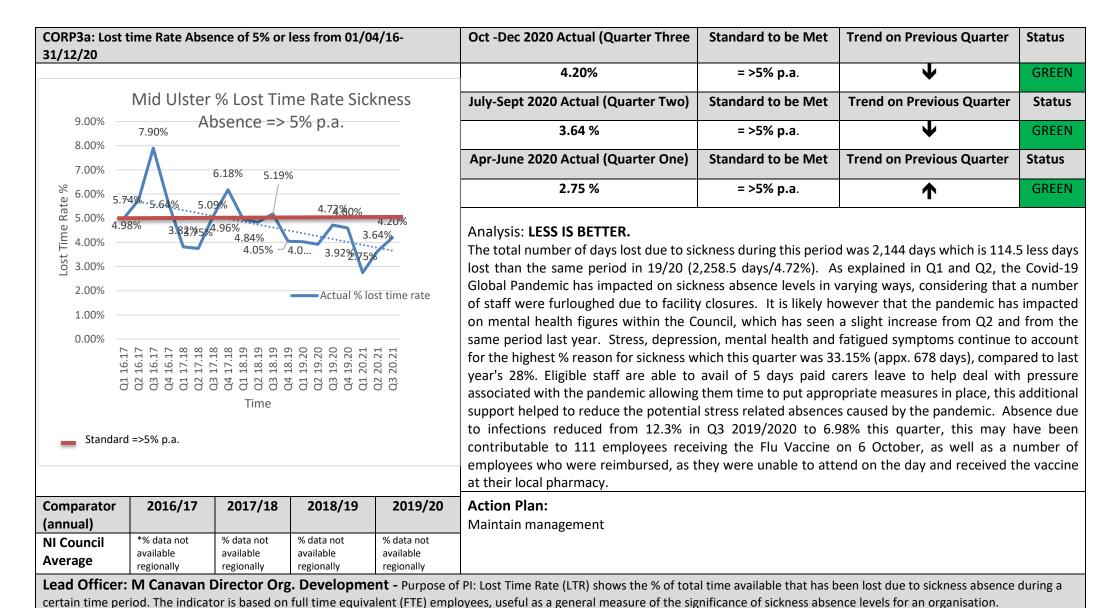


# **Lead Officer: Philip Moffett Head of Democratic Services**

Purpose of PI: The measure is needed to ensure that Council meets its statutory obligations and that customer requests are met within a specified timeframes. Citizens can get information in a timely manner through a transparent process.

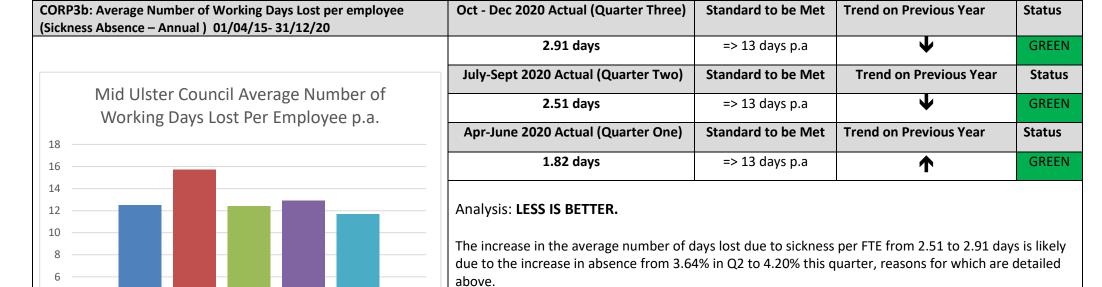
<sup>\*</sup>FOI statistics in N Ireland Councils- data is not currently available – awaiting regional framework

### CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 3 - LESS IS BETTER



\*% LTR Sickness Absence in N Ireland Councils data is not currently available – awaiting regional framework

#### CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 3 - LESS IS BETTER



It is important to note that this quarter (2.91 days) is still a reduction from the same period last year,
which was 3.47 days lost per FTE and considering there has been a global pandemic this year this is still
a notable achievement.

Comparator	2016/17	2017/18	2018/19	2019/20	Action Plan:
(annual)	·	,	,	•	As above
NI Council	14.9 days	14.9 days	13.9 days	*Not Yet	
Average	•	·	-	available	

**Lead Officer: M Canavan Director Organisational Development** - Purpose of PI: Lost Time Rate (LTR) shows the average number of days lost per employee due to sickness absence p.a. The indicator is based on full time equivalent (FTE) employees, useful as a general measure of the significance of sickness absence levels for an organisation and as a benchmark measure to contrast with other organisations.

**■** 2015/16 **■** 2016/17 **■** 2017/18 **■** 2018/19 **■** 2019/20

<sup>\*</sup>Supplied by Northern Ireland Audit Office's 'Annual Local Government Auditor's Report'.

# APPENDIX TWO

Mid Ulster District Council: Corporate Health			QUARTER THREE 2020/21							
Measures	Target/Standard 2020-2021	Annual Outturn 2018-19	Annual Outturn 2019-20*	Reporting (Calculating) Officer	Responsible Lead Service	QUARTER ONE 2020/21 (Total Q1)	QUARTER TWO 2020/21 (Cumulative total Q1 and Q2)	QUARTER THREE 2020/21 (Cumulative total Q1 + Q2 & Q3)	QUARTER FOUR 2020/21 (Cumulative Q1+ Q2+ Q3 & Q4)	Commentary (Explain why there is a non provision for Q2 How are you going to bring any remedial actions back on track to include information now required? Use SMART framework for commentary)
1.0 Economy										
1.1 No. of jobs promoted	**210	204	185	Director, Business & Communities	Economic Development	21	51	83		
1.2 Average processing time for local planning applications (weeks)	15 weeks	16.9 weeks	12.5 weeks	Planning Manager	Planning: Development Management	14	15.6	*15.8		Q3 stats as yet unvalidated.
1.3 Average processing time for major planning applications (weeks)	30 weeks	64.7 weeks	73.2 weeks	Planning Manager	Planning: Development Management	137	86.4	*74.1		Q3 stats as yet unvalidated
1.4 % building regulations applications determined to target	90%	90%	91%	Director, Public Health & Infrastructure	Building Control	96%	95%	95%		
2.0 Waste Management										
2.1 % of household waste going to landfill		16.31%		Director, Environment & Property	Environmental Services	3.20%	3.15%	Not available		
2.2 % of household waste recycled		55.98%		Director, Environment & Property	Environmental Services	62.59%	63.30%	Not Available		
3.0 Council Facilities										
3.1 Visitors to arts/cultural venues		120,247	135,939	Director, Business & Communities	Arts & Culture	0	6,231	7,208		
3.2 Users of leisure and recreation facilities	2,230,312	2,230,312	2,071,748	Director, Leisure & Outdoor Recreation	Leisure	163,948	420,631	799,790		
Visitors to council offices     No. of RIDDOR incidents		Not Available	40,294	Director, Organisational Development	Human Resources	2	3,325	6,370 5		
3.4 No. of RIDDOK Incidents		11	14	Director, Public Health & Infrastructure	Health & Safety	2	2	5		
4.0 Better Responses										
4.1 Fol requests responded to within target	90%	86%	88%	Head, Democratic Services	Democratic Services	93%	92%	89%		
4.2 Complaints dealt with within target	90%	Not Available	89.47%	Head, Democratic Services	Chief Executive's Office	83.33%	91.66%	86.96%		
4.3 Correspondence responded to within target  4.4 No. of online transactions	90% <17,022	Not Available 16,655	85.75% 17,022	Head, Democratic Services	Chief Executive's Office	82.35%	82.05%	80.59%		
	<17,022	10,055	17,022	Director, Finance	ICT	893	11,795	15,594		
5.0 Resident Satisfaction			ı				ı	I	Ī	I
5.1 % of residents content with our services	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available	Not Available		
5.2 % of residents agree that council keeps them informed	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available	Not Available		
5.3 % of residents agree that council listens and acts on concerns	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available	Not Available		
5.4 No. of organisations receiving Grant Aid		800	860	Director, Business & Communities	Community Development	368	374	396		
6.0 Staffing										
6.1 Number of Staff (FTEs) on payroll		713.3	706.82	Director, Organisational Development	Human Resources	734.97	732.39	733.86		
6.2 Number of Casual Staff employed in past 12 months 6.3 % Attendance	95%	70 95%	31 95.69%	Director, Organisational Development Director, Organisational Development	Human Resources Human Resources	0 97.25%	0 96.68%	14 97.16%		
6.4 % Overtime	2.5%	1.66.%	1.32%	Director, Finance	Finance	0.74%	0.76%	0.70%		
7.0 Engaged Workforce:	21070	21001/0	210270	J. Coco., F. Marioc	THOUSE .	017 170	3.7.075	017070		
7.1 % of workforce satisfied with current job	80%	60.95.%	65.34%	Head, Marketing & Communications	Marketing & Communications	***65.34%	***65.34%	***65.34%		
7.2 % of workforce who take pride in working for Mid Ulster District Council	80%	79.48.%	84.07%	Head, Marketing & Communications	Marketing & Communications	***84.07%	***84.07%	***84.07%		
7.3 % of workforce who understand council's priorities and	80%	69.91.%	78.13%	Head, Marketing & Communications	Marketing &	***78.13%	***78.13%	***78.13%		
how they contribute to them					Communications				<u> </u>	
8.0 Finances		6.746.022	C 114 740	Director Finance	Finance	6 114 740	F 700 204	F 700 304		
8.1 Loans Outstanding 8.2 Cash Reserves	£10m	6,746,933 13,029,169	6,114,748	Director, Finance Director, Finance	Finance Finance	6,114,748	5,790,201 16,223,512	5,790,201 17,630,687.28		
8.2 Cash Reserves  8.3 Invoices paid within 30 Days	90%	94%	11,791,888 94%	Director, Finance	Finance	15,475,674 94%	95%	94%		
				on essor, i manoc	***Figures relate to 2019/20		55/0	54/0	ļ	
*some data awaiting validation reports from Executive Departments  ** Currently under review by Department - subject to change in statute/guidance arising from Capaxo recommendations						survey				
The above data is management information	and may be subject to	change post validation	n exercises							



# **Corporate Health Indicators**

# Statistics available ending **December 2020**

# **Mid Ulster District Council**

Economy







**15.8** 

Weeks

Average processing time local planning applications

Waste Management



74.1 Weeks

Average processing time major planning applications





**3.15%**Reduction of waste going to landfill

Council Facilities



63.30%

of waste recycled



7,208



799,790





**6,370**Visitors to Council



89%
FOI requests responded to within target



87%
Complaints
dealt with
within target

Better Responses —



15,594

No of online transactions



Correspondence responded to within target

81%



733.86

Number of staff (FTEs) on payroll



Number of casual staff employed in past 12 months

Staffing





**Engaged Workforce** 



of workforce satisfied with current job



**84.07%** of workforce who take pride in working for the Council

Finances



**78.13%** of workforce who understand council's

priorities and how they contribute to them







