

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
RES001	How many working days did we lose due to sickness absence?	7 days	5.58	7.5 days	Yes	Prior to the financial year 2014/15 the Council had reduced absence significantly over a number of years, however in 2014/15 the target was an average of 7 days per employee and the outturn figure was 9.2 days. This year the target remains at 7 days and the outturn figure is likely to be above this (but unlikely to be by as much as last year), as the trend for sickness concerning mental health is increasing. It is proposed that the target is decreased by 0.5 days, which still represents a challenging target but one that the Council could meet. The Council now provides mental health awareness training.
				Amber tolerance = 7.51 days - 8.0 days		
RES002	What percentage of the invoices we received was paid within 30 days?	97%	96%	97%	No	The target is realistic whilst neither being too easy or too difficult.
				Amber tolerance = 1% below target		
RES003	What percentage of the district's annual Council Tax was collected?	97.00%	77.91%	97.10%	Yes	Continuous improvement.
				Amber tolerance = 0.50% below target		

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
RES004	What percentage of the district's annual business rates was collected?	97.70%	78.78%	97.80%	Yes	Continuous improvement.
				Amber tolerance = 0.50% below target		
RES005	On average, how many days did it take us to process new benefit claims?	22.00 days	21.78	22.00 days	No	The target of 22 days is challenging yet achievable. 22 days should be achieved in 2015/16 but any decrease in the target from 22 days may result in the lower target not being achieved.
				Amber tolerance = 1.50 days above target		
RES006	On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?	6.00 days	7.29	6.00 days	No	The target of 6 days will be met in 2015/16 and should be achievable in 2016/17
				Amber tolerance = 1.00 days above target		

Key Performance Indicators 2016/17 – Review and Targets (RSC)

Appendix 1

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
RES009	Are customer needs being met by the Corporate Website being available?	99.60%	99.95%	99.60%	No	New KPI for 2015/16 and will reassess at the next review
				Amber tolerance = 0.60% below target		
RES010	Are customer needs being met by the Corporate Website not having broken links?	94.10%	100.00%	95.00%	Yes	Target increased in the light of excellent performance. However as it is a new KPI for 2015/16, it will be reassessed at the next review.
				Amber tolerance = 1.00% below target		
RES011	Are customer needs being met by the main Corporate Website having effective navigation?	79.90%	81.04%	79.90%	No	New KPI for 2015/16 and will reassess at the next review
				Amber tolerance = 0.90% below target		