

KEY PERFORMANCE INDICATORS 2011/12

Directorate	2011/12 KPI Ref	Previous KPI Ref	Description	Reporting Frequency
Deputy Chief Executive	KPI 01	LPI 01	The level of the Equality Framework for Local Government to which the council conforms	Annual
	KPI 02	LPI 24 (a)	The level of visits to the Council's website	Quarterly
	KPI 03	LPI 24 (b)	The quality of the Council's website	Annual
	KPI 04	New KPI	The level of user satisfaction with the Council's website	Annual
Corporate Support Services	KPI 10	LPI 28	Working days lost due to sickness absence	Quarterly
	KPI 11	LPI 39	Rent Arrears (Commercial and Industrial Property)	Annual
	KPI 12	LPI 40	Occupation Rate (Commercial and Industrial Property)	Annual
Environment & Street Scene	KPI 20	NI 191	Residual household waste per household	Quarterly
	KPI 21	NI 192	Household waste sent for reuse, recycling and composting	Quarterly
	KPI 22	NI 195 (a)	Improved street and environmental cleanliness (litter)	Quarterly
	KPI 23	NI 195 (b)	Improved street and environmental cleanliness (detritus)	Quarterly
	KPI 24	NI 196	Improved street and environmental cleanliness (fly-tipping)	Quarterly
	KPI 25	LPI 51	Environment and Neighbourhoods Team service standards	Quarterly
Finance & ICT	KPI 30	LPI 13	Invoices paid within 30 days of receipt	Quarterly
	KPI 31	LPI 14	Level of Council Tax collection	Quarterly
	KPI 32	LPI 15	Level of National Non-Domestic Rates Collection	Quarterly
	KPI 33	LPI 16	Processing of new benefit claims	Quarterly
	KPI 34	LPI 17	Processing of notification of changes of circumstance for benefit claims	Quarterly
	KPI 35	LPI 53	The number of competed fraud investigations	Quarterly
Housing	KPI 40	LPI 04	Rent collected as a proportion of rents owed on Housing Revenue Account dwellings	Quarterly
	KPI 41	LPI 05	Average number of days to re-let council dwellings	Quarterly
	KPI 42	LPI 07	Emergency repairs undertaken within target time	Quarterly
	KPI 43	LPI 08	Urgent repairs undertaken within target time	Quarterly
	KPI 44	LPI 09	Routine repairs undertaken within target time	Quarterly
	KPI 45	LPI 10	Satisfaction with repairs	Quarterly
	KPI 46	NI 155	Affordable homes delivered (gross)	Quarterly
	KPI 47	NI 156	Households living in temporary accommodation	Quarterly
	KPI 48	NI 158	Level of non-decent council homes	Annual
Planning & Economic Development	KPI 50	NI 154	Additional homes provided (net)	Quarterly
	KPI 51	NI 157 (a)	Processing of 'Major' planning applications within target time	Quarterly
	KPI 52	NI 157 (b)	Processing of 'Minor' planning applications within target time	Quarterly
	KPI 53	NI 157 (c)	Processing of 'Other' planning applications within target time	Quarterly
	KPI 54	New KPI	Planning Appeals Allowed (DoPED recommendation)	Quarterly
	KPI 55	New KPI	Planning Appeals Allowed (Member reversal of DoPED recommendation)	Quarterly
	KPI 56	NI 159	Supply of ready to develop housing sites	Quarterly
	KPI 57	LPI 44	Local Development Scheme - Achievement of Milestones	Annual
	KPI 58	NI 185	CO2 reduction from local authority operations	Annual
	KPI 59	NI 187	Fuel Poverty	Annual