

## Key Performance Indicators 2011/12

Directorate	2011/12 KPI Ref. No.	Description (Old)	Description (New)	Reporting Frequency
Deputy  Chief  Executive	KPI 01	The level of the Equality Framework for Local Government to which the Council conforms	What progress did we make with our work on equality and diversity? How well did the Council comply with the Equality Framework for Local Government?	Annual
	KPI 02	The level of visits to the Council's website (DELETED)	Deleted as KPI for 2011/12 by the Finance & Performance Management Scrutiny Panel (15 November 2011) and Finance & Performance Management Cabinet Committee (16 January 2012). Director of Finance and ICT/Acting Chief Executive to bring forward proposals for replacement website visits indicator once the Council's new website has been rolled-out and an approach to meeting the requirements of the European Union Cookies Directive has determined	Quarterly
	KPI 03	The quality of the Council's website (DELETED)	Deleted as KPI for 2011/12 by the Finance & Performance Management Scrutiny Panel (15 November 2011) and Finance & Performance Management Cabinet Committee (16 January 2012).	Annual
	KPI 04	The level of user satisfaction with the Council's website	What percentage of visitors to the council website were satisfied with their experience? Target revised to 70% for 2011/12 (from previous National Average +15%) (Finance & Performance Management Scrutiny Panel (15 November 2011) and Finance & Performance Management Cabinet Committee (16 January 2012).	Annual
Corporate Support Services	KPI 10	Working days lost due to sickness absence	How many working days did we lose due to sickness absence?	Quarterly
	KPI 11	Rent Arrears (Commercial and Industrial Property)	What percentage of the rent we were due to be paid for our commercial premises was not paid?	Annual
	KPI 12	Occupation Rate (Commercial and Industrial Property)	What percentage of our commercial premises was let to tenants?	Annual
Environment & Street Scene	KPI 20	Residual household waste per household	How much non-recycled waste was collected for every household in the district?	Quarterly
	KPI 21	Household waste sent for reuse, recycling and composting	What percentage of all household waste was sent to be recycled, reused or composted?	Quarterly
	KPI 22	Improved street and environmental cleanliness (litter)	What percentage of our district had unacceptable levels of litter?	Quarterly
	KPI 23	Improved street and environmental cleanliness (detritus)	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	Quarterly
	KPI 24	Improved street and environmental cleanliness (fly-tipping)	How well have we done in both reducing flytipping and taking action against those believed to be responsible?	Quarterly
	KPI 25	Environment and Neighbourhoods Team service standards	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	Quarterly
Finance & ICT	KPI 30	Invoices paid within 30 days of receipt	What percentage of the invoices we received were paid within 30 days?	Quarterly
	KPI 31	Level of Council Tax collection	What percentage of the district's annual Council Tax was collected?	Quarterly
	KPI 32	Level of National Non-Domestic Rates (NNDR) Collection	What percentage of the district's annual business rates was collected?	Quarterly
	KPI 33	Processing of new benefit claims	On average, how many days did it take us to process new benefit claims?	Quarterly

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	KPI 34	Processing notification of changes of circumstance for benefit claims	On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?	Quarterly
	KPI 35	The number of completed fraud investigations	How many benefits fraud investigations were completed by the Council?	Quarterly

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Housing	KPI 40	Rent collected as a proportion of rents owed on housing revenue account dwellings	What percentage of the rent due from our council home tenants was paid?	Annual
	KPI 41	Average number of days to re-let council dwellings	On average, how many days did it take us to re-let a Council property?	Quarterly
	KPI 42	Emergency repairs undertaken within target time	What percentage of emergency repairs to our council properties were completed within 24 hours?	Quarterly
	KPI 43	Urgent repairs undertaken within target time	What percentage of urgent repairs to our council properties were completed within five working days?	Quarterly
	KPI 44	Routine repairs undertaken within target time	What percentage of routine repairs to our council properties were completed within six weeks?	Quarterly
	KPI 45	Satisfaction with repairs	How satisfied were our tenants with the standard of the repairs service they received?	Quarterly
	KPI 46	Affordable homes delivered (gross)	How many affordable homes were built in the District?	Quarterly
	KPI 47	Households living in temporary accommodation	How many households were housed in temporary accommodation?	Quarterly
	KPI 48	Level of non-decent council homes	What percentage of our council homes were not in a decent condition?	Quarterly
Planning & Economic Development	KPI 50	Additional homes provided (net)	What was the net increase or decrease in the number of homes in the district?	Quarterly
	KPI 51	Processing of major planning applications within target time (13 weeks)	What percentage of major planning applications were processed within 13 weeks?	Quarterly
	KPI 52	Processing of minor planning applications within target time (8 weeks)	What percentage of minor planning applications were processed within 8 weeks?	Quarterly
	KPI 53	Processing of other planning applications within target time (8 weeks)	What percentage of other planning applications were processed within 8 weeks?	Quarterly
	KPI 54	Planning Appeals - Officer Recommendation	What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal (a lower figure is better and is expressed as a percentage of the number of appeals lodged)?	Quarterly
	KPI 55	Planning Appeals - Member Reversal of Officer Recommendation	What percentage of planning applications, refused by Council Members against the recommendation of the planning officers, were granted permission following an appeal (a lower figure is better and is expressed as a percentage of the number of appeals lodged)?	Quarterly
	KPI 56	Supply of ready to develop housing sites	How much of the land required to meet our house building needs over the next five years was available to be delivered over the next five years?	Annual
	KPI 57	Local Development Scheme - Achievement of Milestones (DELETED)	Deleted as KPI for 2011/12 by the Finance & Performance Management Scrutiny Panel (20 September 2011) and Finance & Performance Management Cabinet Committee (16 January 2012). The Local Development Framework Cabinet Committee has resolved that no formal Local Development Scheme be submitted to the Secretary of State at this stage, but that an informal timetable be published on the Council's website.	DELETED
KPI 58	CO2 reduction from local authority operations (DELETED)	Deleted as KPI for 2011/12 by the Finance & Performance Management Scrutiny Panel (20 September 2011) and Finance & Performance Management Cabinet Committee (16 January 2012). An annual report on the Council's progress in securing a reduction in its carbon emissions is in future to be presented to the Safer, Cleaner, Greener Scrutiny Panel.	DELETED	

Directorate	2011/12 KPI Ref. No.	Description (Old)	Description (New)	Reporting Frequency
	KPI 59	Levels of fuel poverty (DELETED)	Deleted as KPI for 2011/12 by the Finance & Performance Management Scrutiny Panel (20 September 2011) and Finance & Performance Management Cabinet Committee (16 January 2012). A new approach to assessing and addressing levels of fuel poverty in the district is to be developed for consideration by the Safer, Cleaner, Greener Scrutiny Panel.	DELETED