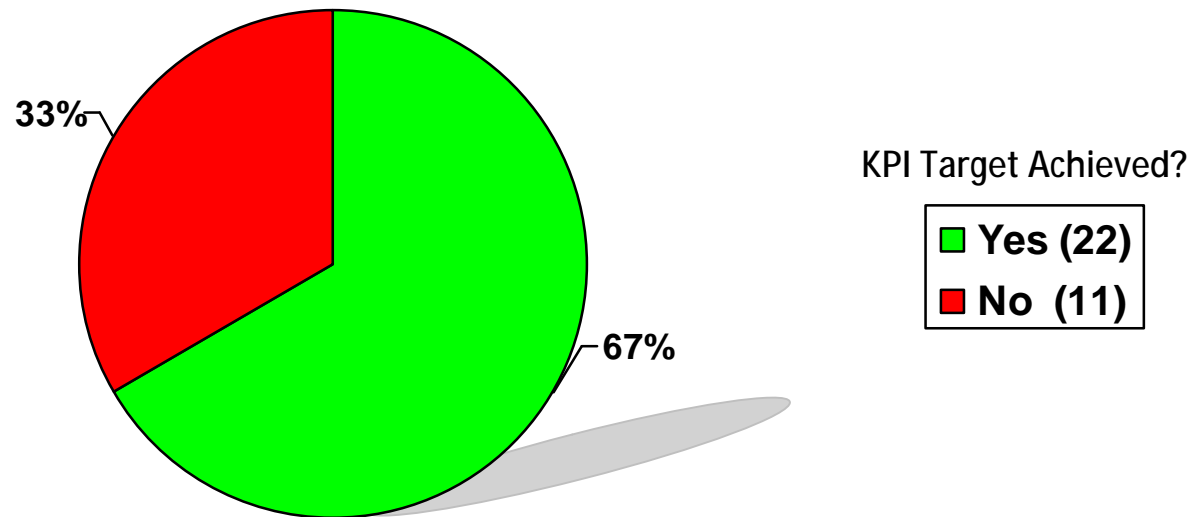


# Key Performance Indicators 2011/12 Outturn



Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
<b>Corporate Support Services Quarterly KPIs</b>									
KPI 10	How many working days did we lose due to sickness absence?	1.86	1.86	3.64	3.50	5.77	5.37	7.75	7.58
<b>Environment &amp; Street Scene Quarterly KPIs</b>									
KPI 20	How much non-recycled waste was collected for every household in the district?	106	94	209	190	311	287	420	383
KPI 21	What percentage of all household waste was sent to be recycled, reused or composted?	60.34%	61.94%	60.07%	62.16%	59.34%	60.79%	58.00%	60.03%
KPI 22	What percentage of our district had unacceptable levels of litter?	10%	9%	10%	6%	10%	7%	10%	7%
KPI 23	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	13%	9%	13%	6%	13%	5%	13%	10%
KPI 24	How well have we done in both reducing flytipping and taking action against those believed to be responsible?	3	3	3	3	3	1	3	1
KPI 25	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	97.00%	95.30%	95.00%	95.30%	95.00%	96.00%	95.00%	96.20%

Quarterly Indicators (cont.)		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
<b>Finance &amp; ICT Quarterly KPIs</b>									
KPI 30	What percentage of the invoices we received were paid within 30 days?	97%	90%	97%	91%	97%	92%	97%	93%
KPI 31	What percentage of the district's annual Council Tax was collected?	27.38%	27.50%	52.40%	52.70%	77.90%	78.03%	97.80%	97.81%
KPI 32	What percentage of the district's annual business rates was collected?	30.35%	30.44%	56.61%	56.18%	82.08%	81.07%	98.00%	97.26%
KPI 33	On average, how many days did it take us to process new benefit claims?	23.00	26.27	23.00	26.68	23.00	26.88	23.00	27.45
KPI 34	On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?	8.00	9.72	8.00	8.73	8.00	8.93	8.00	5.37
KPI 35	How many benefits fraud investigations were completed by the Council?	125	78	250	231	375	384	500	525
<b>Housing Quarterly KPIs</b>									
KPI 41	On average, how many days did it take us to re-let a Council property?	30	30	30	34	30	33	30	34
KPI 42	What percentage of emergency repairs to our council properties were completed within 24 hours?	99%	98%	99%	98%	99%	98%	99%	99%
KPI 43	What percentage of urgent repairs to our council properties were completed within five working days?	95%	75%	95%	91%	95%	86%	95%	90%
KPI 44	What percentage of routine repairs to our council properties were completed within six weeks?	95%	96%	95%	96%	95%	96%	95%	96%
KPI 45	How satisfied were our tenants with the standard of the repairs service they received?	98.00%		98.00%	100.00%	98.00%	99.00%	98.00%	99.45%
KPI 46	How many affordable homes were built in the District?	0	0	44	15	86	15	112	43
KPI 47	How many households were housed in temporary accommodation?	60	52	60	61	60	57	60	63
KPI 48	What percentage of our council homes were not in a decent condition?	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

### Quarterly Indicators (cont.)

		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
<b>Planning &amp; Economic Development Quarterly KPIs</b>									
KPI 50	What was the net increase or decrease in the number of homes in the district?	30	22	72	140	113	211	180	304
KPI 51	What percentage of major planning applications were processed within 13 weeks?	81.00%	85.71%	81.00%	86.96%	81.00%	82.76%	81.00%	78.38%
KPI 52	What percentage of minor planning applications were processed within 8 weeks?	81.00%	76.54%	81.00%	77.25%	81.00%	74.22%	81.00%	71.68%
KPI 53	What percentage of other planning applications were processed within 8 weeks?	93.00%	92.67%	93.00%	92.77%	93.00%	91.82%	93.00%	90.30%
KPI 54	What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?	20.00%	22.20%	20.00%	22.22%	20.00%	18.18%	20.00%	19.35%
KPI 55	What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?	50.00%	50.00%	50.00%	46.15%	50.00%	56.25%	50.00%	50.00%

**Annual Indicators****2011/12 Outturn Performance****Office of the DCE Annual KPIs**

		<b>Annual Target</b>	<b>Actual</b>	
KPI 01	KPI 01 - 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)	2	2	✓
KPI 04	KPI 04 - What percentage of visitors to the council website were satisfied with their experience? (Annual)	70.0%	82.0%	✓

**Corporate Support Services Annual KPIs**

KPI 11	KPI 11 - What percentage of the rent we were due to be paid for our commercial premises was not paid? (Annual)	3.00%	2.66%	✓
KPI 12	KPI 12 - What percentage of our commercial premises was let to tenants? (Annual)	99.00%	98.30%	✗

**Housing Annual KPIs**

KPI 40	KPI 40 - What percentage of the rent due from our council home tenants was paid? (Annual)	97.00%	97.68%	✓
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**Planning & Economic Development Annual KPIs**

KPI 56	KPI 56 - 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)	100.00%	136.01%	✓
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