

Key Performance Indicators 2012/13

Directorate	KPI Ref. No.	Description	2009/10 Outturn	2010/11 Outturn	2011/12 Outturn	Target 2012/13	Reporting Frequency	Portfolio
Deputy Chief Executive	KPI 04	What percentage of visitors to the council website were satisfied with their experience?			82.00%	70.00%	Performance reported annually	Support Services Portfolio Holder
Corporate Support Services	KPI 10	How many working days did we lose due to sickness absence?	8.35 days	7.86 days	7.58 days	7.50 days	Performance reported quarterly	Support Services Portfolio Holder
	KPI 11	What percentage of the rent we were due to be paid for our commercial premises was not paid?	4.3%	3.1%	2.66%	3.0%	Performance reported annually	Asset Management & Economic Development Portfolio Holder
	KPI 12	What percentage of our commercial premises was let to tenants?	97.63%	97.63%	98.30%	98.00%	Performance reported annually	Asset Management & Economic Development Portfolio Holder
Environment & Street Scene	KPI 20	How much non-recycled waste was collected for every household in the district?	447.00	392kg	383kg	395kg	Performance reported quarterly	Environment Portfolio Holder
	KPI 21	What percentage of all household waste was sent to be recycled, reused or composted?	51.17%	59.14%	60.03%	60.00%	Performance reported quarterly	Environment Portfolio Holder
	KPI 22	What percentage of our district had unacceptable levels of litter?	11.00%	9.00%	7.00%	9.00%	Performance reported quarterly	Environment Portfolio Holder
	KPI 23	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	13.00%	11.00%	10.00%	12.00%	Performance reported quarterly	Environment Portfolio Holder
	KPI 24	How well have we done in both reducing flytipping and taking action against those believed to be responsible?	Grade 3	Grade 3	Grade 1	Grade 2	Performance reported quarterly	Environment Portfolio Holder
	KPI 25	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	97.09%	96.60%	96.20%	95.00%	Performance reported quarterly	Environment Portfolio Holder
Finance & ICT	KPI 30	What percentage of the invoices we received were paid within 30 days?	98.00%	97.00%	93.00%	97.00%	Performance reported quarterly	Finance & Technology Portfolio Holder
	KPI 31	What percentage of the district's annual Council Tax was collected?	97.48%	97.85%	97.81%	97.80%	Performance reported quarterly	Finance & Technology Portfolio Holder
	KPI 32	What percentage of the district's annual business rates was collected?	97.56%	97.47%	97.26%	97.50%	Performance reported quarterly	Finance & Technology Portfolio Holder
	KPI 33	On average, how many days did it take us to process new benefit claims?	33.41 days	22.96 days	27.45	30 days	Performance reported quarterly	Finance & Technology Portfolio Holder
	KPI 34	On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?	4.85 days	4.67 days	5.37 days	8.00 days	Performance reported quarterly	Finance & Technology Portfolio Holder
	KPI 35	How many benefits fraud investigations were completed by the Council?	285	301	525	150	Performance reported quarterly	Finance & Technology Portfolio Holder

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Housing	KPI 40	What percentage of the rent due from our council home tenants was paid?	97.74%	98.14%	97.68%	97.00%	Performance reported annually	Housing Portfolio Holder
	KPI 41	On average, how many days did it take us to re-let a Council property?	28 days	31 days	34 days	30 days	Performance reported quarterly	Housing Portfolio Holder
	KPI 42	What percentage of emergency repairs to council properties were completed within 24 hours?	97.00%	98.00%	99.00%	99.00%	Performance reported quarterly	Housing Portfolio Holder
	KPI 43	What percentage of urgent repairs to council properties were completed within five working days?	93.00%	69.00%	90.00%	95.00%	Performance reported quarterly	Housing Portfolio Holder
	KPI 44	What percentage of routine repairs to council properties were completed within six weeks?	95.00%	92.00%	96.00%	95.00%	Performance reported quarterly	Housing Portfolio Holder
	KPI 45	How satisfied were our tenants with the standard of the repairs service they received?	98.51%	99.00%	99.45%	98.00%	Performance reported quarterly	Housing Portfolio Holder
	KPI 46	How many affordable homes were built in the District?	63	151	43	34	Performance reported quarterly	Housing Portfolio Holder
	KPI 47	How many households were housed in temporary accommodation?	46	47	63	60	Performance reported quarterly	Housing Portfolio Holder
	KPI 48	What percentage of council homes were not in a decent condition?	0.00%	0.00%	0.00%	0.00%	Performance reported quarterly	Housing Portfolio Holder
Planning & Economic Development	KPI 50	What was the net increase or decrease in the number of homes in the district?	176	356	304	180	Performance reported quarterly	Planning Portfolio Holder
	KPI 51	What percentage of major planning applications were processed within 13 weeks?	67.86%	84.62%	78.38%	81.00%	Performance reported quarterly	Planning Portfolio Holder
	KPI 52	What percentage of minor planning applications were processed within 8 weeks (delegated decisions only)?	79.67%	80.55%	71.68%	89.00%	Performance reported quarterly	Planning Portfolio Holder
	KPI 53	What percentage of other planning applications were processed within 8 weeks (delegated decisions only)?	93.05%	92.21%	90.30%	94.00%	Performance reported quarterly	Planning Portfolio Holder
	KPI 54	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)?			19.35%	19.00%	Performance reported quarterly	Planning Portfolio Holder

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	KPI 55	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)?			50.00%	50.00%	Performance reported quarterly	Planning Portfolio Holder
	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?	164.76%	144.00%	136.01%	100.00%	Performance reported annually	Planning Portfolio Holder