

# KEY PERFORMANCE INDICATORS 2006/07

## Community Wellbeing

KPI Reference	Definition	Officer
BVPI 02(b) MONITORED ANNUALLY	The quality of an authority's Race Equality Scheme and the improvements resulting from its application	T. Tidey
BVPI 156 MONITORED ANNUALLY	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	T. Tidey
BVPI 175	Racial incidents resulting in further action	I. Willett
LPI EH6	The percentage of licence applications processed within the statutory period	J. Gilbert

## Customer Services, Media, Communications and Information Technology

KPI Reference	Definition	Officer
There are no KPIs for this Portfolio for 2006/07		

## Housing

KPI Reference	Definition	Officer
BVPI 63 MONITORED ANNUALLY	The average SAP rating of local authority owned dwellings	A. Hall
BVPI 66(a)	Rent collected by the local authority as a proportion of rents owed on housing revenue account (HRA) dwellings	A. Hall
BVPI 164 MONITORED ANNUALLY	Does the authority follow the commission for Racial Equality's code of practice in rented housing and the Good practice Standards for social landlords on tackling harassment included in 'Tackling Racial Harassment' code of practice for social landlords	A. Hall
BVPI 183(a)	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	A. Hall
BVPI 183(b)	Average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need	A. Hall
BVPI 184(a) MONITORED ANNUALLY	The proportion of local authority dwellings which were non-decent at the start of the financial year	A. Hall
BVPI 184(b) MONITORED ANNUALLY	Percentage change in the proportion of non-decent Council dwellings between the start and end of the year	A. Hall
BVPI 212	Average number of days to re-let Council dwellings	A. Hall
LPI H15(a)	The number of affordable homes completed and ready for occupation during the year	A. Hall
LPI H15(b)	The amount of affordable housing required as part of Section 106 Agreements signed during the year for all large residential development sites (in excess of 25	A. Hall

## Finance, Performance Management & Corporate Support Services

KPI Reference	Definition	Officer
BVPI 08	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of receipt or within the agreed payment terms	B. Palmer
BVPI 09	The percentage of council tax collected by the Authority in the year	B. Palmer
BVPI 10	The percentage of non-domestic rates collected	B. Palmer

BVPI 11(a) MONITORED ANNUALLY	The percentage of the top-paid 5% of the local authority's staff who are women	T. Tidey
BVPI 11(b) MONITORED ANNUALLY	The percentage of the top 5% of the local authority's staff who are from an ethnic minority	T. Tidey
BVPI 11(c) MONITORED ANNUALLY	The percentage of the top 5% of the local authority's staff who have a disability	T. Tidey
BVPI 12	The number of working days/shifts lost to the local authority due to sickness absence	T. Tidey
BVPI 14 MONITORED ANNUALLY	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the local authority's total work force	T. Tidey
BVPI 16(a) MONITORED ANNUALLY	The percentage of local authority employees with a disability	T. Tidey
BVPI 17(a) MONITORED ANNUALLY	The percentage of local authority employees from ethnic minority communities	T. Tidey
BVPI 78(a)	The average time for processing new claims	B. Palmer
BVPI 78(b)	The average time for processing notification of changes of circumstance	B. Palmer
BVPI 79(a)	The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	B. Palmer

## Environmental Protection

KPI Reference	Definition	Officer
BVPI 82(a)(i)	The percentage of household waste arisings which have been sent by the authority for recycling	J. Gilbert
BVPI 82(a)(ii)	The total tonnage of household waste arisings which have been sent by the authority for recycling	J. Gilbert
BVPI 82(b)(i)	The percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	J. Gilbert
BVPI 82(b)(ii)	The total tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	J. Gilbert
BVPI 84	Kilograms of household waste collected per head	J. Gilbert
BVPI 91(a)	Percentage of households served by kerbside collection of recyclables	J. Gilbert
BVPI 166	Performance against environmental health service checklist	J. Gilbert
BVPI 199(a)	The proportion of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an acceptable level	J. Gilbert
BVPI 199(b)	The proportion of relevant land and highways at which unacceptable levels of graffiti are visible	J. Gilbert
BVPI 199(c)	The proportion of relevant land and highways at which unacceptable levels of fly-posting are visible.	J. Gilbert
BVPI 199(d)	The year-on-year reduction in total number of incidents and increase in the total number of enforcement actions taken to deal with fly-tipping	J. Gilbert

## Planning and Economic Development

KPI Reference	Definition	Officer
BVPI 106 MONITORED ANNUALLY	The percentage of new homes built on previously developed land	J. Preston
BVPI 109(a)	The percentage of major application determined within 13 weeks	J. Preston
BVPI 109(b)	The percentage of minor applications determined within 8 weeks	J. Preston
BVPI 109(c)	The percentage of 'other' applications determined within 8 weeks	J. Preston
BVPI 204	The number of planning appeal decisions allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	J. Preston

## Leisure

<b>KPI Reference</b>	<b>Definition</b>	<b>Officer</b>
BVPI 170(a)	The number of visits to/usages of local authority funded or part funded museums and galleries in the area per 1,000 population	D. Macnab
BVPI 170(c)	The number of pupils visiting museums and galleries in organised school groups	D. Macnab

### **Civil Engineering and Maintenance**

<b>KPI Reference</b>	<b>Definition</b>	<b>Officer</b>
LPI CEM1(a)	The number of Penalty Charge Notices issued in relation to on-street parking	J. Gilbert
LPI CEM1(b)	The number of Penalty Charge Notices issued in relation to off-street parking	J. Gilbert
LPI CEM1(c)	The number of Penalty Charge Notices issued that have been subject of an informal challenge	J. Gilbert
LPI CEM1(d)	The number of Penalty Charge Notices issued that have been subject of a formal challenge to the Head of Environmental Services	J. Gilbert
LPI CEM1(e)	The number of Penalty Charge Notices issued that have been subject of a formal challenge to the National Parking Adjudication Service	J. Gilbert
LPI CEM1(f)	The number of challenges allowed against the issue of a Penalty Charge Notice.	J. Gilbert
LPI CEM1(g)	The number of Penalty Charge Notices issued where collection was obtained	J. Gilbert

### **Leader's Portfolio**

<b>KPI Reference</b>	<b>Definition</b>	<b>Officer</b>
There are no KPIs for this Portfolio for 2006/07		